

Making a Difference - and Knowing It!

CSSA Member Outcomes and Impact Measurement Working Group

Register your Interest!

The ability to measure outcomes and demonstrate impact in the delivery of social services programs has never been more important – not just to satisfy funding requirements in an increasingly competitive and complex sector – but to ensure that Catholic social services are meeting our mission in supporting service participants with safe and high-quality support.

To coordinate knowledge sharing and learning across our network on this important area, Catholic Social Services Australia together with CatholicCare Sydney are seeking registrations from CSSA members interested in joining an informal:

Outcomes and Impact Measurement Working Group

About the Working Group

The Working Group will bring together interested organisations across the CSSA member network with relevant expertise, experience and perspectives to explore and share how members build capacity to measure their impact more effectively.

With much attention on the currently on the Department of Social Services **Children and Family Support (CaFS) Program** reform due for implementation on 1 July 2027, initially the Working Group could focus on exploring

- Outcomes requirements in the **CaFS Program Grant Opportunity Guidelines** (GoGs) including use of the Community Mapping Tool.
- Use of the DSS **Impact Placemat** alongside the CaFS Program opportunity which supports organisations in demonstrating how their activities will achieve outcomes. The Placement will be finalised by December 2026.
- Introduction of Outcomes (formally 'Relational') Contracting) as a new commissioning model under the CaFS Program – updates and opportunities.

Broader Objectives:

The Working Group aims to:

- provide, share and promote expertise within member organisations on outcomes development, measurement, evidence, reporting and impact.
- identify and coordinate on issues, challenges and opportunities of shared interest. For example, what outcomes and data we could measure consistently across our Catholic member network?

- how collective data could be used to strengthen advocacy, showcase the impact of the Catholic sector nationally, and support tenders and funding opportunities.
- share relevant evidence, practice experience and sector intelligence;
- contribute to the development of coordinated and informed responses to reforms, resources, programs, issues and opportunities affecting social services sector; and
- ensure the perspectives and lived experiences of people and communities as service participants are appropriately considered.

There may also be an opportunity for participating organisations to contribute funding towards external expertise to support the work.

Time Commitment

It is proposed the Working Group would meet on the **third Friday of every month** for approx. **60 minutes** via Teams meetings. The first Working Group is tentatively scheduled to commence from **Friday, 23 October 2026**.

Membership

Expressions of Interest are encouraged from people with experience or expertise in areas including:

- Outputs and outcomes data collection and reporting
- frontline service delivery;
- organisational leadership and practice governance;
- research, policy and advocacy;
- lived and/or living experience, where appropriate;
- those delivering regional, rural and remote services;
- Aboriginal and Torres Strait Islander communities and organisations;
- Those delivering culturally and linguistically diverse services; and
- other relevant specialist areas.

Role of Working Group Members

The Working Group will be co-facilitated by CSSA and CatholicCare Sydney. Working Group participants will:

- participate in monthly Working Group meetings;

- contribute their knowledge, expertise and organisational or community perspectives;
- review relevant papers and materials between meetings where required;
- identify emerging issues and opportunities relevant to the Working Group;
- respect different perspectives and contribute to a collaborative environment;
- maintain confidentiality where matters are identified as confidential; and
- declare any actual, potential or perceived conflicts of interest.

Members may also be invited to contribute to specific pieces of work, consultations or sub-groups depending on their expertise and availability.

How to Register your Interest

To express your interest, please email **carmel.sefian@cssa.org.au** with the following information:

Name:

Position/Role:

Organisation:

Email:

Phone:

Location/State or Territory:

Question: Are there particular issues or priorities you believe the Working Group should consider? *[Optional]*

Registrations of interest are requested to be received no later than 5pm (AEST), Friday, 9 October 2026 please.

For further information about the Working Group, please contact:

Carmel Sefian
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We welcome registrations of interest from across the CSSA network and look forward to bringing together a diverse group of people committed to contributing their experience and expertise to this important work.