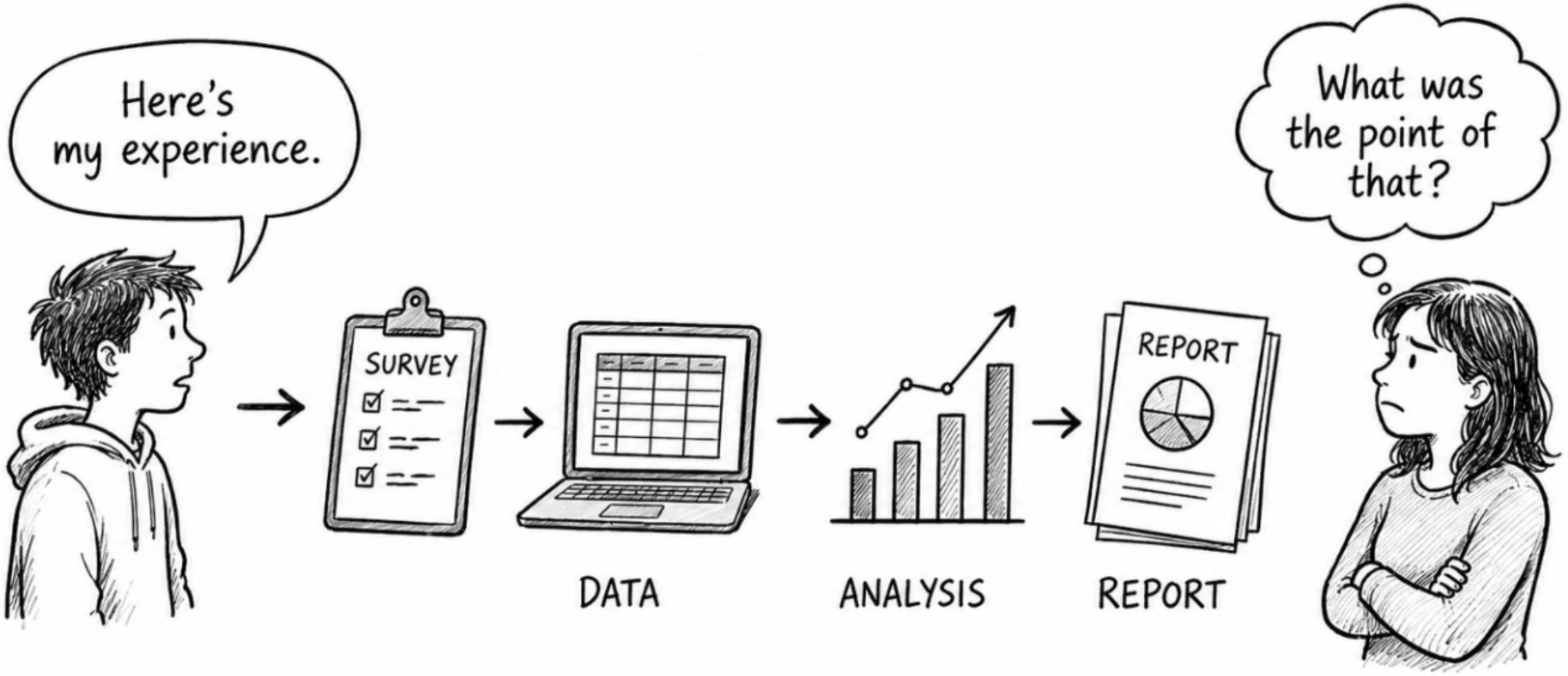
THE SALVATION ARMY | Youth Services

Evidence-Informed Agility: Scaling Youth Voice through Outcome Measurement

September 2026

Lee Quan


Here's my experience.
SURVEY
DATA
ANALYSIS
REPORT
REPORT
What was the point of that?

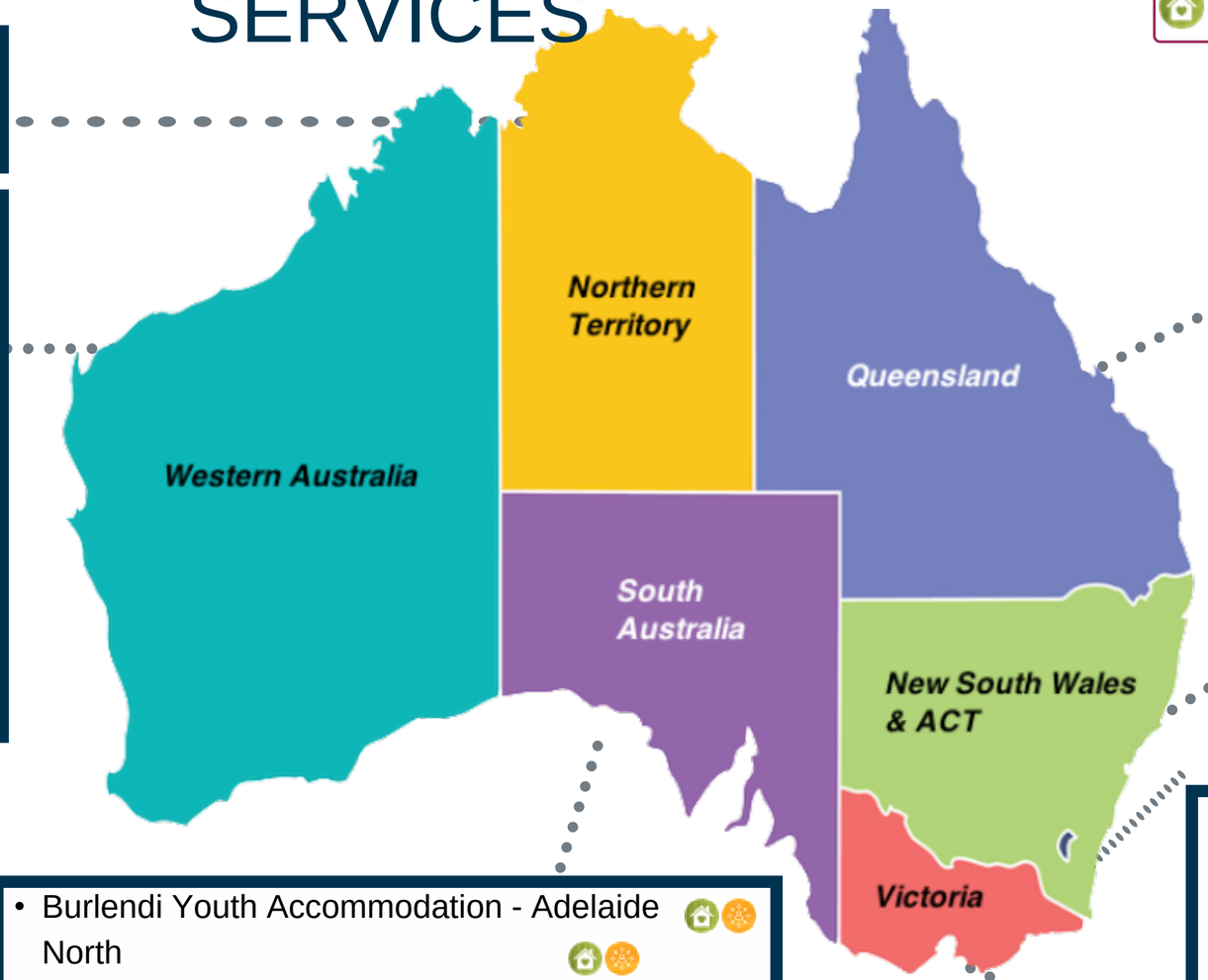
OVERVIEW OF YOUTH SERVICES SERVICES

KEY

Youth Justice | AOD | Education | Driver Training | Housing + Homelessness Support | Employment + Training | Specialist Therapeutic Responses | Social + Community Engagement

- Assertive Outreach (Alice Springs, Darwin, Katherine)

- Transitional Support Services (TSS) - Perth
- Independent Living Program - Perth
- Karratha Youth Accommodation Service
- Kalgoorlie-Boulder Youth Crisis Accommodation
- Morley Youth Service
- Home Stretch - Perth
- AOD Outreach - Kalgoorlie and Karratha



- Bundaberg Youth Refuge
- Haven House
- Lawnton School Campus
- Riverview School Campus
- Tom Quinn Community Centre
- Townsville Youth AOD
- State-wide Drive for Life

- Oasis Sydney
- Oasis Central Coast/ Hunter
- Youthlink

- Oasis ACT

- Burlendi Youth Accommodation - Adelaide North
- Private Rental Program - Adelaide North
- Supported Independent Living Service (SILS) - Adelaide Metro and Country North
- Youth Outreach Service - Adelaide North
- The Youth Bus, Service to Aboriginal Youth (STAY), Youth Support and Development (YSD) - Port Augusta

- Northeast Victoria Youth Services - Shepparton, Albury/Wodonga
- North West Victoria Youth Services - Sunshine (expansion to include housing)
- Southeast VIC Youth Services - Bass Coast, Peninsula, Frankston (expansion to include Cricklewood housing)
- Melbourne Youth Services - St Kilda

18 volunteers

4 4,386* Young People

74,767* Sessions of Care

519 staff

*mission portfolio dashboards

The Salvation Army Youth Services



Alcohol and other drugs



Driver training



Education



Employment and training



Housing and homelessness



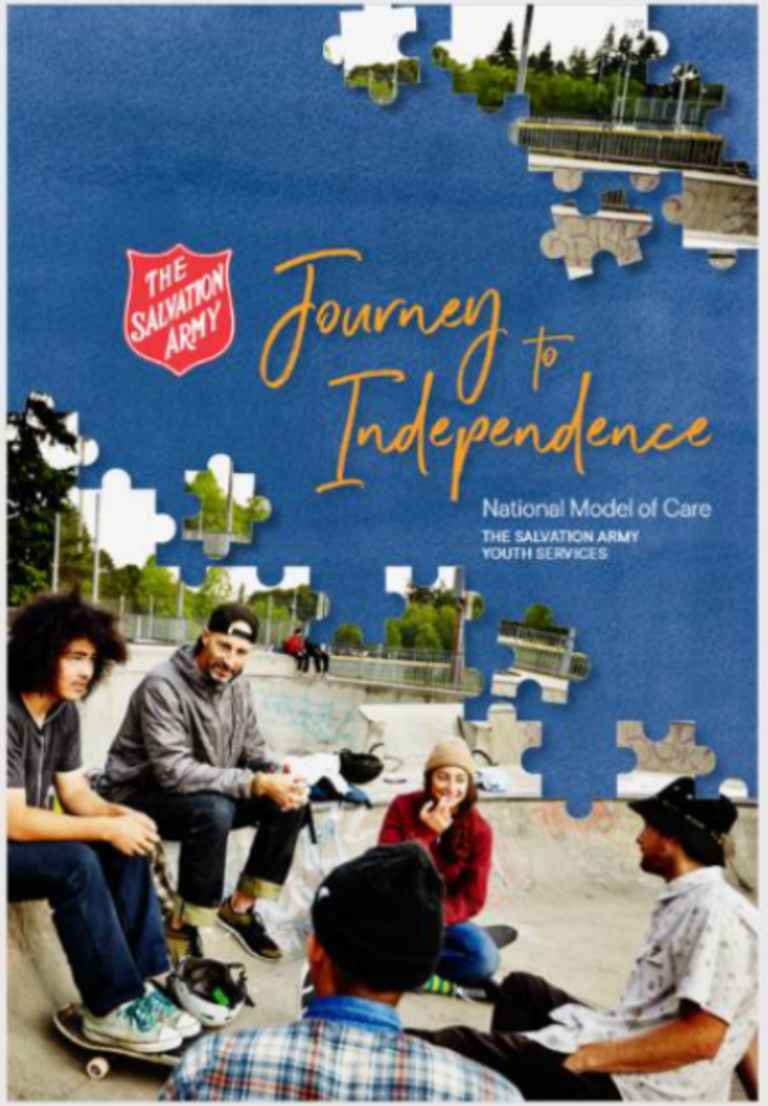
Specialist therapeutic



Youth justice

Our Model of Care

Journey to Independence



Infrastructure - Make it Possible

Centralised Repository:	• **Unified Access:** Consolidates data from multiple sources. • **Eliminates Silos:** Enables comprehensive analysis.
Enhanced Data Quality:	• **Consistency & Accuracy:** Standardizes formats and ensures high data quality.
Scalability:	• **Flexible Infrastructure:** Scales with data growth. • **High Performance:** Maintains low latency.
Automated Integration:	• **Efficiency:** Automates data ingestion. • **Timeliness:** Speeds up reporting.
Advanced Analytics:	• **Real-Time Processing:** Enables real-time insights. • **Predictive Insights:** Uses AI and ML for deeper analysis.
Self-Service BI:	• **Empowerment:** Provides tools for independent data exploration. • **Accessibility:** Broadens data access.
Robust Governance:	• **Compliance & Security:** Ensures regulatory compliance and data protection.

Infrastructure - Make it Possible

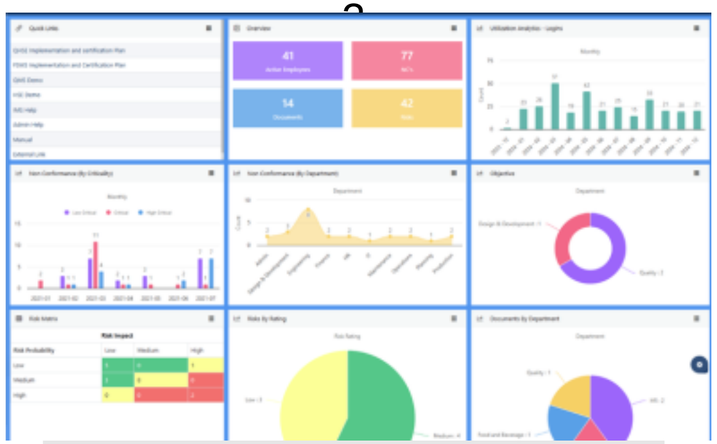
Level 1



Individual Practice

Client reports directly support reflection, goal setting, tailored referrals, and collaborative case planning

Level 2



Service & Organisation

PowerBI dashboards pulling directly from SAMIS provide real-time visibility into client data and outcome trends

Level 3



System & Quality

Outcomes data integrates into routine case reviews, service quality discussions and national oversight processes

Source: Every Hour Counts, Putting Data to Work for Young People: A Framework, Wallace Foundation (2021)

Relationships - Make it Trusted

Find the right people

People who understand the work, influence practice and can turn ideas into action

Shared Purpose

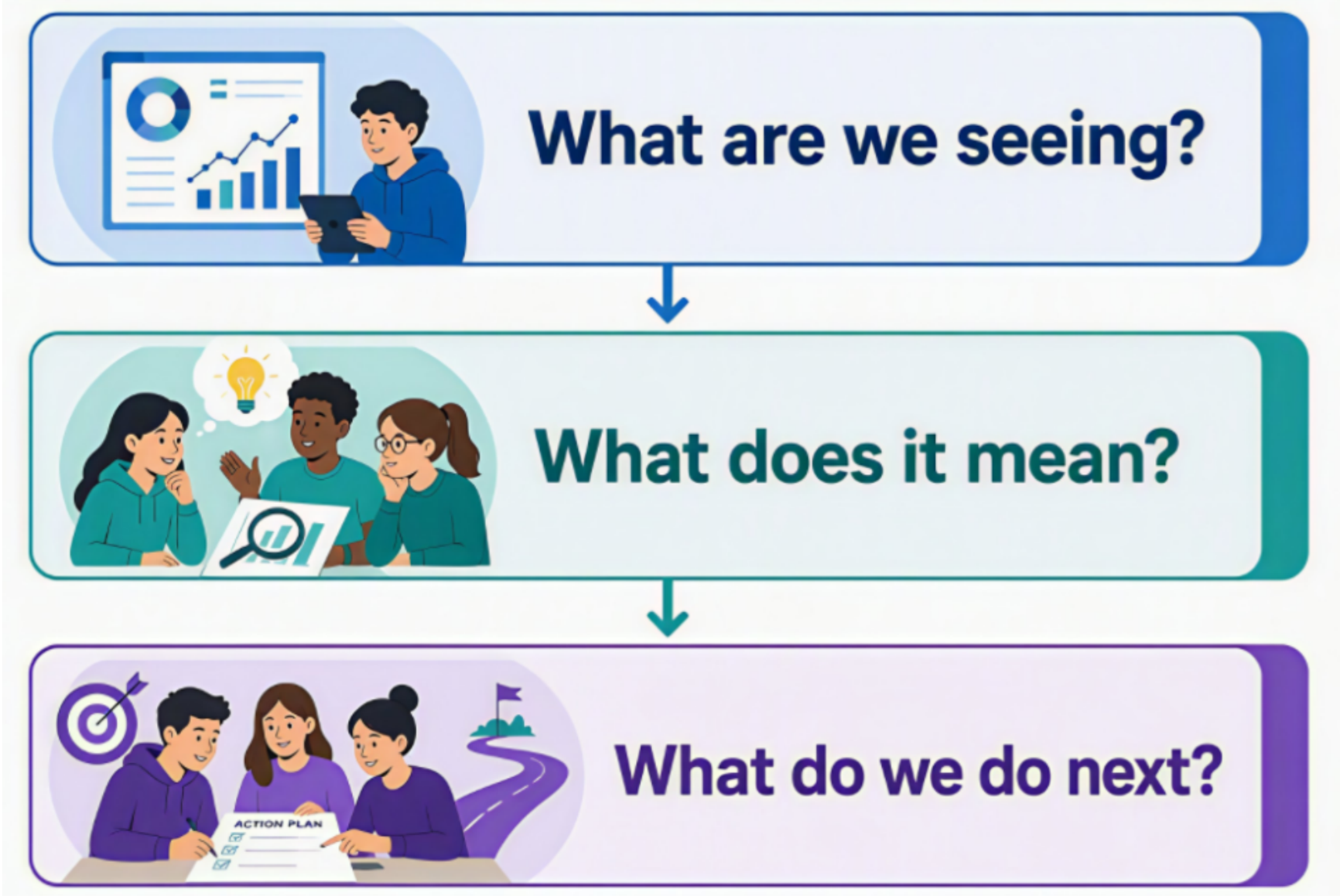
Different roles, one goal: using what young people tell us to improve support, decisions and services

Build Trust

Set clear expectations, communicate openly, follow through on commitments and build partnerships

Practice - Make it Useful

Outcome measurement creates value when it changes what happens next





The Salvation Army

THANK YOU

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Scan to Save my Contact