



# Measuring What Matters – second consultation

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May 2023

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## Our commitment to inclusion

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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 and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions and intersex status. 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](https://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.

More information about The Salvation Army is at **Appendix A**.







## Executive summary

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The Salvation Army welcomes the opportunity to provide this submission to inform Australia's Measuring What Matters statement.

The work of The Salvation Army is inspired by our vision:

*Wherever there is hardship or injustice, Salvos will live, love and fight, alongside others, to transform Australia one life at a time with the love of Jesus.*

In this submission, The Salvation Army focuses on the policy themes and draft descriptions that most closely align to this work.

In addition to these comments, The Salvation Army has made **1** recommendation for the Treasury to consider, namely to fully fund trauma-informed culturally-appropriate and inclusive community consultations to inform future stages of the development of the Measuring What Matters statement, and to provide adequate resources and timeframes for such consultations.



## Summary of Recommendations

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### Recommendation 1

2.6 The Salvation Army recommends that the Australian Government fully fund trauma-informed culturally-appropriate community consultations to inform future stages of the development of the Measuring What Matters statement. Such consultations should provide adequate time, including time to build relationships and trust with community groups, and be resourced to allow individuals and families experiencing disadvantage to participate.

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# 1 Proposed Indicators

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- 1.1 The Salvation Army thanks the Treasury for the update on progress towards developing a new Measuring What Matters statement (the Statement).
- 1.2 The table below maps our original proposed indicators to the Treasury's proposed policy themes and draft descriptions. More detail, including potential data sources, can be found in The Salvation Army's submission to the January consultation round.
- 1.3 It will come as no surprise that the issues The Salvation Army witnesses every day fall within a smaller subset of the draft descriptions. We have not offered further comment where themes and descriptions fall outside our area of expertise.



## Prosperous – A growing, productive and resilient economy

Description	Possible Measures & Indicators
A1. An economy that provides opportunities for all Australians.	<ul style="list-style-type: none"> <li>• <b>Employment rate.</b></li> <li>• <b>Hourly earnings.</b></li> <li>• <b>Unemployment rate.</b></li> <li>• <b>Underemployment rate.</b></li> </ul>
A2. An economy that is more resilient and less vulnerable to shocks.	<ul style="list-style-type: none"> <li>• <b>Poverty rate, categorised by income source.</b> Percentage of income support recipients with income shortfalls below an agreed amount below the national median income.</li> <li>• <b>Household income to debt ratio.</b></li> </ul>
A3. People are financially secure.	<ul style="list-style-type: none"> <li>• <b>Financial wellbeing.</b> Percentage of adults who report they do not have enough money to meet everyday needs. (Note: This description is very similar to B1 below.)</li> </ul>
A4. People have access to education, knowledge and training so they have the skills to fully participate in society and the economy throughout their life.	<ul style="list-style-type: none"> <li>• <b>Cognitive skills at age 15.</b> Percentage of year 9 students achieving the minimum numeracy, spelling and reading standards.</li> <li>• <b>Educational attainment of the adult population (tertiary).</b></li> <li>• <b>Regular school attendance.</b></li> <li>• <b>Accessibility of schools and early education to children and young adults with special needs</b> (Note: This would include both physical and cognitive, from people with physical disability to intellectual disability and neurodivergent children, e.g. support for kids with autism.)</li> </ul>
A5. People have access to necessary services and amenities.	<ul style="list-style-type: none"> <li>• <b>Access to amenities (services, transport, employment and education) from where you live.</b></li> <li>• <b>Accessibility of government support.</b></li> </ul>
A6. A sustainable budget that can continue to deliver the services Australians rely on and can buffer the economy against future shocks.	
A7. A dynamic economy, which encourages and offers opportunities for innovation and entrepreneurship.	
A8. An economy that seizes the opportunities from the net zero transition and digitisation.	<ul style="list-style-type: none"> <li>• <b>Rate of people experiencing digital poverty in Australia.</b> (Note: People without access to digital technology and adequate digital capability are at risk of further disadvantage as digital technology becomes increasingly essential for everyday life (e.g.. to apply for job, government support, banking, healthcare, etc).)</li> </ul>



## Inclusive – A society that shares opportunities and enables people to fully participate

Description	Possible Measures & Indicators
B1. A society that allows all people to afford life's essentials.	<ul style="list-style-type: none"> <li>• <b>Child poverty.</b> Percentage of children living in poverty.</li> <li>• <b>Food insecurity.</b> Percentage of people reporting that they have worried they will run out of food before they are able to afford to buy more/have run out of food before they had money to buy more.</li> <li>• <b>Energy poverty/stress.</b> Percentage of households unable to afford essential energy services/pay bills on time. Alternatively, Percentage of households paying more than 7% of after-housing income on energy.</li> <li>• <b>Housing affordability.</b> Percentage of households with housing costs (sum of rent payments, rate payments (water and local government) and housing related mortgage payments) that are greater than 30% of gross income.</li> <li>• <b>Housing quality.</b> Percentage of adults reporting major repairs needed.</li> </ul>
B2. A society that provides people access to secure, well-paying jobs	<ul style="list-style-type: none"> <li>• <b>Income sufficiency.</b> Percentage of Australians who report having a job that meets their needs.</li> </ul>
B3. A society that supports social and economic accessibility and intergenerational mobility.	
B4. Gender equality, including at work and in the community.	<ul style="list-style-type: none"> <li>• <b>Gender pay gap.</b> The difference between women's and men's average weekly full-time equivalent earnings, expressed as a percentage of men's earnings.</li> <li>• <b>Disparity in unpaid care work.</b> Difference in average hours per day spent doing unpaid work, such as caring for family members or doing household chores.</li> </ul>
B5. A society that supports diversity and equity.	<ul style="list-style-type: none"> <li>• <b>Percentage of people with disability or special needs in paid work.</b></li> <li>• <b>Percentage of people with disability or special needs with adequate income for their everyday needs.</b></li> </ul>
B6. Leadership in government and business that is representative of our diverse society.	

Sustainable – A natural environment that is valued and sustainably managed in the face of a changing climate for current and future generations

Description	Possible Measures & Indicators
C1. A healthy natural environment for current and future generations, protected from the damage being caused by climate change.	
C2. A society and economy that is resilient and adapting to a changing climate.	
C3. A society that sustainably uses our natural resources, on track to reach to net zero emissions.	
C4. A society that values the social, cultural and economic significance of our natural environment.	

## Cohesive – A safe and cohesive society that celebrates culture and encourages participation

Description	Possible Measures & Indicators
D1. A society where people feel safe at home, online and in the community.	<ul style="list-style-type: none"> <li>• <b>Experience of FDV.</b> Percentage of people that experience family and domestic violence after the age of 15.</li> <li>• <b>Experience of sexual assault.</b> Percentage of people that have experienced sexual assault.</li> <li>• <b>Feeling safe.</b> Percentage of adults who feel safe when walking alone in their neighbourhood after dark. Percentage of adults and of children that feel safe when accessing digital technology.</li> <li>• <b>Intentional homicide rate.</b> Deaths caused by assault, age-standardised rates per 100,000 people.</li> </ul>
D2. A society that is Closing the Gap and values First Nations culture.	<ul style="list-style-type: none"> <li>• <b>Cultural beliefs and knowledge.</b></li> <li>• <b>Connection to country.</b></li> <li>• <b>Cultures and languages are strong, supported and flourishing.</b></li> <li>• <b>Aboriginal and Torres Strait Islander people enjoy high levels of social and emotional wellbeing.</b></li> </ul>
D3. A society where people have the time and opportunity to participate in the arts, culture and sporting activities.	
D4. A society that has close relationships with family and friends.	<p>This description could also include neighbourhood and community connections.</p> <ul style="list-style-type: none"> <li>• <b>Loneliness.</b> Percentage of adults who felt lonely at least some of the time in the last week.</li> <li>• <b>Social network support.</b> Percentage of adults who report they are able to get support in times of crisis from persons living outside the household.</li> </ul>
D5. A government that is trusted by the public.	
D6. People participate in the democratic process and engage in their community.	
D7. A society that supports engagement in the community through volunteering or other means.	<ul style="list-style-type: none"> <li>• <b>Social connectedness.</b> Percentage of adults involved in social, community, civic and political groups.</li> </ul>

Healthy – A society in which people feel well and are in good physical and mental health now and into the future

Description	Possible Measures & Indicators
E1. A society in which people are in good physical health.	<ul style="list-style-type: none"> <li>• <b>GP affordability.</b> Percentage of Australians who would be able to afford to see a GP tomorrow for themselves or their children.</li> <li>• <b>Unmet health needs.</b> Percentage of children and adults with unmet need for primary healthcare in the past 12 months.</li> <li>• <b>Dental affordability.</b> Percentage of Australians who were able to afford basic annual dental checks in the previous 12 months. Percentage of Australians that could afford essential dental treatment in the previous 12 months.</li> </ul>
E2. A society in which people are in good mental health.	<ul style="list-style-type: none"> <li>• <b>Substance misuse.</b> Percentage of people drinking more than the recommended daily intake of alcohol.</li> <li>• <b>Rate of anxiety and depression.</b></li> </ul>
E3. A society that ensures the health and development of its children.	<ul style="list-style-type: none"> <li>• <b>Children thriving in their early years.</b> Children assessed as developmentally on track in all five domains of the Australian Early Development Census (AEDC).</li> <li>• <b>Access to support for children with special needs.</b></li> <li>• <b>Children with special needs thriving socially and educationally.</b></li> </ul>
E4. A society in which people are generally satisfied with their life.	<ul style="list-style-type: none"> <li>• <b>General life satisfaction.</b> Percentage of adults with a life satisfaction score of 7/10 or higher.</li> <li>• <b>Sense of purpose in one's life.</b> Percentage of adults in Australia that report having a sense of purpose in their life</li> </ul>
E5. A society where people have enough time for family, friends, personal interests and their community.	<ul style="list-style-type: none"> <li>• <b>Hours worked per week.</b></li> </ul>
E6. A society that values the contributions of all regardless of health or ability.	

## 2 Community consultations

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- 2.1 The Salvation Army acknowledges the Treasury's recognition for the need for "broad and inclusive public consultation to ensure the Statement clearly reflects the views of the community". We suggest that more care needs to be taken when consulting with members of the Australian community who have experienced hardship and disadvantage, or have a history of trauma. It is precisely these people whose wellbeing the Statement needs to reflect.
- 2.2 The Salvation Army's Research and Outcomes Measurement team has extensive experience developing and conducting community consultations with the people alongside whom The Salvation Army walks. This includes with individuals, families and communities that have experienced trauma and multiple forms of disadvantage. We recently completed a national consultation with people with lived experience of homelessness across capital and regional areas, including three days spent yarning with First Nations people in Darwin.
- 2.3 Our outcomes measurement approach involves active consultation with people from diverse backgrounds and experiences. Our experience is that community consultations need to consider the time taken to build relationship and trust with community members and Elders, particularly those with intergenerational trauma and history of poor interactions with governments and institution. We also identify the need to decolonialise the approaches that are used in community consultations and in the development of measures and data collection. This would ensure outcomes and impact measurement that genuinely reflects progress which is both desirable and achievable by a diverse Australian community and those experiencing multiple and entrenched disadvantage.
- 2.4 Our experience is that a well-run, inclusive and trauma-informed community consultation covering metropolitan, rural and regional areas is both time- and resource-intensive. Such consultations require extensive planning and preparation. Failure to do so can be a source of distress and re-traumatisation, especially when consultation is carried out without collaboration or in a culturally insensitive manner.
- 2.5 Some individuals may need additional support to participate. This includes providing transport for people experiencing financial hardship and translation services for people with English as an additional language. Support for these individuals and families to have their voices and life experiences heard is essential in ensuring policies, interventions and outcomes measurement affecting them are fit for purpose. Many organisations simply do not have the funding or resources to undertake these consultations appropriately. They should not be asked to bear this responsibility without additional funding or resources and training. Developing standardised methods for reimbursing community members, including providing meaningful options that would not impact participants' Centrelink benefits, and allocating funds for this purpose would demonstrate the Australian Government's commitment to meaningful and fair community consultations.



### **Recommendation 1**

- 2.6** The Salvation Army recommends that the Australian Government fully fund trauma-informed culturally-appropriate community consultations to inform future stages of the development of the Measuring What Matters statement. Such consultations should provide adequate time, including time to build relationships and trust with community groups, and be resourced to allow individuals and families experiencing disadvantage to participate.

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### 3 Conclusion

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- 3.1 The Salvation Army thanks the Treasury for the opportunity to have continued input into the development of the Measuring What Matters statement.
- 3.2 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 [government.relations@salvationarmy.org.au](mailto:government.relations@salvationarmy.org.au).

**The Salvation Army Australia Territory**

**26 May 2023**

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## Appendix A About The Salvation Army

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The Salvation Army is an international Christian movement with a presence in more than 130 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 counselling, financial literacy and microfinance
- Emergency relief and related services
- 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 about The Salvation Army can be accessed at: <  
<https://www.salvationarmy.org.au/>>