

# Impact Measurement Framework – information

## Why is UCWB measuring “what matters” to our customers?

We want to know what matters to you and makes an impact for you and your life.

To increase the positive impact we have for all our customers, we need to understand what matters most. Once we have this understanding we can make sure we measure it, so we know how we are tracking and where we need to change how we work to make sure we do more of what makes a difference.

As you are the expert in your own life – we want to hear from you. Your voice matters.

At UCWB we are committed to growing positive impact with the community. *Together we build connected and thriving communities.*

## Who can be involved and how will you be selected?

We are looking for a group of customers to help us understand your experiences of UCWB, and to make sure we only measure what’s relevant and important to you.

We are interested to hear from as many of our customers as possible, but we also are looking to hear from customers who have particular lived experience, such as:

- People from a culturally diverse background
- Aboriginal and/or Torres Strait Islander people
- Children, young people their families and carers
- People over 65 years old
- People who are survivors of family and domestic violence
- People who have experienced financial insecurity
- People who have experienced mental health concerns.

## How will it work?

Once we receive your "registration of interest" and contact details, we will contact you to discuss the different ways that you can be involved based on the experiences you have had and why type of involvement would suit you best.

The co-design process will occur between December 2023 - June 2024. During this time you may be invited to participate in different activities such as:

- Focus groups
- Workshops
- One-on-one interviews
- Online surveys.

### **What do I get for participating?**

Participation in the project is voluntary and will in no way impact your service delivery. You will receive a gift voucher for your involvement. If you need assistance to attend any of the project activities you are invited to, we will support you as much as possible. Please let us know your needs when we contact you.

### **How will you manage my personal information?**

UCWB acts in accordance with the Privacy Act 1988 and the Australian Privacy Principles. When you express your interest in participating in the group, any information you provide will be kept confidential and used only for the specific purpose of the project.

### **How do I express my interest?**

You can complete the online registration of interest form found on our website, facebook page or scan the QR code (below) and provide us with your contact details.

Once received, we will be in contact with you within two weeks.

### **What if I have an individual concern to raise about my service?**

If you have a specific issue about your services you wish to raise with us, we encourage you to either contact us by either completing a feedback form on our website [www.ucwb.org.au/contact](http://www.ucwb.org.au/contact) or calling our Contact Centre on 8245 7196.



Scan to fill out your details.