

Transcript – Global Sisters Case Study 3 video

Are you interested in how other organisations measure their outcomes and impact?

Introducing Global Sisters.

Global Sisters is a not-for-profit organisation that works with women to improve their financial situation through developing microbusiness opportunities. This aims to allow participants (called Sisters) to overcome systemic and structural barriers to achieving financial independence.

Global Sisters' outcome and impact measurement is guided by their Monitoring, Evaluation, Accountability and Learning Framework.

The Framework includes a Theory of Change that explains how Global Sisters' activities are expected to lead to sustained, long-term changes for Sisters and the wider community.

Global Sisters refers to the combined impact across these areas as The Ripple Effect.

Mandy Richards: "We always talk about a Ripple Effect that comes as a result of our work. For us it of course starts with one of our **Sisters**, the women at the centre - when we impact them, that has a direct ripple effect on their **family** and the people in her **household** but then that expands out to a ripple effect on her community, and then we see that expanding out and having a ripple effect on the whole **national economy**."

The expected longer-term systemic impacts of Global Sisters' work include breaking intergenerational poverty and supporting economic participation, contribution to society and the economy, social equity and financial independence.

Global Sisters' approach to measuring and reporting on their longer-term impacts has several strengths.

Firstly, their clear purpose acts as a guide. Global Sisters has a strong vision and purpose which has informed how they measure and report on their impact. This includes their immediate outputs, their short-term outcomes and their longer-term impacts.

Secondly, they have adopted a phased approach to their outcome and impact measurement which has provided confidence that their approach is appropriate and relevant. Initially, Global Sisters focused on reporting against their short to medium-term impact domains. From there, they developed and refined their MEAL Framework and now their focus is moving to measuring and reporting their longer-term outcomes.

Thirdly, continuous improvement is built into Global Sisters' outcome and impact measurement. This includes rapid evaluations and ongoing monitoring which allow the organisation to retest the validity of their impact framework, and refine their approach based on the available evidence.

Fourthly, Global Sisters engaged in a strong co-design process with Sisters and the wider community. This has allowed for expected outcomes to be sense-checked against the feedback received directly from Sisters and has supported alignment between Global Sisters' outcomes and the goals of Sisters themselves.

Lastly, providing Sisters with a platform to tell their story will help Global Sisters to report on their longer-term impact. The experience of Sisters will help fill gaps in reporting that cannot be addressed by quantitative measures alone.

To find out more about Global Sisters outcome and impact measurement, visit dss.gov.au and search 'Global Sisters' for the full case study.