**Understanding our impact - Outcome measurement in a post-pandemic world**

**Kaitlyn Griggs**

It is widely recognised that the COVID-19 pandemic has disproportionately affected the most vulnerable members of our communities. Federal, state and territory governments are traversing unchartered waters, utilising public health and economic strategies to stimulate recovery and mitigate the impact of COVID-19. Long term economic and psychosocial impacts on our communities are expected to be complex seeing families navigating multiple challenges. Using outcomes measurement systems to capture and measure multi-problem interventions will articulate the sophistication of the interventions required, capture client progress and ensure contract efficiency.

Now is the time for all sectors to work in collaboration to build a better future together. As a recipient of COVID-19 crisis response funding from both the federal and state Governments, Anglicare WA recognises the importance of embedding practical and meaningful ‘systems’ to measure 'intended program outcomes' at an individual, family and community level.

Drawing on a wealth of experience spanning not-for-profit organisations, state and local government, Kaitlyn Griggs will provide practical examples relating to outcome measurement, including resources, mapping grant or strategic outcomes to indictors, identifying validated and non-validated outcome measurement tools, and aggregating data.

Most importantly, Kaitlyn will explore how to embed outcome measurement processes at a grass roots level, acknowledging the complex social ecosystems in which we all operate. Kaitlyn will openly share the lessons learnt, and the importance of embedding sustainable and practical systems which reduce the administrative burden for practitioners, community development officers and community groups when embarking on the outcome measurement journey.