



Capability statement

Who we are

“Katy is an absolute pleasure to work with. In a very complex project, she has been able to build strong relationships with the partners and clearly demonstrate understanding of the work and the desired outcomes. Her evaluation process has been clear and supported the work of the team, and the final evaluation has been an essential tool for the project in understanding our impact and planning next steps.”

“From small research projects to multi-year outcome evaluations, Outpost have always delivered quality projects that result in thorough but concise reports with helpful findings and practical recommendations. Outpost take a collaborative approach to project design and delivery that helps build our team’s understanding and skills and evaluation and research. Outpost Consulting have always been easy to work with and you can rely on them to deliver the goods.”

Outpost Consulting is a Brisbane-based consultancy service specialising in social research, evaluation, and policy development. We have expertise in a wide range of policy areas including issues affecting First Nations people and people with disability, domestic and family violence, community services, education and training, welfare and employment, housing, health, and justice.

Our vision is to assist clients to get to the crux of tricky public policy issues, present workable ideas based on independent research and sharp analysis, and ultimately to contribute to stronger, fairer and happier communities.

Outpost Consulting was established by Katy O’Callaghan in 2005. Prior to this Katy worked in various strategic social policy roles in Commonwealth and State Governments and universities. Katy is a Ngugi woman, descended from Quandamooka lands. She has a Masters in Social Administration (Policy and Research) from the University of Queensland and is a long-time member of the Australian Evaluation Society.

Katy is personally involved in every project. She draws on a trusted pool of professionals and puts together project teams with complementary skills to meet the needs of individual projects. Over 18 years of business she has built a strong network of high-quality subcontractors and can quickly scale up to deliver large projects. We prioritise work for talented First Nations students and early career professionals with the aim of supporting more First Nations people to get involved in high quality knowledge work.

Our services

Outpost Consulting has undertaken over 100 projects in the past 18 years for dozens of government, non-government and corporate clients.

We provide:

- research to better understand and advise on social policy issues
- planning and design of programs, policies and services
- evaluation and review of programs, policies and services

“Working with Katy and the Outpost team these last 12 months has been fantastic. Katy’s expertise and professionalism in helping us deliver a quality evaluation for our funding agency has been a breath of fresh air. Personally, she is always helpful and ready to provide advice and guidance and clearly understand the issues we have faced as a small community organisation. I highly recommend the Outpost Consulting team. It’s well worth the investment.”

We work closely with clients to design customised services that will deliver the evidence, insights or products needed to address their problems and engage their stakeholders. We are experienced in a broad range of qualitative and quantitative research methodologies and understand how to select and apply these to the specific demands of each project.

Quality processes

We use tried and tested practices to guarantee that our work meets client requirements, including:

- a highly developed and structured approach to initial discussions with our clients to give us a deep understanding of the significance, context and boundaries of the task
- a consistent focus on building and nurturing strong working relationships with our clients and their stakeholders so that any unforeseen challenges and opportunities are identified and responded to promptly and effectively
- documented privacy and data storage policies, cyber-risk insurance, and a requirement for all team members to follow strict procedures for managing personal and sensitive information.

Outpost Consulting has been selected for several Commonwealth and State government panels related to providing expert social policy research and evaluation and is a certified Supply Nation supplier.

Ethical practice

Integrity is at the heart of all that we do.

- We understand that consultants are privy to confidential and private information and we safeguard confidences of current and former clients
- We are committed to exercising proper diligence, care and attention and using public funds in an effective and accountable way
- We accept only those projects we have the experience and competence to perform
- We provide impartial, evidence-based, independent advice
- We are committed to conducting business in a sustainable manner and minimising environmental impacts

Business details

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Our clients

Government – Commonwealth

Department of Education, Training and Employment
 Department of Employment and Workplace Relations
 Department of Families, Housing, Community Services and Indigenous Affairs
 Department of Health and Aged Care
 Department of Infrastructure, Regional Development, Communication, and the Arts
 Medicare Local North Brisbane
 National Careers Institute
 Office of the Registrar of Indigenous Corporations

Government – State

Allied Health Professions Office of Queensland
 Anti-discrimination Commission
 Disability Services Queensland
 Jobs Queensland
 Multicultural Affairs Qld
 NSW Cancer Institute
 Queensland Department of Communities
 Queensland Department of Child Safety, Seniors and Disability Services
 Queensland Department of Education
 Queensland Department of Employment, Small Business and Training
 Queensland Department of Housing and Public Works
 Queensland Department of Justice and Attorney-General
 Queensland Department of Tourism, Innovation and Sport
 Queensland Family and Child Commission
 Queensland Health
 Queensland Law Reform Commission
 Queensland Mental Health Commission
 Queensland Office of the Public Advocate
 Queensland Office of Veterans
 Queensland Department of Transport and Main Roads
 Queensland Department of Youth Justice, Employment, Small Business and Training
 Victorian Department of Education and Training
 Victorian Department of Health and Human Services

Peak Bodies and Industry Bodies

Australian Council for Private Education and Training
 Community Services Industry Alliance
 Group Training Australia
 Health and Community Services Workforce Council
 Innovation and Business Skills Australia
 National Aboriginal Community Controlled Health Organisation
 Queensland Aboriginal and Islander Health Council
 Queensland Council of Social Services
 Southeast Queensland Indigenous Chamber of Commerce
 Queenslanders with Disability Network
 TAFE Directors Australia
 Volunteering and Contract ACT
 Workability Qld Consortium
 Human Services Skills Organisation

Professional bodies

Australian Association of Social Workers
 Medical Radiation Practitioners Board
 Queensland Teachers Union
 Speech Pathology Australia

Non-government / corporate

Aussie Deaf Kids
 Busy at Work
 C&K Child and Kindergarten
 Endeavour Foundation
 Gold Coast Partnership Council
 Life Without Barriers
 Marsden Families Program
 Meals on Wheels
 Micah
 Multicultural Australia
 Women's Legal Service
 Legal Aid Queensland
 Workfocus

Education and research organisations

Griffith University
 National Centre for Vocational Education and Training Research
 Redlands Integrated Early Learning Place
 TAFE Qld

