



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

EMR ASM Alliance

Project Objectives



Project & Research Working Group

Tuesday 1st February 2011



Kate Pascale & Associates
Supporting Proactive & Informed Change

Project Goals

Goals should clearly state the intent of the project

- set at a high level,
- what the project hopes to achieve,
- the project's vision
- measured via outcome evaluation.

e.g. To deliver streamline service access in order to ensure that clients are linked in to the services they require in a timely and effective way



Project Objectives

- Objectives provide clear direction on how the goals will be met.

Specific (clear and well defined)

Measurable (when and how you will know it has been achieved)

Achievable (agreed and reasonable)

Realistic (within the available timeframe, budget, resources)

Time Limited (agreed deadline)



Project Objectives cont.

Objectives are:

- Measured via both process and impact evaluation

Examples:

80% of ALL staff will attend a 2 hours education session regarding the new service access system by the end of February 2011.

Staff will report a 50% increase in their confidence regarding local service system in the 2011 annual staff satisfaction survey.

By the end of April 2011, 100% of calls to the centralised intake system will be responded to within 24 hours.



Evaluating objectives

Your evaluation methodology should be set according to your objectives. Need to ask:

- *What will tell us if the anticipated change has occurred?*
- *How can we measure it?*

In order for us to maximise our ability to share learnings across the region:

- *How could we compare approaches used in different projects?*



ASM Project Objectives

Common Themes:

- To enhance communication between partnering organisations
- To improve understanding of staff roles / services in partnering agency/s
- To improve processes for shared clients
- To streamline referral pathways
- To increase knowledge of ASM among staff

