

# Australian Community Support Organisation – Final Report



## EMPOWERMENT FUND

### Project summary

ACSO's Client Outcomes Measurement System is a fit-for-purpose, evidence-based tool designed to capture consistent data on the meaningful change occurring for clients across ACSO's diverse programs. The measurement system consists of 5-point Likert scales, 'tick all that apply' and free text answers. This tool can be applied across ACSO globally, and program specific.

The Outcome Measurement System is designed to;

- Enhance ACSO's ability to understand and demonstrate the impact of its service delivery
- To communicate the value of ACSO's work to stakeholders, e.g., funders, employees, communities, and clients.
- Support evaluation of programs and services to contribute to ongoing continuous improvements.
- Provide accountability and transparency on what ACSO is achieving for its clients.

The project deliverables included:

- An evaluation system that operationalises the Organisation's Impact Logic Model and Outcomes Framework.
- Development of evaluation tools mapped against the Organisation's Outcomes Framework that caters to the diverse needs of the Organisation's client base, including service specificity, cohort diversity and cultural appropriateness.
- A data Integration and Mapping Protocol which aligns the evaluation tool data to the Organisation's Outcomes Framework.
- Clearly defined evaluation processes to be imbedded in service delivery for information collection, recording and storage.
- A versatile Evaluation Software Package capable of facilitating seamless data collection from clients, specifically designed to support the chosen evaluation tools.
- Training modules to support a capability uplift of the Organisation's staff.

Two Outcome Measurement tools were developed to quantify client and employee observations on the impact of a program at the end of service from two data sources: client and employee. This approach allows for triangulation, improving the validity and depth of insight into client outcomes.



## Key achievements/findings

A key achievement of the project was the development of both client and employee tools. These tools used observations to measure client progress in a way that is both relevant and sensitive to the unique goals of each service area.

The Outcome Measurement Project has achieved the following;

- Enhanced evaluation capabilities of ACSO programs aligning tools with program logic and client pathways, ACSO is now equipped to collect robust and sound evaluation data that supports improvements in evidence-based practice.
- Consistent and comparable measurement tools across all ACSO programs.
- A comprehensive implementation plan which ensured comprehensive rules and reporting, and that they surveys were embedded in routine serviced delivery.

## Insights

### Learnings for the Organisation

At the time of submitting this Final Report, insufficient data has been collected to allow for meaningful interpretation or reporting on organisational impact and service delivery. However, during the design and implementation of the Outcome Measurement System, the following insights and learnings emerged.

Client and Employee Outcome Measurement Tool:

- Consulting ACSO's Lived Experience Advisory Panel (LEAP), the Stakeholder Advisory Committee (SAC), and the Outcomes Measurement Project Working Group strengthened our understanding of client needs, as well as improving the validity of the measurement system. This consultation ensured that the tool captured the key question, and therefore the essential components of service deliver, to be measured. Furthermore, consultation helped maintain a client-centred approach by ensuring that the language, structure, and overall design reflected the perspectives and priorities of clients, employees, and the organisation.
- Delivering the measurement tool to clients via the CMS demonstrated potential barriers; the client could not complete this on their own device or remotely, and employees would have been required to complete two outcome measurement tools (client and employee) presenting a potential risk of administration fatigue. To address these potential issues, the client outcome measurement tool was delivered via MS forms. Using this platform enabled ease of delivery for both employees and clients with the option of either a web link or follow a QR code.
- The Client Outcome Measurement items were formulated to capture both program nuances, as well as a global measure of ACSO outcomes.
- The Employee Outcome Measurement System is administered through the CMS. Initially, this was to be accessible through tailored form built into the CMS however the project team discovered this may be unreliable. This presented an opportunity to develop an alternate method of completion to ensure the data was captured reliably in the CMS. Instead, employee complete and upload a document to the CMS.

Data:

- There was a potential risk of identifiable data due to the demographic questions and program specific links. To address this potential risk, data is disseminated monthly in a data pool or when there are 10 or more responses. This data is distributed to executive and the program managers.

#### Confidentiality:

- The links and QR codes are generic to the programs to protect client confidentiality, however due to demographic information being recorded the development team perceived a potential risk of identifiable data against some responses. To mitigate this risk, all client responses enter a centralised data base with automated reporting. The feedback data on the reporting dashboard can be accessed by program managers, the ACSO board, and Executive, after a month, or until there are 10 or more responses.

## Additional information (as required)

At the time of the submission of this Final Report, insufficient data has been collected to interpret and report on. The Client Outcome Measurement System was implemented early October, and sufficient data to meet confidentiality requirements is yet to be received. The Employee Outcome Measurement System will go live with the new CMS, Community Care by KPMG.

At the time of sufficient data from clients and employees, ACSO will explore the following to improve service delivery.

- How does this feedback inform future program implementation
- When we evaluate this program, what aspects of the program do we need to focus on or improve
- Are there groups of people our programs are not supporting sufficiently
- Are there consistent gaps in service delivery
- What feedback is essential for our funding bodies and stakeholders to be aware of, that may require consultation and adaptation.
- From this feedback, can we make inferences about service delivery where funds need to be increased or redirected.
- Is there training ACSO needs to implement in Learning and Development to address gaps in service.

## Enquiries

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