

# An introduction to Outcomes



HEALTH CONSUMERS'  
COUNCIL  
YOUR VOICE ON HEALTH



# Why are we talking about outcomes?

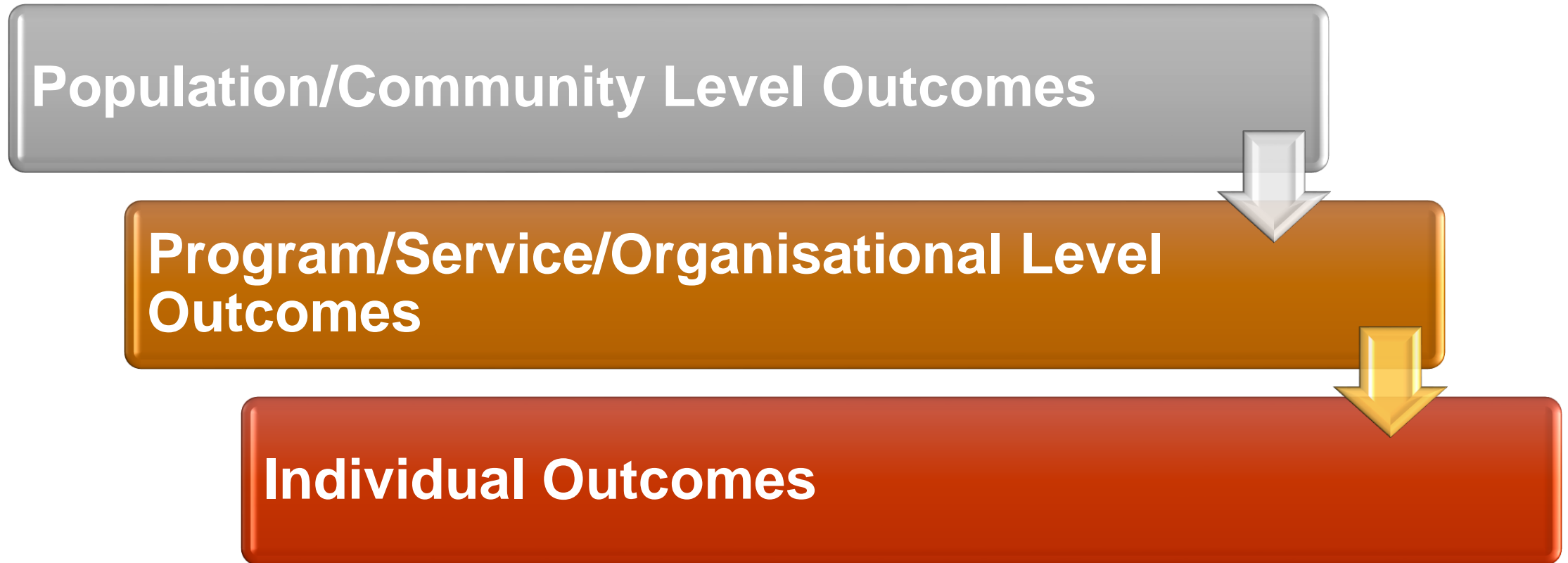
- It's all about organisations achieving better outcomes for people – it's important to measure the change and impact, not just how many “things” are delivered, e.g workshops

# Why are we talking about outcomes?

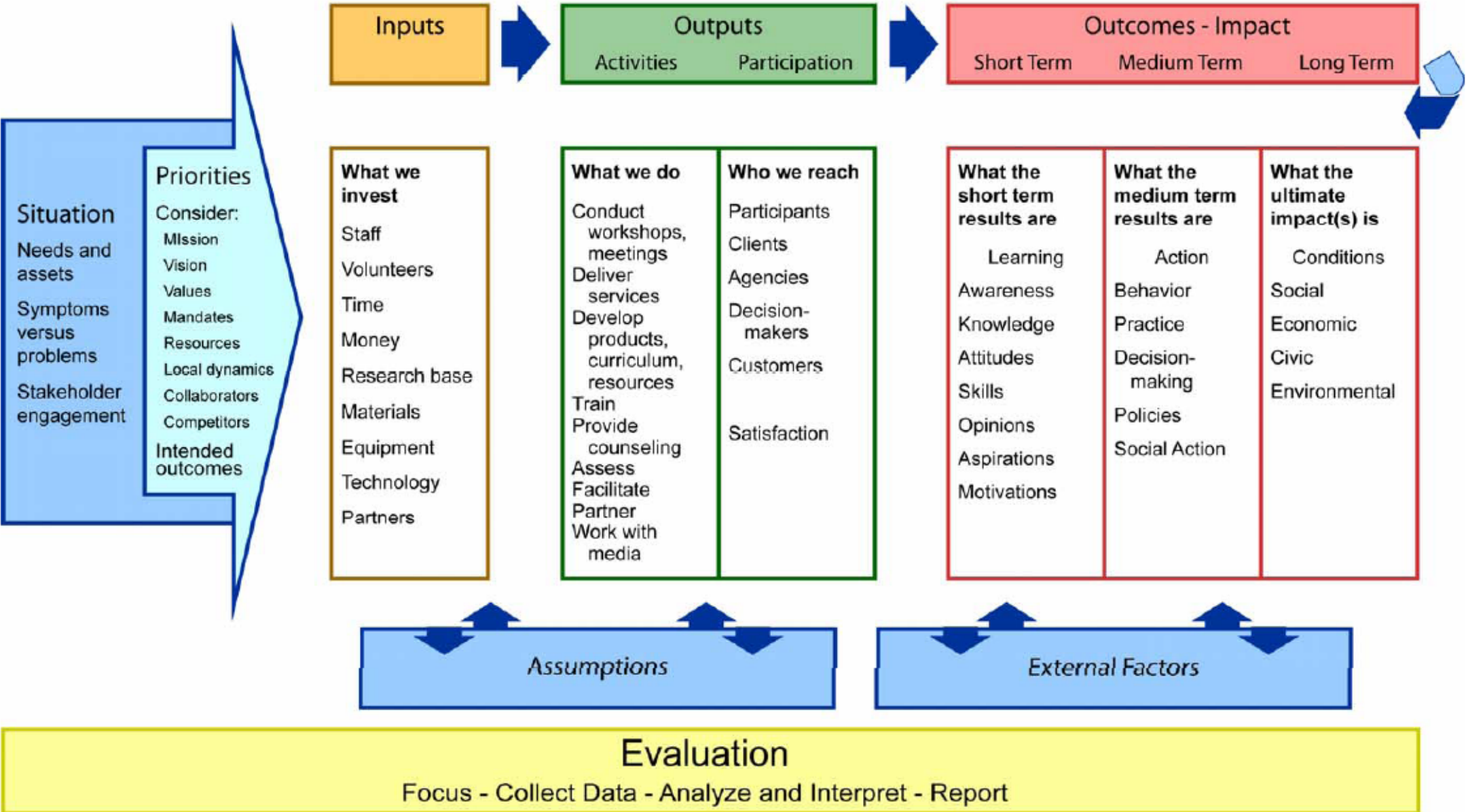
- Assists in making sure that funding goes towards programs and services that make a difference
- WA's Delivering Community Services in Partnership Policy determines how government funds non profits, and it is an outcomes based procurement reform



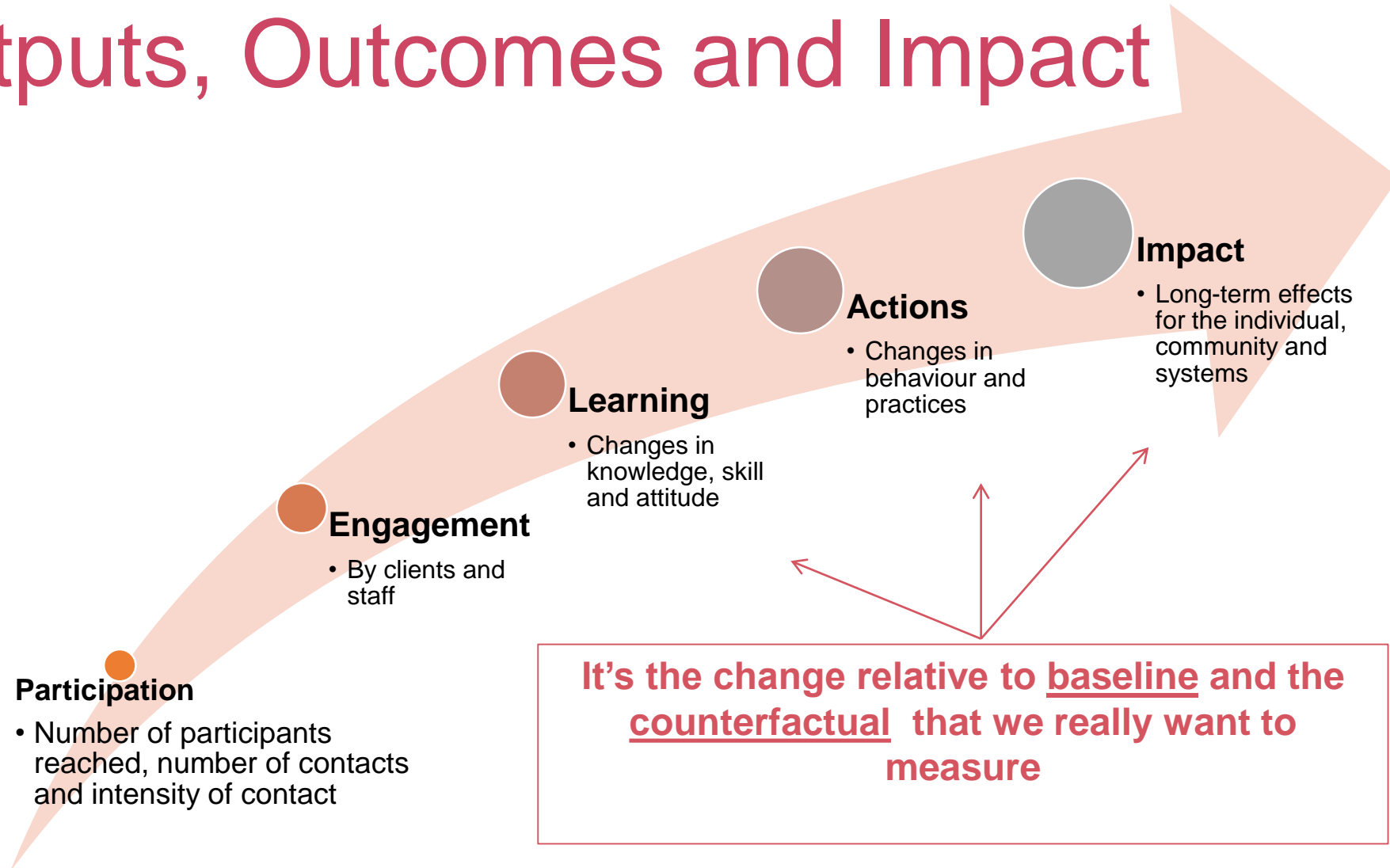
# Context is critical



# Program Action - Logic Model



# Outputs, Outcomes and Impact



# OUTCOMES ARE A PIECE OF CAKE!

INPUTS

CAKE



Ingredients, utensils,  
recipe...

PROJECT



Money, staff, resources,  
time...

ACTIVITIES



Measuring,  
mixing...

...baking, icing, slicing



Delivering counselling  
sessions

OUTPUTS



Cake for 10 people!

10 people receive



counselling

OUTCOMES

10 people  
are...



...happy  
...full!

10 people  
are...



...confident  
...happy  
...healthy



# Moving from articulation to measurement...

An outcomes measurement framework houses, orders and 'nests' outcomes at different levels/contexts

Short, medium, long term

Population, service/organisational, individual

Ideally provides the tools, materials, definitions and all the things required to measure outcomes

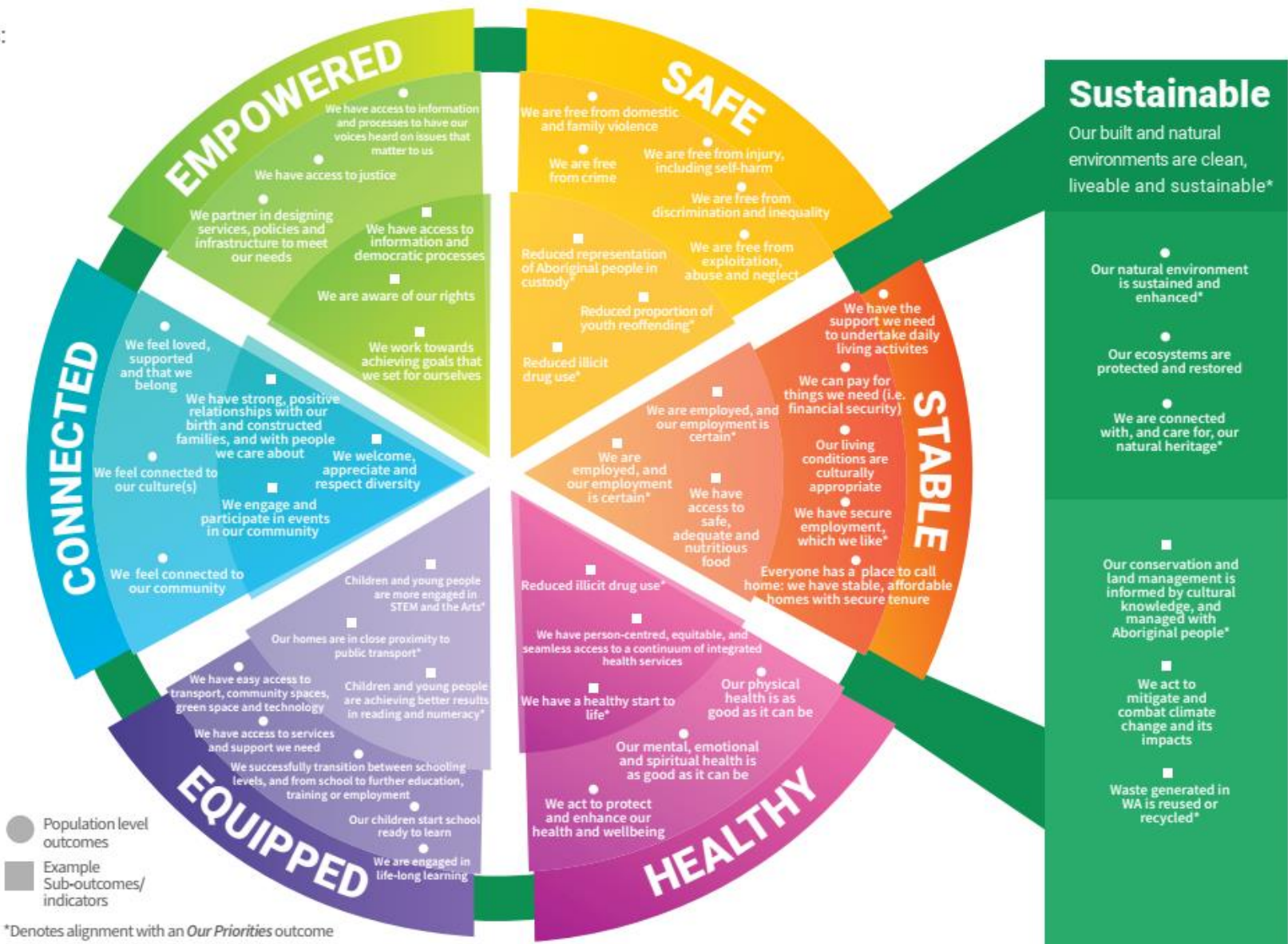
# Outcomes Measurement Framework WA Prototype 5:

June 2019

The Framework is a hierarchy of outcomes and associated indicators, providing the architecture for a whole-of-government and a whole-of-sector approach to service delivery across agencies and organisations. The intent of the Framework is to orient our focus to the **outcome**, rather than the output; and to the **person**, rather than to the program.

## Domains and outcome statements:

- Safe**  
 We are safe and free from harm
- Stable**  
 We are financially secure and have suitable, stable and culturally appropriate housing
- Healthy**  
 We are healthy and well
- Equipped**  
 We have the skills, experiences and resources to contribute to our community and economy
- Connected**  
 We are connected to culture, our communities, our environment, and to each other
- Empowered**  
 We choose how to live our lives



# About the Framework

- Person-centred
- Domain areas are outcomes in themselves
- Loosely follows Maslow's 'hierarchy of needs'
- High level outcomes and indicators only
- Mapped to Sustainable Development Goals (was mapped to Our Priorities)
- 'Scaffolding' that other frameworks and change models sit within

# Questions...?

**Outcomes Measurement**



**HEALTH CONSUMERS'  
COUNCIL**  
YOUR VOICE ON HEALTH

