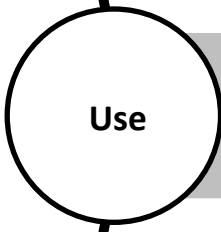
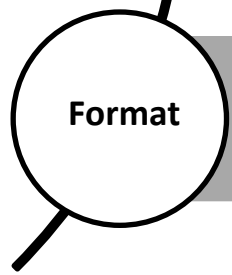


Who is the intended target audience for the results? Is there more than one audience? Is there a primary and secondary audience? Are their needs different? What information (outcome results) do they want? Does the audience's agenda compete or compliment the organisation's theory of change?



What will the target audience/s do with the results?
How will they use the information?



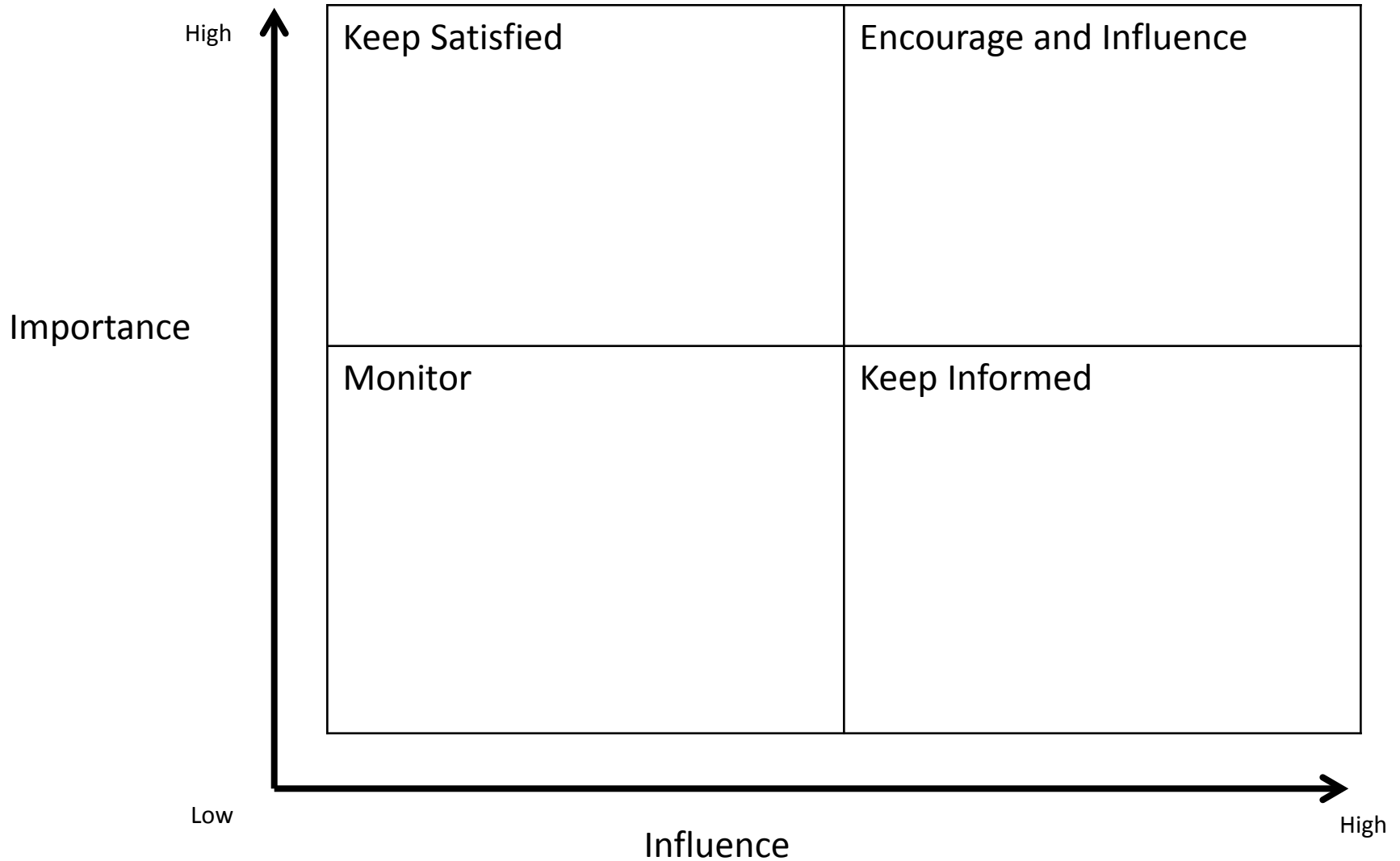
What format does the target audience prefer the results to be given to them in?

Tools:
Importance & Influence grid
User profile

Stakeholder User Profile

User	What do they want to know? Outcome question?	What decision will they make with the answers to these questions?	What are their preferences for how the data is collected? Format presented in?	What are their windows of use?
Primary				
1.				
2.				
Secondary				
1.				
2.				

Stakeholder Importance and Influence Grid



Capacity



Clients

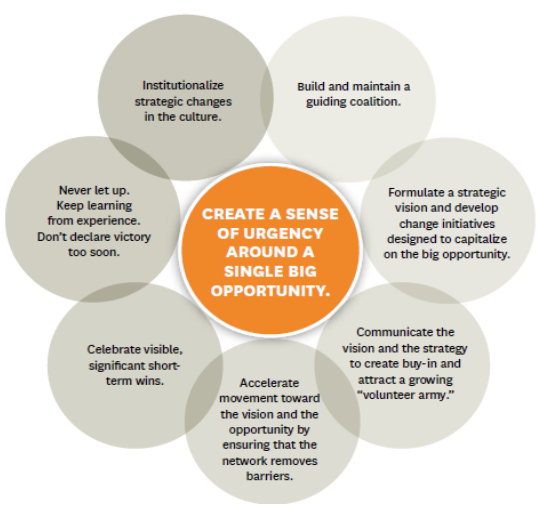
Are clients engaged in tool selection and implementation?
What's in it for them? How will it affect their current service interface / experience?
Will the tool compliment or compete with service values / model?
Is their a training need? What will be your communication plan?

Staff

What are the collection protocols? What were the findings from the trial? What sort of reporting will be available? Will collection compliment or compete with current ways of working? Is their a training need? What is the communication and change management strategy?

Infrastructure

Can current IT system capture and retrieve meaningful results? If not, what is needed and how can this be achieved?

<p>1. Urgency Identify the top 3 reasons why this needs to happen now.</p>	<p>2. Guiding Coalition Which individuals are core to driving the change, gather them to form the change network.</p> <p>Key methods used to implement change?</p>	<p>3. Vision Single compelling statement that describes what the 'destination' looks like.</p> <p>Key behaviours</p>
<p>7. Keep learning. Apply principles of participatory action research. What changes need to be made?</p>		<p>4. Communicate for engagement. How will you grow the change network?</p>
<p>6. Celebrate short term wins. Key celebration activity.....</p>	<p>5. Barriers What are the barriers to change?</p>	<p>How will you support people as they transition through change. How will their emotional needs be supported?</p>

Selection



Recovery	Recovery Assessment Scale (RAS) [†] or Stages of Recovery Instrument (STORI) [†]
Thoughts and Feelings	Kessler-10 (K-10) [†] or CarerQoL (CarerQoL-7D+VAS) [†] or Strengths and Difficulties Questionnaire (SDQ) (used in Child and Adolescent services) [†]
Daily Living and Maintaining Relationships	Work and Social Adjustment Scale (WSAS) [†]
Social Inclusion	Living in the Community Questionnaire (LCQ) ^{†#}
Quality of Life	World Health Organisation Quality of Life –Brief, Australian Version (WHOQoL- BREF) [†]
Experience of Service	Your Experiences Survey (YES) [†] or Carers Experience of Service Provision ^{†#}
Multi Dimensional	Camberwell Assessment of Need – Short Appraisal Scale (CANSAS) ^{†*}

[†] Consumer or carer rated
^{†*} Consumer, carer and worker rated components
^{†#} Measure in development

Source: <http://www.mhcc.org.au/sector-development/quality-and-outcome-measurement/national-outcome-measurement-project.aspx>

For full list of suggested tools see: <http://amhocn.org/special-projects/community-managed-organisations-outcome-measures-project>