



Masterclass 2: Tuesday 8 August 2016, 1.00pm – 4.30pm

Outcomes Measurement

Outcomes measurement is a key step in CLCs being able to analyse and demonstrate their impact. In a world where much of the focus is on how busy we are and how many people we assist, understanding the outcomes we can achieve can make a big difference to our ability to improve services, attract resources and advocate for change.

This masterclass, led by trainer Mark Planigale, will provide participants with key concepts and skills that will assist in effectively measuring outcomes within their service.

The session will be highly interactive. Participants will work in groups of 6 – 8 on a series of group activities including:

- Identifying the benefits of outcomes measurement
- Identifying and documenting outcomes
- Identifying potential indicators and data sources
- Identifying steps to move forward with outcomes measurement in their organisation

Maximum number of participants: 32

About the trainer:

Mark is the CEO of Lirata Ltd, a not-for-profit social justice consultancy. He has been working with community organisations since the early 1990s as a campaigner, social worker, manager, project officer and researcher. Since 2005 Mark has been reviewing and evaluating programs on behalf of funders and service providers, across multiple sectors including the homelessness, family violence, financial inclusion, health and mental health fields. Mark is a specialist in measurement of program outcomes and development of performance measurement systems for community organisations. Mark is currently leading Lirata's work in developing a sector-wide Outcomes Measurement Framework for the Community Legal sector in Victoria.