

Outcomes Focus

An outcomes focused organisation makes sure the skills, knowledge and abilities of staff, as well as the organisation's systems and processes, achieve effective results for people and communities.

Having quality information about the outcomes/results being achieved can help organisations:

- plan with confidence to deliver the right services, in the right place at the right time
- monitor change and better understand the needs of the people using services
- improve the way services are delivered
- view trends over time
- demonstrate the positive impact for the people using services and the contribution being made to community wellbeing
- provide richer outcomes information for funders, communities and other interested parties.

Being outcomes focused requires an organisation to know and understand the needs of the people using services. Client outcomes are collected and analysed, and we report on how these contribute to community wellbeing. Qualitative and quantitative data is used to show services are making a positive difference for people and communities and direct continuous quality improvement.

Results Based Accountability (RBA), Client Driven Outcome Informed (CDOI), Most Significant Change (MSC), and Logic Mapping/Programme Logic are examples of well-utilised, evidenced-based methodologies or outcome frameworks.

OUTCOMES FOCUS				
<p>Consider how and to what extent your organisation demonstrates each of the good practice elements related to a strong outcomes focus.</p> <p>Select the rating that best describes your organisation's current capability level (1 to 4).</p> <p>In the space below the rating make brief notes about areas of strength and areas of improvement related to the specific good practice element. Note examples of tangible evidence where possible.</p>				
Good practice element	1. Aspirational <i>We want to be able to do this well.</i>	2. Emerging <i>We're developing, but we need more capability.</i>	3. Consolidating <i>We do this well, but we are looking to improve.</i>	4. Transformative <i>We do this really well and are open to sharing with others.</i>
A) We know and understand the needs of the people using our services, and draw on this information in setting our organisation's outcomes and performance measures.	1	2	3	4
B) The outcomes our unit is seeking are clearly defined and include clear, measurable and meaningful performance measures.	1	2	3	4
C) We collect qualitative and quantitative information in order to measure progress on achieving outcomes and review our organisational performance.	1	2	3	4

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D) Our approach to outcomes monitoring and evaluation is well matched to the cultural context of our organisation, its people and communities.	1	2	3	4
E) We regularly monitor and assess the effectiveness of our services for groups we work with now, or may work with in the future.	1	2	3	4
F) We use the outcomes information we collect to demonstrate the positive difference our organisation is making for people using our services.	1	2	3	4
Outcomes focus summary rating <i>Add together your ratings for the six good practice elements related to an outcomes focus. Divide your total by six to get your organisation's summary rating for outcomes focus.</i> <i>Check whether this feels right in terms of your evidence and adjust if necessary. Include a brief commentary and evidence for your adjusted rating.</i>				
Rating:		Adjusted rating:		
Commentary and evidence: 				