



Measuring What Matters

January 2023





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Our commitment to inclusion

The Salvation Army Australia acknowledges the Traditional Owners of the land on which we meet and work and pay our respect to Elders, past, present and future.

We value people of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions. We are committed to providing programs that are fully inclusive. We are committed to the safety and wellbeing of people of all ages, particularly children.

Our values are:

- Integrity
- Compassion
- Respect
- Diversity
- Collaboration

Learn more about our commitment to inclusion:
salvationarmy.org.au/about-us

The Salvation Army is an international movement and our mission is to preach the gospel of Jesus Christ and to meet human needs in his name without discrimination.





Introduction

The Salvation Army thanks the Treasury and the Australian Government for the opportunity to provide input to measuring what matters to improve the lives of all Australians. We commend the Australian Government on their commitment to implement a wellbeing budget.

Traditional budget metrics such as gross domestic product (GDP), inflation and unemployment, while playing an important role, only provide a partial view of our community's living standards. The Salvation Army walks alongside many Australians whose hardship and living standards are not captured by these measures.

The Salvation Army has been assisting Australians since 1880 through periods of economic decline as well as growth. Our experience has been that rising tides have not lifted all boats. With the current low unemployment rate and relatively low income inequality,¹ our services are busier than ever before. We are seeing more first-time individuals and families coming to our services and more people in employment who are increasingly struggling with the cost of living.

The Australian Government's commitment to measuring 'what matters' acknowledges that though traditional economic measures were intended to capture the health of our nation, we must find a better way to measure the health of the people that make up our nation. However, measuring wellbeing alone will not bring about change. It is critically important that the Australian Government use the wellbeing budget to set, fund and measure achievement against who we want our nation to be.

This submission draws on the experience and expertise of The Salvation Army's Research and Outcomes Measurement Team.

The Salvation Army's Research and Outcomes Measurement Team

The Salvation Army's Research and Outcomes Measurement project team continuously learn, measure, and report the collective outcomes of our services. Our research and evaluation activities aim to provide insights about issues affecting the people that we support to further advocate for community members and to provide findings that leads to evidence-based practice and continuous improvement of The Salvation Army's services.

The Research and Outcomes Measurement team are equipped with extensive skills in developing and implementing outcomes frameworks, as established through their training with the Centre for Social Impact in 2016. Amongst the 12 members, the team has a combined 108 years of experience in a diverse range of research areas--namely addictions, physical and mental health, social psychology, anthropology, public health, social/community services, education,

¹ Australian Institute of Health and Welfare. (Sep 2021). *International comparisons of welfare data*. <https://www.aihw.gov.au/reports/aus/228/welfare-in-australia/international-comparisons-of-welfare-data>



early childhood and development, youth and children, neuroscience, human geography, and disaster recovery.

In recognition of their achievements in delivering innovative and best-practice outcomes/impact measurement in Australia, the team was awarded the Social Impact Measurement Network Australia (SIMNA) Changemaker Award in 2018,² and SIMNA Excellence in Social Impact Measurement (runner up) in 2022.³ The team is experienced in working with individuals from culturally and linguistically diverse (CALD) and Aboriginal and Torres Strait Islander communities in the design and implementation of inclusive research practices.

² Social Impact Measurement Network Australia. (Oct, 2018). *Winners shine bright at the 2018 SIMNA Awards Ceremony*. <https://simna.com.au/winners-shine-bright-at-the-2018-simna-awards-ceremony/>

³ Social Impact Measurement Network Australia. (Dec, 2022). *Your 2022 SIMNA Awards Superstars have been announced*. <https://simna.com.au/2022-awards-winners/>





Suggested Indicators and Measures

Organisation for Economic Co-operation and Development Framework

We have structured our suggested indicators and measures using the key dimensions from the Organisation for Economic Co-operation and Development (OECD) Framework for Measuring Well-Being and Progress. Where The Salvation Army does not have sufficient expertise in a specific area or dimension, we have chosen not to comment. This is not meant to signal that these dimensions should not be included in the final framework.

The below table provides:

- **Indicators:** these indicators were chosen to provide a broad picture of wellbeing within each key dimension
- **Measures:** The third column suggests a mechanism to measure each indicator.
- **Data Sources:** To prove that the indicators are measurable the fourth column provides a data source for each measure

The majority of measures are already collected either nationally and annually or collected nationally but not annually (for example they may be collected as a part of the census, that is every five years). Nine of the measures are neither collected nationally or annually, however we still deemed them measurable as research is available on the suggested measure. This research comes from a variety of sources including the Australian Institute of Family Studies (AIFS), the Australian Institute of Health and Welfare (AIHW), and a range of universities and charities.

Three of the measures suggested, to our knowledge, have no data or research available, however we have deemed that they are firstly an important indicator to measure and secondly could be collected in an already established Australian Bureau of Statistics (ABS) survey. These measures are:

- **Income sufficiency:** Many economic statistics (for example, the unemployment and underemployment rates) focus on whether a person is employed and the hours they work. It is important to also consider whether a job provides income that meets a person's needs'. This is especially important for single parents and young people. This measure could be included in the ABS Labour Force Survey.
- **General Practitioner (GP) affordability:** We consider it important to also measure the percentage of Australians that would be able to afford to see a GP within the next 24 hours for themselves or their children. This differs slightly from the current ABS Patient Experience survey, which collects data on the proportion of people who reported cost was a reason for delaying or not using health services. The proposed new measure is hypothetical, assessing a person's capacity to see a GP in the event they fall sick, rather than in hindsight.



- **Sense of purpose in one’s life:** Research conducted by Australian Unity reveals the importance of having a sense of purpose and how it affects wellbeing.⁴ This could be added to the ABS General Social Survey.

Key:

	Data source
	Data collected nationally and annually
	Data collected nationally but not annually
	No nationally collected data but research on measure available
	No nationally collected data or research available on measure

Key Dimensions	Well-being indicators	Measures	Data source	
Income and wealth	Gender pay gap	The difference between women’s and men’s average weekly full-time equivalent earnings, expressed as a percentage of men’s earnings.	The national gender pay gap is calculated by Workplace Gender Equality Agency ⁵ using the latest data from the ABS. Calculated bi-annually.	
	Household income	Average household income.	ABS Census calculates the median weekly household income. ⁶ Calculated every five years.	
	Consumption	Average weekly household expenditure.	ABS Monthly Household Spending Indicator ⁷ – measured monthly.	
	Child poverty	Percentage of children living in poverty.	Australian Council of Social Services and the University of NSW have measured the	

⁴ Australian Unity. (2020). *How our sense of purpose affects our wellbeing*. <https://www.australianunity.com.au/wellbeing/What-is-real-wellbeing/How-our-sense-of-purpose-affects-our-wellbeing#:~:text=A%20sense%20of%20purpose%20gives,in%20turn%2C%20supports%20our%20wellbeing>.

⁵ Workplace Gender Equality Agency. (2022, May). *Gender pay gap data*. <https://www.wgea.gov.au/pay-and-gender/gender-pay-gap-data>

⁶ Australian Bureau of Statistics. (June, 2022). *Income and work: Census*. <https://www.abs.gov.au/statistics/labour/earnings-and-working-conditions/income-and-work-census/latest-release>

⁷ Australian Bureau of Statistics. (Jan, 2023). *Monthly Household Spending Indicator*. <https://www.abs.gov.au/statistics/economy/finance/monthly-household-spending-indicator/latest-release>





			percentage of children in poverty ⁸ – measured as part of a research project.	
	Disposable income	Median real equivalized household income after taxes and transfers, and before housing costs.	ABS' Household Income and Wealth, ⁹ Australia reported on the average equivalized income for the financial year (although not since 2019-2020).	
	Financial wellbeing	Percentage of adults who report they do not have enough money to meet everyday needs.	Not measured nationally or consistently, however ANZ has done research on financial wellbeing, ¹⁰ measuring it in four components: meeting everyday commitments, feeling comfortable, financial resilience and feeling secure for the future.	
	Food insecurity	Percentage of people reporting that they have worried they will run out of food before they care able to buy more/have run out of food before they had money to buy more.	Food security is not measured at a population level regularly or consistently in Australia. AIFS have done research into the prevalence, experience and impact of food insecurity. ¹¹	
Work and job quality	Employment rate	Percentage of adults aged 15 years and over who are employed.	ABS Labour Force Survey collects data on the employment rate. ¹² Collected monthly.	
	Hourly earnings	Median hourly earnings for wage and salary employees aged 15 years and over.	ABS Employee Earnings reports on median hourly earnings. ¹³ Collected annually.	
	Unemployment rate	Percentage of the labour force who are unemployed.	ABS Labour Force Survey collects data on the unemployment rate. ¹⁴ Collected monthly.	

⁸ Australian Council of Social Services and the University of New South Wales. (2019). *Percentage of children in poverty from 1999-2019*. <https://povertyandinequality.acoss.org.au/poverty/percentage-of-children-in-poverty-from-1999-2019/>

⁹ Australian Bureau of Statistics. (April, 2022). *Household Income and Wealth, Australia*. <https://www.abs.gov.au/statistics/economy/finance/household-income-and-wealth-australia/latest-release>

¹⁰ ANZ. (Dec, 2021). *ANZ Financial Wellbeing Survey - Australia*.

<https://www.anz.com.au/content/dam/anzcomau/documents/pdf/aboutus/esg/financial-wellbeing/anz-au-adult-financial-wellbeing-survey-2021.pdf>

¹¹ Rosier, K. (Aug, 2011). *Food insecurity in Australia: What is it, who experiences it and how can child and family services support families experiencing it?*. Australia Institute of Family Studies. <https://aifs.gov.au/resources/practice-guides/food-insecurity-australia-what-it-who-experiences-it-and-how-can-child>

¹² Australian Bureau of Statistics. (Jan, 2023). *Labour Force, Australia*. <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia/latest-release>

¹³ Australian Bureau of Statistics. (Dec, 2022). *Employee earnings*. <https://www.abs.gov.au/statistics/labour/earnings-and-working-conditions/employee-earnings/aug-2022>

¹⁴ Australian Bureau of Statistics. (Jan, 2023). *Labour Force, Australia*. <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia/latest-release>



	Underemployment rate	Percentage of people that report being underemployed.	ABS Labour Force Survey collects the underemployment rate. ¹⁵ Collected monthly.	
	Income sufficiency	Percentage of Australians who report having a job that meets their needs.	Not currently collected nationally.	
	Job satisfaction	Percentage of people that have remained in their jobs.	ABS Job Mobility Stats collects data on job mobility. ¹⁶ Not collected annually.	
Housing	Household crowding	Percentage of people living in a crowded house.	There is no nationally collected data on this measure. However, Australian Housing and Urban Research Institute have research on overcrowding. ¹⁷	
	Housing Affordability	Percentage of households with housing costs (sum of rent payments, rate payments (water and general) and housing related mortgage payments) that are greater than 30% of gross income.	ABS Housing Occupancy and Costs collects data on Housing Costs as a proportion of Income. ¹⁸ Collected annually.	
	Access to amenities (services, transport, employment and education) from where you live	Percentage of households that can easily access amenities from where they live.	While there has been no direct data on the percentage of households that can easily access amenities from where they live, ABS does have data on transport ¹⁹ and there is other research on internet access. ²⁰	
	Energy Poverty/Stress	Percentage of households unable to afford essential energy services /pay bills on time.	There is no national annually collected data of this however Brotherhood of St Laurence has research based on Household, Income and Labour Dynamics in Australia (HILDA) data. ²¹ This	

¹⁵ Ibid.

¹⁶ Australian Bureau of Statistics. (May, 2022). *Job mobility*. <https://www.abs.gov.au/statistics/labour/jobs/job-mobility/latest-release>

¹⁷ Dockery, M, Moskos, M, Isherwood, L & Harris, M. (Jul, 2022). *How many in a crowd? Assessing overcrowding measures in Australian housing*. Australian Housing and Urban Research Institute. <https://www.ahuri.edu.au/research/final-reports/382>

¹⁸ Australian Bureau of Statistics. (May, 2022). *Housing Occupancy and Costs*. <https://www.abs.gov.au/statistics/people/housing/housing-occupancy-and-costs/latest-release>

¹⁹ Australian Bureau of Statistics. (June, 2022). *Transport: Census*. <https://www.abs.gov.au/statistics/industry/tourism-and-transport/transport-census/2021>

²⁰ Analysis and Policy Observatory. (Oct, 2021). *Measuring Australia's digital divide: the Australian digital inclusion index 2021*. <https://apo.org.au/node/314284>

²¹ Bryant, D, Porter, E, Rama, I & Sullivan, D. (Aug, 2022). *Power pain: an investigation of energy stress in Australia*. Brotherhood of St Laurence. <https://www.bsl.org.au/research/publications/power-pain/>





		Percentage of households paying more than 7% of after-housing income on energy.	research examines energy stress through four measures: <ol style="list-style-type: none"> 1. Energy expenditure greater than 6% of (before-housing) disposable income 2. Energy expenditure greater than 7% of after-housing income 3. Unable to pay bills on time 4. Unable to heat the home 	
	Satisfaction with housing	Percentage of people that are satisfied with their housing – measured for social housing in Australia but not general housing.	There is no national data on this however, AIHW has conducted research on satisfaction with Social Housing. ²²	
	Housing quality	Percentage of adults reporting major repairs needed.	No national data on this measure. Choice, National Shelter and Nato conducted research on renters who are living in a home that needs repairs. ²³	
Health	GP Affordability	Percentage of Australians that would be able to afford to see a GP tomorrow for themselves or their children.	There is no national data on this measure.	
	Mental health	Percentage of adults with high or very high levels of psychological stress.	ABS National Study of Mental Health and Wellbeing has data on this measure. ²⁴ However, it is not currently measured annually (last released 2020-21).	
	Suicide Rate	Deaths caused by intentional self-harm, age-standardized rate per 100,000 people.	ABS Causes of Death includes data on intentional self-harm death in Australia. ²⁵ Released annually.	
	Life expectancy at birth	Life expectancy at birth.	ABS Life Tables ²⁶ includes data on life expectancy at birth. Collected every two years.	
	Unmet health needs	Percentage of children and adults with unmet need for	While there is no national data on this measure, there is recent research on the unmet healthcare	

²² Australian Institute of Health and Welfare. (Oct, 2022). *National Social Housing Survey 2021*. <https://www.aihw.gov.au/reports/housing-assistance/national-social-housing-survey-2021/contents/were-tenants-satisfied-with-social-housing-services>

²³ Choice, National Shelter & NATO. (2018). *Disrupted: The consumer experience of renting in Australia*. <https://shelter.org.au/site/wp-content/uploads/Disrupted-2018-Report-by-CHOICE-National-Shelter-and-NATO-Web-Version.pdf>

²⁴ Australian Bureau of Statistics. (July, 2022). *National Study of Mental Health and Wellbeing*. <https://www.abs.gov.au/statistics/health/mental-health/national-study-mental-health-and-wellbeing/latest-release>

²⁵ Australian Bureau of Statistics. (Oct, 2022). *Causes of Death, Australia*. <https://www.abs.gov.au/statistics/health/causes-death/causes-death-australia/latest-release#intentional-self-harm-deaths-suicide-in-australia>

²⁶ Australian Bureau of Statistics. (Nov, 2022). *Life tables*. <https://www.abs.gov.au/statistics/people/population/life-tables/latest-release>





		primary healthcare in the past 12 months.	needs of children from immigrant family in Australia. ²⁷ The AIHW has also done research on the unmet hospitalization needs of people with disability. ²⁸	
	Health status	Percentage of adults reporting good, very good or excellent health.	ABS National Health Survey ²⁹ collects information regarding the population's general health. Not collected annually.	
	AOD	Percentage of people drinking more than the recommended daily drinks.	ABS Alcohol consumption ³⁰ has statistics on this measure. Not collected annually.	
Knowledge and skills	Cognitive skills at age 15	Percentage of year 9 students achieving the minimum numeracy, spelling and reading standards.	National Assessment Program – Literacy and Numeracy (NAPLAN) Results, ³¹ measured annually and nationally.	
	Educational attainment of the adult population (tertiary)	Percentage of adults holding a non-school qualification of Certificate III or above.	ABS Education and Work ³² has statistics on Australians who have a non-school qualification and on the percentage of Australian's currently studying. Closing the Gap ³³ has data on the proportion of Aboriginal and Torres Strait Islander people aged 25-34 who have completed a tertiary qualification (certificate III and above).	
	Regular school attendance	Percentage of school students regularly attending.	Australian Curriculum, Assessment and Reporting Authority ³⁴ collects data on	

²⁷ Guo, S. Liu, M. Yun Chong, S. Zendarski, N. Molloy, C. Quach, J. Perlen, S. Nguyen, M. O'Connor, E. Riggs, E. & O'Connor, M. Health Service utilization and unmet healthcare needs of Australian children from immigrant families: A population-based cohort study. *Health and social care in the community*. 128 (6). <https://onlinelibrary.wiley.com/doi/abs/10.1111/hsc.13054>

²⁸ Australian Institute of Health and Welfare. (Nov, 2022). *Unmet hospitalisation needs*. <https://www.aihw.gov.au/australias-disability-strategy/outcomes/health-and-wellbeing/unmet-hospitalisation-needs>

²⁹ Australian Bureau of Statistics. (Dec, 2018). *National Health Survey: First results*. <https://www.abs.gov.au/statistics/health/health-conditions-and-risks/national-health-survey-first-results/latest-release#:~:text=Linkage%20Spine%20Article,General%20health,over%20the%20last%2010%20years>.

³⁰ Australian Bureau of Statistics. (March, 2022). *Alcohol consumption*. <https://www.abs.gov.au/statistics/health/health-conditions-and-risks/alcohol-consumption/latest-release>

³¹ National Assessment Program. *National Reports*. <https://www.nap.edu.au/results-and-reports/national-reports>

³² Australian Bureau of Statistics. (Nov, 2022). *Education and Work, Australia*. <https://www.abs.gov.au/statistics/people/education/education-and-work-australia/latest-release#key-statistics>

³³ Close the Gap. *Socioeconomic outcome area 6 – Aboriginal and Torres Strait Islander students reach their full potential through further education pathways*. <https://www.pc.gov.au/closing-the-gap-data/dashboard/socioeconomic/outcome-area6>

³⁴ Australian Curriculum Assessment and Reporting Authority. (Sept, 2022). *Student Attendance*.

<https://www.acara.edu.au/reporting/national-report-on-schooling-in-australia/national-report-on-schooling-in-australia-data-portal/student-attendance>





			<p>school attendance nationally and annually.</p> <p>Close the Gap³⁵ previously collected school attendance for Aboriginal and Torres Strait Islander children. Not collected since 2019.</p>	
Subjective well-being	General life satisfaction	Percentage of adults with a score of 7/10 higher for life satisfaction.	ABS General Social Survey ³⁶ reports on Australians overall life satisfaction against a scale ranging from 0 to 10. Not collected annually.	
	Sense of purpose in one's life	Percentage of Adults in Australia that are report having a sense of purpose in their life.	No nationally collected data.	
Safety	Experience of FDV	Percentage of people that experience family and domestic violence after the age of 15.	ABS Personal Safety Survey ³⁷ reports on men's and women's experience of violence by a partner. Not collected annually.	
	Experience of sexual assault	Percentage of people that have experienced sexual assault.	ABS Personal Safety Survey ³⁸ reports on the experience of sexual violence. Not collected annually.	
	Feeling safe	Percentage of adults who feel safe when walking alone in their neighborhood after dark.	ABS Personal Safety Survey ³⁹ reports on the percentage of people who do not walk alone after dark because they feel unsafe. Not collected annually.	
	Intentional homicide rate	Deaths caused by assault, age-standardised rates per 100,000 people.	Australian Institute of Criminology National Homicide Monitoring Program ⁴⁰ collects data on this measure annually.	
Work-life balance	Unpaid care work	Average hours per day spent doing unpaid work.	ABS How Australians Use Their Time ⁴¹ reports on the percentage of Australians who participate in	

³⁵ Closing the Gap. (2020). *School Attendance*. <https://ctgreport.niaa.gov.au/school-attendance#:~:text=By%20Year%2010%2C%20Indigenous%20students,of%20around%2017%20percentage%20points>.

³⁶ Australian Bureau of Statistics. (June, 2021). *General Social Survey: Summary Results Australia*.

<https://www.abs.gov.au/statistics/people/people-and-communities/general-social-survey-summary-results-australia/latest-release>

³⁷ Australian Bureau of Statistics. (Nov, 2017). *Personal Safety, Australia*. <https://www.abs.gov.au/statistics/people/crime-and-justice/personal-safety-australia/2016>

³⁸ Ibid.

³⁹ Ibid.

⁴⁰ Australian Institute of Criminology. *National Homicide Monitoring Program*. <https://www.aic.gov.au/taxonomy/term/239>

⁴¹ Australian Bureau of Statistics. (Oct, 2022). *House Australians Use Their Time*. <https://www.abs.gov.au/statistics/people/people-and-communities/how-australians-use-their-time/2020-21>





			unpaid work activities. Not collected annually.	
	Hours worked per week	Average hours worked per week.	ABS Labour Force Australia ⁴² reports on hours worked. Collected monthly.	
Social connections	Loneliness	Percentage of adults who felt lonely at least some of the time in the last week.	There is not national annually collected data on this measure. However AIHW COVID-19 Impact Monitoring Survey Program ⁴³ includes research on the number of people who experienced social isolation and loneliness during the pandemic.	
	Social network support	Percentage of adults report they are able to get support in times of crisis from persons living outside the household.	ABS General Social Survey ⁴⁴ collects data on this measure. Not collected annually.	
	Social connectedness	Percentage of adults involved in social, community, civic and political groups.	ABS General Social Survey ⁴⁵ collects data on this measure. Not collected annually.	

Dimension not captured in the OECD Framework

The key dimensions in the OECD Framework, while providing an important starting point for measuring wellbeing, need to be adjusted to capture Australia's local context. Including the dimension of 'cultural identity and sense of belonging' ensures that the well-being framework includes indicators that are specific to Aboriginal and Torres Strait Islander wellbeing. Aboriginal and Torres Strait Islander well-being can be linked to connection to country, cultural practices, spirituality and language use.⁴⁶ These are not captured in the dimensions in the previous table.

Key Dimensions	Indicators	Measures	Data source	
Cultural identity and belonging	Family, Kinship and Community	Items from Mayi Kuwayu survey that look at how Aboriginal and Torres Strait Islander wellbeing is linked to aspects like connection to country, cultural practices, spirituality and language use	Mayi Kuwayu ⁴⁷	

⁴² Australian Bureau of Statistics. (Jan, 2023). *Labour Force, Australia*. <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia/latest-release#hours-worked>

⁴³ Australian Bureau of Statistics. (Sept, 2021). *Social Isolation and Loneliness*. <https://www.aihw.gov.au/reports/australias-welfare/social-isolation-and-loneliness-covid-pandemic>

⁴⁴ Australian Bureau of Statistics. (June, 2021). *General Social Survey: Summary Results Australia*.

<https://www.abs.gov.au/statistics/people/people-and-communities/general-social-survey-summary-results-australia/latest-release>

⁴⁵ Ibid.

⁴⁶ https://mkstudy.com.au/wp-content/uploads/2019/06/MAK001_Links-between-culture_Brochure_A4-Online_FINAL_V6.pdf

⁴⁷ Mayi Kuwayu. <https://mkstudy.com.au/>





		could be used to determine this measure.		
	Cultural beliefs and knowledge	Items from Mayi Kuwayu survey that looks at how Aboriginal and Torres Strait Islander wellbeing is linked to aspects like connection to country, cultural practices, spirituality and language use could be used to determine this measure.	Mayi Kuwayu ⁴⁸	
	Connection to country	Items from Mayi Kuwayu survey that looks at how Aboriginal and Torres Strait Islander wellbeing is linked to aspects like connection to country, cultural practices, spirituality and language use could be used to determine this measure.	Mayi Kuwayu ⁴⁹	
	Cultures and languages are strong, supported and flourishing	Number of Aboriginal and Torres Strait Islander people who speak language.	Close the Gap ⁵⁰ has data on this measure, collected nationally and annually.	
	Aboriginal and Torres Strait Islander people enjoy high levels of social and emotional wellbeing	Significant and sustained reduction in suicide of Aboriginal and Torres Strait Islander people.	Close the Gap ⁵¹ has data on this measure, collected nationally and annually.	
	Children thrive in their early years	Percentage of Aboriginal and Torres Strait Islander children assessed as developmentally on track in all five domains of the Australian Early Development Census (AEDC).	Close the Gap ⁵² has data on this measure, collected nationally and annually.	

⁴⁸ Ibid.

⁴⁹ Ibid.

⁵⁰ Australian Government Productivity Commission. (2019). *Socioeconomic outcome area 16 Aboriginal and Torres Strait Islander cultures and languages are strong, supported and flourishing*. <https://www.pc.gov.au/closing-the-gap-data/dashboard/socioeconomic/outcome-area16>

⁵¹ Australian Government Productivity Commission. (2020). *Socioeconomic outcome area 14 Aboriginal and Torres Strait Islander people enjoy high levels of social and emotional wellbeing*. <https://www.pc.gov.au/closing-the-gap-data/dashboard/socioeconomic/outcome-area14>

⁵² Australian Government Productivity Commission. (2021). *Socioeconomic outcome area 4 Aboriginal and Torres Strait Islander children thrive in their early years*. <https://www.pc.gov.au/closing-the-gap-data/dashboard/socioeconomic/outcome-area4>



Cultural sensitivity in data collection

The development of a well-being budget will require significant data collection (both quantitative and qualitative) from a diverse range of communities and individuals. In collecting data and conducting research in these communities, it is critical to ensure that it occurs in a culturally sensitive and competent manner. Historically, research collected on Aboriginal and Torres Strait Islander people and CALD communities has been inappropriate because it has often served to advance the 'politics of colonial control'.⁵³ Researchers have a responsibility to cause no harm, however even well-intentioned research can be a source of distress and recolonisation especially when research is carried out without collaboration and in a culturally insensitive manner.

The Salvation Army's Research and Outcomes Measurements team works on evaluation projects with a range of services that The Salvation Army offers. These services operate in rural, regional and metropolitan areas and serve a broad range clients and communities including Aboriginal and Torres Strait Islander and those from Culturally and Linguistically Diverse backgrounds. The Salvation Army's Research and Outcomes Measurement team follows the following main principles for conducting research and evaluation with culturally diverse populations:

- Ensure researchers have cultural competence training and act in culturally safe ways.
- Engage in community consultation throughout the research project to define project aims, culturally appropriate measures and data collection processes.
- Ensure remuneration is appropriate and meaningful.
- Establish a steering group or advisory committee, with relevant subject matter experts and stakeholders to guide the research and evaluation from design and implementation to communication of findings. This would include representatives of the community to ensure research is culturally appropriate and safe. For example, questions about who is living in the household or household crowding may elicit fear or distrust. Different cultural understandings and interpretation of crowding and appropriate living spaces, and Aboriginal and Torres Strait Islander people may fear that children will be removed.
- Pilot test any measures/data collection tools with members of the community and receive feedback.
- Ensure findings are communicated back to the community in accessible ways to ensure transparency and acknowledgement of contribution.

⁵³ Cochran, P. A., Marshall, C. A., Garcia-Downing, C., Kendall, E., Cook, D., McCubbin, L., & Gover, R. M. (2008). Indigenous ways of knowing: implications for participatory research and community. *American journal of public health, 98*(1), 22–27. <https://doi.org/10.2105/AJPH.2006.093641>



About The Salvation Army

The Salvation Army is an international Christian movement with a presence in 128 countries. Operating in Australia since 1880, The Salvation Army is one of the largest providers of social services and programs for people experiencing hardship, injustice and social exclusion.

The Salvation Army Australia provides more than 1,000 social programs and activities through networks of social support services, community centres and churches across the country.

Programs include:

- Financial inclusion, including emergency relief
- Homelessness services
- Youth services
- Family and domestic violence services
- Alcohol, drugs and other addictions
- Chaplaincy
- Emergency and disaster response
- Aged care
- Employment services

As a mission-driven organisation, The Salvation Army seeks to reduce social disadvantage and create a fair and harmonious society through holistic and person-centred approaches that reflect our mission to share the love of Jesus by:

- Caring for people
- Creating faith pathways
- Building healthy communities
- Working for justice

We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity and equity.

Further Information

The Salvation Army would welcome the opportunity to discuss the content of this submission should any further information be of assistance. Further information can be sought from Major Paul Hateley, National Head of Government Relations, at government.relations@salvationarmy.org.au or

