**Transformative Evaluation: Listening Deeply to Young People's Stories**

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In these COVID -19 days, where resources and systems are under great pressure and there is so much ambiguity, uncertainty and anxiety in our communities, it is essential we can measure qualitative achievements and transformations in people’s lives, as attested to by them.

During 2018 and 2019 Perth Inner City Youth Service (PICYS) participated in a Transformation Evaluation research project conducted by Edith Cowan University and the Youth Affairs Council of WA, with funding from Lotterywest. The project was focused on providing space for young people to tell their personal stories and life changing achievements experienced while working with youth workers from five participating services.

Rather than ‘person – led’ stories of navigating within broken systems and under resourced services, it is a truly person centred approach that focuses on hearing directly and listening deeply to what made the greatest difference for the person.

This session will explore the learning and insights PICYS youth workers gained from the young people's direct unedited stories, their reflections on their own practice, the whole review process driven by the stories.

The presentation highlights how we may be able to better shape our qualitative outcome measures, with a focus on lived experience and transformative evaluation methods. It will explore the benefits of starting from relationships of trust and focusing on building our trustworthiness, seeking to find the best ways to work together and investing in those that actually achieve desired achievements and outcomes.