The Logframe – The Benevolent Society's Outcomes Framework

What is the logframe?

The logframe is The Benevolent Society's **outcomes framework** and is a tool to support service planning and evaluation.

The logframe **is a guide to the range of outcomes** that The Benevolent Society is aiming to achieve. it explores the relationship between these outcomes and how the work our services are doing on the ground fits with, and contributes to the overall purpose of the organisation.

What is the aim of the logframe?

The logframe has a number of important aims:

- to document The Benevolent Society's purpose and how proposed service outcomes aim to contribute to this purpose;
- to help staff agree on proposed outcomes for their own services which are in line with The Benevolent Society's purpose;
- to help staff plan for the implementation and evaluation of their services in line with the proposed outcomes they develop.

The logframe is **a working document** to be revised on an annual basis as our services and the evidence base develops. It should be used as a guide for staff agreeing service outcomes but is not meant to be a comprehensive list of all potential outcomes.

How was the logframe developed?

The logframe has been developed through a review of the evidence about what constitutes a caring and inclusive community and a just society[1].

Based on this evidence and in close consultation with our services we developed the following **five broad outcomes** of a caring and inclusive community:

- communities are connected
- communities are healthy and safe
- communities are productive and participatory
- communities are rich in cultural and recreational activities
- social structures are just and fair

We then broke each of these broad outcomes down into **a number of more specific outcomes** which describe in greater detail what the broad outcomes mean for individuals and their communities.

In consultation with our service staff we also developed a number of **indicators of success** which demonstrate our progress to achieving these outcomes. These indicators are more directly linked to the clients and communities we work with across the organisation.
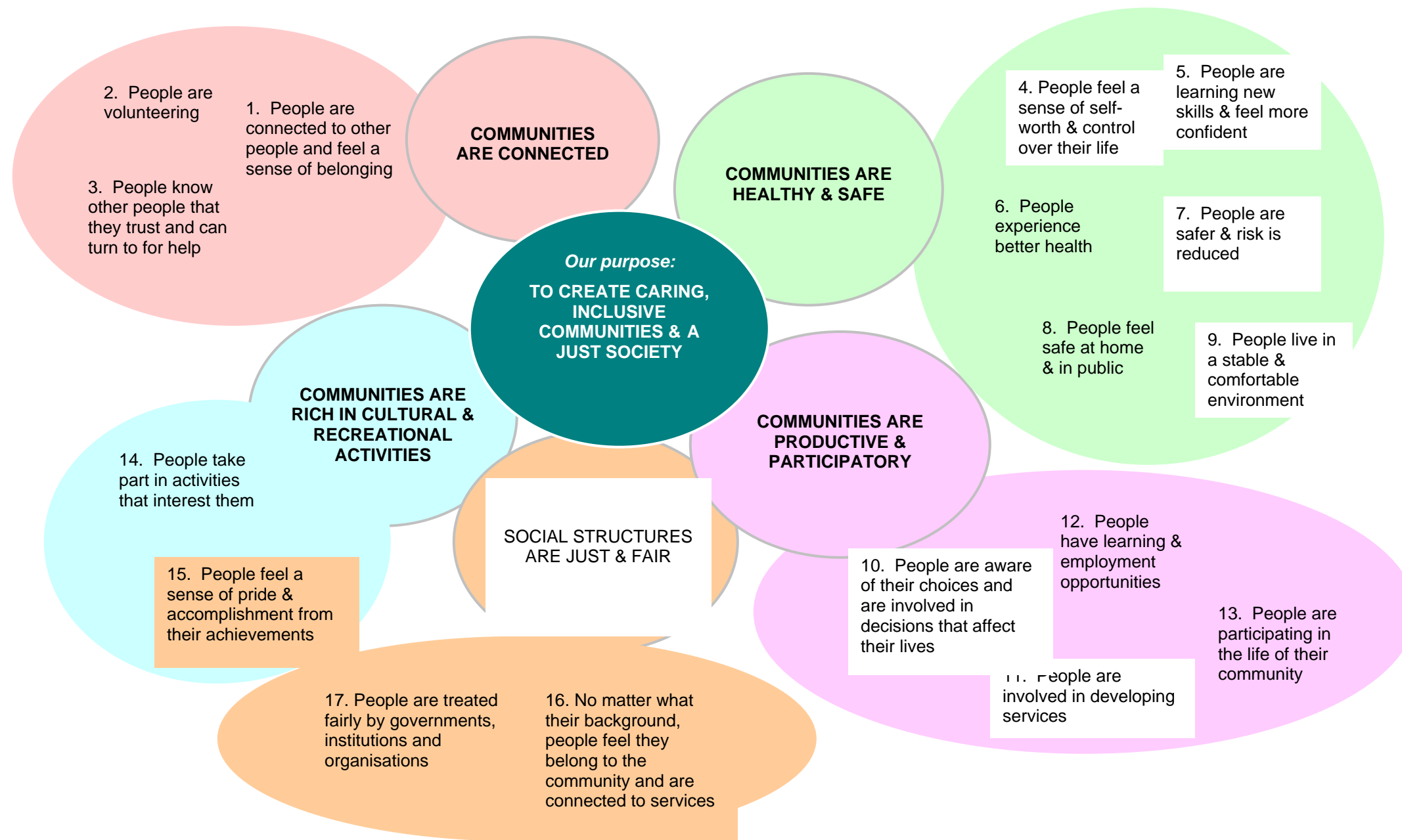
Who needs to read the logframe?

Anyone involved in the planning or evaluation of services.

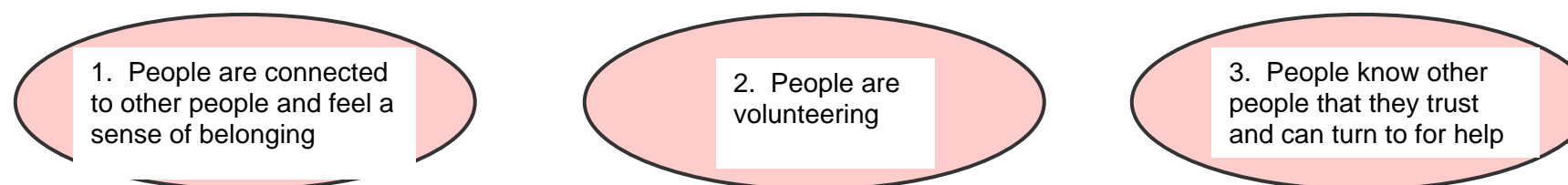## How does the logframe fit with the organisation's wider planning and evaluation processes?

The logframe is a tool to help individuals develop service outcomes and remain focused on the wider organisational purpose in the design, implementation and evaluation of services.

The logframe is one of a number of tools to support the evaluation process. The evaluation guidelines explain this use in more detail.

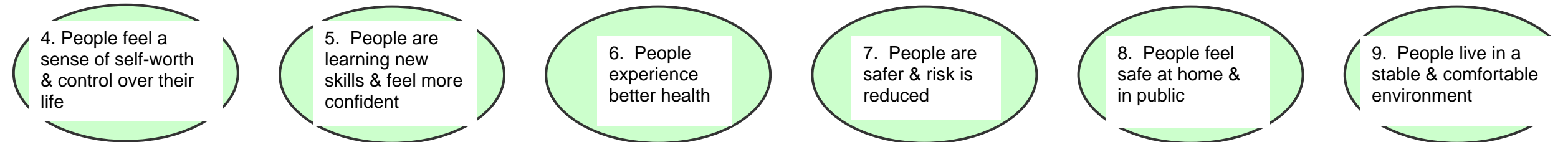[1] Please refer to the caring and inclusive communities paper on our website for a review of the evidence http://www.bensoc.org.au/uploads/documents/caring-and-inclusive-july2007.pdf

Our purpose:

TO CREATE CARING, INCLUSIVE COMMUNITIES & A JUST SOCIETY

COMMUNITIES ARE CONNECTED

1. People are connected to other people and feel a sense of belonging

2. People are volunteering

3. People know other people that they trust and can turn to for help

COMMUNITIES ARE HEALTHY & SAFE

4. People feel a sense of self-worth & control over their life

5. People are learning new skills & feel more confident

6. People experience better health

7. People are safer & risk is reduced

8. People feel safe at home & in public

9. People live in a stable & comfortable environment

COMMUNITIES ARE RICH IN CULTURAL & RECREATIONAL ACTIVITIES

14. People take part in activities that interest them

15. People feel a sense of pride & accomplishment from their achievements

COMMUNITIES ARE PRODUCTIVE & PARTICIPATORY

10. People are aware of their choices and are involved in decisions that affect their lives

11. People are involved in developing services

12. People have learning & employment opportunities

13. People are participating in the life of their community

SOCIAL STRUCTURES ARE JUST & FAIR

16. No matter what their background, people feel they belong to the community and are connected to services

17. People are treated fairly by governments, institutions and organisations

OUR PURPOSE IS TO CREATE CARING AND INCLUSIVE COMMUNITIES AND A JUST SOCIETY. THIS MEANS THAT:
COMMUNITIES ARE CONNECTED

1. People are connected to other people and feel a sense of belonging

2. People are volunteering

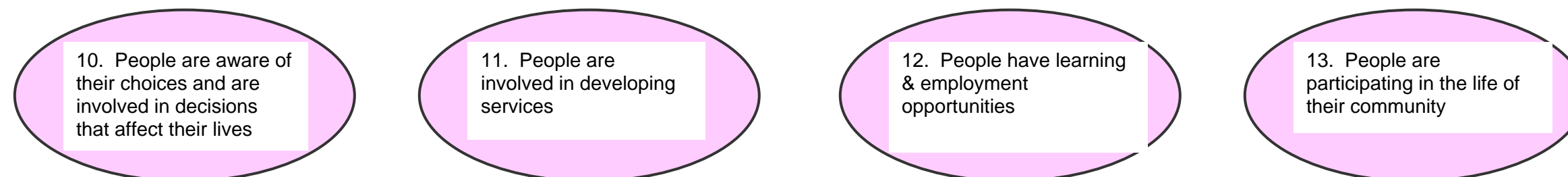3. People know other people that they trust and can turn to for help

	OLDER PEOPLE; PEOPLE WITH DISABILITIES; CARERS	CHILDREN & FAMILIES	WOMEN	COMMUNITY *(Population-based interventions)*	COMMUNITY CONTRIBUTORS *(People who are contributing to their community through volunteering, professional support, community building activities etc)*
SERVICE OUTCOMES Outcomes that are directly attributable to your service ⇔ *Numbers link to "purpose bubbles"* *	• Older people's social and community interaction increases {1} • People feel a sense of belonging {1} • People of different ages and generations are interacting {1} • Carers are linked to other services {1} • Older people are volunteering {2} • People are confident to ask for the help they need, and know who to ask {3}	• Families are connected to their community {1} • Sustainable networks are built which benefit children {1} • Children are playing and socialising with other children {1} • There are people that families can turn to and trust {3}	• Women make new friends and experience reciprocal relationships {1+3} • Women feel less alone {1} • Women feel a sense of positive community identity {1} • Women are volunteering {2} • Women feel more confident to ask for help, and know who to ask {3}	(See 1,2,3 and community outcomes above)	• Volunteers from a diverse range of backgrounds are working with older people; people with a disability; children and families; and women {2+13} • There is a network of connected people with a common purpose {1} • People are actively involved in their community through volunteering, resources and support {2+13} • Community contributors help friends and people living in their neighbourhood {1+13} • Community contributors feel that their friends and neighbours will assist them in return {3} • People and organisations create a network of support and are willing to turn to each other for help {3}

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COMMUNITIES ARE HEALTHY AND SAFE

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- 5. People are learning new skills & feel more confident
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SERVICE OUTCOMES Outcomes that are directly attributable to your service ⇔ *Link to program logic* ⇔ *Numbers link to "purpose bubbles" **	• People feel a sense of wellbeing and personal autonomy {4} • People's dignity and self-respect are maintained {4} • Carers are supported according to their individual needs {4+6} • People are learning new skills and feel more confident{5} • People are safer, with less risk of injury {7} • People feel safer at home and in public {8} • Whether at home or in a residential facility, people live in a stable and comfortable environment {9}	• Parents have stronger parenting skills {5} • Children experience healthier development {6} • The child/parent relationship is healthier and more secure {6} • Families are functioning better {7} • Children are safer from harm and risk is reduced {7} • People feel safer at home and in public {8} • Children's basic food, shelter & housing needs are being met {6+9}	• Women feel a sense of ownership over their own health and wellbeing {4} • Women feel a sense of positive personal identity {4, 5 +7} • Women feel more confident and assertive {5} • Women feel a sense of hope and optimism {4, 5 + 6} • Women learn new skills and knowledge, and access to information increases {5} • Women and their children are safer and risk is reduced {7} • Women feel safer at home and in public {8} • Women have a safe place to live {7+9}	(See 4 - 8 and community outcomes above)	• Community contributors assist people to achieve a level of independence {4} • Community contributors learn new skills and gain new experience {5}

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SERVICE OUTCOMES Outcomes that are directly attributable to your service ⇔ *Link to program logic* ⇔ *Numbers link to "purpose bubbles" **	• People retain their personal, civic, legal and consumer rights {10} • Carers are acknowledged as an expert in the care of their relative and feel confirmed in their choice to care {10} • People are involved in developing services {11} • People have the opportunity to learn new skills and expand their knowledge {12} • People remain independent for as long as possible and participate in the life of their community {13}	• Children and families are involved in decision-making and their opinions are taken into account {10} • Special mechanisms are in place to allow children a place in the decision-making process {10} • Children and families are involved in developing our services, projects and interventions {11} • Children and families have increased access to learning and employment opportunities {12} • Children's literacy & numeracy skills improve {12} • Family members participate in the life of their community {13} • Families have access to affordable and quality childcare	• Women are making choices about their life {10} • Women feel confident to have a voice {11 & 13} • Women are involved in developing our services, projects and policies {11} • Women have increased employment and educational opportunities {12} • Women contribute to the community through voluntary and advocacy work {13+3}	(See 10 -13 and community outcomes above)	• People's leadership style at work reflects an increased understanding of the importance of a participatory approach {10} • People are pushing for change within their organisation {13} • People have the opportunity to engage with marginalised or disadvantaged communities {13} • People access community contributors as a channel for addressing concerns {13} • People contribute to the community through voluntary work {2+13} • A culture of volunteering is promoted {2+13}

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SERVICE OUTCOMES Outcomes that are directly attributable to your service ⇔ *Link to program logic* ⇔ *Numbers link to "purpose bubbles" **	• People have the opportunity to take part in activities that interest them {14} • People feel a sense of pride and accomplishment {15} • People understand different cultures or lifestyles • Social isolation is reduced	• Children take part in activities that interest them {14} • Children have opportunities to have fun and enjoy themselves {14} • Children feel a sense of pride and accomplishment {15} • People understand different cultures or lifestyles • Social isolation is reduced	• Women have opportunities to take part in activities that interest them {14} • Women feel a sense of pride and accomplishment {15} • People understand different cultures or lifestyles •	(See 14 &15 and community outcomes above)	• Community contributors support and encourage community celebrations

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SERVICE OUTCOMES Outcomes that are directly attributable to your service ⇔ *Link to program logic* ⇔ *Numbers link to "purpose bubbles" **	• Clients/communities are connected to services (16) • Diversity is celebrated and people feel included (16) • Clients are treated fairly by institutions and organisations.(17)	• Clients/communities are connected to services (16) • Diversity is celebrated and people feel included (16) • Clients are treated fairly by institutions and organisations (17)	• Diversity is celebrated and individuals feel included {16} • Clients are treated fairly (17)	(see 16 & 17 and community outcomes above)	• The volunteer workforce reflects the diversity of the local community • Community contributors are building bridges between strangers • People value and nurture cultural activities in their community/ workplace {14+15} • Community contributors provide people with options to express choice and have a voice