

Measures of Success

This resource is a summary of the video titled “Measures of Success” in this series.

These questions will assist in ensuring you have considered the key factors in measuring success of your telepractice work.

Organisational/Strategic key questions:

- What data would tell the story of the impact of telepractice?
- How can data collection, analysis and reporting be supported?
- How is success measured over time?
- How will you calculate benefits to families and practitioners to deliver via telepractice?
- If data can be compared across services/departments, what needs to be considered for fair comparisons? Will you compare data with in person services or benchmark with other similar organisations?

Practitioner key questions:

- What needs to be collected by the practitioner from the client and when?
- How can the practitioner review results easily and quickly to use the information received?
- How to collect required data in conjunction with building engagement?
- How to assess competence of practitioners to use various telepractice modes of delivery?
- Was telepractice a suitable method for the purpose of the session?

Family key questions:

- How will the information I provide be used?
- Did the telepractice work practically for me?
- Would I use telepractice again?
- Did I receive the help I wanted from this service using telepractice?

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PROJECT TEAM



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Association of Children's Welfare Agencies
Key Assets Australia
Life Without Barriers
NSW Department of Communities and Justice
Social Futures
The Smith Family
Uniting

SUPPORTER

My Forever Family NSW

COMMUNITY OF PRACTICE

Association of Children's Welfare Agencies
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Catholic Care Sydney
Catholic Care Wilcannia Forbes
FAMS
KARI
Key Assets Australia
Life Without Barriers
My Forever Family NSW
NSW Department of Communities and Justice
Settlement Services International
Social Futures
The Benevolent Society
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