

Workflow map - When should services use the guidelines?

Stage 1: Plan before you start collecting data		Stage 2: Create your project plan		Stage 3: Collect data		Stage 4: Maintain data quality		Stage 5: Use and share the data	
☐	Clarify your evaluation purpose and scope – identify what you want to know and why. (See <i>What is evaluation?</i>)	☐	Select data sources – decide what data you'll collect (quantitative and qualitative). (See <i>What is evaluation?</i> , and <i>Guidelines 3, 4, 5, 6 and 7</i>)	☐	Gather client characteristics data – using the MDS categories. (See <i>Guideline 3</i>)	☐	Check completeness and accuracy – review data regularly for errors or gaps. Provide feedback to staff as required.	☐	Analyse results – look for trends, outcomes, and service improvements.
☐	Map your outcomes – develop (or refine your existing) program logic model. (See <i>Guideline 1</i>)	☐	Design (and adapt) data collection tools – surveys, interview guides, or feedback forms. (See <i>What is evaluation?</i> , and <i>Guidelines 3, 4, 5, 6 and 7</i>)	☐	Record activities and outputs – log service delivery consistently on an ongoing basis. (See <i>Guideline 4</i>)	☐	Review and improve data collection processes – adapt forms, instructions, or systems where needed.	☐	Compare against planned outcomes – using your program logic as a reference. (See <i>Guideline 6</i>)
☐	Ensure alignment – check how outcomes link to the ACT Wellbeing Framework and Closing the Gap targets. (see <i>Guideline 6</i>)	☐	Develop data collection protocols – decide on data collection points, and who will be responsible for collecting data.	☐	Collect client feedback – at agreed points, using accessible and culturally safe methods. (See <i>Guideline 5</i>)	☐	Keep staff skilled – offer regular training and updates on best practice.	☐	Develop case studies – showcase successes and lessons learned. (See <i>Guideline 7</i>)
☐	Check consent requirements – determine if you need client consent and how you will obtain it. (See <i>Guideline 2</i>)	☐	Confirm storage protocols – ensure they're ready to use and understood by all staff.	☐	Gather case study material – with client consent and de-identification. (See <i>Guideline 7</i>)	☐	Securely store and back up data – maintain confidentiality and legal compliance.	☐	Report to stakeholders – present results clearly and link them to the ACT Wellbeing Framework and Closing the Gap targets.
☐	Plan data storage and privacy – set up secure, accessible, and compliant systems before collecting any data. (See <i>Guideline 3</i>)	☐	Document processes – outline step-by-step procedures for consistency.	☐	Provide staff with ongoing support – answer questions, troubleshoot, and offer refresher training as needed.			☐	Feed back into service design – use findings to adapt and improve service delivery.
☐	Plan resources and roles – assign responsibilities for collection, entry, analysis, and reporting.	☐	Seek ethics clearance (if needed) – Seek ethics clearance from appropriate Board for the proposed processes. (See <i>Guideline 3</i>)						
☐	Identify staff training needs – plan for training in data collection methods, consent, cultural safety, and privacy.	☐	Identify champions – Find champions in the organisation to help implement and drive change.						