



# Outcome and Impact Model



# Outcomes and impact 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, working towards the best possible outcomes and impact.**

This work enables us to be accountable to our diverse stakeholders, in particular young people, carers, families, and communities.

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.**

**The development of the model has been a collaborative process across our organisation, heavily informed by staff and lived experience expertise. This ensures it is embedded in our organisation in a meaningful, authentic way and that all at Youth Focus feels connected to the outcomes and impact of our work and driven to achieve them.**

Note: For the purpose of this model, we define outcomes as short, medium and long term changes that are experienced by young people and their carers and families because of our services. We define impact as systemic changes on a collective or community level that our services contribute to.

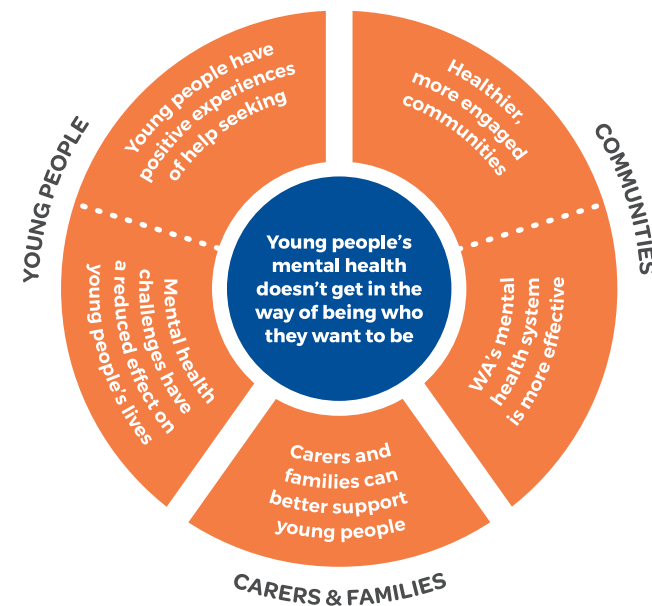


# Our outcome and impact areas

We group individual, service level outcomes and impact into broad, long term outcome and impact areas.

These areas are categorised by those who primarily experience them – young people, carers and families, or communities.

Each area has a number of outcomes or impacts that contribute to them. We measure the indicators of their outcomes and impacts to understand and demonstrate the tangible changes we make for young people, carers and families, and communities. Creating change in these areas is how we progress towards our vision.



# Evidence base

There are three components to the evidence base for our Outcome and Impact Model: research, service and lived experience, and outcome measurement. We combine these components to create a strong understanding of our outcome and impact areas.

## SERVICE & LIVED EXPERIENCE

We gather input from staff, young people, carers, lived experience representatives and cultural advisors, to identify the outcomes and impact of each of the services we operate. This expertise is summarised and captured in service-level program logics. Program logics are flexible, living documents, showing the relationship between the inputs, activities, outcomes and impact of our work. They also identify risks and assumptions underpinning our intended outcomes and impact, and support service level data collection.

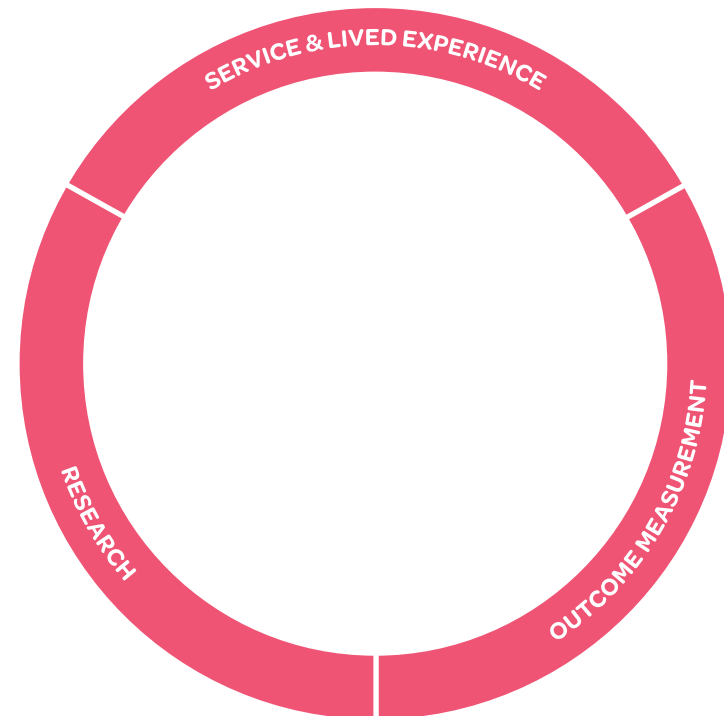
Throughout the development of service level program logics, we identify and analyse the key themes that emerge consistently, to develop our organisation-level outcome and impact areas.

## RESEARCH

To strengthen the findings of our service and lived experience consultations, we compile, and continue to add to, a research base demonstrating the connection between our work and our outcome and impact areas. The research is summarised here.

## OUTCOME MEASUREMENT

This supports the ongoing development of our outcome measurement processes. Using a combination of validated and custom tools, we routinely measure and evaluate data on our outcomes and impact areas. This includes both quantitative and qualitative data, prioritising young people's reflections in their own words. The principles that guide our data collection, and an overview of our measurement tools, can be found in our measurement framework.



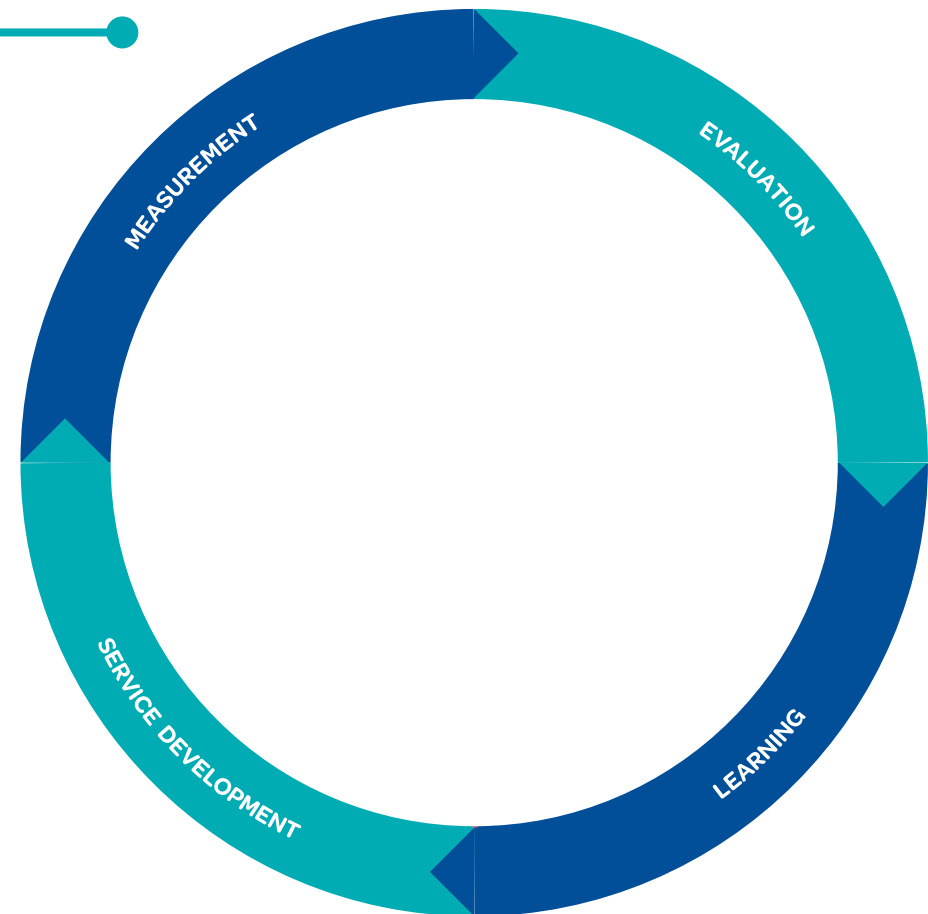
# Embedding outcomes and impact into our work

**We aim to continuously improve our service offering by approaching our output, outcome and impact data through an ongoing cycle of measurement, evaluation, learning and service development.**

We measure and evaluate demographic, operational, output and outcome data, and report this data internally to inform decision making locally and across the organisation.

For existing services, this can include identifying the need to adapt workforce capacity due to changing demands or modifying an aspect of service delivery following actionable feedback from young people.

This cycle also supports us to expand our service footprint and offering, to meet the changing needs of young people. As part of new service design and development, we incorporate data-driven learnings from existing services and use program logics to map intended activities, outcomes and impacts.



# Our Outcome and Impact Model

The components outlined in this document combine to become Youth Focus' Outcome and Impact Model.

