

Learning Activity

- I. Identify an opportunity to better measure outcomes in your organisation.
- II. Specify exactly what you are trying to achieve using SMART objective/s (Specific, Measurable, Attainable, Relevant, Timely)
- III. Work through the template below to plan the elements / actions of your outcomes project
- IV. Commit to the identified actions within a specific timeframe
- V. Feedback to the broader group
- VI. Follow up your actions over the coming months to develop and implement successful outcome measures!

Title:

(Organisational or project name) i.e The Outcome Measurement Project

Objective: To develop and implement outcome measures for _____
ie young people who participate in the Byron Bay Surfing Skills Program in 2019

Leadership & Culture

Leadership and culture directly affect client outcomes; Strong leadership will ensure success of your Outcomes Measurement Project.

Document actions you will take to ensure

- A clear vision for how the Outcome Measurement Project is communicated throughout the team/s

- Key leaders within your organisation are engaged in the project

- Accountability and reporting structures are in place to monitor the project

- Staff feel strong ownership of / investment in the project

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Workforce

Organisational processes must support a skilled, competent and proactive workforce; Providing a safe and inclusive workplace is essential.

Document actions you will take to ensure

- Workforce planning, allocation and management supports appropriately skilled staff to implement the Outcomes Measurement Project

- A safe and fair workplace based on a 'just' culture

- Staff input is sought and used in project

- Staff are clear about role expectations, responsibilities and standards of performance

- Training, mentoring and supervision is used to support, monitor and develop staff involved in the project

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Client & Family Partnerships

Effective client, family and carer partnerships are crucial for improving clients' experiences and outcomes.

Document actions you will take to ensure

- Clients are actively supported to provide input into developing outcome measures

- The Outcome Measurement Project is inclusive of diverse experiences and needs of clients

- The project learns from and acts on client feedback to make improvements

- Client participation processes are monitored for their effectiveness

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Best Practice

Staff must be effectively supported to use evidence-informed best practice;
Research and evidence should be continually reviewed.

Document actions you will take to ensure

- Outcome measurement tools are evidence based

- Outcome measurement process are clearly articulated, communicated and adhered to

- Staff participate in the Outcomes Measurement Project design

- Outcomes data is collected, analysed and shared

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Risk Management

Services must have a broad-based risk management system that integrates organisational, financial, occupational health and safety and practice risk.

Document actions you will take to ensure

- Risk considerations inform the Outcomes Measurement Project development and implementation

- Risks are proactively identified, monitored and managed

- The Outcomes Measurement Project adheres with relevant legislation and standards