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**Social Return on Investment:
A case study approach**

McAuley Community
Services for Women

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Deloitte
Access **Economics**

Executive summary

McAuley Community Services for Women (McAuley) provides integrated supports to vulnerable women and children experiencing, or at risk of experiencing, family violence and/or homelessness.

McAuley provides immediate safety and support for women and children in times of crisis, as well as enduring solutions to family violence and homelessness. This is achieved through investing in holistic and long-term interventions that reduce the likelihood that women will return to unsafe living arrangements.

The services delivered by McAuley aim to provide immediate safety and support for women and children in times of crisis, as well as to create enduring solutions to family violence and homelessness. McAuley's understanding of their unique value offering is described in the diagram below.

Drawing on 30 in-depth case study examples of women who have engaged with McAuley's services, this report estimates the Social Return on Investment (SROI) associated with the services McAuley provides across a range of complex client types.

Figure 1.1: McAuley's success factors



Source: McAuley 2019 Evaluation Report, Deloitte Access Economics, 2019

Social Return on Investment

In this study, a SROI framework was applied to McAuley's model in order to assess the monetised value of McAuley's services to women (the sum of benefits accrued to women that are attributable to McAuley's actions), relative to the costs incurred through the provision of services. The benefits valued included immediate benefits generated during a woman's stay with McAuley, as well as longer-term benefits associated with McAuley's ability to influence a woman's living situation.

A summary of the benefits attributed to McAuley's intervention, and the dollar values associated with each benefit realised, is provided in the diagram on the following page.

Given the complexity and variation in need of McAuley's client base, this study analyses SROI at an individual level, enabling a comparative assessment of SROI across a range of women presenting to McAuley with varying situations, presenting issues and service responses. For each case study, the SROI assessment estimates the return on investment for each dollar invested in responding to a woman in crisis. The benefits valued accrue to both individuals and, where relevant, broader society.

It is noted that, on average, the 30 case studies presented in this report were of higher complexity, and engaged with McAuley's services for longer time periods, than the average client supported by McAuley (reflecting a higher than average investment cost). As such, each SROI is indicative of an individual's experience with McAuley and may not reflect the average SROI for the organisation.

It is also acknowledged that while the key benefits expected to accrue to individuals engaged with McAuley's services have been monetised and estimated, there are a number of non-monetised benefits (including family reunification, shifts in expectations, improvements in life skills and social contacts) that have not been monetised in this study.

Additionally, while McAuley invests in various programs and offerings to support sustained improvements in women's lives – including outreach programs, respite beds and ongoing social programs following a woman's transition out of McAuley accommodation, it is difficult to attribute long term social benefits to a single intervention point. As such, any long term benefits have only been attributed to women who stayed with McAuley for longer than six months, and have only been valued to accrue for five years following engagement with McAuley.

In light of these points, the SROI estimates presented in this report should be considered conservative estimates.

Overview of SROI inputs and attribution



Woman enters McAuley services experiencing or at risk of family violence and/or homelessness



McAuley intervention



McAuley Crisis

24 hour crisis care for women and their children.

7-10 days | \$361.00 per day.



McAuley Refuge

Longer term crisis care for women and children.

2-13 weeks | \$206.00 per day.



McAuley House

Secure accommodation providing a stable base for recovery and independence.

6-24 months | \$234.34 per day.



McAuley Respite

Temporary support for women after transitioning into secure accommodation.

1-7 days | \$220.02 per day.



McAuley Works

Skill development program designed to enhance employability.

\$4,305.28 per program.



Immediate benefits

For women experiencing homelessness



\$38.85 per day

in health benefits attributed to stable accommodation



\$17.55 per day

in benefits associated with reduced cost of crime



Longer-term benefits

For women with reduced risk of homelessness



\$36,135

in health benefits



\$28,381

in crime benefits

For women experiencing family violence



\$3.53 per day

in health benefits attributed to removal from family violence



For women with reduced risk of family violence



\$1,894

in health benefits



\$646

in productivity benefits

For women presenting with health issues



Between \$3.61 and \$15.02 per day

in health benefits attributed to treatment of presenting issues



For women with reduced long term health risks



Between \$5,834 and \$24,287

in health benefits

For women experiencing unemployment



Between \$2,048 and \$6,437 per day

in employment benefits attributed to stable accommodation



For women who:

Increase employment outcomes

no longer access welfare



\$13,125

in quality of life



\$3,281

in reduced welfare payments

For women experiencing social isolation



\$5.93 per day

in social benefits.



For women with increased social connections



\$9,594

in social benefits

Benefits applied per day that women stays in McAuley accommodation.

Benefits applied at a 4% discounted rate for 5 years

Key findings of the SROI analysis

Of the 30 case studies analysed, **26 case studies demonstrated a positive or equal return on investment.**

That the vast majority of case studies explored generated a positive return on investment is a significant finding given the level of complexity of the case studies analysed. In effect, this study demonstrates that even for the most complex clients, the services that McAuley provides generate positive social and economic returns.

The SROI estimate was, on average, higher for women who:

- engaged in McAuley Works and were supported through case management that derived additional benefits beyond improved employment outcomes, or
- presented with a range of complex issues and received comprehensive support that enhanced their wellbeing while residing at McAuley for less than two years.

SROI estimates were lower, on average, for women that:

- presented with a range of complex issues and received comprehensive support that enhanced their wellbeing while residing at McAuley for more than two years, or
- resided in short-term accommodation for less than six weeks, accruing only the short-term benefits associated with McAuley's support.

It is important to note that a SROI estimate lower than one, does not mean that McAuley failed to generate a positive social impact for this client. Analysis of the case studies which demonstrate a lower return on investment show many positive outcomes for these clients. It is simply the case that for these women, the cost of generating the observed positive outcomes was higher than the monetised value of benefits realised.

Using SROI going forward

McAuley has committed to a long-term evaluation strategy in order better understand the impact of the organisation's services, for specific types of clients, and where impact can be enhanced. This robust evaluative approach aims to increase transparency of social impact for service funders, increase organisational efficiency and effectiveness, inform the continually growing evidence base of 'what works' in homelessness and family violence and – most critically – improve outcomes for women and children.

This SROI analysis reflects an early output of McAuley's evaluative ambition, enabling insights into the relative effectiveness of McAuley's holistic model across different client types and situations. Over time, as McAuley's internal program and impact data becomes more comprehensive and nuanced, so too will the ability to understand and measure benefits, increasing the robustness of these SROI estimates.

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Case Studies



Claudette

A 50-60 year old permanent resident with two children living overseas.

McAuley intervention

Claudette was homeless and escaping family violence when she approached McAuley. She presented with serious mental health issues from extreme sexual abuse and had a range of physical health issues. Claudette was socially isolated, with most of her friends and family living overseas.

Claudette stayed at McAuley House for 18 months, and was provided with comprehensive case management to support her recovery. Claudette was also supported in skill development to re-enter the workforce through the McAuley Works program.

Cost of intervention:

\$132,603.93

Immediate benefits

During her 18 month stay with McAuley, Claudette was removed from continued exposure to homelessness and family violence. McAuley assisted Claudette in managing her health via an onsite nurse from Bolton Clarke and referrals to specialist services. Claudette also benefited from social connection, skill development and increased employability.

Value of immediate benefits:

\$44,184.62

Long-term benefits

The support provided to Claudette through her stay at McAuley reduced the likelihood of Claudette returning to situations of family violence or homelessness, through embedding social connection and financial independence through employment.

While Claudette continues to struggle with her health, she has been supported in independently managing her health and receives support through NDIS. Further, the social connections she has established through McAuley, and ability to return to McAuley services in times of need, increase the likelihood of earlier intervention for future health issues.

Long-term benefits:

\$107,103.12

For every
\$1 invested:

\$1.14

is returned



Jackie

A 50-60 year old citizen with family and friends in a different state.

McAuley intervention

Jackie experienced over 15 years of family violence before she fled her home and moved inter-state to Melbourne where she lived on the streets for approximately six months. She was socially isolated, worried that seeking support from her family and friends in her home state would expose them to harm.

When Jackie entered McAuley, she was experiencing poverty due to concerns that registering for Centrelink would risk her safety. She also presented with mental health issues.

McAuley supported Jackie through providing safe accommodation and assisting her with managing her mental health issues and obtaining Centrelink.

Cost of intervention:

\$85,532.43

Immediate benefits

Jackie resided in McAuley House for 12 months, where she was removed from the risk of continued family violence and homelessness. She was provided case management, which supported her in changing her identity to obtain Centrelink, improved her future employment outcomes and enabled her to develop social connections. Jackie also received support for her mental health issues through the onsite nurse from Bolton Clarke and referrals to mental health and counselling services.

Value of immediate benefits:

\$28,822.61

Long-term benefits

McAuley's intervention reduced Jackie's likelihood of further exposure to family violence and homelessness as she gained financial independence and developed social connections in Melbourne. She also has the opportunity to return to McAuley should she require further support.

As a result of McAuley's support, Jackie's health reportedly improved and she was transitioned into longer-term secure accommodation.

Long-term benefits:

\$88,144.98

For every
\$1 invested:

\$1.37

is returned



Karen

A 20-30 year-old citizen and sole carer of two children.

McAuley intervention

Karen was subjected to significant family violence from her partner, who continued to actively pursue her once she fled her home. As a result, Karen's housing situation was unstable prior to entering McAuley as she moved numerous times in an attempt to improve her safety. Karen presented to McAuley as socially isolated, anxious and distressed. Being the sole carer of two children, with limited literacy and numeracy, she struggled to find employment. McAuley helped Karen through the McAuley Works program and case management that reduced her exposure to continued family violence.

Cost of intervention:

\$4,305.28

Immediate benefits

While engaging with McAuley, Karen was provided emotional support and coaching. She also updated her resume and gained access to interview clothing through the McAuley Works program.

McAuley assisted Karen in obtaining an IVO and with relocating and in installing CCTV cameras to increase security and enabling her to remain safe in her own home.

Value of immediate benefits:

\$6,437.20

Long-term benefits

Karen's likelihood of experiencing violence and unemployment reduced as a result of McAuley's intervention. She gained increased independence through securing employment and is provided post placement support to ensure she is supported should her safety be compromised in future.

Karen's wellbeing also improved from the onsite mental health care she while undertaking McAuley Works. While not valued monetarily, the intergenerational benefits of reducing the impact of likely future trauma for Karen's two children is also observed.

Long-term benefits:

\$4,305.28

**For every
\$1 invested:**

\$7.95

is returned



Tina

A 40-50 year old permanent resident.

McAuley intervention

Tina resided in McAuley twice within a five year period. While she first entered McAuley to escape abuse from her husband, she returned to him when he became unwell. When he regained his strength and continued to abuse her, she decided to leave her husband a second time.

Tina presented as being homeless and socially isolated when she arrived at McAuley. She also experienced mental health issues and was unemployed.

McAuley assisted Tina through case management and secure accommodation in McAuley House for a total of 30 months.

Cost of intervention:
\$213,831.08

Immediate benefits

While residing at McAuley, Tina was removed from continued exposure to homelessness and family violence. She was also assisted in managing her health through the onsite nurse from Bolton Clarke and in improving her employment prospects through assistance in writing applications and supported access to English language classes. Tina also benefited from improved social connections from engaging in skill development programs and social and recreational activities offered in the House.

Value of immediate benefits:
\$70,447.23

Long-term benefits

The support provided to Tina during her stay at McAuley helped Tina gain employment and secure accommodation in a private rental property. She also increased her social connections and is able to return to McAuley again should she require further assistance. As a result, the risk of Tina returning to family violence or experiencing homelessness was reduced.

Long-term benefits:
\$101,915.85

**For every
\$1 invested:**

\$0.81
is returned



Georgina

A 30-40 year old citizen.

McAuley intervention

Georgina was subjected to ongoing family violence prior to entering McAuley House. Her history of alcohol abuse and drug usage compromised her ability to form stable and appropriate relationships, and she became homeless. McAuley supported Georgina by providing accommodation in McAuley House for 18 months, where she was provided comprehensive case management.

Cost of intervention:
\$128,298.65

Immediate benefits

McAuley House provided Georgina with safe and stable accommodation. She was supported in managing her health, including her alcohol and drug dependency, through the onsite nurse from Bolton Clarke and referrals to medical specialists. She was also supported in engaging in recreational activities to build foster social connections.

Value of immediate benefits:
\$49,247.67

Long-term benefits

The case management provided by McAuley supported Georgina in obtaining an IVO and transitioning into longer-term accommodation, reducing the likelihood of continued exposure to family violence. While she received comprehensive case management in McAuley House to assist her with managing her alcohol intake and drug usage, the extent to which this improved is unclear.

Georgina also developed a support network, having improved the relationship with her family and being able to contact McAuley for respite if required.

Long-term benefits:
\$100,291.55

**For every
\$1 invested:**

\$1.17
is returned



Lindsay

A 50-60 year old citizen.

McAuley intervention

Lindsay had experienced family violence and was supported by another organisation that provided temporary accommodation prior to entering McAuley. When she was asked by her previous housing provider to find new accommodation, she entered McAuley in order to avoid experiencing homelessness.

When she presented to McAuley she was socially isolated and struggled with her mental health. She was supported in McAuley Respite for 2 weeks.

Cost of intervention:

\$3,080.27

Immediate benefits

Lindsay received support with finding longer-term housing while residing at McAuley. She also engaged in social and recreational activities and was provided employment support during her stay.

Onsite care provided by the nurse from Bolton Clarke and referrals to health practitioners also helped Lindsay in managing her mental health.

Value of immediate benefits:

\$6,223.04

Long-term benefits

Since Lindsay accessed McAuley for 2 weeks of respite care, the extent to which the care provides longer-term benefits is difficult to ascertain.

As such, no longer-term benefits have been included in this SROI.

Long-term benefits:

NA

**For every
\$1 invested:**

\$2.02

is returned



Leila

A 30-40 year old mother of three children.

McAuley intervention

Leila's experience of family violence spanned both physical and emotional abuse, including her husband manipulating their children against her. She fled to McAuley without her children, unable to take them with her.

When entering McAuley, Leila was socially isolated and struggled with her health. Leila received initial support in McAuley Care Crisis before moving into McAuley House for a period of 12 months, where she received additional support through the McAuley works program.

Cost of intervention:

\$92,364.71

Immediate benefits

The accommodation McAuley provided supported Leila in reducing her exposure to continued family violence and possible homelessness. She was supported through onsite training in employment and independent living skills and was also successful in gaining a vocational qualification through an external education provider.

McAuley assisted Leila in managing her health and building connections, especially with her children. The social connections developed with the other women in the house fostered a sense of friendship in Leila, and she eventually became a Peer sister, supporting other women in the house in a mentor capacity.

Value of immediate benefits:

\$33,603.88

Long-term benefits

Leila was supported in reducing the likelihood of being exposed to family violence, or homelessness, through safety planning and support in transitioning into longer-term secure accommodation. This provided her a space to reconnect with her children.

Leila's success in gaining employment also enhanced her independence. After three years, Leila moved into long-term permanent housing, and regained custody of her children.

Long-term benefits:

\$107,749.48

For every
\$1 invested:

\$1.53

is returned



Suzanne

A 40-50 year old citizen.

McAuley intervention

Suzanne came to McAuley after being in hospital, with significant physical health issues and mental illness.

Due to her poor health, Suzanne struggled to work and became financially insecure. Being unable to meet rental obligations, she became homeless. Having experienced family violence and social isolation, Suzanne presented to McAuley where she was supported in McAuley House for 12 months.

McAuley continued to support Suzanne through outreach in the four years following.

Cost of intervention:

\$85,532.43

Immediate benefits

Suzanne received health support through specialised intervention, monitoring and medication review while at McAuley. This was facilitated by the onsite nurse from Bolton Clarke and referrals to health practitioners.

Through engaging in the social and skill development program, Suzanne was also able to build her social connections.

Value of immediate benefits:

\$31,602.15

Long-term benefits

After being assisted in finding longer-term accommodation, Suzanne left McAuley and regained her independence. Since then, she has been supported through outreach case management, enabling her to retain the support network she developed at McAuley.

This intervention, including the family violence education she received, reduced Suzanne's likelihood of returning to family violence or homelessness.

Long-term benefits:

\$93,978.61

For every
\$1 invested:

\$1.47

is returned



Caroline

A 30-40 year old temporary resident.

McAuley intervention

Caroline entered McAuley with a significant history of family violence. While she had already been provided refuge accommodation, she was referred to the McAuley Works program where she received comprehensive case management support.

Caroline struggled with both mental and physical health issues and was socially isolated. Her low literacy and numeracy skills, along with limited work experience, reduced her likelihood of obtaining employment.

Caroline had no family or support in Australia and was struggling with social isolation and the cultural change.

Cost of intervention:

\$4,305.28

Immediate benefits

McAuley referred Caroline to a range of health, legal, housing, education and work services. While she was successful in obtaining a job, she was pursued by her partner and the threats of significant violence meant her safety was threatened and she lost her position. McAuley assisted Caroline in moving house and applying for additional work in response to this safety concern.

Value of immediate benefits:

NA

Long-term benefits

Caroline was successful in obtaining employment and relocating into new accommodation as a result of McAuley's case management.

While McAuley assisted Caroline with her health and gaining independence, the long-term benefits attributable to McAuley, as opposed to other service providers, are difficult to determine. As such, only the employment related benefits have been attributed to McAuley's intervention.

Long-term benefits:

\$17,051.42

**For every
\$1 invested:**

\$3.96

is returned



Jade

A 40-50 year old permanent resident.

McAuley intervention

Jade came to McAuley House after escaping ongoing Family Violence perpetrated by her husband. She was socially isolated from family who lived overseas, and due to cultural shame and stigma, she was unable to return. Needing to escape family violence she presented to McAuley with the hope of avoiding homelessness.

McAuley provided Jade with accommodation and case management in McAuley House and the McAuley Works program.

Cost of intervention:

\$132,603.93

Immediate benefits

The case management provided to Jade assisted her in obtaining health treatment and accessing legal and financial support services. Through the McAuley Works program, Jade attended English classes and obtained employment. She also developed a social network from engaging in the social and recreational activities offered in the House.

Value of immediate benefits:

\$45,647.62

Long-term benefits

Jade was able to live independently after being supported by McAuley for 18 months. The support she received in transitioning into stable accommodation, divorcing and obtaining an IVO against her ex partner and changing her name reduced her likelihood of experiencing continued family violence or homelessness.

Jade's social network also improved and she managed to establish increased connections to her family overseas.

Long-term benefits:

\$111,030.03

**For every
\$1 invested:**

\$1.18

is returned



Joni

A 40-50 year old citizen.

McAuley intervention

Joni had a significant history of homelessness prior to finding short-term accommodation. When she entered McAuley, she was socially isolated and with a range of mental and physical health issues, including numerous suicide attempts. Due to Joni's complex background with mental health, she struggled to form trusting relationships workers and had a history of absconding from refuge accommodation (including McAuley's). In recognition of this, McAuley House provided flexible and holistic support for Joni through case management. Over time, she was also connected to McAuley Works to improve her employment outcomes.

Cost of intervention:

\$175,370.14

Immediate benefits

While residing at McAuley House for a period of two years, Joni received social and recreational support and health treatment from the onsite nurse from Bolton Clarke and referrals to practitioners.

McAuley also assisted Joni in attending appointments and conducting risk assessments.

Value of immediate benefits:

\$57,119.06

Long-term benefits

McAuley's intervention supported Joni to transition into longer-term secure accommodation. Her health also improved during her stay.

Joni's social network improved within the house and her employability improved as a result of being connected with McAuley Works.

Long-term benefits:

\$105,855.28

For every
\$1 invested:

\$0.93

is returned



Maya

A 30-40 year old temporary resident with children.

McAuley intervention

Maya's husband took her overseas and returned to Australia with her children, passport, belongings – leaving Maya overseas. After considerable difficulty, Maya was eventually able to return to Australia but her husband prevented her from returning to the family home with her children. Maya then resided in crisis accommodation before entering McAuley House.

Maya was socially isolated and struggled with her physical and mental health. She received case management support while residing in McAuley for two years.

Cost of intervention:
\$171,064.86

Immediate benefits

McAuley assisted Maya in seeking legal assistance to regain access to her children. She also received healthcare via the onsite nurse from Bolton Clarke and from referrals.

Maya was also able to improve her English, independent living and social skills through a referral to a language class and taking part in the recreational and skill development programs offered in McAuley House.

Value of immediate benefits:
\$61,156.09

Long-term benefits

After two years living in McAuley House, Maya was transitioned into longer-term secure accommodation and managed to establish a connection to her children from being supported in accessing the necessary legal services.

With the advocacy and education provided in the house, Maya's likelihood of returning to family violence has been reduced.

Long-term benefits:
\$107,103.12

**For every
\$1 invested:**

\$0.98
is returned



Phoebe

A 40-50 year old citizen.

McAuley intervention

Phoebe experienced prolonged and significant family violence and sexual abuse prior to entering McAuley, resulting in serious mental and physical health issues related to trauma she endured. She arrived at McAuley House with alcohol abuse and drug usage issues, following a period of persistent suicidal ideation.

McAuley provided Phoebe with safe and secure accommodation and case management in McAuley House for 8 months.

Cost of intervention:

\$57,021.62

Immediate benefits

While residing at McAuley, Phoebe was supported in managing her health through risk planning and referrals to counsellors, psychiatrists and general health practitioners. She worked on building and maintaining family connections and engaged in the social and recreational activities offered in McAuley House.

Value of immediate benefits:

\$22,017.90

Long-term benefits

Phoebe transitioned into secure, longer-term accommodation with the assistance of McAuley. While she continued to struggle with her health and maintaining social connections, the outreach McAuley provides enables her to seek help when required.

Long-term benefits:

\$82,490.06

**For every
\$1 invested:**

\$1.83

is returned



Ruby

A 40-50 year old permanent resident.

McAuley intervention

Prior to entering McAuley, Ruby slept rough on the streets of Melbourne for a few months. She struggled with her finances, unable to secure rental accommodation. Ruby struggled with significant mental health issues and physical health concerns and was socially isolated. McAuley assisted her through providing case management and accommodation in McAuley House for 12 months.

Cost of intervention:
\$85,532.43

Immediate benefits

During her time at McAuley House, she received intensive Case Management and was linked in with a professional network including a GP to co-ordinate the management of her physical and mental health issues.

She was also assisted in developing social connections and improving her employability through recreational activities and skill development programs offered in McAuley House.

Value of immediate benefits:
\$30,315.13

Long-term benefits

After six months at McAuley House, Ruby managed to obtain part-time employment. She was so successful in her role that she was offered full time employment shortly after commencing.

She was then assisted in securing longer-term housing, enabling her to gain greater independence.

Ruby continues to receive support from McAuley through the outreach program, increasing the likelihood that she would seek support for any emerging issues before reaching crisis.

Long-term benefits:
\$109,135.83

**For every
\$1 invested:**

\$1.63
is returned



Sofia

A 50-60 year old temporary resident.

McAuley intervention

Sofia had been living in her car prior to entering McAuley. She struggled with a severe chronic injury and experienced a range of mental health problems.

Sofia appeared to have experienced family violence and was socially isolated, with family living overseas. Her closest companion was her pet and she was particularly concerned about finding it appropriate accommodation. She described this as more stressful than being homeless herself.

McAuley supported Sofia in McAuley House for 18 months.

Cost of intervention:
\$128,298.65

Immediate benefits

The case management provided by McAuley assisted Sofia in finding accommodation for her and her pet. Sofia was also supported in managing her health, receiving treatment from the onsite nurse from Bolton Clarke and referrals.

The provision of a stable address assisted her ability to progress her chronic injury compensation claim.

Value of immediate benefits:
\$44,184.62

Long-term benefits

The case management Sofia received at McAuley assisted her in reducing the likelihood of experiencing family violence. She increased her social connections, especially with her family, and was assisted in obtaining welfare.

It is unclear as to whether Sofia still resides in Australia.

Long-term benefits:
\$93,978.61

**For every
\$1 invested:**

\$1.08
is returned



Yaren

A 30-40 year old permanent resident.

McAuley intervention

Yaren was subjected to significant family violence, including verbal, sexual and physical abuse, by her husband and his family prior to entering McAuley. She was forbidden to leave the house and was used as a domestic slave.

She was socially isolated, being ostracised by her family due to the cultural stigma attached to leaving her husband.

When entering McAuley, Yaren struggled with her mental health. She was assisted through case management and safe accommodation at McAuley House.

Cost of intervention:

\$171,064.86

Immediate benefits

While residing at McAuley, Yaren was supported in obtaining an IVO against her husband and his family. She received health treatment, English language classes, and was supported in securing and maintaining employment.

Value of immediate benefits:

\$61,156.09

Long-term benefits

Yaren transitioned into secure longer-term accommodation and is supported by McAuley through outreach.

With the case management support she received, including obtaining an IVO, secure housing and employment, the likelihood of continued exposure to family violence is reduced.

Long-term benefits:

\$111,030.03

**For every
\$1 invested:**

\$1.01

is returned



Aliza

A 30-40 year old asylum seeker with family overseas.

McAuley intervention

Aliza entered Australia as a political asylum seeker. With her husband and children living overseas, and limited community links in Australia, she was socially isolated when arriving at McAuley.

Aliza was homeless and experienced financial difficulty, having no rights to obtain Centrelink or work. She also suffered with mental health issues when presenting to McAuley.

Cost of intervention:

\$85,532.43

Immediate benefits

McAuley supported Aliza with the visa application process, enabling her to obtain working rights. She was then assisted in applying for jobs and accessing education programs and resources.

Aliza also received support in managing her mental health and bringing her family over to Australia.

Value of immediate benefits:

\$30,461.60

Long-term benefits

Aliza successfully transitioned into transitional housing – with particular effort made to find housing that would be suitable for her family to join her. The outreach provided by McAuley supported her in the application process for a family visa. This was approved and she was reunited with her family in Australia.

Long-term benefits:

\$103,302.20

For every
\$1 invested:

\$1.56

is returned



Beth

A 50-60 year old citizen.

McAuley intervention

Beth struggled with serious mental health issues as a result of being subjected to physical and sexual abuse from a member of her family. She entered McAuley after being hospitalised for suicidal ideation, requiring safe accommodation and care. She was looked after in McAuley House for 18 months.

Cost of intervention:
\$128,298.65

Immediate benefits

The case management provided by McAuley enabled Beth to receive 24/7 support. She engaged in risk management planning and received health assistance from the onsite nurse from Bolton Clarkes and through referrals to health practitioners. McAuley also collaborated with police and emergency service, when necessary.

Beth also engaged in social and recreational activities and received employment support.

Value of immediate benefits:
\$40,279.30

Long-term benefits

Beth's experience at McAuley enabled her to establish a support network. Her mental health notably improved and she was transitioned into secure accommodation where she continues to be supported through outreach. This provides her the opportunity to seek assistance when required.

Long-term benefits:
\$86,250.78

**For every
\$1 invested:**

\$0.99
is returned



Clara

A 30-40 year old.

McAuley intervention

Having experienced significant family violence, Clara was referred to McAuley Care. She was then transitioned into McAuley House where she was provided with safe accommodation and case management for two years.

Clara's relationship with her partner was complex, as there was a history of ongoing custody issues. When she entered McAuley, she was prevented from visiting her child due to suspected drug use.

Clara struggled with her physical and mental health and was socially isolated.

Cost of intervention:
\$173,591.86

Immediate benefits

While residing at McAuley, Clara received support in accessing brokerage and funding programs, court and immigration services. She was also provided access to health treatment, employment support, obtained an IVO and engaged in risk planning and recreational support through the case management provided.

Value of immediate benefits:
\$64,571.55

Long-term benefits

Clara managed to regain visitation to her child and was transitioned into permanent accommodation. The IVO and safety planning provided in the house reduces the risk of returning to family violence.

Clara increased her support network with the outreach provided by McAuley and the social connections she developed whilst at the House.

Long-term benefits:
\$107,749.48

**For every
\$1 invested:**

\$0.99
is returned



Daisy

A 40-50 year old temporary resident with two children.

McAuley intervention

Daisy experienced years of severe family violence in her home country. When she left her husband, she fled to her parents who assisted her in staying in hiding until she secured a safe passage to Australia. She left her two children behind.

When Daisy presented to McAuley, she was at risk of homelessness and had both physical and mental health issues. She struggled with immigration and required financial support.

McAuley assisted Daisy with safe accommodation and case management in McAuley House for two years.

Cost of intervention:

\$171,064.86

Immediate benefits

McAuley assisted Daisy in accessing health treatment from the onsite nurse from Bolton Clarke and referrals to medical specialists. She also received support from clinical and legal services. To support Daisy with her financial difficulties, McAuley also supported her with overcoming her gambling addiction.

Value of immediate benefits:

\$57,119.06

Long-term benefits

With McAuley's support, Daisy gained permanent residency and successfully transitioned into longer-term accommodation. When she left McAuley, her health had notably improved from when she first arrived and she had greater social connections within the community.

Due to the education she received in McAuley House and the outreach service provided to her, Daisy's likelihood of experiencing further family violence is reduced.

Long-term benefits:

\$93,978.61

For every
\$1 invested:

\$0.88

is returned



Jamie

A 20-30 year old citizen.

McAuley intervention

Jamie was referred to McAuley after being hospitalised for mental health issues. She had difficulty engaging in healthy relationship practices with men, and had experienced both physical and emotional abuse. She was often discouraged by her romantic partners from taking the medications she needed to maintain her health, which often caused her to relapse. Jamie also struggled with a gambling addiction and has a history of substance abuse. McAuley supported Jamie through providing case management and safe accommodation in McAuley House for 12 months.

Cost of intervention:

\$85,532.43

Immediate benefits

While residing at McAuley, Jamie was supported in rebuilding trusting relationships with her family. She engaged in risk planning and was taught harm minimisation strategies. McAuley assisted Jamie in developing a routine in taking medications and assisted her in accessing health treatment. She was also referred to a self-esteem group.

Value of immediate benefits:

\$35,952.85

Long-term benefits

During her stay, Jamie's mental health notably improved and she managed to develop greater social connections. McAuley supported Jamie in transitioning into longer-term secure accommodation and has supported her through outreach, reducing the opportunities for further relapse.

Long-term benefits:

\$100,291.55

For every
\$1 invested:

\$1.59

is returned



Dot

A 50-60 year old temporary resident.

McAuley intervention

Dot entered McAuley with a history of family violence. Since her husband passed away, she completed further education and volunteered, yet struggled to find work.

Dot experienced low motivation and confidence alongside mental and physical health issues. She struggled financially, with no form of income, and was living on friends' couches. Due to her limited support network, she presented to McAuley for assistance.

Dot was provided accommodation in McAuley House and participated in the McAuley Works program.

Cost of intervention:

\$132,603.93

Immediate benefits

Dot was supported in developing her confidence and improving her mental health through onsite care and referrals to trauma counselling. Through the McAuley Works program she developed skills in writing job applications, interview techniques and was assisted in obtaining appropriate interview clothes. The strengths-based approach to support Dot helped her improve her motivation and hope in achieving employment.

Value of immediate benefits:

\$44,184.62

Long-term benefits

While it is unclear as to whether Dot secured employment, she received 3 interviews while residing at McAuley.

Dot managed to increase her support network while residing at the House and transitioned into private rental accommodation.

Long-term benefits:

\$105,208.92

For every
\$1 invested:

\$1.13

is returned



Lhi

A 50-60 year old temporary resident.

McAuley intervention

Lhi was subjected to violence from her partner prior to entering McAuley. She struggled financially as she had no rights to obtain employment or receive Centrelink under her bridging visa.

Lhi was socially isolated, with her family residing overseas. She presented to McAuley experiencing homelessness and mental health concerns.

McAuley assisted Lhi through case management and accommodation in McAuley Refuge for six weeks and McAuley House for 18 months.

Cost of intervention:
\$136,950.65

Immediate benefits

Lhi received assistance in obtaining permanent residency and managed to receive income through Newstart. She then secured part-time work.

She was also supported in accessing health treatment, fostering friendships within the house and pursuing her hobby of cooking which she thoroughly enjoyed.

Value of immediate benefits:
\$47,417.00

Long-term benefits

Lhi's health notably improved while residing at McAuley and she developed a support network through the social connections made in the House.

Lhi's success in transitioning into secure longer-term accommodation reduces the likelihood of being exposed to further family violence.

Long-term benefits:
\$110,383.67

For every
\$1 invested:

\$1.15
is returned



Martha

A 50-60 year old citizen with children.

McAuley intervention

Martha was homeless for two years after escaping physical violence and emotional abuse at the hands of her husband and one of her children. She was ostracised by her family and struggled with feelings of self-hate due to the stigma attached to leaving a husband in her faith.

Martha's main concern was for her youngest child who continued to live with her husband, and ensuring that she found accommodation that was suitable for her children to join her if they needed a safe place.

When presenting to McAuley, Martha experienced poor mental and physical health, and financial difficulties. She was supported in McAuley House for one year.

Cost of intervention:

\$85,532.43

Immediate benefits

Case management helped Martha develop her parenting style and assertiveness. Through the facilitation of family group sessions, Martha was able to regain connections with her family.

Martha also received health treatment, engaged in risk planning and was referred to a self-esteem group.

Value of immediate benefits:

\$30,139.15

Long-term benefits

McAuley's intervention supported Martha in improving her health and social connections and transitioning into secure accommodation. Due to Martha's continued connection with her family, the extent to which the risk of family violence is reduced is unclear. McAuley continues to support Martha in managing her wellbeing through outreach.

Long-term benefits:

\$92,084.41

For every
\$1 invested:

\$1.43

is returned



Rachel

A 40-50 year old citizen.

McAuley intervention

Rachel stayed in McAuley Respite for two weeks, knowing she could seek McAuley's assistance having stayed in McAuley House 7 years prior. During the two weeks, McAuley ensured Rachel's permanent accommodation was not compromised, ensuring payments could be met via Centrepay.

When Rachel presented to McAuley she was experiencing significant mental and physical health issues. She also struggled with maintaining relationships due to her drug use.

Cost of intervention:

\$3,080.27

Immediate benefits

While residing at McAuley, Rachel engaged in social and recreational activities. Through case management, she engaged in safety planning and was supported in attending a support group for her drug usage. She was also reconnected to her GP, her AOD counsellor and placed on a waitlist for detox assistance.

Value of immediate benefits:

\$6,177.83

Long-term benefits

Rachel managed to transition back into secure accommodation, having sought the help required to more effectively manage her health.

Due to the short-term nature of the support provided, no longer-term benefits have been attributed to the Respite care provided to Rachel.

Long-term benefits:

NA

For every
\$1 invested:

\$2.01

is returned



Sarah

A 30-40 year old citizen

McAuley intervention

Sarah has a history of being abused by her foster parents. To escape this abuse, she left home as a teenager and became homeless. Sarah did not have the opportunity to finish school, was addicted to drugs and became a sex worker.

When presenting to McAuley, Sarah was experiencing serious mental and physical health issues. She was also socially isolated after over two decades of transient accommodation and homelessness. She struggled to establish healthy relationships, and did not have access to her two children.

Sarah was supported in McAuley House for 18 months.

Cost of intervention:

\$128,298.65

Immediate benefits

Through case management, Sarah was connected to an alcohol and drug support worker and mental health specialists. She also received care for her physical health through onsite care and referrals. Sarah worked on building health relationships, engaged in safety planning and was supported in managing her finances and improving her employability.

Value of immediate benefits:

\$49,247.67

Long-term benefits

Sarah was transitioned into secure accommodation where she now receives outreach support. This, alongside the education and safety planning she completed in the house, reduces her risk of returning to violence.

During her stay in McAuley House, Sarah's finances improved and she was able to manage her addictions more effectively.

Long-term benefits:

\$114,062.42

For every
\$1 invested:

\$1.27

is returned



Nina

A 50-60 year old.

McAuley intervention

Nina was referred to McAuley Works from a crisis accommodation provider that was helping her to escape and recover from an experience of family violence. Nina struggled with employment as she had no work experience, limited personal support and caring responsibilities.

Cost of intervention:

\$4,305.28

Immediate benefits

McAuley Works assisted Nina through connecting her to an interpreter and supporting her in creating a resume and accessing work experience. She was also referred to a family violence case manager and supported in attending court.

As she was not residing in McAuley accommodation, daily benefits associated with these interventions have not been monetised.

Value of immediate benefits:

NA

Long-term benefits

The assistance provided to Nina through McAuley Works enabled her to obtain employment.

While McAuley assisted Nina with transitioning into longer-term accommodation and managing her exposure to family violence, the long-term benefits attributable to McAuley, as opposed to other service providers, are difficult to determine. As such, only the employment related benefits have been attributed to McAuley's intervention.

Long-term benefits:

\$16,405.06

**For every
\$1 invested:**

\$3.81

is returned



Astra

A 30-40 year old.

McAuley intervention

Astra was referred to McAuley Works to receive assistance in gaining employment. Astra had a history of family violence and experienced significant mental and physical health issues, including a disability. She had limited family support and was socially isolated.

Cost of intervention:

\$4,305.28

Immediate benefits

The case management provided to Astra while undertaking the McAuley Works program supported her in accessing interview clothing, developing her financial skills and attending court.

Value of immediate benefits:

NA

Long-term benefits

Astra was successful in gaining fulltime employment and no longer relies on the Newstart Allowance.

Long-term benefits:

\$16,405.06

**For every
\$1 invested:**

\$3.81

is returned



Kath

A 30-40 year old citizen with children.

McAuley intervention

Kath struggled to obtain employment, mainly as a result her childcare responsibilities. She had serious trust issues due to her history of family violence, and had been concerned about leaving her children under another person's care. Kath engaged in the McAuley Works program where she was assisted through case management. She presented with customer service and managerial experience.

Cost of intervention:

\$4,305.28

Immediate benefits

McAuley assisted Kath in updating her resume, developing interview skills, searching jobs and accessing appropriate clothing. She successfully gained employment, yet continued to be stalked by her partner. When she was physically assaulted, McAuley provided outreach support and connected her with an Aboriginal Family Violence case manager.

Value of immediate benefits:

NA

Long-term benefits

McAuley support Kath when her employer expressed concern about her work ethic dropping at the time when she experienced family violence. Due to the outreach support provided, Kath managed to maintain her employment.

Long-term benefits:

\$17,051.42

**For every
\$1 invested:**

\$3.96

is returned



Ann

A 30-40 year old citizen with a young child.

McAuley intervention

When Ann entered McAuley Refuge, she feared for her safety and that of her son. Her partner had developed a drug addiction, yet in an attempt to try and support him she was exposed to erratic, controlling and abusive behaviour.

After Ann left, she was notified that her partner had left the property and a significant amount of rent was owing.

Ann presented to McAuley homeless and socially isolated. She also struggled with her mental health.

Cost of intervention:

\$8,652.00

Immediate benefits

Ann was supported in receiving a reference from her real estate agent after paying the amount owing on her previous property. She then was assisted in finding suitable housing and accessing brokerage support.

McAuley also helped Ann through providing legal assistance and mental health support. Her child was also able to reside with her and was well-looked after.

Value of immediate benefits:

\$8,226.47

Long-term benefits

As Ann engaged in safety planning, was transitioned into a new private rental and is supported by outreach, the likelihood that she and her baby would be exposed to family violence is reduced.

From her time in McAuley Refuge, she benefited from increased social connections within the community and improved wellbeing for herself and her baby.

Long-term benefits:

NA

For every
\$1 invested:

\$0.95

is returned

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