

Windana Drug and Alcohol Limited – Final Report

EMPOWERMENT FUND

Project summary

Windana implemented the Impact Insights Project, funded by the Empowerment Fund, to embed a fit-for-purpose outcomes measurement tool across all services. The project aimed to strengthen our data capability by enabling the collection and monitoring of longitudinal client outcomes across key domains - alcohol and other drugs, mental health, family violence, employment, and other social determinants of health; streamline how data is captured, better evaluate data, and enable staff to use data to inform client care plans.

Through collaboration with program managers and clients, Windana enhanced its outcomes measurement framework, developed comprehensive training resources, and implemented the system organisation-wide. Over time, this will close the gap between service delivery and measurable client outcomes, supporting evidence-based practice and continuous improvement.

The long-term nature of outcomes measurement means that the foundations laid in 2025 allow Windana to continue developing and refining its outcomes approach. The two-year contract with Tacklit secures this and means we can achieve the ultimate aim of this work which was to bridge the data gap between what we do and how this positively impacts clients.

Key achievements/findings

- Established an outcomes survey that looks beyond AOD, aligned with the social determinants of health.
- Successfully embedded a fit-for-purpose outcomes measurement tool (Tacklit) across all Windana services, supporting longitudinal data capture and continuous improvement.
- Developed accessible data collection mechanisms, improving data integrity and completion rates.
- Established monthly client surveys linked to individual records, distributed via email and SMS, enabling real-time feedback and outcome measurement.
- Delivered a comprehensive training package for client-facing staff, ensuring sustainable data practices.
- Survey results have provided Windana with deeper insights into client progress, allowing for tailored care plans and service improvement over time.
- Work carried out to-date will ensure Windana can continuously improve its outcomes measurement capability to enhance service delivery and client outcomes.

Insights

Learnings for the Organisation

- Initial plans detailed in Windana's application to engage Clear Horizons for system development did not proceed. Following a deeper dive into the former system, and a proper market analysis of other systems/products available, Windana determined that working with a new provider and system would result in better outcomes.
- Integrating validated outcome measures and social determinants of health into our outcomes framework has enabled Windana to gain deeper insights into the impact of its services. Windana can now continue strengthening and refining its outcomes and impact approach and is well positioned to leverage this information to enhance service delivery models by linking interventions directly to measurable outcomes.
- Regular client feedback through monthly surveys has strengthened Windana's ability to monitor progress and adapt care plans. This process highlighted that there is no 'one-size-fits-all' approach to collecting outcomes data. For some clients, a text message or email works best, while others respond more effectively when completing a survey with their clinician or using an iPad in a residential setting.
- The project underscored the critical need for accessible, user-friendly data collection tools and ongoing staff training to ensure successful implementation. The greatest challenge was designing a survey that:
 - clients would actually complete
 - remained relevant across Windana's services
 - still captured the essential data required for meaningful analysis.
- This process required Windana to take a hard look at what information truly matters and how it will be used - whether to improve client outcomes, refine service delivery models, strengthen advocacy, or inform future planning.

Learnings for the broader social services sector

- Holistic, longitudinal data collection is essential for demonstrating the effectiveness of early intervention programs, which we know is not an easy task. This funding has allowed Windana the rare opportunity to lay the foundations of an approach that, over time, could be translated to other community sector organisations. It also demonstrates that a long-term commitment and adequate funding is needed to do this work well.
- Sharing findings and methodologies, such as the outcomes measurement system, can support sector-wide improvements in outcome measurement and service delivery.
- The project underscores the value of scalable, validated data systems that can be adapted across different service types and organisations.
- Collaboration with clients and staff in system design ensures relevance and high engagement.

Additional information

- Windana's approach to clinical governance included establishing a list of questions for clients to assess the difference made by services. The organisation procured software (Tacklit) to automate survey distribution and link results to individual client records. Monthly surveys via email and SMS have enabled Windana to continuously evaluate and improve care, demonstrating a commitment to evidence-based practice and ongoing quality improvement.
- The project was delivered on time and within budget, with significant co-contribution from Windana and support from team from Tacklit.

Enquiries

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