

Annual Evaluation Report (Baseline 2018)

McAuley Community Services for Women

Overview of this report

This document sets out the baseline evaluation of McAuley Community Services for Women (McAuley). McAuley was established in 2008 to enhance and expand service provision for women and children, experiencing or at risk of experiencing family violence and/or homelessness, a service that had previously been provided by the Sisters of Mercy for over 25 years.

The baseline focuses on measuring both the acuteness of the need of McAuley's clientele, as well as the outcomes of McAuley's service provision. It is expected that McAuley's ongoing monitoring and evaluation work will enable further insights into the outcomes, as well as impact, of McAuley's services over time.¹

This document is structured as follows:



1. Overview

Overview of the objectives and findings of the baseline evaluation.



2. Introduction

Introduction to McAuley's services and background information on the process of building the evaluation framework.



3. Evaluation themes and analysis

Organised around the enduring outcomes that McAuley aims to achieve, this analysis provides insights into the McAuley's outcomes, as well as the next steps for McAuley's data collection.



4. Baseline service provision

Organised around the different accommodation services that McAuley provides, this analysis provides detail of the participation rates, clients utilising these services, as well as destination after leaving the service.



5. Next Steps

Includes detail on McAuley's implementation timeline and future data sources to collect.



6. Appendix

Includes reference material, such as McAuley's program logic, survey instruments and relevant research.

1. Note that 'outcomes' are defined here as the objectives that McAuley has achieved and 'impact' refers to the effectiveness of these achievements and so includes a measure of relativity. For instance, an outcome may refer to the participation rates of women in different services, whereas an impact would show the effect of this participation (potential on a woman's wellbeing, health or skills).

01

Overview

McAuley's baseline evaluation report – FY18

McAuley offers holistic and enduring support to women and children experiencing, or at risk of experiencing, family violence and/or homelessness.

- 1 The data that underpins this statement is building within McAuley's new data platform (Info Exchange SRS – Implemented in 2018), in line with the evaluation framework prepared with McAuley in 2017.
- 2 Early signs of the acuteness of the 'need' (and aligned to current Victorian social policy agendas) are available from this baseline report at FY18 (as available through Specialist Homelessness Information Platform (SHIP)).
- 3 Deloitte Access Economics observes a clear commitment from McAuley to faithfully pursue this comprehensive evidence collation process, and associated reporting, on behalf of (and in driving effectiveness for) its clients and investors.
- 4 As this evidence builds over time, what's available to McAuley and its primary stakeholders can be expected to transition from simply 'data', towards 'actionable insights'.

From today (baseline)



Strong evidence of participation and the nature of need, including:

- Client participation (women and children) and length of stay
- Participation in different services
- Presenting needs (including co-morbidity of need) when entering McAuley

Next year (after baseline)



New evidence of McAuley's impact, including:

- McAuley's impact in resolving participants health issues, helping women gain employment and teaching them new independent living skills
- How McAuley's service is evolving when compared with baseline

2020 and beyond



Better evidence and understanding of McAuley's longitudinal impact, including:

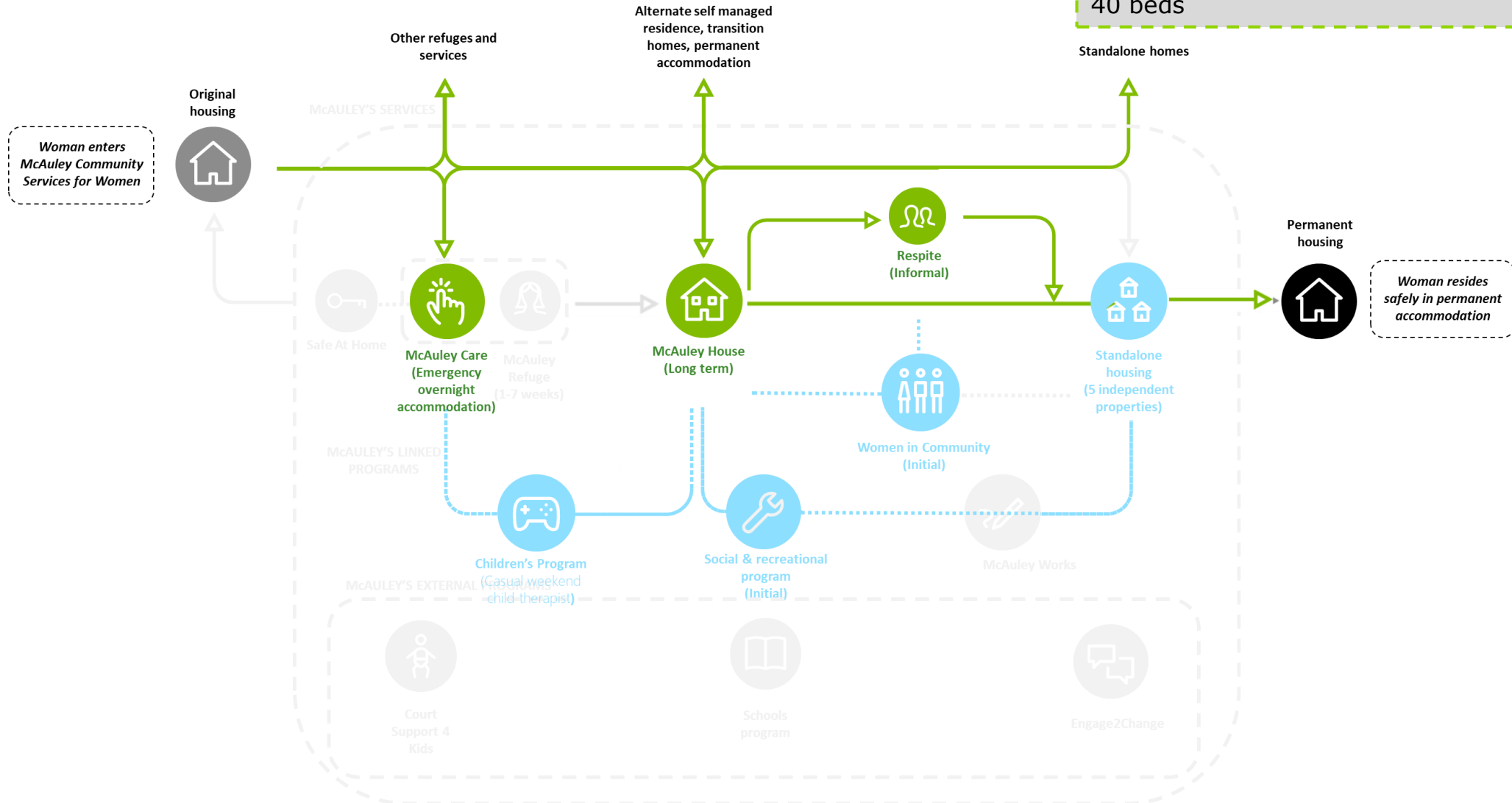
- Safety and health of women and children after leaving McAuley
- Independent living skills and nature of ongoing employment post-McAuley
- Connectivity with others after leaving McAuley

The evaluation process will also seek to better understand the increasing collaborative nature of McAuley's service model, and the expansion of McAuley's service model into new regional areas.

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.

As of 2008



Services established

Homelessness services



McAuley House
(Long term)



Social and
recreational
program
(initial)



Respite



Women in
Community



Standalone
housing

Family violence services



McAuley Care



Children's
Program

2010 - 2013



Services added and/or
modified:



From 2010-2014
McAuley Works



Since 2011
Schools
program



Since 2012
Engage2Change



Since 2012
McAuley Refuge
(Ave 2-13
weeks)



Since 2013
Skills 4 Life

2014 - 2018



Services added and/or
modified:



Since 2016
Safe At Home



Since 2014
Court Support
4 Kids



Since 2016
McAuley House
(6-12 months)

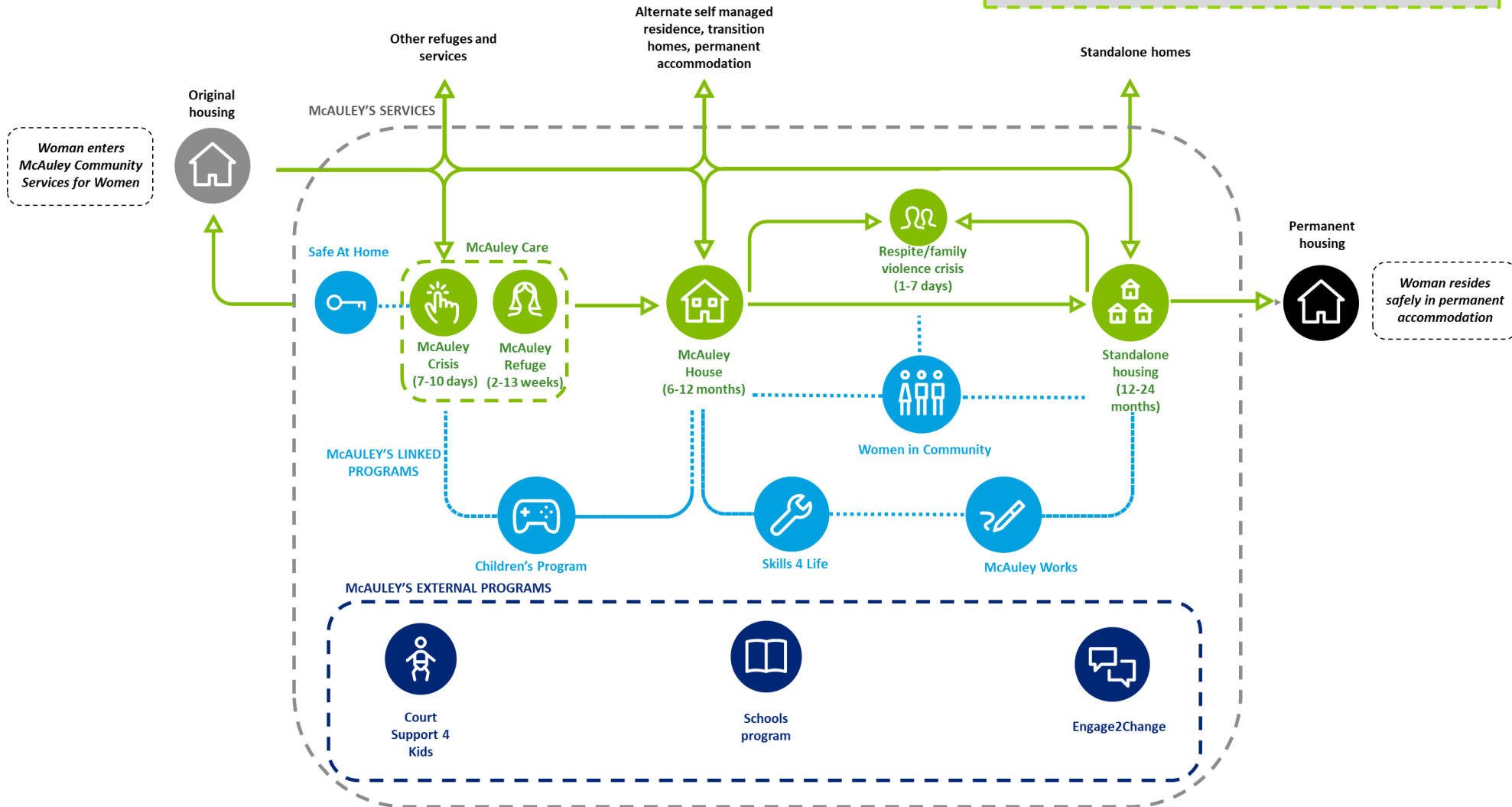


Re-launched in
2017
McAuley Works

McAuley's service offering – 2018

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

\$4.56 million (income)
Eight service areas
62 staff¹
Over 1300 women and children supported
62 beds



McAuley's service offering – FY18

Overview of McAuley's headline accommodation and support services (baseline)

McAuley House



- **37 women** resided at McAuley House over FY18
- Overall reasons for presenting at McAuley House were **family violence (62%)**, followed by housing crisis (43%) and mental health (55%)*
- **65% of women experienced episodes of homelessness** in the month before presenting*
- **83% of women have a formerly diagnosed (or a recognised indicator of) mental illness***

McAuley Refuge



- **114 clients** presented at McAuley Refuge over FY18 (50 women and 64 children). *49% of children are male.*
- The *main* reason for presenting at McAuley Refuge for all women and children was **family violence (100%)**
- **75% of women experienced episodes of homelessness** in the month before presenting
- **47% of women have a formerly diagnosed (or a recognised indicator of) mental illness**

McAuley Crisis



- **228 clients** presented at McAuley Crisis over FY18 [111 women and 117 children]. *50% of children are male*
- The *main* reason for presenting at McAuley Crisis all women and children was **family violence (100%)**.
 - Other areas where women required support included relationship breakdowns (41% of women), mental health (33% of women) and employment difficulties (31% of women)
- **64% of women experienced episodes of homelessness** in the month before presenting
- **59% of women have a formerly diagnosed (or a recognised indicator of) mental illness**

Other services



Respite/family
violence crisis
(1-7 days)



Standalone
housing
(12-24
months)



Women in
Community



Children's
Program



Skills
4 Life



McAuley
Works



Safe At
Home



Court
Support 4
Kids



Schools
program



Engage2Change

02



Introduction

Overview

McAuley is responding to one of Victoria's greatest social challenges

Service need

One in six women will have been a victim of family – physical or sexual – violence since the age of 15 (ABS, 2012).

Family violence is the single biggest cause of homelessness in Victoria. More than one third of women accessing homelessness services do so because they're fleeing family violence (AIHW, 2016)

Homelessness caused by family violence is closely tied to a victim's financial independence, especially for women from culturally and linguistically diverse (CALD) backgrounds.

According to Homelessness Australia, 423 people are turned away from homelessness services every day – suggesting that there are currently insufficient resources available. This could drive women to return to their unsafe homes and propagate the cyclic nature of family violence.

McAuley's Approach

McAuley provides a continuum of individualised and open-ended, wrap-around support for women and children experiencing family violence and homelessness.

McAuley's services include provision of safe crisis and temporary accommodation, skill development, employment support and community awareness programs.

McAuley assists women and children who are currently falling into system and service gaps. They provide women the opportunity to connect with health, legal and support services that they have previously not accessed.

McAuley provides solutions to family violence and homelessness by assisting women and children to either return to a safe environment, or become self-reliant in transitioning to permanent accommodation.

Women are equipped with the skills and confidence to be self sufficient, and are supported by the McAuley network and respite after they leave, to ensure long term success.

McAuley's stated key success factors

McAuley employs several leading approaches to support women and their children

McAuley's holistic service offering has been refined over its 10 years of supporting women and children, with an emphasis on lasting solutions for them, inclusive approaches and being responsive to all stages of vulnerability. Further refinement of the service offering will be enabled through the ongoing evaluation of McAuley's services and their impact.

Ongoing point of connection for women

McAuley provides vulnerable women with an opportunity to remain connected and engaged with their community by developing a social network through the Women in Community program.

Connectivity reduces the likelihood of returning to an unsafe environment, even many years in the future.

Skills to live independently

Women develop skills to live independently through formal upskilling opportunities.

By developing these skills, there is a reduced likelihood of women returning to unsafe environments through a lack of alternative options.

Male children over age 12 permitted to stay with mother

McAuley is one of few service providers in Victoria that welcomes male children, as well as female, from the age of 12-18, to remain with their mother.

By doing so, McAuley enables the child to leave their abusive parent, decreasing intergenerational effects. McAuley also helps strengthen the bond between mothers and their children.

Only tailored all-women's shelter service

McAuley is the only all-women's shelter in Victoria that has an interconnected and individually tailored service delivery model. This supports an inclusive and safe environment for women recovering from trauma.

Crisis care and respite for times of need

McAuley is currently one of only six 24-hour crisis care providers in Victoria, enabling women to access support at any time of the day.

Respite is also provided through McAuley House, offering targeted support and accommodation for 1-7 days.

Holistic approach to intensive on-site case management

Women are offered specialist support and case management through McAuley House, allowing for the identification and remediation of factors prohibiting women from living safely and independently.

The purpose built facility, owned by McAuley, offers a safe space for women to access required services at their own pace.



McAuley's service offering

McAuley offers holistic and enduring support to women and children experiencing, or at risk of experiencing, family violence and/or homelessness

Family violence and homelessness are critical social issues which have generated significant social and political concern over recent years. In 2016, a Royal Commission report on family violence was released. It contained 227 recommendations that provided a comprehensive outline of long-term, whole-of-government changes, from primary prevention, describing the role of universal and mainstream services in identifying and responding to family violence, to the need to better support specialist family violence services.

McAuley's work aligns with many of the recommendations including increasing the number and range of crisis accommodation service models; providing long term rental and mortgage subsidies for those experiencing family violence; and expanding safe at home programs.

Since establishment, McAuley has worked to accommodate and support women and children experiencing or at risk of experiencing, family violence and homelessness. McAuley's holistic, inclusive and comprehensive approach to supporting women and children is focussed on lasting, meaningful solutions. This is a unique and tested approach that has been refined over the past decade of McAuley's service offering.

To explore this, this report provides greater detail on the following:

- 1 McAuley's service offering, and how McAuley's services provide support to women and children through all stages of vulnerability;
- 2 The key impacts that McAuley's work has had on those experiencing family violence and/or homelessness in FY18 (its effectiveness);
- 3 How McAuley's services directly align with and work towards the achievement of key Government policies that are targeted at family violence, mental health, families and homelessness (its appropriateness); and
- 4 How McAuley is able to achieve these impacts through the identification of key success factors that allow it to provide a leading approach to women's services (its efficiency).

Motivation for the undertaking of an baseline evaluation

McAuley is committed to measuring and heightening the impact of their services through evaluation of their outcomes

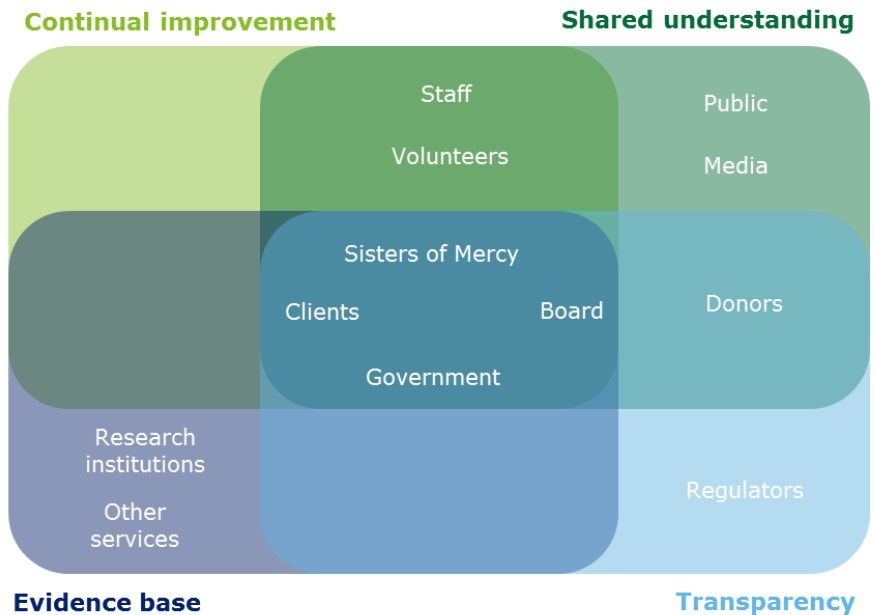
In the context of an increasingly competitive environment for community services provision, a heightened focus on outcomes measurement and accountability, and the introduction of a case management system within McAuley – it was determined that a comprehensive evaluation framework would be a value input to support McAuley's future operations and would enable the evaluation of McAuley's services.

McAuley is committed to increasing the effectiveness of their services, through the creation of mechanisms to measure and understand the impact of each interaction with a women or child.

From an organisational perspective, the introduction of a systematic approach to evaluation and monitoring will have four key objectives:

- 1 Provide a clear articulation of McAuley's core objectives and how each service contributes to the realisation of these objectives, supporting **a shared understanding** across the organisation and stakeholders.
- 2 Through more granular and targeted data collection across each service offered, and the resultant outcomes for clients, create increased insights into the effectiveness of certain approaches and support **continual improvement** over time.
- 3 As a pioneer and leader in social services, in regards to both service delivery and monitoring and evaluation, **contribute to the growing evidence base** regarding best practice approaches to supporting women and children experiencing homelessness and family violence.
- 4 **Increase the transparency** of the organisation's operations, enabling an additional level of assurance to key stakeholders.

McAuley understands that the benefits of clearly understanding and articulating the impact of their service offering will hold distinct benefits for various stakeholder groups.



The development and implementation of a monitoring and evaluation framework reflects a significant investment and commitment by McAuley to the future effectiveness and efficiency of their service offering.

This journey will take place over the coming years, with the evidence base strengthening and increasing in robustness over time. This baseline evaluation utilises the already developed evaluation framework and takes an early step towards developing McAuley's evidence base.

Development of the evaluation

McAuley and Deloitte Access Economics work thus far

2013: Developing a program logic

In 2013, Deloitte Access Economics collaborated with McAuley to establish a program logic for the organisation, which sought to provide a clear map of how the programs and activities of McAuley translate to the achievement of their ultimate objectives, aligning with community, economic and social priorities.

2017: Developing a monitoring and evaluation framework

A project in 2017 then updated that program logic and expanded it into a robust evaluation framework that now supports the ongoing monitoring and evaluation of McAuley's provision of services, and overtime will create a defensible estimate of the organisation's value in ensuring their client's safety, and improving their social and economic circumstances.

2018: Undertake baseline evaluation

For this project, the evaluation framework is used to undertake and evaluate McAuley's current measurable outcomes. As expected when developing the evaluation framework in 2017, comprehensive data collection will take some time, but this early evaluation provides early insights into the acuteness of the 'need', as available through the Specialist Homelessness Information Platform (SHIP)).

Given it is early in the evaluation timeline, it is expected that some of the indicators not be reported against. Overtime more data will become available, which will enable evaluation questions to be answered with more confidence, as well as providing additional insights over time. McAuley has shown a commitment to continue to pursue this work further so as to ensure that McAuley's outcomes, and later on impact, are understood with greater depth overtime.

03

Evaluation themes & analysis

Overview

Evaluation themes and analysis

The following evaluation themes and analysis are guided by the evaluation framework that was previously developed collaboratively with McAuley.

The evaluation themes are defined by the distinct enduring outcomes that McAuley hopes to achieve in its work with women and children (see Appendix A1 for the program logic which details these outcomes as well as short and medium term outcomes).

The evaluation themes are as follows:

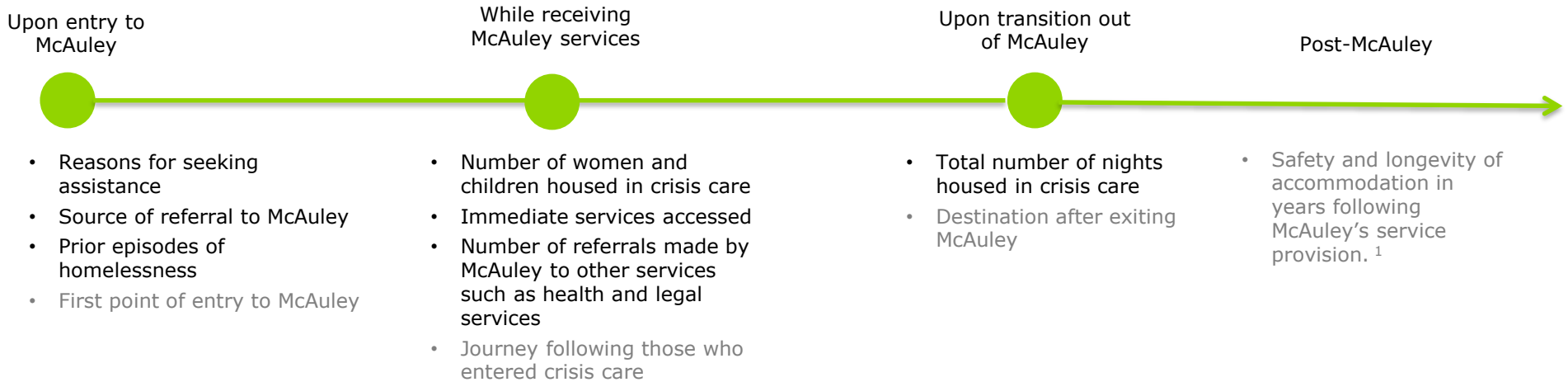
- Ensuring that women and children are provided safe accommodation in times of crisis
- Diminishing intergenerational costs
- Working towards a healthier population, both mentally and physically
- Assisting women with finding employment opportunities
- Giving women the skills to avoid returning to an unsafe living arrangement
- Fostering strong connections between women and their family, friends and community
- Changing public attitudes and beliefs towards gender inequality and family violence

For each evaluation theme, the outcomes have been reported, as well as the 'next steps' for monitoring and evaluating impact against this theme. The analysis of outcomes has been completed using the data currently available through SHIP and McAuley's other recording mechanisms, and does provide combined statistics across some services. The 'next steps' identify the changes to data collection methods (including the collection of new data) which will support future evaluations by enabling greater insight into the needs of women and children utilising McAuley's services, as well as McAuley's impact.

Finally, these evaluation themes set out several indicators that will aim to be used for longitudinal data collection. It is important to note that these indicators are not likely to be available for 2-5 years as this data set becomes consolidated.

McAuley is making a difference by ensuring that women and children are provided safe accommodation in times of crisis

How data is being collected (future indicators in grey)



Outcomes

These statistics are relevant to McAuley Care, which includes both Crisis and Refuge.

- 161 women and 171 children were housed in McAuley Care
- The main reason for presenting for 100% of women is family violence.
- 94% of Crisis clients are referred from a crisis referral agency. 75% of Refuge clients are referred by a specialist homelessness agency/outreach worker.
- 64% of women in McAuley Care have experienced episodes of homelessness in the past month, and 66% of women had a permanent address in the week prior to presenting.
- 60% of women were referred to a mainstream agency or specialist homelessness agency after their stay at McAuley.
- The largest area of support provided to women related to assistance for family violence and short term or emergency accommodation.
- Average of stay is 9 nights in crisis accommodation.

Next steps...

Data available for Year 2 to 5

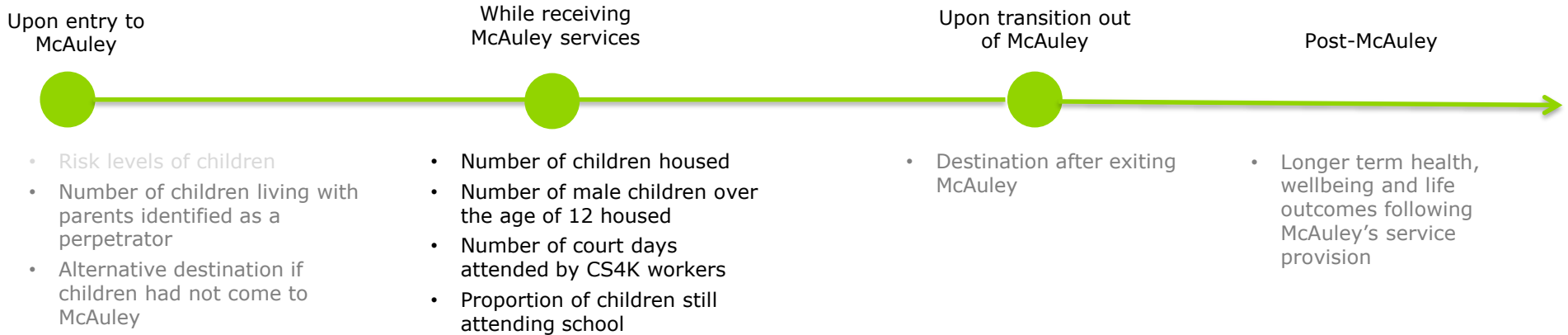
- More detailed entry data and exit data (see Next Steps section)
- Linked data that maps the journey through McAuley services for those entering crisis care
- More reliable support/services accessed data upon entry and exit (including instances, and instances per person)

Specific indicator(s) to be built

- First point of entry into McAuley (entrance survey and linking data)
- Measure of 3 or more months homeless (entrance survey)
- Alternative destination (entrance survey)
- Exit destination (exit survey)

McAuley is making a difference by diminishing further intergenerational costs

How data is being collected (future indicators in grey)



Outcomes

These statistics are relevant to McAuley Care (Crisis and Refuge), Respite and Standalone Housing accommodation services.

- 182 children were housed across McAuley Refuge, Crisis, Respite and Standalone Housing
- 96 male children were housed, including 13 male children over the age of 12
- 271 court days attended across 3 courts through Court Support for Kids (CS4K) (837 children experiencing family violence supported and 1,507 children in total supported)
- 75% of children are enrolled in education (where applicable) one week prior to presenting. When presenting, 36% are enrolled and attending, 5% are enrolled but not always attending, 15% are enrolled but not attending, and 43% are unknown.

Next steps...

Data available for Year 2 to 5

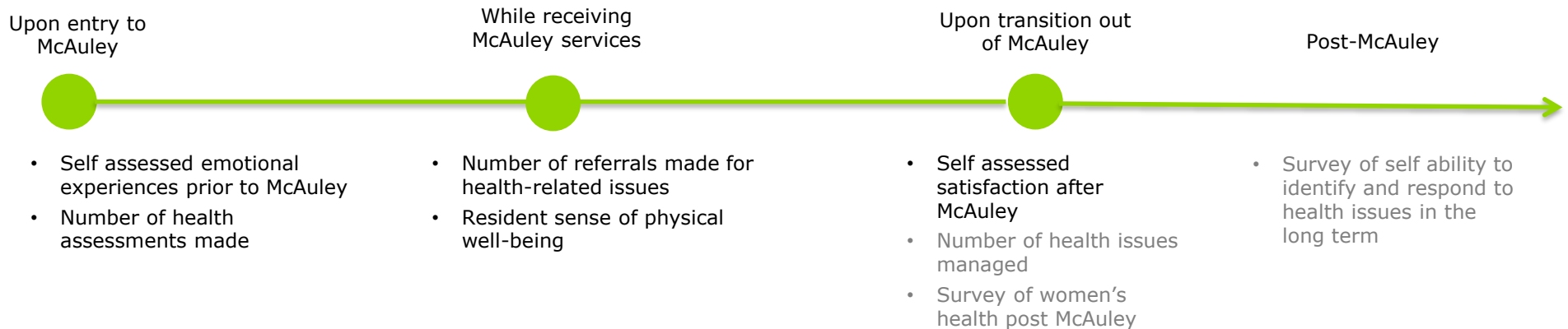
- Greater detail on children and their alternative destinations upon entry (school attendance and educational outcomes)
- Focus on building indicators of educational attendance and progress
- Details of children immediately after McAuley (school attendance, educational attainment, accommodation)

Indicator(s) to be built

- Number of children living with fathers identified as perpetrators (entrance survey)
- Number of schools attended/number and length of extended absences from school (e.g. longer than a month)
- Student achievement/milestones while at McAuley
- Alternative destination for children (entrance survey)
- Destination of children after exiting McAuley (exit survey)
- Risk levels of children (similar to the mother's risk assessment)

McAuley is making a difference by working towards a healthier population, both physically and mentally

How data is being collected (future indicators in grey)



Outcomes (all accommodation services)

These statistics are relevant to all women accessing different McAuley services.

- 61% of all housed women in McAuley services have a formerly diagnosed or a recognised indicator of mental illness.
- 43 referrals to health and wellbeing services (e.g. medical services, counselling services) for women in accommodation services.
- 837 Intervention Orders (IVOs) granted to women in Crisis, Refuge or Outreach.

Next steps...

Data available for Year 2 to 5

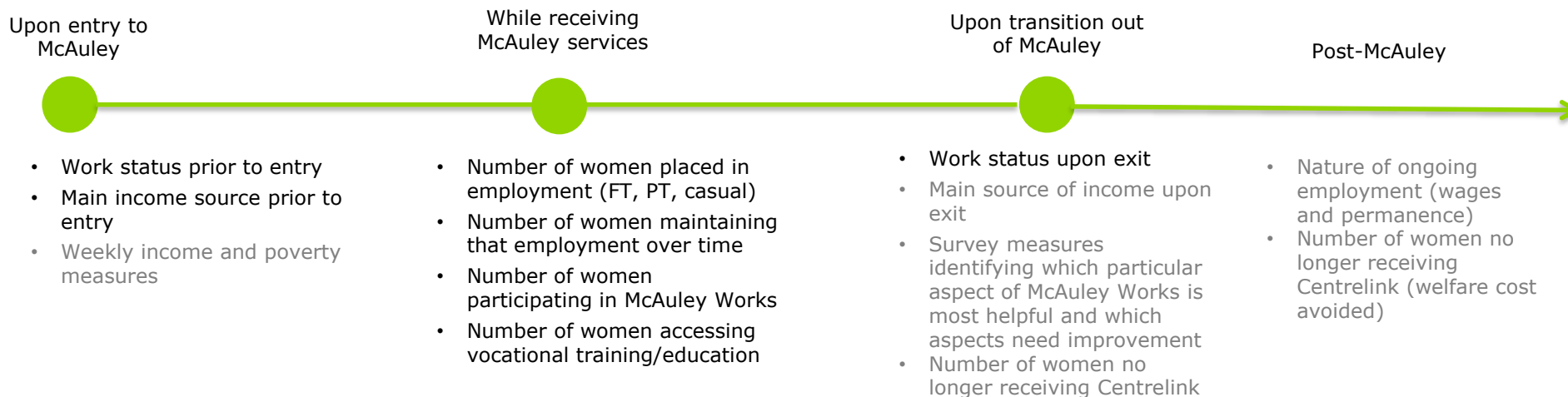
- Unit level data on referrals made for health-related issues, so as to demonstrate how many referrals are made per person.
- Life satisfaction levels before and after McAuley (Quality of Life Questionnaire –see A2)
- Health profiles before and after McAuley (Health Profile survey – see Next Steps Section)

Indicator(s) to be built

- Type and amount of onsite physical and mental health assistance provided.

McAuley is making a difference by assisting women with finding employment opportunities

How data is being collected (future indicators in grey)



Outcomes

These statistics are relevant to women accessing McAuley's accommodation services, as well as the McAuley Works program.

- 13% of women have no income and 73% are reliant on Government benefits (across all accommodation services).
- 61% of women are unemployed, while 26% of women are not in the labour force one week before presenting (across all accommodation services).
- 118 were active McAuley Works clients and another 86 have either been placed in jobs or exited the program.
- 44 placements resulting from McAuley Works with 75% of placements set up for difficult to place clients.

Next steps...

Data available for Year 2 to 5

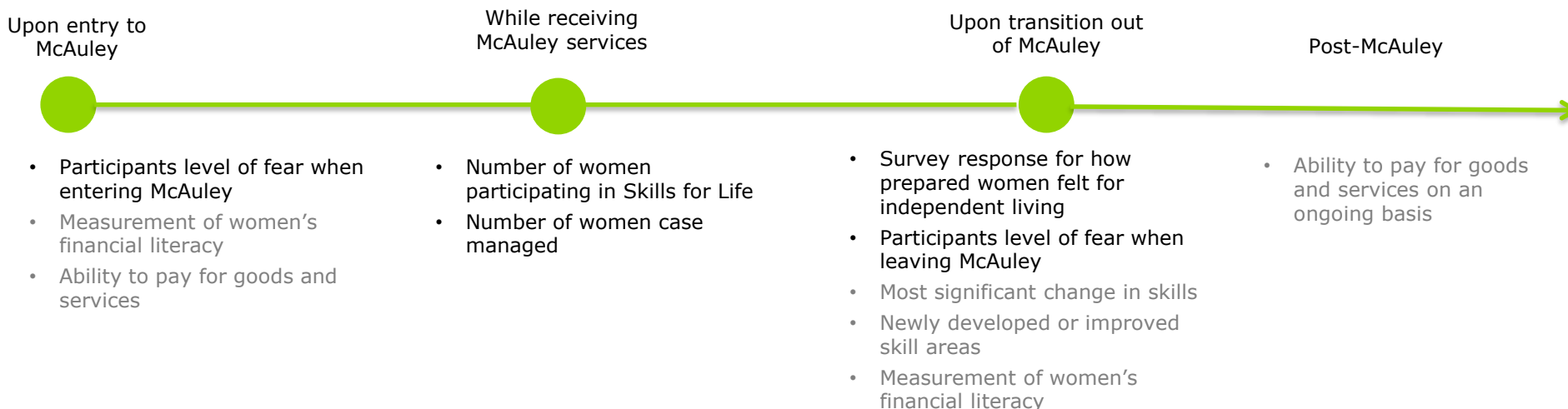
- Reliable data measuring unemployment upon entry and exit
- Employment and training status while receiving McAuley services

Indicator(s) to be built

- Weekly income and poverty measures (entrance survey)
- Main source of income upon exit (exit survey)
- Feedback on McAuley Works program (McAuley Works participant survey)

McAuley is making a difference by giving women the skills to avoid returning to an unsafe living arrangement

How data is being collected (future indicators in grey)



Outcomes

These statistics are relevant to women accessing McAuley's a Skills 4 Life program. Skills 4 Life includes the Social Inclusion program, the Gaining Ground pilot program, About Me program the Food for Life program, and counselling and peer support.

- 38 participants attended Skills 4 Life programs on average each month (based on attendance from Jul-Dec 2017)

Next steps...

Data available for Year 2 to 5

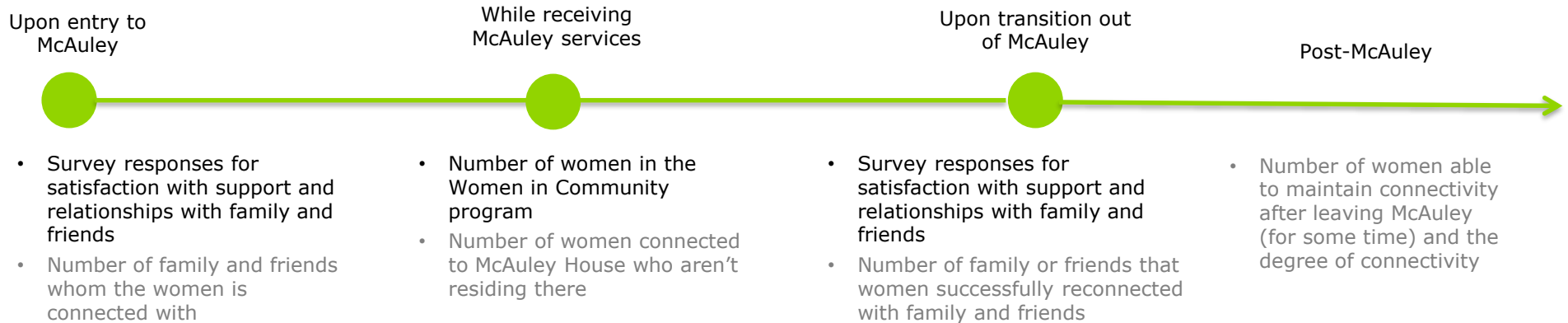
- Measurement of women's confidence in independent living skills (see A1)

Indicator(s) to be built

- Number of unique individuals attending across all Skills 4 Life sessions
- Confidence in independent living (entrance and exit survey)
- Change in skills (Skills 4 Life participant survey)
- Financial literacy levels (Skills 4 Life participant survey)

McAuley is making a difference by fostering strong connections between women and their family, friends and community

How data is being collected (future indicators in grey)



Outcomes

- Based on data from the second half of 2018, there were between 110 to 135 instances of engagement with the social inclusion program per month. Between 7-11% of these instances were individuals in the Women in Community program, although unrecorded instances of engagement may further increase this figure. The social inclusion program includes activities such as cooking, expressive art, yoga, and discussion groups.
- 20% of women in Crisis care report that they move in with family or friends upon exiting McAuley.
- 284 women and children participating in McAuley's Outreach program.

Next steps...

Data available for Year 2 to 5

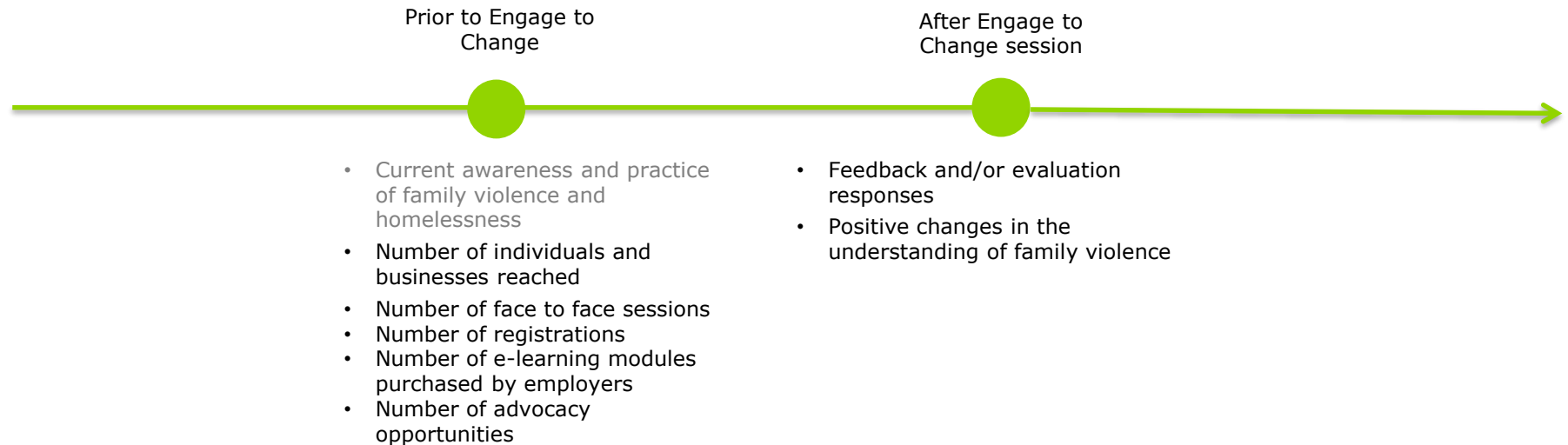
- Numbers of McAuley House non-residents who are actively connected to the McAuley House service
- Women's connection, reconnection and maintained connection with family and friends

Indicator(s) to be built

- Number of family or friends that women successfully reconnected with family and friends

McAuley is making a difference by changing public attitudes and beliefs towards gender inequality and family violence

How data is being collected (future indicators in grey)



Outcomes

- 14 Engage to Change sessions completed with 652 participants
- Children's Work Program ran 40 sessions for 49 children and their mothers

Next steps...

Data available for Year 2 to 5

- *Additional data to collect will depend on whether this is an area of focus for McAuley.*

Indicator(s) to be built

- *Indicators to be built will depend on whether this is an area of focus for McAuley.*

04

Service provision (baseline)

Baseline evaluation

McAuley's baseline data gives greatest insight into McAuley's accommodation services.

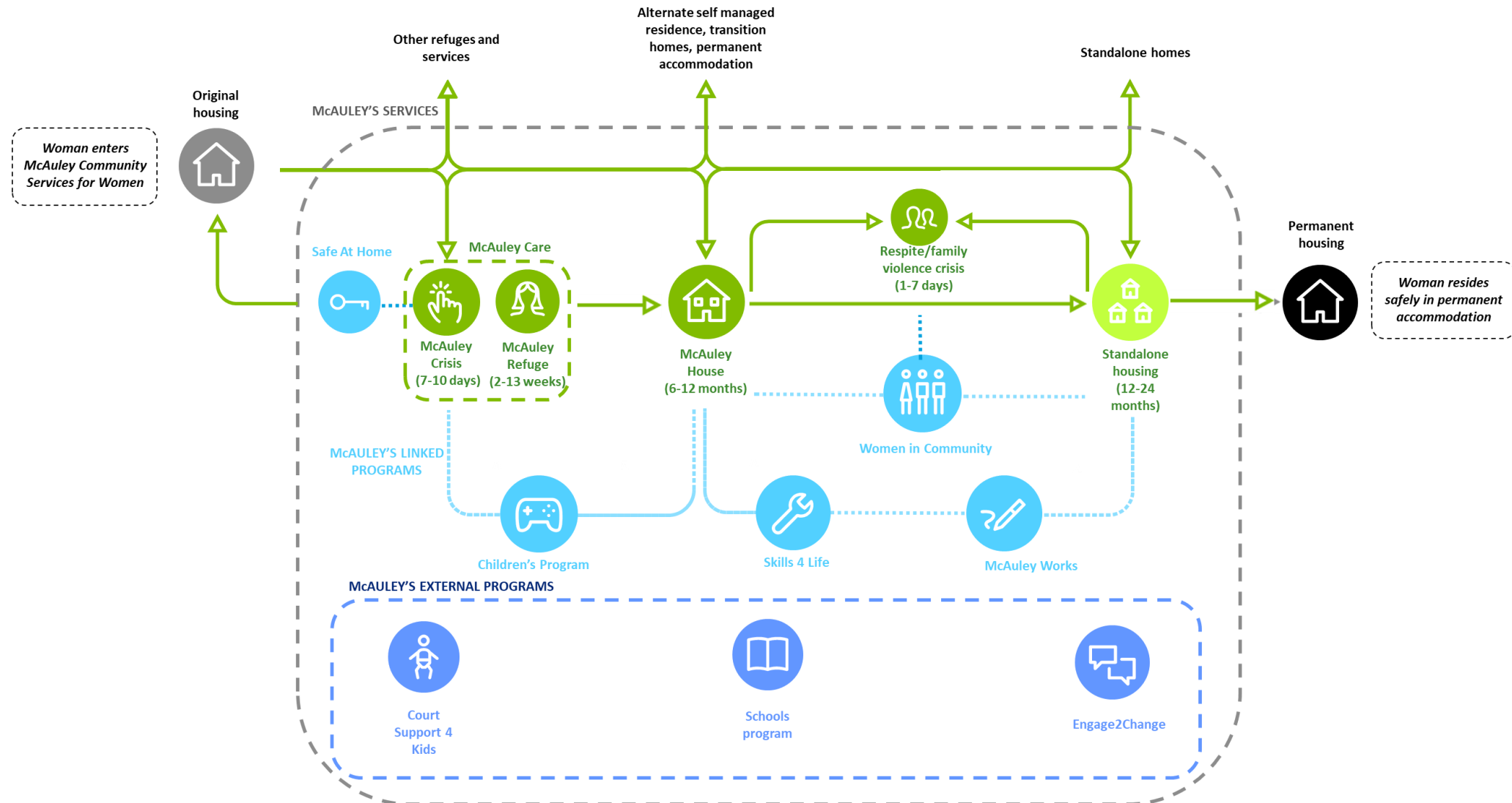
This baseline analysis is dependent on the data currently available, which currently centres around McAuley's accommodation services. McAuley is currently developing and implementing a new data management platform - Info Exchange SRS. This will merge together current existing mechanisms for capturing data into one central system, and also ensure that McAuley are collecting the types of data that will drive improvement and provide evidence of effectiveness and outcomes. It is expected that as McAuley continues to develop its new data platform, there will be an increase in the depth and breadth of data available for future annual evaluation.

This current baseline evaluation analysis is thus focused around McAuley's key accommodation services and includes the following data as it is available through the SHIP database:

- Participation rates of women and children in McAuley accommodation programs
- Reasons for presenting to McAuley (including main reason and contributing reasons)
- Employment, income and education status
- Prevalence of formerly diagnosed (or recognised indicators of) mental health illness
- Previous experiences of homelessness and (upon entering) current homelessness status

McAuley's outcomes (key accommodation services baseline – FY18)

1375 = total number of women and children supported by McAuley in FY18



McAuley Crisis

Key statistics

Demographic profile



228 clients



111 women



117 children (50% male)

9% of women are Aboriginal or Torres Strait Islander

34% of women are from a culturally and linguistically diverse (CALD) background

The average age of women presenting is 35

Main reason for presenting



100% of women presenting due to family violence

Additional areas women required support include:



41%

Relationship breakdowns



33%

Mental health issues



31%

Employment difficulties

Mental health and housing status



59% of women have a formerly diagnosed or a recognised indicator of mental illness (52% formerly diagnosed, 7% recognised indicator)



95% of women had a permanent address in the month before presenting (65% in the week before)

64% of women experienced episodes of homelessness in the month before presenting¹

1. Defined as 'sleeping rough' or in non-conventional accommodation

Employment and education



55% of women are unemployed and **33% are not** in the labour force one week prior to presenting

15% of women have no income. Another **68%** depend on government related payments²



69% of children are enrolled in education (where applicable) one week prior to presenting (31% are unknown)

33% of children are enrolled and consistently attending while presenting (50% are unknown)

2. This includes Newstart allowance, parenting payment, government pensions and allowances, disability support pension, youth allowance or carer allowance.

McAuley Refuge

Key statistics

Demographic profile



114 clients



50 women



64 children (49% male)

4% of women are Aboriginal or Torres Strait Islander

38% of women are from a CALD background

The average age of women presenting is 34

Main reason for presenting



100% of women presenting due to family violence

There are no other significant reasons for presenting at McAuley Refuge

Mental health and housing status



47% of women have a formerly diagnosed or a recognised indicator of mental illness (37% formerly diagnosed, 10% recognised indicator)



84% of women had a permanent address in the month before presenting (29% in the week before)

75% of women experienced episodes of homelessness in the month before presenting¹

1. Defined as 'sleeping rough' or in non-conventional accommodation

Employment and education



58% of women are unemployed and 32% are not in the labour force one week prior to presenting
14% of women have no income, and 80% depend on government related payments²



83% of children are enrolled in education (where applicable) one week prior to presenting (17% are unknown)

25% of children are enrolled and consistently attending while presenting (38% are unknown)

2. This includes Newstart allowance, parenting payment, government pensions and allowances, disability support pension, youth allowance or carer allowance.

McAuley House

Key statistics³

Demographic profile



37 clients



37 women



No children currently catered for

2% of women are Aboriginal or Torres Strait Islander

37% of women are from a CALD background

The average age of women presenting is 44

Reasons for presenting



62% due to family violence



43% due to housing crisis



55% due to mental health



Mental health and homelessness



83% of women have a **formerly diagnosed or a recognised indicator of mental illness** (74% formerly diagnosed, 9% recognised indicator)



28% of women **had a permanent address** in the month before presenting (17% in the week before)
65% of women experienced **episodes of homelessness** in the month before presenting²

Employment and education



85% of women are unemployed and **6%** are not in the labour force one week prior to presenting
9% of women have no income, and **83%** depend on government related payments²

1. Defined as 'sleeping rough' or in non-conventional accommodation

2. This includes Newstart allowance, parenting payment, government pensions and allowances, disability support pension, youth allowance or carer allowance.

McAuley Outreach

Key statistics

Demographic profile



281 clients³



126 women



158 children (46% male)

3% of women are Aboriginal or Torres Strait Islander

36% of women are from a CALD background*

The average age of women presenting is 38

Mental health and homelessness



44% of women have a **formerly diagnosed or a recognised indicator of mental illness** (31% formerly diagnosed, 13% recognised indicator)



60% of women **had a permanent address** in the month before presenting (51% in the week before)

41% of women experienced **episodes of homelessness** in the month before presenting¹

1. Defined as 'sleeping rough' or in non-conventional accommodation

Main reason for presenting



87% of women presenting due to family violence

(An additional 7% of women required some support for family violence)

Additional areas women required support include:



7%

Housing crisis



6%

Inadequate dwelling



5%

Lack of support

Employment and education



41% of women are unemployed and **23%** are not in the labour force one week prior to presenting

8% of women have no income, and **55%** depend on government related payments²



73% of children are enrolled in education (where applicable) one week prior to presenting (27% are unknown)

66% of children are enrolled and consistently attending while presenting (30% are unknown)

2. This includes Newstart allowance, parenting payment, government pensions and allowances, disability support pension, youth allowance or carer allowance.

3. Note that data used to calculate the aggregate number of women and children in Outreach varies slightly to the data used to calculate the demographics and characteristics of women and children. This is due to differences in data generated from the Specialist Homelessness Information Platform (SHIP).

McAuley Respite

Key statistics

Demographic profile



8 clients



6 women



2 children (50% male)

0% of women are Aboriginal or Torres Strait Islander

17% of women are from a CALD background

The average age of women presenting is 32

Main reasons for presenting



100% of women presenting due to family violence

There are no other significant reasons for presenting at McAuley Respite

Mental health and homelessness



50% of women have a formerly diagnosed or a recognised indicator of mental illness (33% formerly diagnosed, 17% recognised indicator)



83% of women had a permanent address in the month before presenting (50% in the week before)

50% of women experienced episodes of homelessness in the month before presenting¹

1. Defined as 'sleeping rough' or in non-conventional accommodation

Employment and education



50% of women are unemployed and 0% are not in the labour force one week prior to presenting
17% of women have no income, and 67% depend on government related payments²



100% of children are enrolled in education (where applicable) one week prior to presenting
100% of children are enrolled and attending while presenting

2. This includes Newstart allowance, parenting payment, government pensions and allowances, disability support pension, youth allowance or carer allowance.

McAuley Works

McAuley has developed

McAuley have developed a matrix to understand the performance of McAuley Works for different types of client and client needs. The Employability Readiness Matrix maps a client's readiness for employment (based on skills and qualifications) to the severity of family violence. McAuley plan to use this framework to identify gaps in McAuley Works program effectiveness and improve their support for women in a targeted manner.

The matrix below maps active McAuley Works participants as at the 22nd of August, 2018. The matrix shows that participants in McAuley Works are extremely challenging, with 101 clients classified as high need (in the red zone).

Severity of Family Violence	Employability Readiness Matrix – Active participants					Total
	Poor	Challenged	OK Average	Good	Excellent	
Minimal	5(3)	1	1	1	0	8
Minor	6(3)	1	1	0	0	8
Moderate	24(8)	5	5(1)	2	0	36
Major	11(4)	6	3	1	0	21
Critical	31(3)	7(1)	5	2	0	45
Total	77(21)	20(1)	15(1)	6	0	118

The Placements matrix indicates how successful McAuley has been in placing women in employment over the past 18 months since inception. The majority of placements are in the Red Zone (as expected, given that the majority of clients are high need). Importantly, just under a third of active high need clients have undertaken placements.

Severity of Family Violence	Employability Readiness Matrix – Placements to Date					Total
	Poor	Challenged	OK Average	Good	Excellent	
Minimal	1(1)	1	1	0	0	3
Minor	0	3(1)	1	0	0	4
Moderate	4	10(2)	4	2	0	20
Major	3(1)	1	3	0	0	7
Critical	3(2)	3	4	0	0	10
Total	11	18	13	2	0	44

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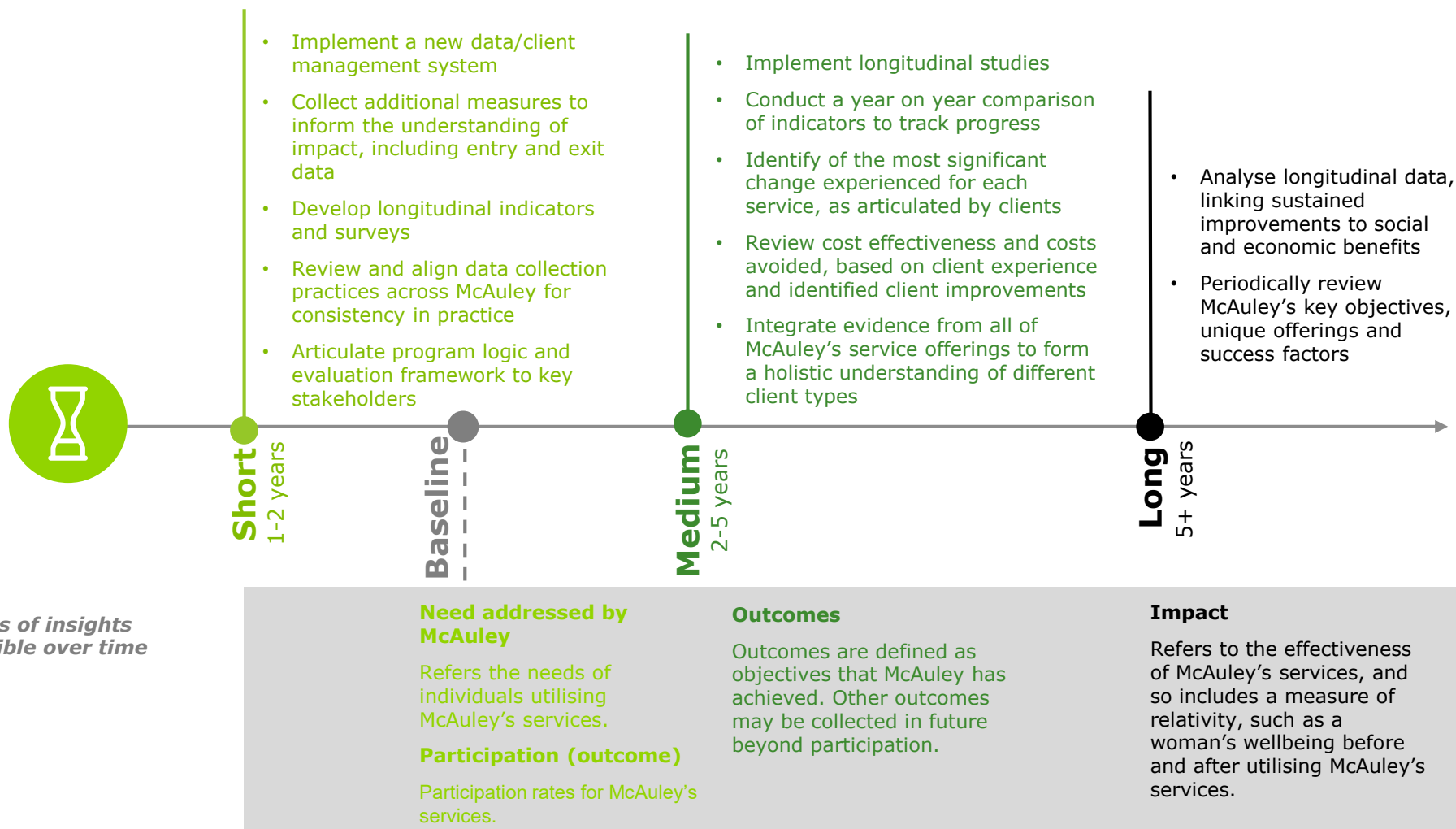


Next steps

Implementation timeline

How McAuley can progress continual improvement

The timeframe below provides a high level indication of which activities it would be possible for McAuley to introduce over the short, medium to long term, as well as the types of insights that can be given for these time frames. As the evidence base supporting McAuley's evaluative capacity increases, so to will the opportunities for leading research and impact.



Survey data

Collection of survey data across McAuley's services

McAuley currently has several surveys which collect data on the needs of clients and impact of McAuley's services. These surveys are listed below, along with a description of their purpose and any new data that McAuley aims to collect through these survey instruments. The following slide gives an overview of when some of these surveys are currently administered and for what services.

Survey	Description of survey	New data to be collected through this survey
CM 41/CM68 FV Risk Assessment	To identify history, nature and severity of Family Violence (FV) experienced by the client and their children.	<ul style="list-style-type: none"> Number of children living with fathers as perpetrators Risk assessment of children
CM 42/Cm69 Health Profile	Questionnaire asks about the severity of the clients physical, emotional and mental health.	<ul style="list-style-type: none"> Type and amount of onsite physical and mental health assistance provided
CM 43/CM70 Housing Profile	Questionnaire asks about the client's homelessness history over the past 3 or more months and exit destination when leaving McAuley services.	<ul style="list-style-type: none"> Measure of 3 or more months homelessness Alternative destination data (including for children) Exit destination
CM 44/CM71 Independent Living Skills	Questionnaire asks about the client's independent living skills on entry and exit including income and poverty measures.	<ul style="list-style-type: none"> Income and poverty measures Source of income when exiting Confidence in independent living (entry and exit)
CM 45/CM74 Quality of Life Questionnaire	Developed in 2014-15, the quality of life questionnaire asks about a clients general physical and emotional health and wellbeing in the two weeks before coming to McAuley. This survey tool has been adapted from a World Health Organisation tool and tracks changes in self-assessed quality of life. It is anticipated to provide a longitudinal evidence-base of the benefits of McAuley's services.	<ul style="list-style-type: none"> Level and number of connection(s) to family and friends
Program participant surveys (including McAuley Works and Skills 4 Life)	Questionnaire asks about the clients participation in McAuley's support programs to gauge the usefulness of the programs, such as <i>Skills for Life</i> .	<ul style="list-style-type: none"> Satisfaction with parts of the program to gauge their usefulness Change in skills of women (e.g. financial literacy)
Other surveys yet to be developed	Further surveys will be developed to gauge the usefulness of McAuley's new programs, such as the <i>Children's Program</i> and <i>Court Support 4 Kids</i> .	<ul style="list-style-type: none"> No of schools attended by children and number and length of extended absences from school Achievement milestones for children

Survey data

Collection of survey data across McAuley's services

The table below provides an overview of McAuley's when and for which services McAuley's current surveys are utilised.

Survey	Main House		Respite		Standalone		Outreach		Crisis		Refuge	
	Entry	Exit	Entry	Exit	Entry	Exit	Entry	Exit	Entry	Exit	Entry	Exit
CM 41/CM68 FV Risk Assessment	*yes	*yes			yes	yes	yes	yes	yes		yes	yes
CM 42/Cm69 Health Profile	yes	yes			yes	yes	yes				yes	yes
CM 43/CM70 Housing Profile	yes	yes			yes	yes					yes	yes
CM 44/CM71 Independent Living Skills	yes	yes			yes	yes					Not now but may be done in future	Not now but may be done in future
CM 45/CM74 Quality of Life Questionnaire	yes	yes			yes	yes					Not now but may be done in future	Not now but may be done in future

**Will be completed on a needs basis*

Next steps

How McAuley could implement their evaluation framework

Over time, McAuley will work to improve their systems, data collections and sharing of success, to allow its evaluation framework to be fully realised. In the more immediate term, consolidation of databases and increased collection of satisfaction and reflection data could be achieved; whilst other actions such as longitudinal data collections and the linking of evidence to other sources are larger, longer-term projects that will require greater effort and resources to accomplish.

Systems

To ensure the appropriate systems are in place for continual improvement, McAuley could over time:

- **Consolidate their database** by storing all data collected in a universal database that allows for consistent tracking of indicators. This is in progress as McAuley is currently moving to a new data platform (Info Exchange SRS).
- **Link program data** across all of McAuley's services to provide a holistic picture of each women's interaction with McAuley.
- **Ensure data collection and measurement is consistent across the organisation**, so that outcomes are comparable across timeframes and services.
- Clear data collection processes to help **generate more confidence** in McAuley's outputs.

Data

To improve on the data currently collected and grow the evidence base, McAuley could over time:

- **Increase collection of satisfaction and reflection data** from clients (an outcomes focused rather than outputs focused approach), allowing McAuley to identify the most important impact of each service offering. Some of this work is already in progress.
- **Increase collection of longitudinal data**, allowing for measurement of medium and long term outcomes that have not previously been captured by McAuley directly, as well as data that reflects changes between entry and exit of McAuley's services. Some of this work is already in progress.
- **Use measures that have greater granularity** (scales or levels), to provide a deeper understanding of the magnitude of change and impact occurring across the organisation and over time.

Dissemination

To enable stakeholder visibility and support contributions to the broader evidence base, McAuley could over time:

- **Make data processes and results easily accessible** in a centralised location for stakeholders, for example through McAuley's annual reports and website.
- **Identify improvements and gaps in service** within the organisation to continually build effectiveness.
- **Link the evidence base** to other sources of data to build a stronger case for change.
- **Use the evidence base** to feed into policy and improvement of other family violence and homelessness service.

A1

Appendix – Reference slides

Evaluating McAuley's performance over time

A framework for measuring impact

In order to understand the nature of the relationship between McAuley's inputs and activities, to the realisation of the organisation's overarching objectives, a number of key evaluation criteria have been established. These criteria were tested with McAuley, and is reflective of best practice evaluation techniques more broadly.

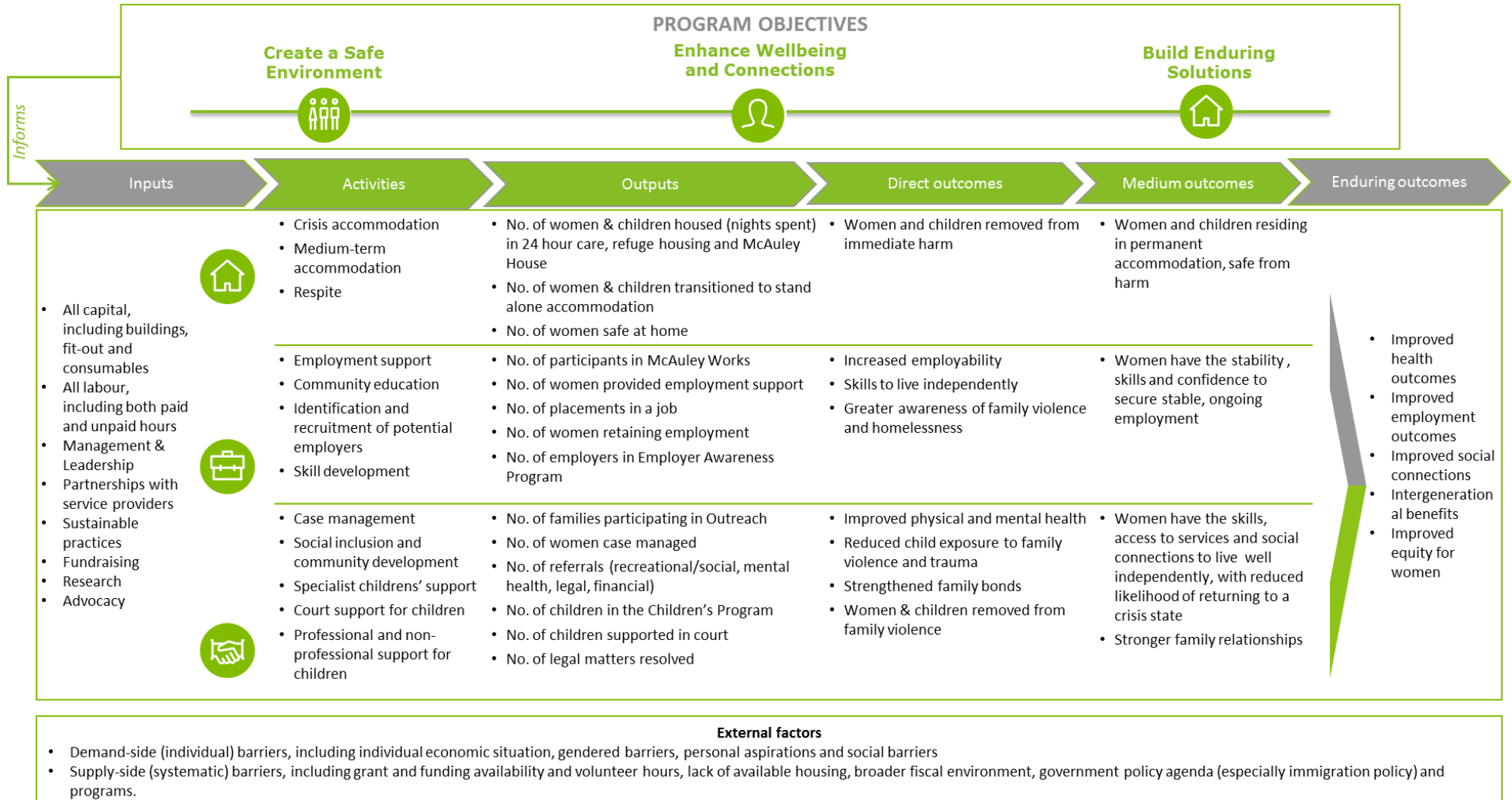
These are appropriateness, effectiveness and efficiency:

- **Appropriateness** considers the extent to which each activity aligns with best-practice evidence on the nature of interventions.
 - *Is the design of McAuley's programs and suite of programs optimal, given all that we know about the most effective means of generating outcomes for women and children?*
 - *Are the format of McAuley's programs continually responsive to changes in external drivers – such as cohorts, social pressures, other service offerings and other priorities?*
 - *Are there any improvements that can be made to the way that McAuley serves clients?*
- **Effectiveness** analyses the extent to which the intended outcomes have been met under each activity
 - *How effectively are McAuley's services generating the desired outcomes (as articulated in the program logic)?*
 - *Could a different manner of service delivery generate higher outcomes?*
- **Efficiency** assesses the extent to which each activity a cost-effective approach to meeting objectives
 - *What level of investment is required to generate outcomes?*
 - *Are there opportunities for increasing cost-effectiveness?*

Each year, as data becomes more robust, the evaluation framework will be able to provide increasingly detailed and targeted insights into the components of McAuley's service offering that are delivering lasting outcomes. This will support the continual refinement of the programs offered, as well as supporting an evidence base that can be utilised more broadly across the family violence and homelessness service sector.

McAuley's current program logic

Updated program logic (2017)



Headline indicators to be measured

Preventing further incidences of family violence

Removing women and children from situations of family violence and/or homelessness in a sustainable manner is the overarching objective of McAuley. The following measures work to enable McAuley to measure how effectively they are reaching this goal – and observe changes over time.

Number of women and children permanently removed from family violence or homelessness

Supported through data collection that follows women and children through their journey with McAuley – from presentation needs to transition out of the service.

Create a Safe Environment



Number of women engaging with McAuley and quality of engagement

Supported through an evaluation of the number of women that are choosing to engage with McAuley and their assessment of the quality of services provided.

Enhance Wellbeing and Connections



Number of women reporting increased confidence and strengthened relationships

Supported through assessment of how the social connections and relationships of women who engage with McAuley are transformed during their time with the service.

Build Enduring Solutions



Number of women and children living safely and independently in permanent or standalone housing

Supported through longitudinal analysis of how McAuley supports women into lasting secure accommodation, including 'safe at home'.

McAuley's policy alignment

McAuley's service offering directly underpins the achievement of several key Victorian government policy agendas. A selection of targets within each strategy are outlined below



Ending Family Violence

Ending Family Violence: Victoria's plan for change (2017-2022)

Within the next 10 years:

- No woman or child is killed as a result of family violence.
- All Victorians will believe that family violence and gender inequality are unacceptable, and will hold attitudes that support respectful relationships.
- Victim survivors will be supported to remain safely in their homes and connected to their community.
- More women and children at risk of family violence will be able to access effective early intervention.
- Family violence recidivism will be eliminated.
- Workers in universal services will feel confident to identify and respond to all forms of family violence.



Mental Health Plan

Victoria's 10-year mental health plan (2015-2025)

Within the next 10 years:

- The gap in mental health and wellbeing for at-risk groups is reduced.
- Victorians with mental illness are supported to protect and promote health.
- Victorians with mental illness participate in and contribute to the economy and have financial security.
- Victorians with mental illness are socially engaged and live in inclusive communities.
- Victorians with mental illness live free from abuse or violence, and have reduced contact with the criminal justice system.
- Victorians with mental illness have suitable and stable housing.



Strong families, safe children

The Roadmap for Reform: strong families; safe children

- Improving the way services work together, provide continuity of care and integration around the individual needs of children, young people and families from 2018
- Supporting the connection of all children, young people and families to their family, cultures and community.
- Building personal capacity to make choices where appropriate and input to their care, guided by professional support.
- Increasing the effectiveness of services, that are evidence-based and linked to the delivery of defined outcomes.



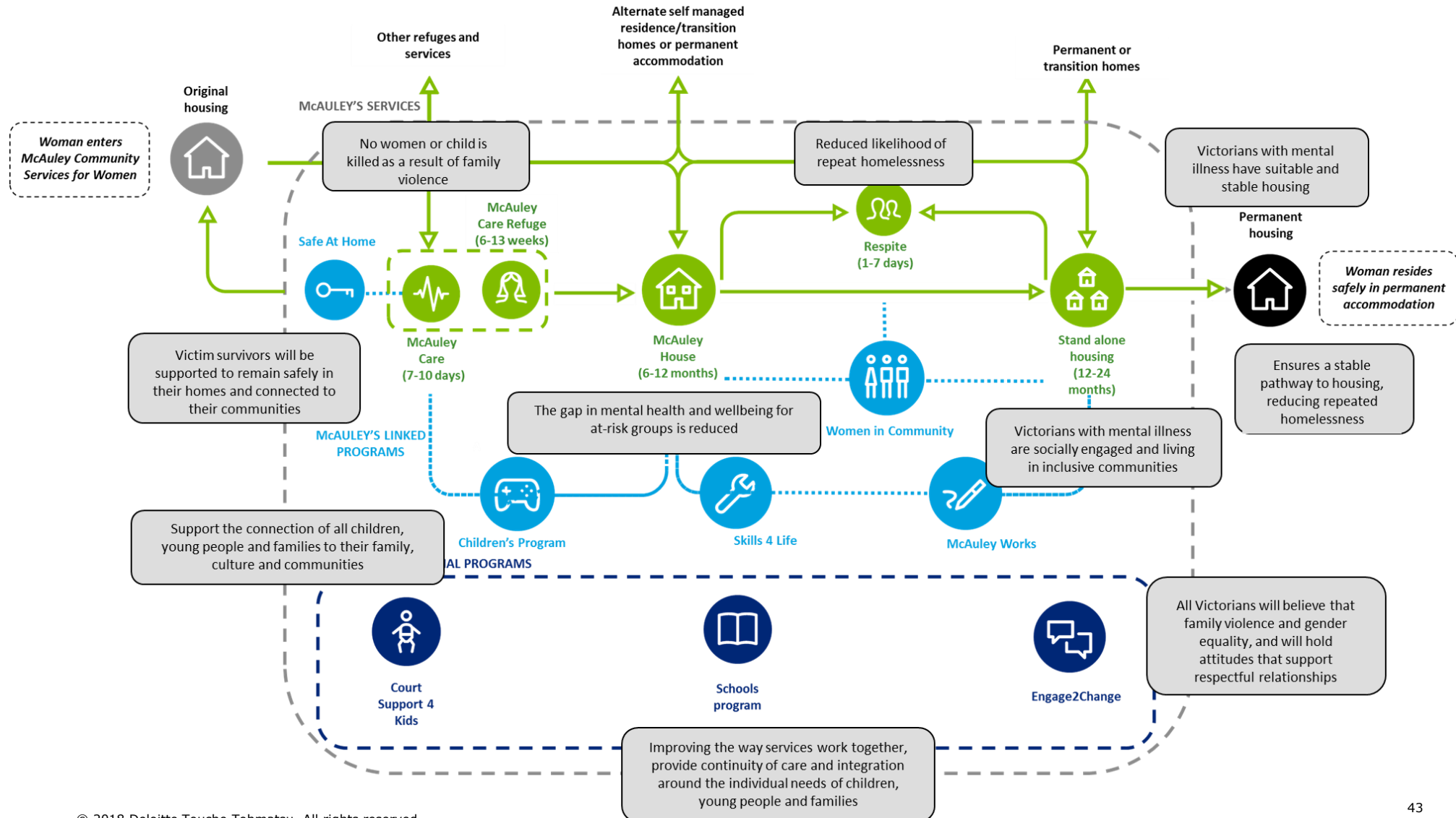
Housing strategy

Homes for Victorians

- Investments to improve support services and accommodation through community sector led projects
- Better support people to sustain long-term housing and achieve independence, including rapid rehousing and supported housing for women and children and accommodation for people with severe mental illness
- Immediate, dedicated access to 40 standalone housing units across Melbourne until additional permanent housing is in place on public land by the end of 2017
- Guaranteed pathway to permanent supportive housing and case management
- Supporting victims of family violence by adding social housing properties, provide 24-hour staffing at family violence crisis refuges, keeping women safe in their homes, providing support for private rental assistance

McAuley's policy alignment

McAuley's service offering directly underpins the achievement of several key Victorian government policy agendas



A2

Appendix - References

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