



# Outcome and Impact Model

## Outcome Measurement Framework



# Our Outcome and Impact Model

**At Youth Focus, we work to improve the mental health and wellbeing of young Western Australians aged between 12 and 25.**

Our vision is to create a world where a young person's mental health does not get in the way of them being who they want to be.

Impact is a key pillar of our [2023-2026 Strategic Plan](#) – our commitment to making a measurable difference, and demonstrating the credibility, value and meaningful impact of our services. In line with this, we invest in and continuously improve how we understand and measure the outcomes and impact of our services for young people, their carers and families, and their communities. The purpose of our work in this area is to ultimately develop and improve our services, leading to better outcomes and impact.

Our [Outcome and Impact Model](#) underpins this work, embedding outcomes and impact into how we plan, deliver, assess, develop and report on our services.

It allows us to meet the changing needs of young people, while remaining connected to our core purpose and strengths as an organisation.

As part of the model, we use three types of evidence to understand and demonstrate the connection between our services and our organisational outcome and impact areas: research, service and lived experience expertise, and outcome measurement.

**This document details our outcome measurement framework – how we use qualitative and quantitative data to measure and evaluate our outcomes and impact for young people, their carers and families, and the communities we work in.**



# Principles



We apply the following principles to our outcome and impact measurement data collection, analysis, and reporting in alignment to our values, our **Guiding Principles**, and our **Commitment to Youth Safety and Wellbeing**.

We also follow the **Principles of Social Value** created by Social Value International and the **First Nations Cultural Safety Framework** developed by the Australian Evaluation Society. When gathering personal stories to illustrate outcomes and impact, we follow the principles of **Transformative Ethical Story Telling**.

## FLEXIBLE

The approach to outcome measurement at Youth Focus is flexible depending on the service and stakeholders involved. We consider the administrative burden of measurement activity on our staff, and aim to ensure that it provides meaningful value to their everyday work. It is integrated into Youth Focus' clinical processes in a proportionate and intentional way. Similarly, we consider the administrative burden and cultural diversity of young people seeking mental health support, and work to ensure that measurement does not present barriers and adds value to their care.

## COLLABORATIVE

The outcomes and impact we measure are identified through a collaborative process, recruiting the subject matter expertise of service leadership, clinicians and other staff. When designing custom measurement tools, we consult with staff and lived experience representatives.

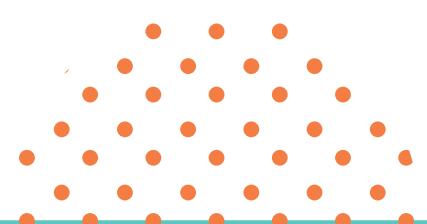
## INFORMED CONSENT

The collection and storage of personal information, including outcome data, always requires an individual's informed consent. When relevant, we also seek consent from parents and carers.

Outcomes and impact data will predominately be analysed and reported in an aggregated and anonymised way. Reporting that identifies individual people or groups will be done with their informed consent.

## ROBUST

Outcomes and impact reported will always be authentic, high quality, and represent true improvements in social outcomes. Wherever possible, data will be measured in a way that is consistent and comparable across time. We are committed to being transparent about our assumptions, weaknesses, or subjectivity in impact measurement and reporting.



# Outcome measurement

**Youth Focus defines outcomes as short, medium and long term changes that are experienced by young people, their carers and families, because of our services.**

Three of our outcome and impact areas are long term outcomes experienced by young people and their carers and families:

- ▶ Young people have positive experiences of help seeking,
- ▶ Mental health challenges have a reduced effect on young people's lives
- ▶ Carers and families can better support young people

Our evidence base tells us that certain short and medium term changes indicate the achievement of our outcome areas. We routinely measure and evaluate these short and medium term outcomes demonstrate change in our outcome areas.

We use a mixture of validated and custom measures to gather this data. Where possible, we compliment the mostly quantitative data gathered through these methods with qualitative data in the form of quotes, testimonials, focus groups, interviews and case studies. This qualitative data helps to make sense of the numbers and understand young people's experience in their own words.

Through the development of this framework, we have identified some gaps and inconsistencies in outcome measurement across the organisation. We work to fill and mitigate these gaps and inconsistencies where possible, in line with the principles outlined in this framework.





# Impact measurement

**Youth Focus defines impact as systemic changes on a collective or community level that our services contribute to.**

Impact can be more challenging to measure and attribute than outcomes

Two of our outcome and impact areas relate to community or society level impact:

- ▶ Communities we work in are healthier and more engaged
- ▶ WA's mental health system is more effective

In an effort to understand the changes we contribute to for communities and society, we measure and evaluate our own quantitative and qualitative data, combined with an awareness of community and state level social trends (see below). We also lean on the [research summary](#) supporting our Outcome and Impact Model to understand the changes we contribute to on a community level, as a result of our work.



# Demographics and output measurement

**Youth Focus routinely measures the outputs of our services, such as the number of occasions of service and the number of young people supported.**

We record young people's demographic data to measure our success at reaching target populations, in particular, groups that we know are under-represented in mental health services. We aim to reduce barriers to access for these groups.

This data is frequently reported to management in actionable formats and is a key component of our reporting to funders and partners. It also informs our new service development efforts, alongside outcome, impact and population data.



# Validated and custom outcome measurement tools

| AREA                                                   | OUTCOME                                                                 | MEASUREMENT                                                                                                                                                                     |
|--------------------------------------------------------|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Young people have positive experiences of help seeking | Young people feel safe, heard and supported when accessing services     | <ul style="list-style-type: none"><li>▶ Youth Focus session feedback survey</li><li>▶ headspace satisfaction survey</li><li>▶ headspace experience survey</li></ul>             |
|                                                        | Young people make progress towards their goals                          | <ul style="list-style-type: none"><li>▶ Youth Focus session feedback survey</li><li>▶ Service exit due to counselling goals met</li><li>▶ headspace experience survey</li></ul> |
|                                                        | Young people's mental health challenges reduce in severity and duration | <ul style="list-style-type: none"><li>▶ Clinical staging model</li></ul>                                                                                                        |
|                                                        | Young people are less isolated                                          | <ul style="list-style-type: none"><li>▶ My Life Tracker</li><li>▶ Social and Occupational Functional Assessment Scale</li></ul>                                                 |
| Carers can better support young people                 | Carers better understand young people's mental health                   | <ul style="list-style-type: none"><li>▶ headspace family post session survey</li></ul>                                                                                          |
|                                                        | Carers can better support young people                                  | <ul style="list-style-type: none"><li>▶ headspace family post session survey</li></ul>                                                                                          |
|                                                        | Young people understand their own mental health better                  | <ul style="list-style-type: none"><li>▶ Youth Focus session feedback survey</li><li>▶ headspace family post session survey</li></ul>                                            |

# Validated and custom outcome measurement tools

| AREA                                                                   | OUTCOME                                                                 | MEASUREMENT                                                                                                                                                                                              |
|------------------------------------------------------------------------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mental health challenges have a reduced effect on young people's lives | Young people better understand their own mental health                  | <ul style="list-style-type: none"> <li>▶ Youth Focus session feedback survey</li> <li>▶ headspace satisfaction survey</li> </ul>                                                                         |
|                                                                        | Young people learn to support their own mental health                   | <ul style="list-style-type: none"> <li>▶ Youth Focus session feedback survey</li> <li>▶ headspace satisfaction survey</li> </ul>                                                                         |
|                                                                        | Young people's mental health challenges reduce in severity and duration | <ul style="list-style-type: none"> <li>▶ Clinical staging model</li> </ul>                                                                                                                               |
|                                                                        | Young people are less distressed                                        | <ul style="list-style-type: none"> <li>▶ Kessler 10, Kessler 5</li> <li>▶ Stay Strong Plan</li> </ul>                                                                                                    |
|                                                                        | Young people have an improved support network                           | <ul style="list-style-type: none"> <li>▶ My Life Tracker</li> <li>▶ Social and Occupational Functional Assessment Scale</li> </ul>                                                                       |
|                                                                        | Young people are better able to cope and manage everyday life           | <ul style="list-style-type: none"> <li>▶ My Life Tracker</li> <li>▶ Social and Occupational Functional Assessment Scale</li> <li>▶ headspace satisfaction survey</li> </ul>                              |
|                                                                        | Reduced severity of mental health challenges over time                  | <ul style="list-style-type: none"> <li>▶ Kessler 10</li> <li>▶ Social and Occupational Functional Assessment Scale</li> <li>▶ headspace satisfaction survey</li> <li>▶ Clinical staging model</li> </ul> |
|                                                                        | Young people are more engaged in work and study                         | <ul style="list-style-type: none"> <li>▶ My Life Tracker</li> <li>▶ Social and Occupational Functional Assessment Scale</li> </ul>                                                                       |
|                                                                        | Young people are less isolated                                          | <ul style="list-style-type: none"> <li>▶ My Life Tracker</li> <li>▶ Social and Occupational Functional Assessment Scale</li> </ul>                                                                       |
|                                                                        | Young people are less likely to need specialist or crisis care          | <ul style="list-style-type: none"> <li>▶ Clinical staging model</li> </ul>                                                                                                                               |

# Data sources for community level impact trends

| AREA                                                         | IMPACT                                                     | DATA SOURCE                                     |
|--------------------------------------------------------------|------------------------------------------------------------|-------------------------------------------------|
| <b>Communities we work in are healthier and more engaged</b> | Reduced suicide rate in communities                        | ▶ Australian Child and Youth Wellbeing Atlas    |
|                                                              | Reduced feelings of isolation in communities               | ▶ Closing the Gap                               |
|                                                              | Improved community level youth mental health statistics    | ▶ Community Insight Australia                   |
|                                                              | Improved community level alcohol and other drug statistics | ▶ Mission Australia Youth Survey                |
|                                                              | Reduced youth incarceration rates in communities           | ▶ National Study of Mental Health and Wellbeing |
|                                                              | Improved community level child protection statistics       | ▶ WA Primary Health Alliance                    |
|                                                              | Reduced mental health stigma in the communities            | ▶ Youth Focus qualitative and quantitative data |
| <b>WA's mental health system is more effective</b>           | More integrated services                                   | ▶ Australian Child and Youth Wellbeing Atlas    |
|                                                              | More clearly defined referral pathways                     | ▶ Community Insight Australia                   |
|                                                              |                                                            | ▶ WA Primary Health Alliance                    |
|                                                              |                                                            | ▶ Youth Focus qualitative and quantitative data |