



**Annual Evaluation Report
(Year Two FY18/19)**
McAuley Community Services for Women
September 2019



Key evaluation insights

McAuley continues to extend its impact, providing safety in times of crisis and supporting enduring solutions to family violence and homelessness.



McAuley is ensuring **more women and children are safe in times of crisis.**

With an additional three crisis beds, McAuley supported 265 clients in crisis accommodation this year, up 16% from last year.



McAuley is continuing to serve the **most vulnerable women** in Victoria.

McAuley served over 1,100 women and children experiencing homelessness and/or family violence. This year, women were more likely to be from a CALD background (46% in FY19, 31% in FY18).



McAuley is **reducing the intergenerational impacts of family violence.**

813 children were supported through housing and outreach services (286), the Court Support for Kids program for children experiencing family violence (492) and the School Holiday program (35).



McAuley is increasing **women's financial security**, reducing the likelihood of returning to unsafe living arrangements.

Partnership with WEstJustice led to the waiver of \$309,187 in debt, while \$16,295 was recovered.



McAuley is reaching **women across more locations.**

McAuley has opened 8 beds in Ballarat, as well as offering Court Support for Kids across two more locations.



McAuley is **giving women the skills** to prevent returning to unsafe living arrangements.

All McAuley clients accessed onsite nurse and psychological support and legal and financial outreach support through partners. There were over 1,300 interactions with the Skills for Life program.



McAuley is **building strong connections between women and their community**, reducing the likelihood of future crisis.

114 women participated in McAuley Family Violence Outreach, with at least 18 women connecting through the Women in the Community program.



McAuley is **advocating for the needs of its clients** who experience homelessness and family violence.

Advocacy activities included a submission to Mental Health Services Royal Commission, contributions to the Government Pricing Review, media activity and engagement with politicians and decision makers.

McAuley's commitment to evaluation

McAuley is investing in a long term journey to understand and strengthen the social impact they generate, for both their clients and our society.

1

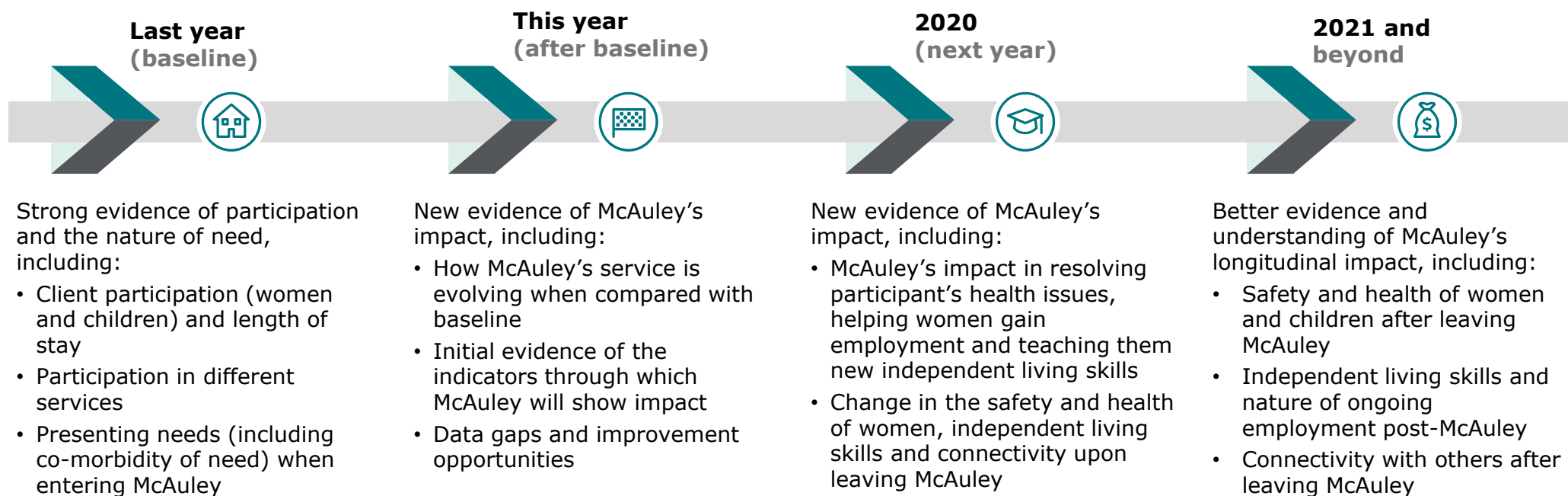
In 2018, McAuley implemented a new data platform (Info Exchange SRS), in line with the evaluation framework prepared with McAuley in 2017. This evaluation report draws upon a mix of data from the previous system and SRS. From 2019, McAuley's data collection and analysis will be bespoke, tailored specifically to support increased understanding and improvement of services offered, on behalf of (and driving effectiveness for) its clients and investors.

2

This report provides an overview of the core services provided by McAuley this year, including an observation that women from CALD backgrounds with no form of income have increased in their demand for McAuley's services over FY19. The report also provides early insights into the value the new survey instruments will bring to understanding the complexities of McAuley's clients – including the high levels of fear felt by clients on entering McAuley, the comorbidity of needs and McAuley's impact on raising independent living skills.

3

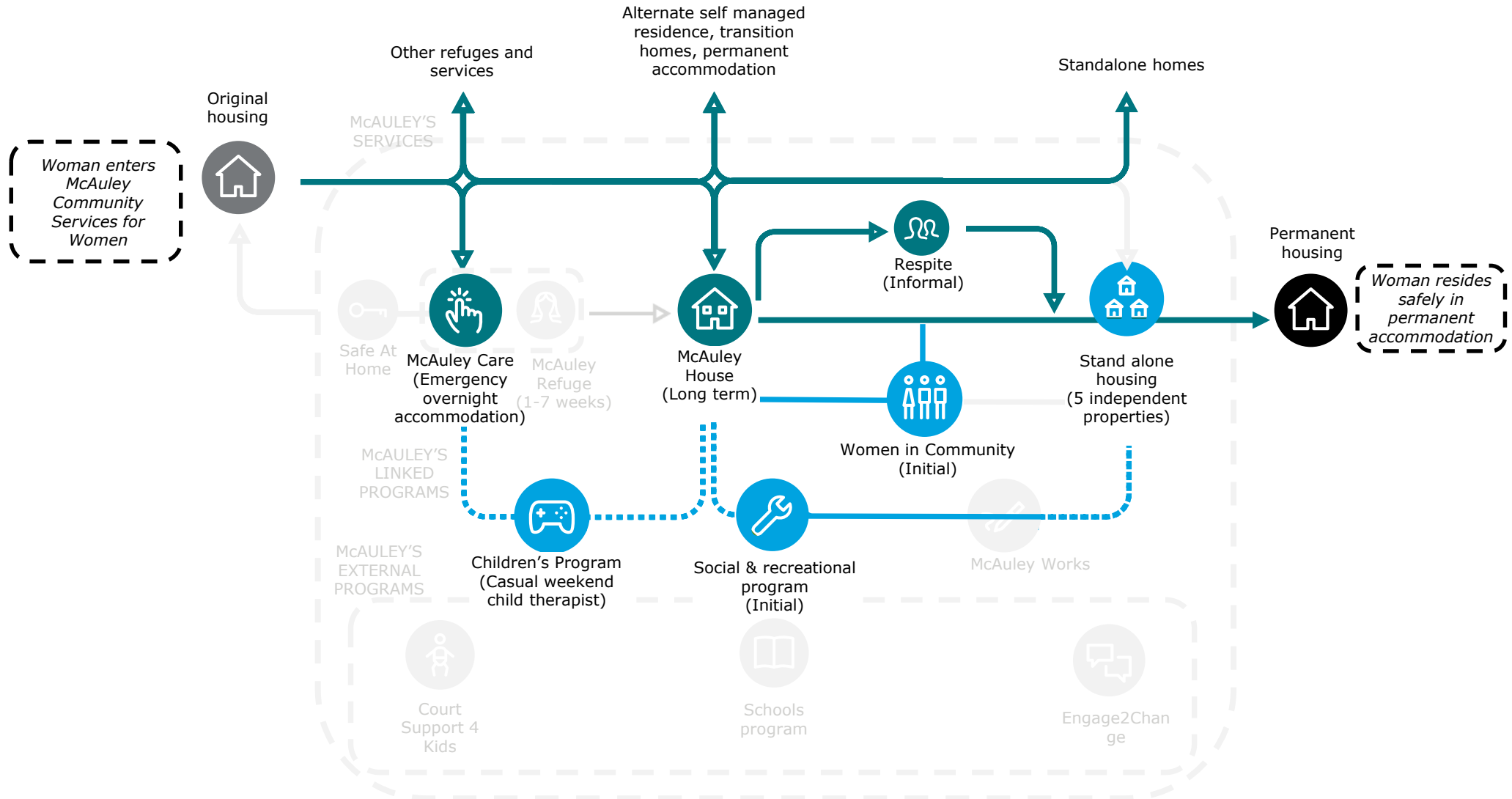
As this evidence continues to build over time, what's available to McAuley and its primary stakeholders can be expected to transition from simply 'data', towards 'actionable insights', informing decision making within the organisation and contributing to the growing evidence base regarding best practice service delivery in family violence and homelessness.



McAuley's service offering: 2008

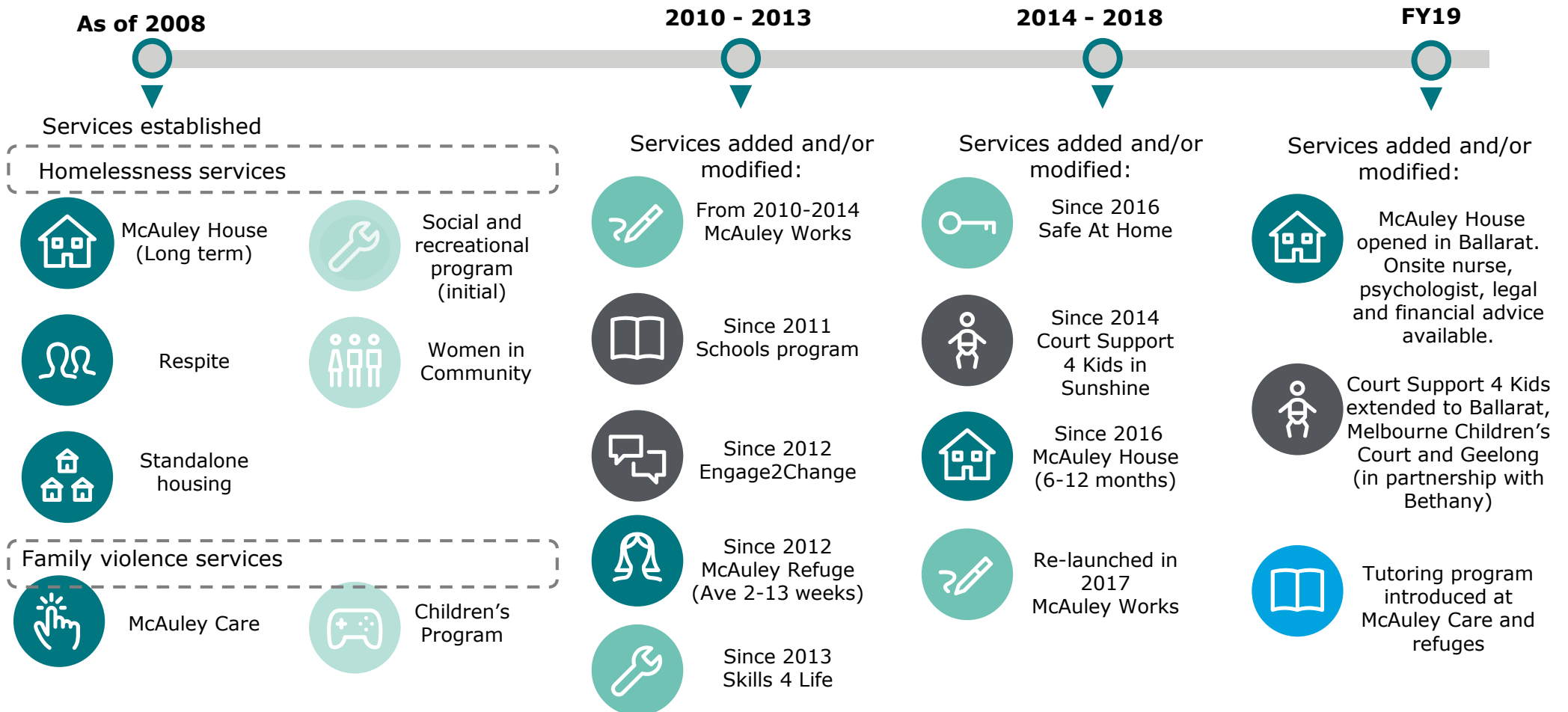
McAuley's initial services were responding to an immediate need for safety and housing for vulnerable women and children

\$1.02 million (income)
 Two service areas
 15 FTE staff
 500 women and children supported
 40 beds



McAuley's service offering: 2008-2018

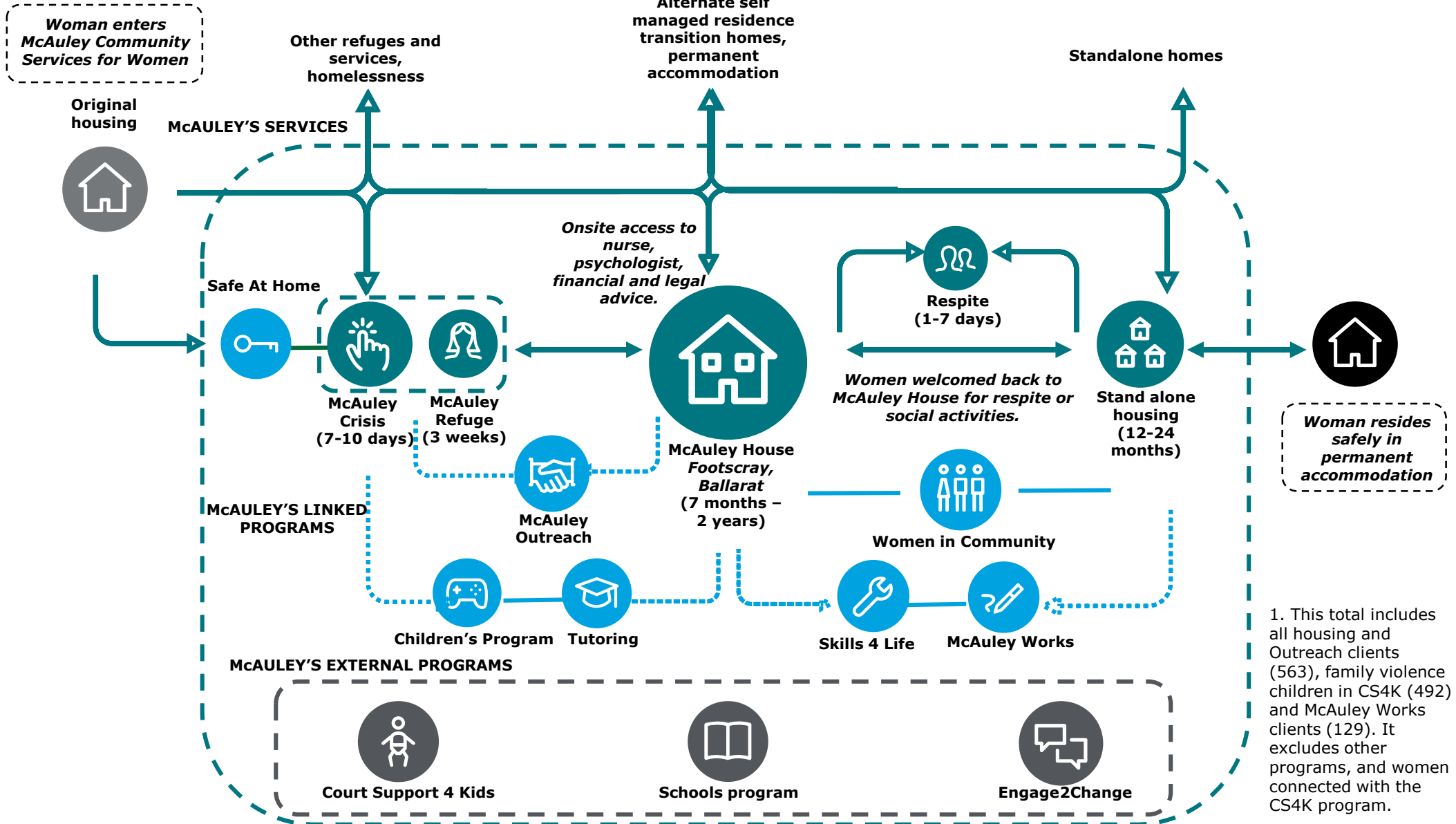
McAuley's services have developed significantly over the last decade, in terms of breadth and depth.



McAuley's service offering: FY19

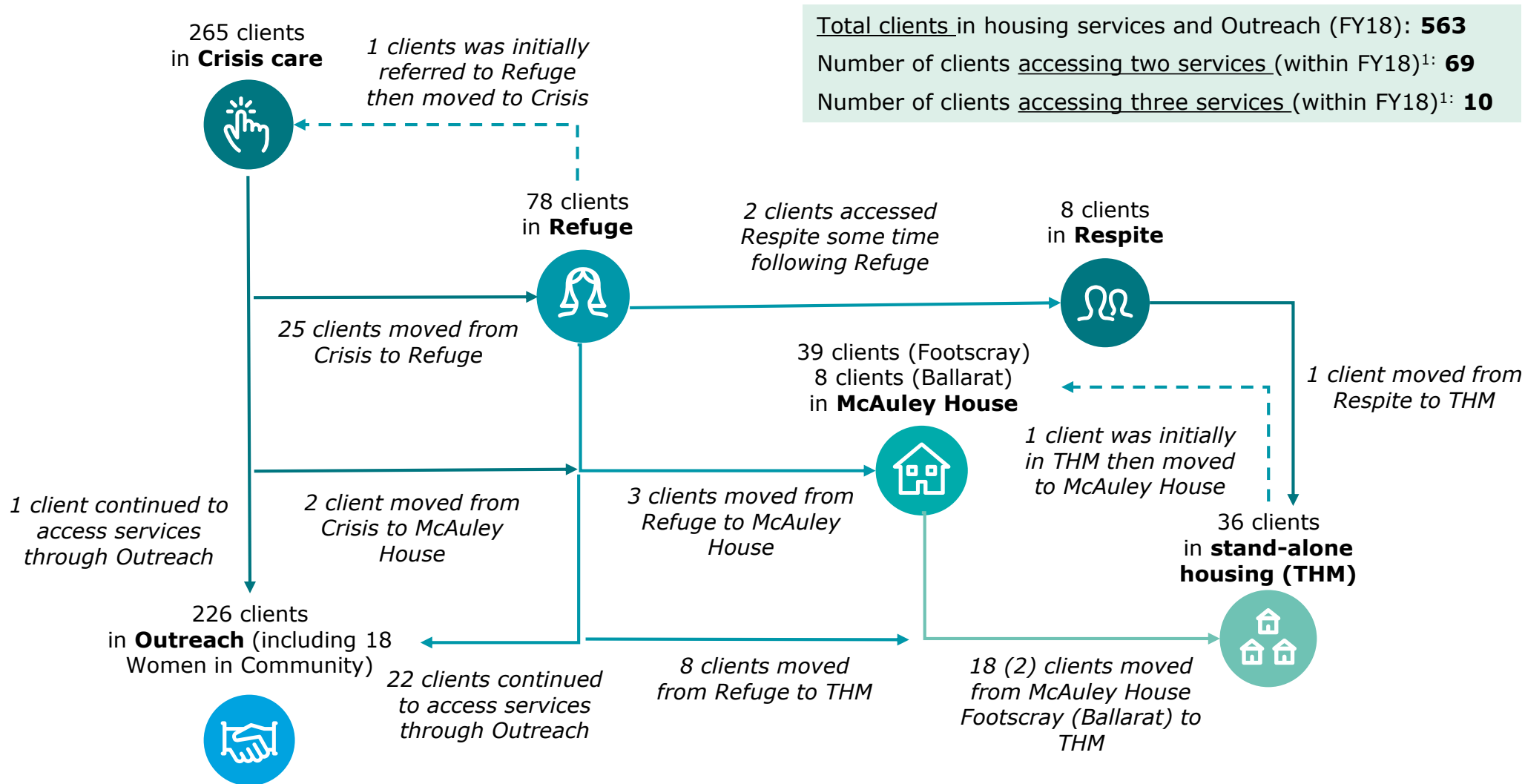
McAuley's current services to support women and their children are comprehensive and connected

\$4.98 million (income) (\$4.56 FY18)
 Eight service areas
 64 staff members (62 FY18)
 Over 1100 women and children supported¹
 78 beds (65 FY18)



McAuley's service offering: FY19

Women and children can utilise McAuley's family violence and homelessness services to receive the support they require



1. Current clients who accessed one or more services in the last financial year are not captured in these figures.

McAuley's service offering: FY19

McAuley continues to serve Victoria's most vulnerable women experiencing crisis

McAuley House (Footscray)*

- **39 women** resided at McAuley House over FY19
- Overall reasons for presenting at McAuley House were **family violence (85%)**, followed by housing crisis (62%) and mental health (36%)
- **78% of women experienced episodes of homelessness** in the month before presenting
- **79% of women have a formerly diagnosed (or a recognised indicator of) mental illness**



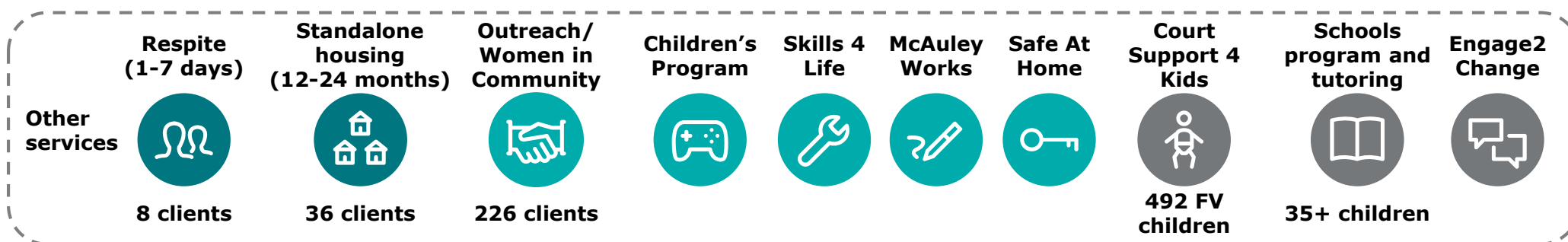
McAuley Refuge

- **78 clients** presented at McAuley Refuge over FY19 (37 women and 41 children).
- The *main* reason for presenting at McAuley Refuge for all women and children was **family violence (84%)**
- **62% of women experienced episodes of homelessness** in the month before presenting
- **54% of women have a formerly diagnosed (or a recognised indicator of) mental illness**



McAuley Crisis

- **265 clients** presented at McAuley Crisis over FY19 (141 women and 124 children).
- The *main* reason for presenting at McAuley Crisis for all women and children was **family violence (100%)**.
 - Other areas where women required support included relationship breakdowns (49% of women), mental health (50% of women) and employment difficulties (30% of women)
- **74% of women experienced episodes of homelessness** in the month before presenting
- **61% of women have a formerly diagnosed (or a recognised indicator of) mental illness**



*Note that an additional 8 women stayed in McAuley House Ballarat. These women are excluded from these statistics as the service began after the start of FY19, but will be included in next years evaluation once the data being collected is validated.

Key shifts from baseline to Year 2

Overview of shifts in impact from 2018-19

Geographic impact



Over FY19, McAuley has extended its geographical impact – providing additional access points to women and children across Victoria.

Specifically, McAuley House Ballarat has opened to provide an additional eight beds for women in regional Victoria.

At the same time, McAuley House Footscray has extended its reach, growing as a social services hub within the community and a base for partnering organisations to deliver services (such as the North West Primary Health Network and WEstJustice).

Currently, McAuley House offers an onsite nurse, psychologist, legal and financial clinics, tutoring program and weekly social lunches.

In addition, the Court Support for Kids program established the funds to extend to Ballarat and Melbourne Children's Court, as well as enabling Geelong to continue through a partnership with Bethany.

Complexity of clients



Over FY19, McAuley has continued to provide services to the state's most vulnerable women.

The service statistics show a significantly higher proportion of CALD, no-income women entering McAuley's care. This reflects the broader service gaps for non permanent resident women and children experiencing crisis.

The women entering McAuley House and Refuge are experiencing complex and inter-connected needs, including (on top of experiencing homelessness and/or family violence):

- Over 45% experiencing financial issues
- Over 65% experiencing legal issues
- Over 30% experiencing migration issues
- Less than 35% of women rating their health as 'very good'.

Similarly, for women in McAuley Outreach:

- Less than 20% of women were assessed as safe to remain or return home.
- 89% of women were experiencing moderate or high levels of fear.

Investment in data



Over FY19, McAuley implemented a new data system – the SRS data platform.

While the data collection will not feed through to key evaluation insights until next year, the depth and breadth of new data collected and systematically recorded is aiding McAuley's understanding and strengthening of service delivery and service impact.

Specifically, four surveys designed by McAuley will be systematically collected on entry and exit – showcasing the client journey over their time with McAuley:

- McAuley Assessment
- Family Violence Risk Assessment
- Independent Living Survey
- Quality of Life Survey

In 2019, McAuley also invested in a Social Return on Investment (SROI) study, to illustrate the value of McAuley's holistic model.

Over time, the surveys listed above will support a strengthening of the SROI in line with McAuley's own data – contributing to the broader evidence base on McAuley's impact.

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