

## Annual Evaluation Report (Year Two FY19)

McAuley Community Services for Women  
October 2019

# Overview of this report

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This document sets out the Year 2 (FY19) 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.

This evaluation builds from a baseline evaluation conducted in 2018 and 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.<sup>1</sup>

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This report is structured as follows:



## 1. Overview

Overview of the objectives and findings of the Year 2 evaluation.



## 2. Introduction

Introduction to McAuley's services and contextual 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 (i.e. potential improvements in a woman's wellbeing, health or skills).*

## 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 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 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 **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 **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 **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 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 **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.

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## Overview

# 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.

## Last year (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

## This year (after baseline)



New evidence of McAuley's impact, including:

- How McAuley's service is evolving when compared with baseline
- Initial evidence of the indicators through which McAuley will show impact
- Data gaps and improvement opportunities

## 2020 (next year)



New evidence of McAuley's impact, including:

- McAuley's impact in resolving participant's health issues, helping women gain employment and teaching them new independent living skills
- Change in the safety and health of women, independent living skills and connectivity upon leaving McAuley

## 2021 and beyond



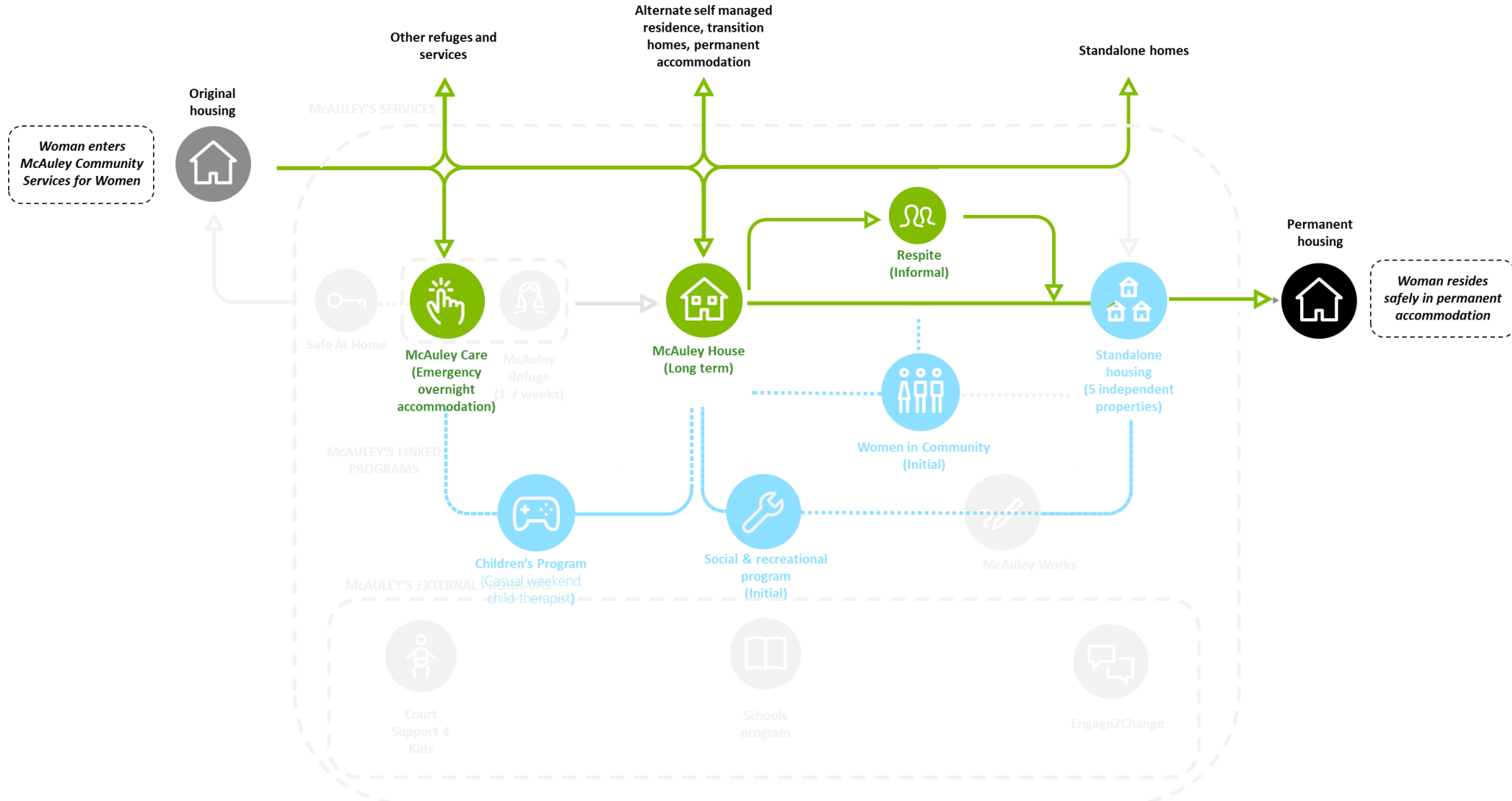
Better evidence and understanding of McAuley's longitudinal impact, including:

- 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

# McAuley's service offering: 2008

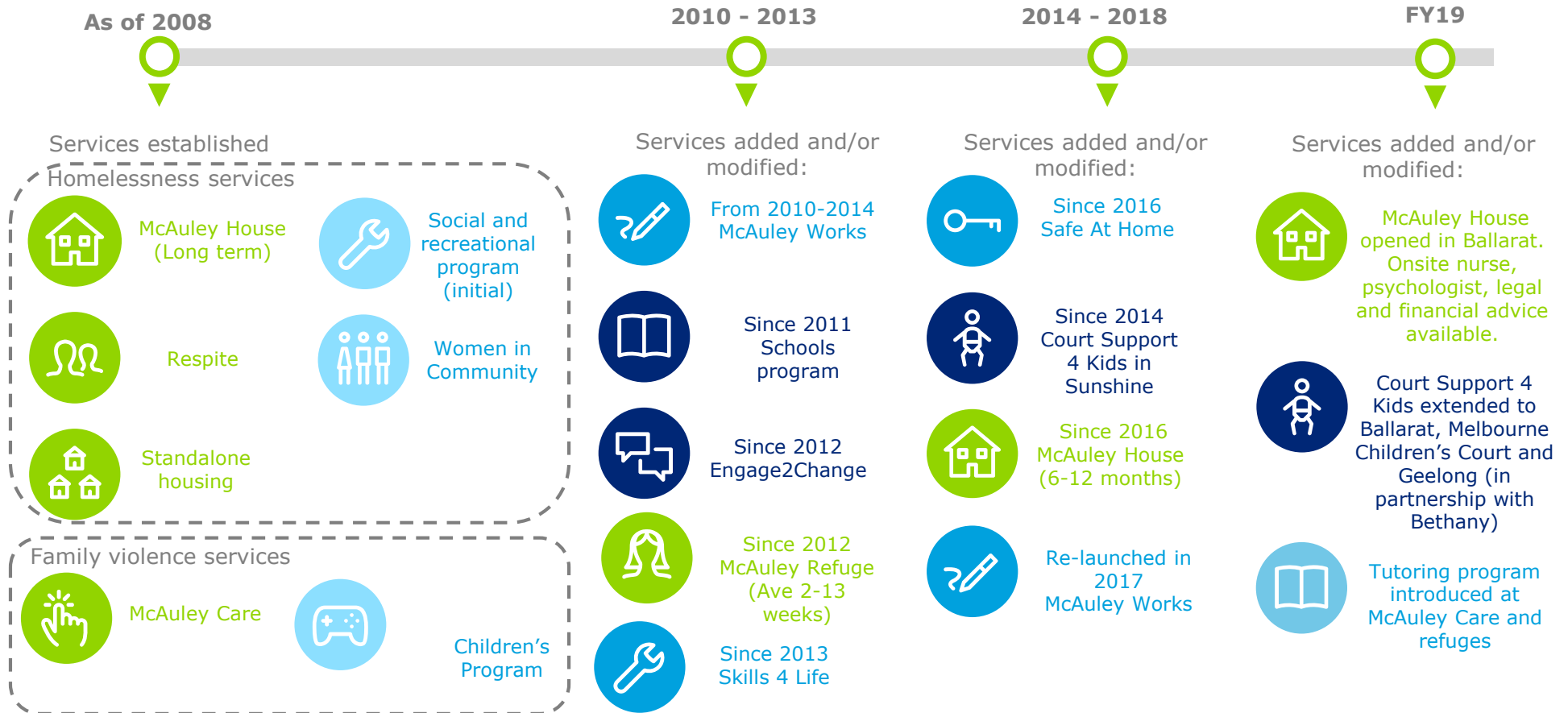
McAuley's initial services were responding to an immediate need for safety and housing for vulnerable women and children

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



# McAuley's service offering: 2008-2018

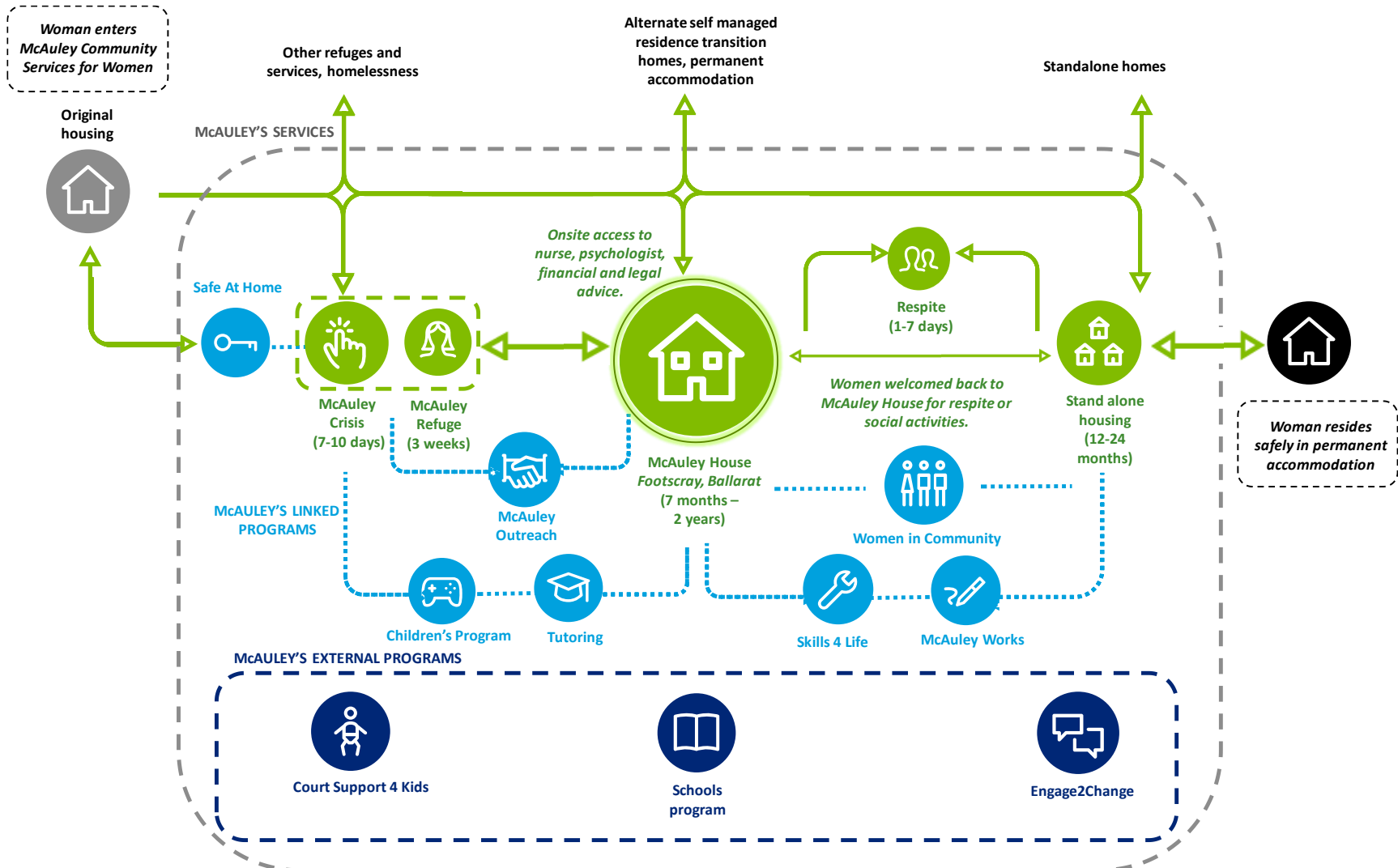
McAuley's services have developed significantly over the last decade, in terms of breadth and depth.



# McAuley's service offering: FY19

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

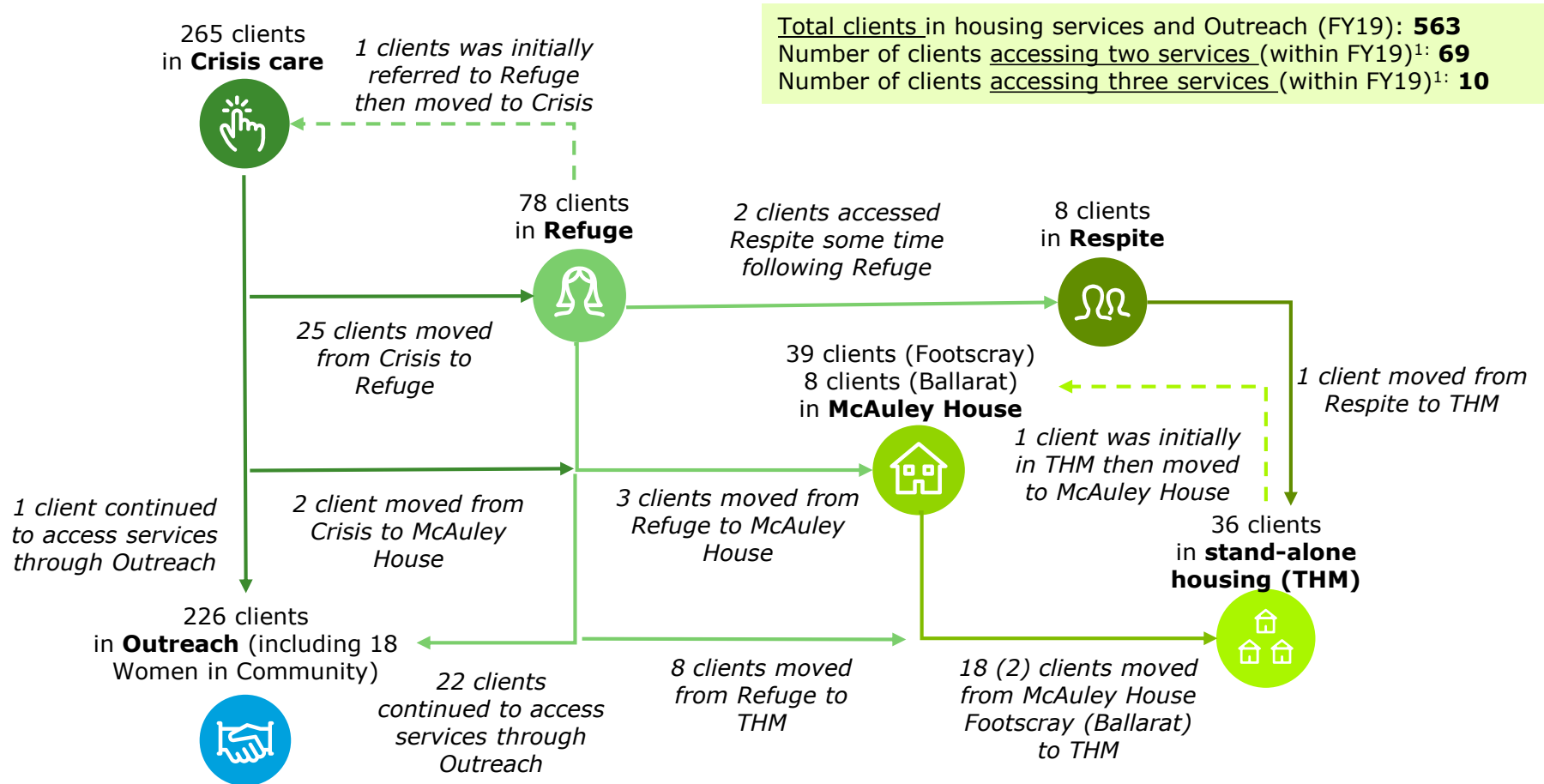
\$4.98 million (income) (\$4.56 FY18)  
Eight service areas  
64 staff members (62 FY18)  
Over 1100 women and children supported<sup>1</sup>  
78 beds (65 FY18)





# McAuley's service offering: FY19

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



# 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**

## Other services

Respite  
(1-7 days)



8 clients

Standalone  
housing  
(12-24 months)



36 clients

Outreach/  
Women in  
Community



226 clients

Children's  
Program



Skills  
4 Life



McAuley  
Works



Safe At  
Home



Court  
Support 4  
Kids



492 FV children

Schools  
program and  
tutoring



35+ children

Engage2Change



\*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.

# 02



## Introduction

# Overview

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

### Service need

**One in six women is a victim of family – physical or sexual – violence (ABS, 2017).**

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, 2018).

Women who identify as Aboriginal and/or Torres Strait Islander are 6.5 times more likely to be a victim of domestic violence and 34 times more likely to be hospitalised as a result. Women from CALD backgrounds are also more likely to be at greater risk and experience barriers in accessing suitable refuge accommodation (RCFV, 2016).

In Victoria, capacity to meet victim needs is compromised due to a rapid rise in demand for specialist services which support women and children in recovering from violence. Service gaps related to after-hours care and individualised support for long-term impacts have also been identified (RCFV, 2016).

### 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 offerings have been refined over its 11 years of supporting women and children, with an emphasis on lasting solutions, 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 invited 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 in crisis accommodation or refuge.

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 homelessness service

McAuley is the only all-women's service 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, including access to an onsite nurse, psychologist, legal and financial advice.



# 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 Victorian Royal Commission report on family violence was released. It contained 227 recommendations that provided a comprehensive outline of long-term, whole-of-government changes to better support specialist family violence services. These related to primary prevention and the role of universal and mainstream services in identifying and responding to family violence.

McAuley's work aligns with many of the recommendations including increasing the number and range of crisis accommodation service models. 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, integrated 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 – including perspectives on the value of McAuley's service offering from external stakeholders;
- 2 The key impacts that McAuley's work has had on those experiencing family violence and/or homelessness in FY19 (its effectiveness), including any impact shifts from last year;
- 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 (the appropriateness of services); 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 investing in evaluation

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

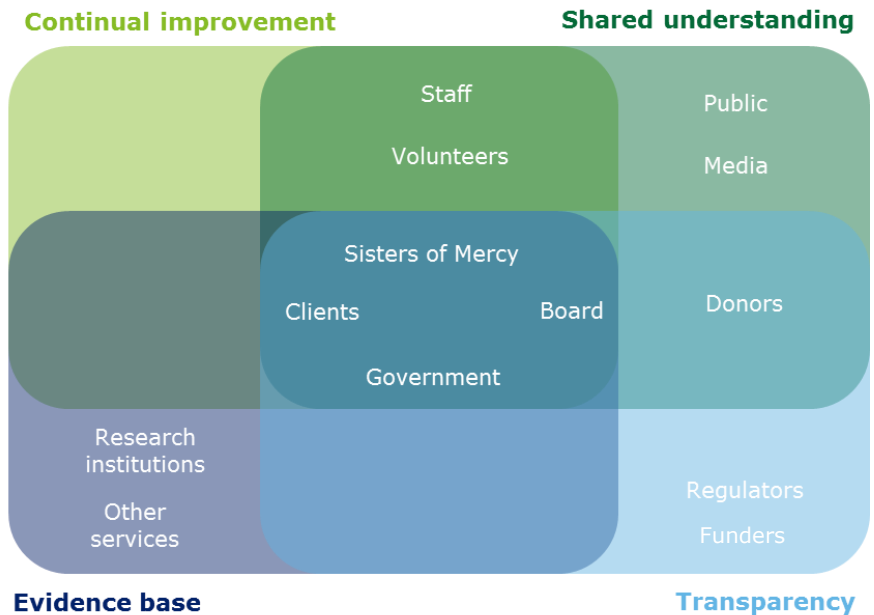
A comprehensive evaluation framework supports McAuley's future operations and enables the evaluation of McAuley's services. Evaluation is important to maintain a focus on outcomes through measurement and accountability. With the introduction of McAuley's case management system, McAuley is able to show the value it delivers its the provision of community 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 Year Two evaluation utilises the already developed evaluation framework measured movement from the baseline evaluation, contributing to McAuley's growing 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. The evaluation framework 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

In 2017, Deloitte Access Economics worked with McAuley to update the program logic and expanded this work into a robust evaluation framework. This evaluation framework 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: Undertook a baseline evaluation

In 2018, the evaluation framework was used to 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 provided early insights into the acuteness of the 'need', as available through the Specialist Homelessness Information Platform (SHIP).

## 2019: Year Two evaluation

In 2019, the evaluation framework and baseline evaluation were used as the foundation for a Year 2 evaluation of McAuley's measurable outcomes over FY19. Over the course of FY19 McAuley implemented a new data platform (Info Exchange SRS). The early insights into the nature and granularity of data collected through this system are positive, and examples have been included in this evaluation of the data capabilities to come – but at this time, the new instrument data collected through SRS was not comprehensive enough to be systematically reported on.

Over time, as SRS becomes embedded and more data becomes available, the evaluation questions will be able to be answered with more confidence. 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.

The Year Two evaluation, for the first time, also sought the perspective of external stakeholders who work closely with McAuley on the value of McAuley's service offering, and where further investment should be undertaken in order to deepen understanding of impact.

# McAuley's unique value proposition

## A summary of external perspectives on McAuley's value

Five interviews were held with representatives of organisations that work closely with McAuley with the objective of hearing informed, yet external, perspectives on the work undertaken by McAuley. The consultations were held with WEstJustice, North Western Melbourne PHN, United Housing Co-operative, Bolton Clarke and Shanti-works.

The key themes emerging from the consultations were:

- **An affirming of McAuley's holistic approach:** McAuley's integrated approach, in which women were granted the space and services to recover and grow independence, were cited by all stakeholders as the organisation's key success factor. One stakeholder commented that 'what McAuley does really, really well is redress the power imbalance faced by women with histories of complex trauma', through looking at all areas (health, legal, financial, social) in which these imbalances occur – creating expectations for clients of 'another way of being treated in the world'.
- **Keeping women's safety at the forefront:** McAuley's sustained commitment to women's safety, particularly through the provision of women-centred spaces, onsite support and practical assistance by residential teams, was commented on by one stakeholder as a unique component of the organisation. The stakeholder observed that while other providers outsourced elements of this support, McAuley's unwavering prioritisation of women's safety through in-house (and often on-site) delivery resulted in higher quality and swifter responses. The flexibility for women to return to McAuley was also noted as a unique and important factor of the organisation's model – allowing women to understand McAuley as a home and a point of safety after they transition to other accommodation.
- **Going above and beyond:** Various stakeholders commented on McAuley's tendency to support women beyond the commonly observed practices across the sector. Examples given by stakeholders included maintaining relationships with women beyond their time with McAuley, advocating tirelessly for women blacklisted from rental accommodation and working hard to support an inclusive culture within the service. One stakeholder commented that 'this would often be the difference between a woman returning to an unsafe living situation or not'.
- **Commitment to continual improvement:** One stakeholder commented on the willingness, particularly as backed by leadership, to invest in continual service improvement. This included elements of co-design and tailoring programs to meet local need, as well as an acknowledged willingness to accept higher levels of risk (including a focus on the most marginalised women or attempting to change practice) in order to realise better outcomes. Another stakeholder observed that McAuley's willingness to partner with other organisations supported heightened outcomes for clients.
- **Areas for further extension:** Stakeholders were excited about the possibility of McAuley extending their impact through increased investment in (1) further integrated service delivery (where funding allows); (2) research into the longitudinal impact of their model; and (3) increased advocacy and evidence sharing within the broader social services sector.

# 03

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## 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 with 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

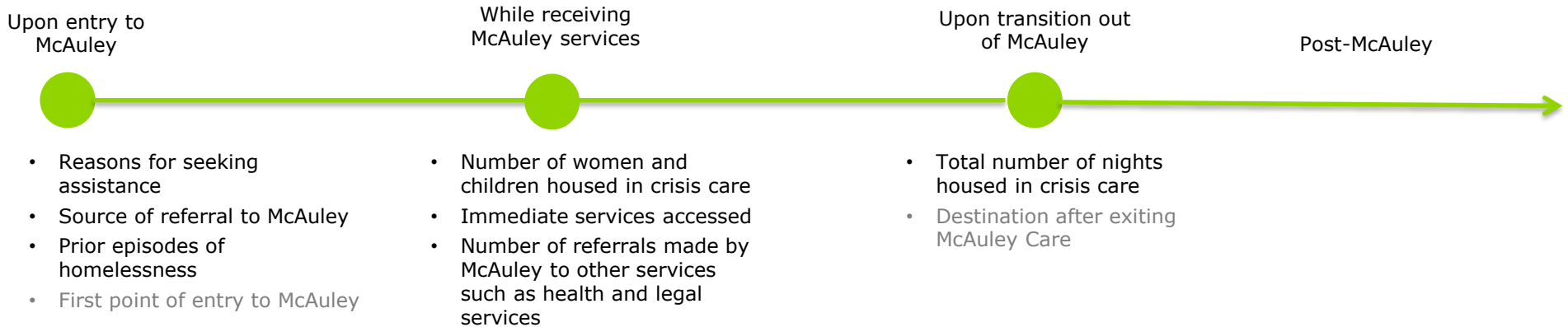
For each evaluation theme, the outcomes have been reported, as well as the 'next steps' for monitoring and evaluating impact against this theme. The analysis of outcomes has been completed using the data currently available through the SRS, SHIP and McAuley's other recording mechanisms, and does provide 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 (indicators introduced this year in grey):



## Outcomes

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

- 178 women and 165 children were housed in McAuley Care.
- For all women presenting to McAuley Care, the primary reason is family violence.
- 85% of Crisis clients and 61% of refuge clients are referred from a crisis referral agency.
- 72% of women in McAuley Care have experienced episodes of homelessness in the past month, and 56% of women had a permanent address in the week prior to presenting.
- 45% of clients are staying 10 nights or more in Crisis (compared with 33% in 2018) with the longest stay at 76 nights.
- 99% of clients are new to McAuley Crisis.
- 49% of women in McAuley Care (56% of women in McAuley Crisis) were referred to a mainstream or a specialist homelessness agency.

## Next steps...

### Data available for Year 3 to 5

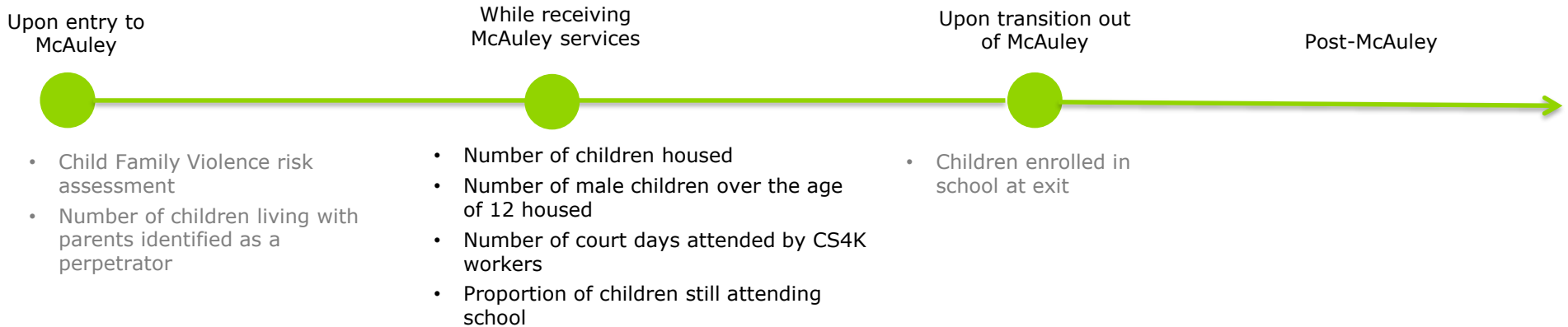
- Linked data that maps the journey through McAuley services for those entering crisis care will continue to grow over the next three years.
- More reliable referrals data upon entry and exit (including instances, and instances per person) will be obtained over the next three years.

### Specific indicator(s) to be built

- Measure of 3 or more months homeless (entrance survey).
- Alternative destination (entrance survey).
- Outcomes of referrals made while in McAuley – *this is currently collected but without robust outcomes data (SRS).*
- Safety and longevity of accommodation in years following McAuley<sup>1</sup>

# McAuley is making a difference by diminishing further intergenerational costs

How data is being collected (indicators introduced this year grey):



## Next steps...

### Data available for Year 3 to 5

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

### Indicator(s) to be built

- 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).
- Participation and outcomes associated with the tutoring program.
- Outcomes of CS4K (through number of IVOs supported).
- Longer term health, wellbeing and life outcomes following McAuley's service provision

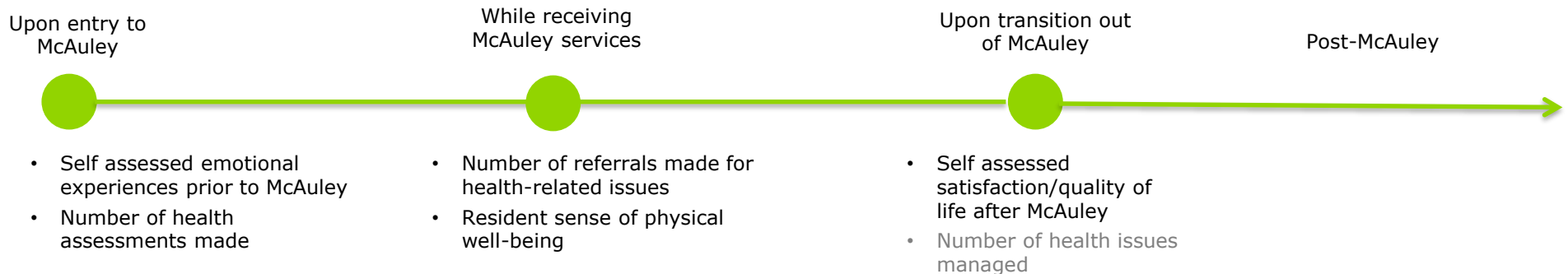
## Outcomes

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

- 173 children were housed across McAuley Refuge, Crisis, Respite (76 male children were housed, including 5 male children over the age of 12).
- 131 court days attended Court Support for Kids (CS4K) (492 children experiencing family violence supported and 718 children in total supported).
- 87% of children are enrolled in education one week prior to presenting. When presenting, 51% are enrolled and attending, 3% are enrolled but not always attending, 31% are enrolled but not attending, and 16% are unknown.
- 84% of children are enrolled in education at exit.
- 24% of women in McAuley House indicated that they had children living with perpetrator in their previous household on entry.

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

How data is being collected (indicators introduced this year in blue, future indicators in grey):



## Outcomes (all accommodation services)

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

- 65% of all housed women in McAuley services have a formerly diagnosed or a recognised indicator of mental illness.

## Next steps...

### Data available for Year 3 to 5

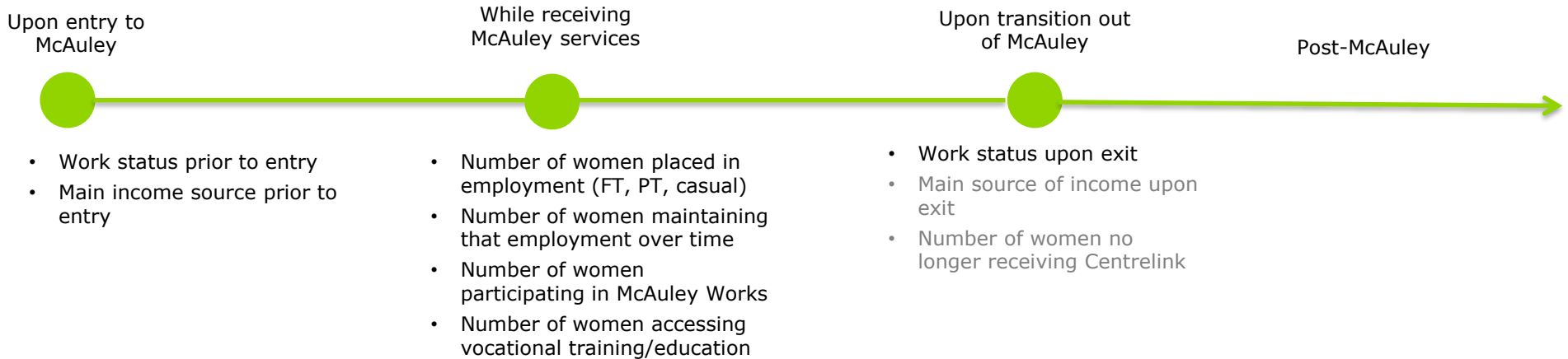
- Unit level data on referrals made for health-related issues, so as to demonstrate how many referrals are made per person.
- Life satisfaction levels before and after McAuley (Quality of Life Questionnaire).
- Health profiles before and after McAuley (Health Profile survey).
- Research supporting impact of onsite nurse and psychologist.

### Indicator(s) to be built

- Type and amount of onsite physical and mental health assistance provided.
- 6 month follow up survey to women who have transitioned out of McAuley Refuge or House.
- Survey of self ability to identify and respond to health issues in the long term

# McAuley is making a difference by increasing women's financial security

How data is being collected (indicators introduced this year in grey):



Next steps...

## Outcomes

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

- 16% of women have no income and 73% are reliant on Government benefits (across all accommodation services).
- 58% of women are unemployed, while 31% of women are not in the labour force one week before presenting (across all accommodation services).
- 129 new women registered with McAuley Works, with 32 women placed in work<sup>1</sup> and 20 'outcomes' (classified as women working for at least six months in a job)
- Through partnership with WEstJustice, 52 women have accessed financial counselling and legal support since February 2018. Clients presented with 52 debts and 96 legal problems. As a result \$309,187 of debt has been waived and \$16,295 recovered for McAuley's clients.

## Data available for Year 3 to 5

- Reliable data measuring unemployment upon entry and exit.
- Employment and training status while receiving McAuley services.
- Impact of onsite financial counselling and legal support
- Analysis supporting link between weekly income and housing affordability.

## Indicator(s) to be built

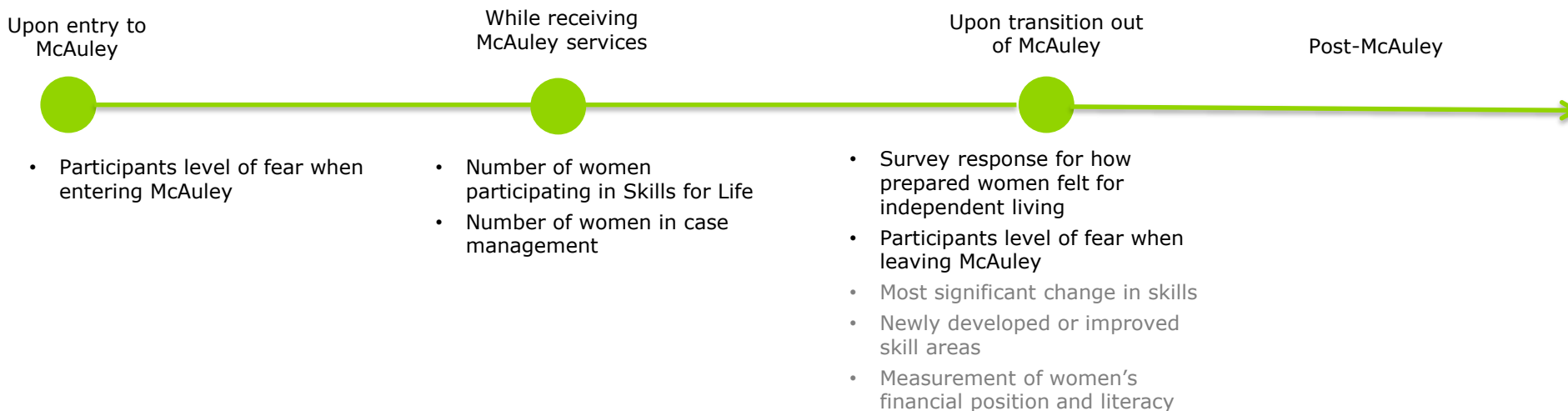
- Weekly income and poverty measures (entrance survey).
- Outcomes associated with onsite financial advice
- Survey measures identifying which particular aspect of McAuley Works is most helpful and which aspects need improvement
- Nature of ongoing employment (wages and permanence)
- Number of women no longer receiving Centrelink (welfare cost avoided)

1. Some placements include women undertaking a second placement (approx. 6% of all placements since 2017)



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

How data is being collected (indicators introduced this year in blue, future indicators in grey):



## Outcomes

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

- 40 participants attended Skills 4 Life programs on average each month (based on attendance from Jul-Dec 2018).

## Next steps...

### Data available for Year 3 to 5

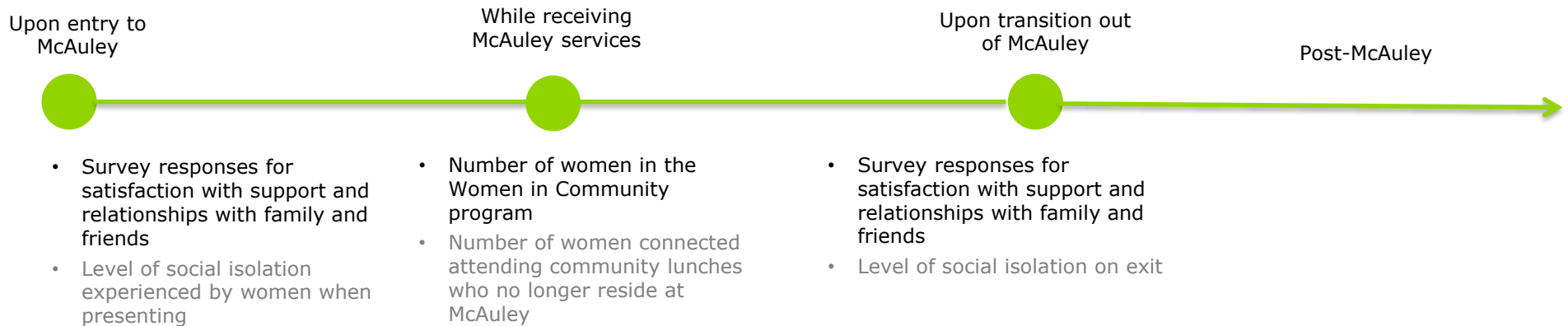
- Measurement of women's confidence in independent living skills
- New Skills 4 Life survey will capture a greater breadth and depth of McAuley's impact on supporting independent living skills –including confidence in independent living, change in skills, financial literacy levels.
- Analysis could be undertaken to determine the impact of McAuley's onsite legal support and financial counselling

### Indicator(s) to be built

- Participants consulting with WestJustice for financial counselling or legal support
- Ability to pay for goods and services on an ongoing basis
- Number of IVOs supported
- Impact of onsite legal advice
- Measurement of women's financial position and literacy

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

How data is being collected (indicators introduced this year in blue, future indicators in grey):



## Outcomes

- 18 women are participating in the Women in Community program
- 226 women and children participating in McAuley's Outreach program.

## Next steps...

### Data available for Year 3 to 5

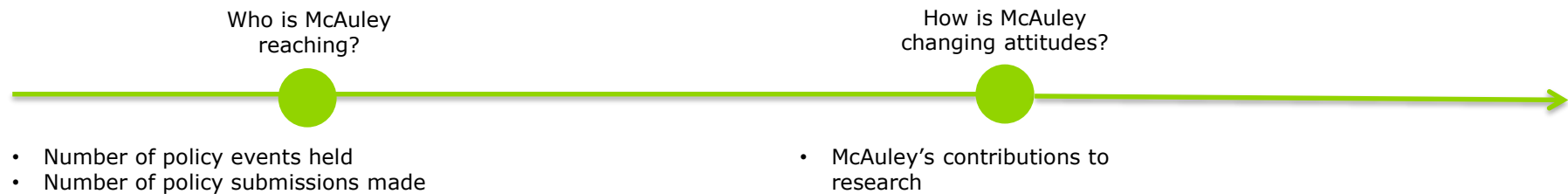
- Numbers of McAuley House non-residents who are actively connected to the McAuley House service.
- Women's connection, reconnection and maintained connection with family and friends.

### Indicator(s) to be built

- Number of family or friends that women successfully reconnected with.
- Number of women able to maintain connectivity after leaving McAuley (for some time) and the degree of connectivity

# McAuley is making a difference by advocating for the needs of its clients experiencing homelessness and family violence

How data is being collected (future indicators in grey)



## Outcomes

- Supported the promotion of WEstJustice 'Restoring Financial Safety' report about its partnership with McAuley through video interviews and media activities
- Launched an evaluation of the Court Support 4 Kids program by RMIT's Centre for Innovation Justice.
- A submission to the Royal Commission into Mental Health Services, to voice the views of the women McAuley supports
- Contributed to the Victorian Government Pricing Review
- Contributed to Parity, a national homelessness publication, on the future of crisis accommodation and the value of an integrated approach to support
- Engaged with local politicians and decision makers
- Spoke at the Australian Nurses Conference on the impact of family violence, participated in the Practical Impact Conference, participated in an ABC interview promoting the Nappy Collective.

## 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

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## Service provision (FY19)

# Year Two evaluation (FY19)

McAuley's provision of accommodation services has increased over the past year, with new surveys providing insight into the impact of services

The evaluation insights presented over the following slides are centred on:

- (1) the outcomes associated with McAuley's key accommodation services – which form the central element of McAuley's service offering – and how this has changed from baseline; and
- (2) the impact of McAuley's services (including programmatic offerings) on the experience and situation of women that engage with McAuley.

The data which has been collected consistently across both the baseline and Year 2 evaluation years, allowing for comparison, includes:

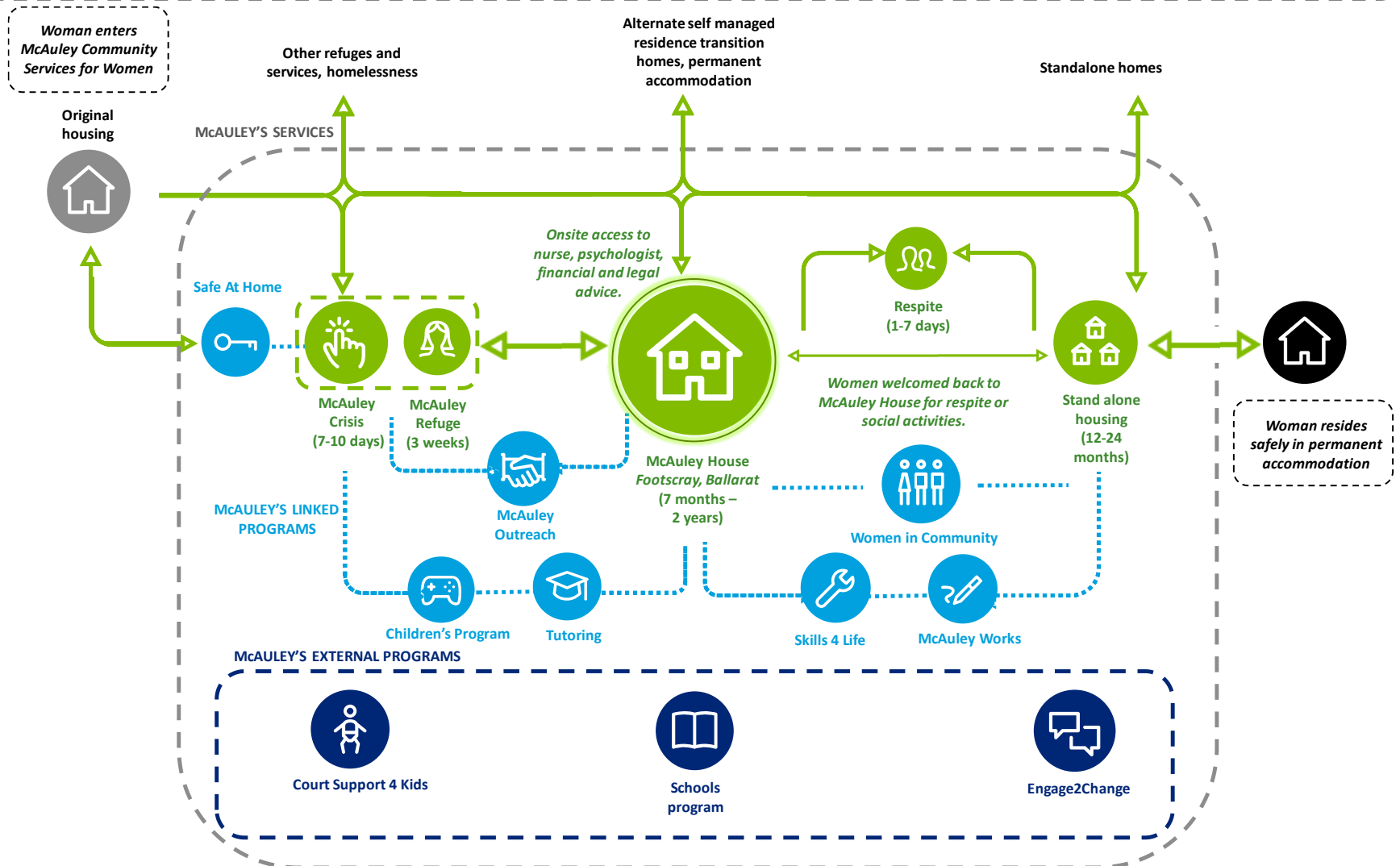
- Participation rates of women and children in McAuley accommodation programs
- Reasons for presenting to McAuley (including main reason and contributing reasons)
- Employment, income and education status
- Prevalence of formerly diagnosed (or recognised indicators of) mental health illness
- Previous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

Data from a series of new data collection instruments – including the Assessment Questionnaire, the Family Violence Risk Assessment, the Independent Living Survey and the Quality of Life survey – provide emerging insights into the impact of McAuley's services.

Given these instruments were recently introduced, there is not yet enough data to report systematically on McAuley's impact. However, early insights are provided and widespread application of these instruments over the next year is expected to support granular impact insights going forward.

# McAuley's outcomes (key accommodation services: FY19)

1184 = total number of women and children supported by McAuley in FY19<sup>1</sup>

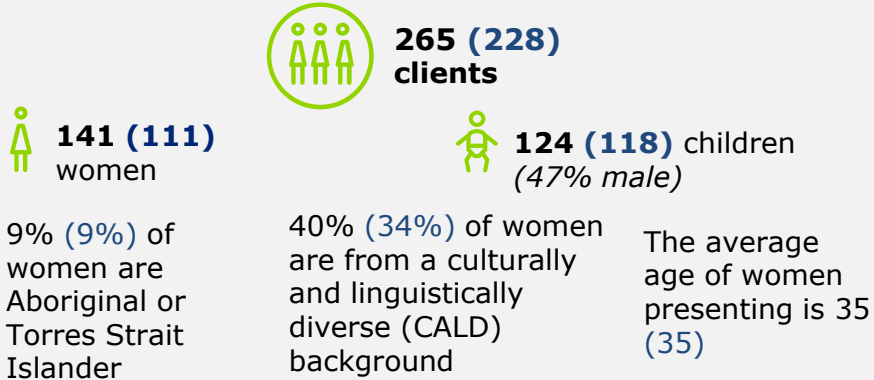


1. This total includes all housing and Outreach clients (563), family violence children in CS4K (492) and McAuley Works clients (129). It excludes other programs, and women connected with the CS4K program.

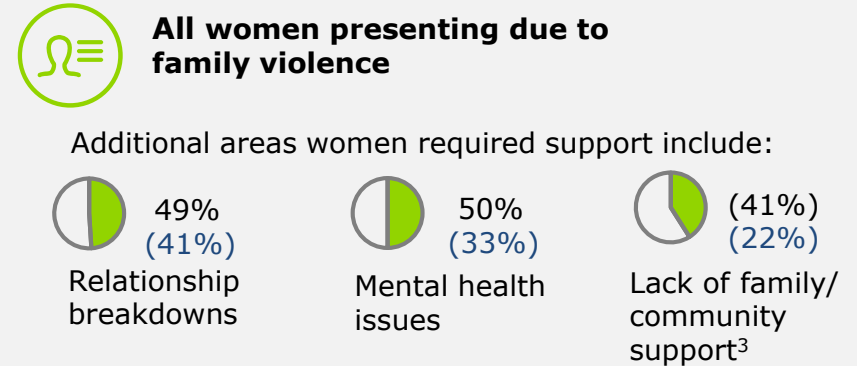
# McAuley Crisis

Key statistics (brackets indicate baseline data from last financial year)

## Demographic profile

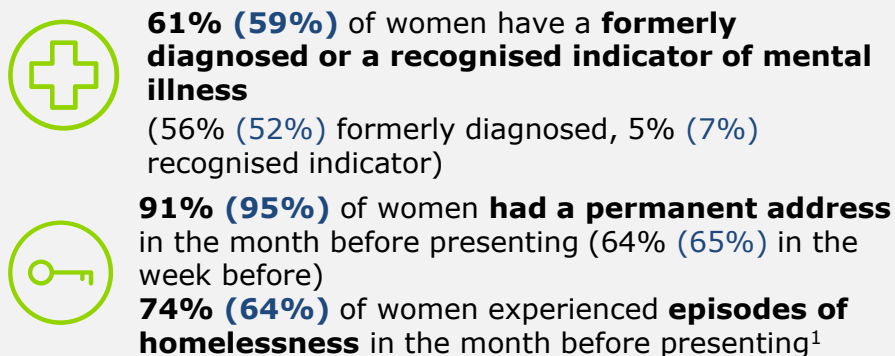


## Main reason for presenting



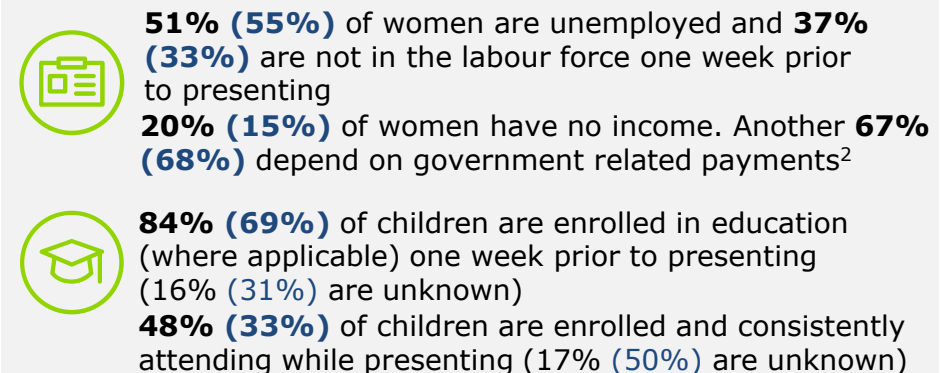
3. This was not in the top three in 2018. The third largest statistics last year was employment difficulties (31%).

## Mental health and housing status



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

## Employment and education



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

# McAuley Refuge

Key statistics (brackets indicate baseline data from last financial year)

## Demographic profile



**78 (114)**  
clients



**37 (50)** women



**41 (64)** children (53%  
(49%) male)

14% (4%) of  
women are  
Aboriginal or  
Torres Strait  
Islander

51% (38%) of  
women are from a  
CALD background

The average  
age of women  
presenting is 35  
(34)

## Main reason for presenting



**100% (100%)** of women  
presenting due to family violence

Additional areas women required support include:



Lack of family and/or  
community support



Relationship/family  
breakdown



Financial  
difficulties

## Mental health and housing status



**54% (47%)** of women have a **formerly diagnosed or a recognised indicator of mental illness**

(35% (37%) formerly diagnosed, 19% (10%) recognised indicator)



**62% (84%)** of women **had a permanent address** in the month before presenting (27% (29%) in the week before)

**62% (75%)** of women experienced **episodes of homelessness** in the month before presenting<sup>1</sup>

## Employment and education



**43% (58%)** of women are unemployed and **41% (32%)** are not in the labour force one week prior to presenting

**22% (14%)** of women have no income, and **70% (80%)** depend on government related payments<sup>2</sup>



**85% (83%)** of children are enrolled in education (where applicable) one week prior to presenting (15% (17%) are unknown)

**20% (25%)** of children are enrolled and consistently attending while presenting (20% (38%) are unknown)

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 House (Footscray)

Key statistics (brackets indicate baseline data from last financial year)

## Demographic profile



**39 (37) clients**



**39 (37) women**



No children currently catered for

3% (2%) of women are Aboriginal or Torres Strait Islander

51% (37%) of women are from a CALD background

The average age of women presenting is 43 (44)

## Reasons for presenting



**59% (62%)** due to family violence



**62% (43%)** due to housing crisis



**36% (55%)** due to mental health



## Mental health and homelessness



**79% (83%)** of women have a **formerly diagnosed or a recognised indicator of mental illness**

(67% (74%) formerly diagnosed, 13% (9%) recognised indicator)



**16% (28%)** of women **had a permanent address** in the month before presenting (13% (17%) in the week before)

**78% (65%)** of women experienced **episodes of homelessness** in the month before presenting<sup>2</sup>

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

## Employment and education



**77% (85%)** of women are unemployed and 10% (6%) are not in the labour force one week prior to presenting

**13% (9%)** of women have no income, and 74% (83%) depend on government related payments<sup>2</sup>

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

# McAuley Outreach

Key statistics (brackets indicate baseline data from last financial year)

## Demographic profile



**226 (281)**  
clients



**114 (126)**  
women



**112 (158)** children  
(54% (46%) male)

4% (3%) of women are Aboriginal or Torres Strait Islander

46% (36%) of women are from a CALD background\*

The average age of women presenting is 39 (38)

## Main reason for presenting



**93% (87%)** of women presenting due to family violence

Additional areas women required support include:



22%  
(7%)

Housing crisis



10%  
(6%)

Inadequate dwelling



22%  
(5%)

Lack of support

## Mental health and homelessness



**51% (44%)** of women have a **formerly diagnosed or a recognised indicator of mental illness**

(33% (31%) formerly diagnosed, 18% (13%) recognised indicator)



**53% (60%)** of women **had a permanent address** in the month before presenting (46% (51%) in the week before)

**36% (41%)** of women experienced **episodes of homelessness** in the month before presenting<sup>1</sup>

## Employment and education



**37% (41%)** of women are unemployed and **30% (23%)** are not in the labour force one week prior to presenting

**5% (8%)** of women have no income, and **68% (55%)** depend on government related payments<sup>2</sup>



**74% (73%)** of children are enrolled in education (where applicable) one week prior to presenting (26% (27%) are unknown)

**67% (66%)** of children are enrolled and consistently attending while presenting (30% (30%) are unknown)

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 Respite

## Key statistics

### Demographic profile



**8 (8) clients**



**6 (6) women**



**2 (2) children** (0% (50%) male)

20% (0%) of women are Aboriginal or Torres Strait Islander

17% (17%) of women are from a CALD background

The average age of women presenting is 44 (32)

### Mental health and homelessness



**38% (50%)** of women have a **formerly diagnosed or a recognised indicator of mental illness**

(38% (33%) formerly diagnosed, 0% (17%) recognised indicator)



**33% (83%)** of women **had a permanent address** in the month before presenting (17% (50%) in the week before)

**67% (50%)** of women experienced **episodes of homelessness** in the month before presenting<sup>1</sup>

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

### Main reasons for presenting



**86% (100%)** of women presenting due to family violence

**14%** of women presenting due to medical illness<sup>3</sup>

3. One client in respite is recorded as presenting due to medical illness. In other presenting reasons this women is also recorded as presenting due to family violence.

### Employment and education



**50% (50%)** of women are unemployed and **50% (0%)** are not in the labour force one week prior to presenting

**0% (17%)** of women have no income, and **100% (67%)** depend on government related payments<sup>2</sup>

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

# Interpreting the shifts from baseline

McAuley's provision of accommodation services has remained stable (at capacity) over the past year

Analysis of the shifts from baseline to Year 2 in key accommodation statistics should note that:

- Three additional crisis beds were offered by McAuley Care, supporting an increase from 228 crisis clients in the baseline, to 265 clients in Year Two.
- Funding to support women who did not hold permanent resident status was received by McAuley in Year 2, supporting the increased proportion of CALD women accessing crisis care. This is also reflected in the increased proportion of women with no income (20% in Year Two from 15% in the baseline).
- The reduction in clients participating in McAuley Refuge (from 114 in the baseline to 78 in Year 2) is driven by an increased length of stay for refuge clients. Average length of stay for women increased from 42 nights in 2017 to 55 nights in 2018.<sup>1</sup> Case workers reported a lack of suitable exit options for women, particularly if women had no income.
- The increase in the proportion of women requiring mental health support may be driven by the broadening of the data collection to 'diagnosed and suspected' mental health issues, rather than just diagnosed.
- The reduction in the prevalence of women presenting with mental health issues to McAuley House (from 55% in the baseline to 36% in Year 2) may be driven by removal of a referral point for mental health services into McAuley. It is also noted that women presenting to McAuley house due to housing crisis has increased correspondingly (from 43% in baseline to 62% in Year 2).

1. Average length of stay is calculated within the financial year.

# Other programs

## Court Support for Kids, Skills for Life and McAuley Works

Table 1: Support provided in Court Support for Kids - Sunshine court

	2018	2019	+/-
Number of Court Sessions attended	127	131	4
Number of FV Women supported	378	352	-26
Number of FV Children	526	492	-34
Total number of Women supported	707	523	-184
Total number of Children supported	962	718	-244

Table 2: Social Inclusion programs by attendance

	2019
Number of attendances amongst McAuley House clients	949
Number of attendances amongst McAuley Crisis clients	237
Number of attendances amongst Women in Community clients	167
Number of attendances amongst Women from Other Program clients	41
Total Number of attendances	1393

- The change in numbers for CS4K was identified by McAuley as being driven by a capping of the number of court sessions available to hear family violence matters.
- The social inclusion programs with the overall highest attendance for FY19 were the 'AAFRO Inc women's words' and the 'Individual Social Inclusion Planning/Support.'
- Individual Social Inclusion Planning/Support has consistently high attendance rates (average=23 attendees per month) across FY19.
- The most popular program amongst **McAuley House** clients was the Individual Social Inclusion Planning/Support in July 2019 (n=38 attendees).
- The most popular program amongst **McAuley Crisis** clients were the school holiday programs in April 2019 (**n=35 attendees**)
- The most popular program amongst **Women in Community** was the Individual Social Inclusion Planning/Support (**n=17 attendees**) in December 2018.
- The highest attendance to social inclusion programs was in August (n=138), the lowest attendance recorded was in November (n=73).

# Assessment questionnaire

McAuley has the potential to show impact through improved health and social outcomes.

The McAuley Assessment questionnaire – undertaken for women entering McAuley Refuge or House, has the potential to illustrate the complex needs of the women McAuley serves and, when compared against exit assessments, the impact McAuley has on addressing and creating supports for these needs.

Given the move to the SRS data collection this year, there is not enough data to systematically use this tool in the Year 2 evaluation.

However, the summary of data and select examples below shows the potential for a rich client and impact understanding to be generated from next year.

## Client examples

Two clients had a full set of assessment data. Their profiles are provided below.



### Client A

A women in Outreach aged between 36-45 had two periods of case management: one at the end of 2018, and one a few months into 2019. In the second period, she reported that she required support upon intake and periodically. She did not require support upon exiting McAuley's services.



### Client B

A women between the ages of 36-45 stayed at McAuley Refuge for just under 2 months. The client reported social connection issues upon intake and early during her stay at Refuge. Upon leaving she did not report social connection issues.

Table 3: Summary statistics from the Assessment questionnaire upon intake

	Refuge	McAuley House & Outreach
Estimated <i>intake</i> participation (since SRS)	13%	37%
Physical disability or medical condition	33%	8%
Mental health	67%	67%
Pregnancy	0%	4%
Medications	33%	29%
Family relationships issues	33%	25%
Gambling issues	0%	33%
Prison release issues	0%	4%
Cultural issues	33%	4%
Social connection issues	100%	25%
Parenting/children related issues	67%	42%
Financial issues	67%	46%
Legal issues	33%	63%
Migration issues	0%	38%
Family court issues	0%	4%
Drug and alcohol issues	33%	13%
Support	67%	17%
Women rating health as 'very good'	33%	33%
<b>Total intake observations</b>	<b>3</b>	<b>24</b>

# Family Violence Risk Assessment

McAuley can show that it helps women feel safer and that it supports them through family violence

The McAuley Family Violence Risk Assessment questionnaire – undertaken for women entering McAuley Crisis, House and Outreach services, has the potential to illustrate the nature of family violence situations women engaging with McAuley are experiencing, and how engagement with McAuley alleviates family violence risks overtime.

Given the move to the SRS data collection this year, there is not enough data to systematically use this tool in the Year 2 evaluation.

However, the summary of data and select examples below shows the potential for a rich client and impact understanding to be generated from next year.

## Client examples

Two clients had a full set of assessment data. Their profiles are provided below.

### Client B

Client B had family violence risk assessment data collected on intake, periodic and exit. No changes were reported during this period.



### Client C

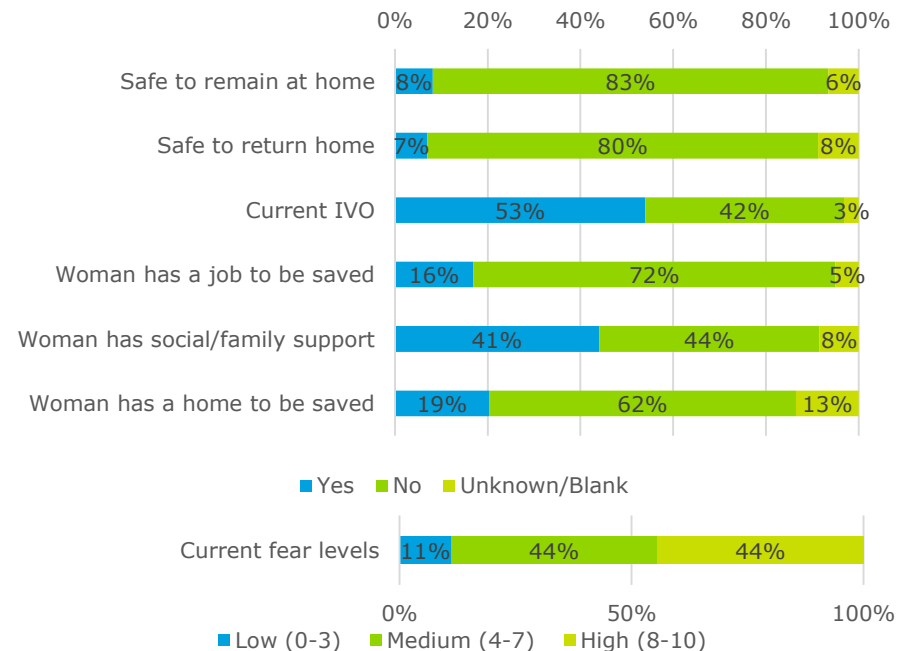
A women in Outreach aged 26-25, with a child aged 3-5, had an interim IVO upon intake that did not included the child. Periodically, the women had a limited IVO that includes the child. The women's level of risk changed from 'elevated risk' to 'at risk'. No exit data was available.



Table 4: Estimated participation in the Family Violence Risk Assessment

	House	Outreach	Crisis	Total
Estimated total participation (since SRS)	2	23	39	65
Estimated participation (since SRS)	30%	34%	43%	39%
Estimate participation (since SRS) and reporting family violence as an issue	50%	37%	43%	41%

Chart: Statistics upon intake from the Family Violence Risk Assessment<sup>1</sup>



N=approx. 20-60 (varies by question)

1. Includes House, Outreach and Crisis responses upon intake

# Independent Living survey

## McAuley can show that it equips women to support themselves upon leaving McAuley House

The McAuley Independent Living survey – undertaken for women entering McAuley House, has the potential to illustrate the impact that McAuley House has on raising the independent living skills of clients, reducing the possibility of women returning to situations of family violence or homelessness after leaving McAuley.

Given the move to the SRS data collection this year, there is not enough data to systematically use this tool in the Year 2 evaluation.

However, the summary of data and select examples below shows the potential for a rich client and impact understanding to be generated from next year.

### Client examples

One client had a full set of Independent Living survey data. Her profile is provided below.



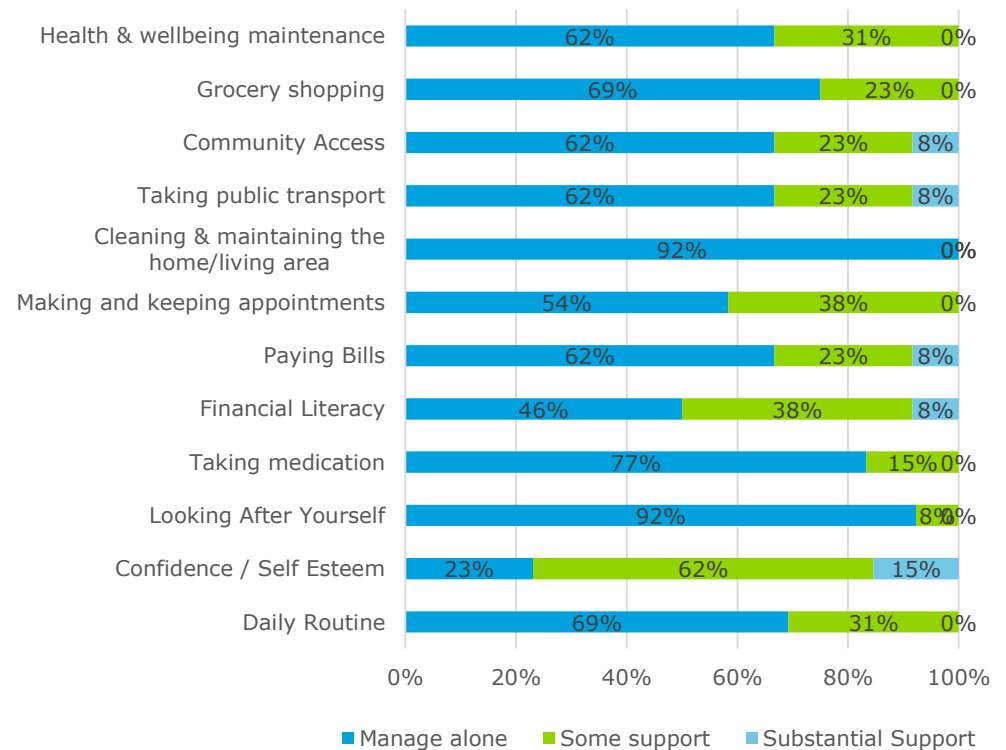
#### Client D

A women between the age of 56-65 stayed in McAuley House Footscray for 65 days. When entering McAuley she required 'some support' for her confidence/self-esteem, community access, and health and wellbeing maintenance. Upon leaving McAuley she could manage these skills herself. However, the data also reports she could 'manage' financial literacy and paying bills prior to her stay, but then required 'some support' after leaving McAuley. This may reflect an increased awareness of financial management, or potentially more stress about finances after leaving McAuley House.

Table 5: Participation in the Independent Living questionnaire

	Footscray	Ballarat
Estimated total participation	16 clients	2 clients
Estimated intake participation	11 clients	2 clients
Estimated intake participation (since SRS)	100%	N/A

Chart: Women's ability to manage independent living skill upon intake



N=12/13 (one incomplete survey)



# Quality of Life survey

McAuley can show that it improves women's quality of life, decreasing the risk of dependence on support services

The McAuley Quality of Life survey– undertaken for women entering McAuley House, has the potential to illustrate the impact that McAuley House has on improving clients' quality of life and increasing supports outside of government services.

Given the move to the SRS data collection this year, there is not enough data to systematically use this tool in the Year 2 evaluation.

However, the summary of data and select examples below shows the potential for a rich client and impact understanding to be generated from next year.

Chart 1: Women's responses to quality of life related questions upon intake

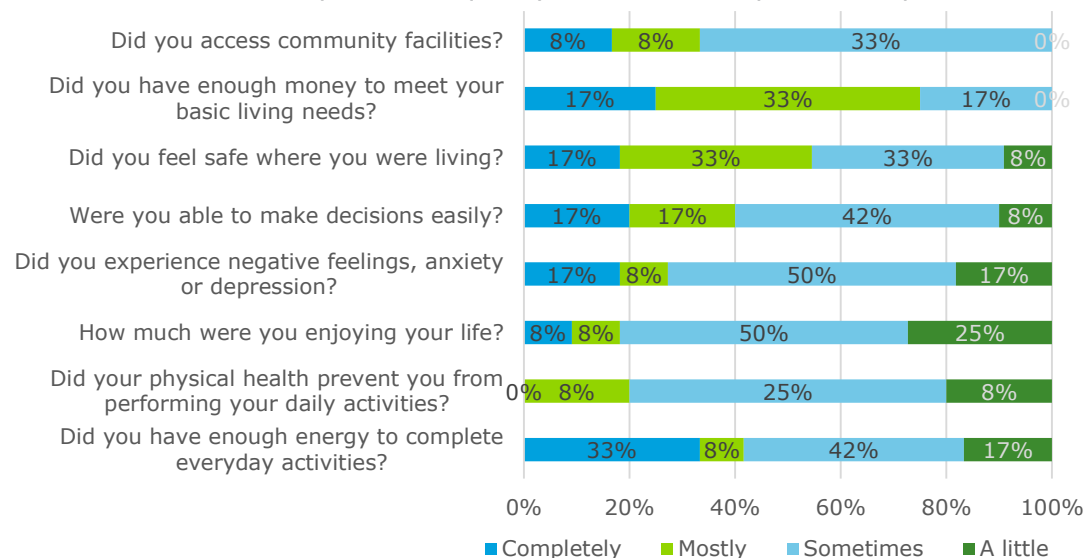
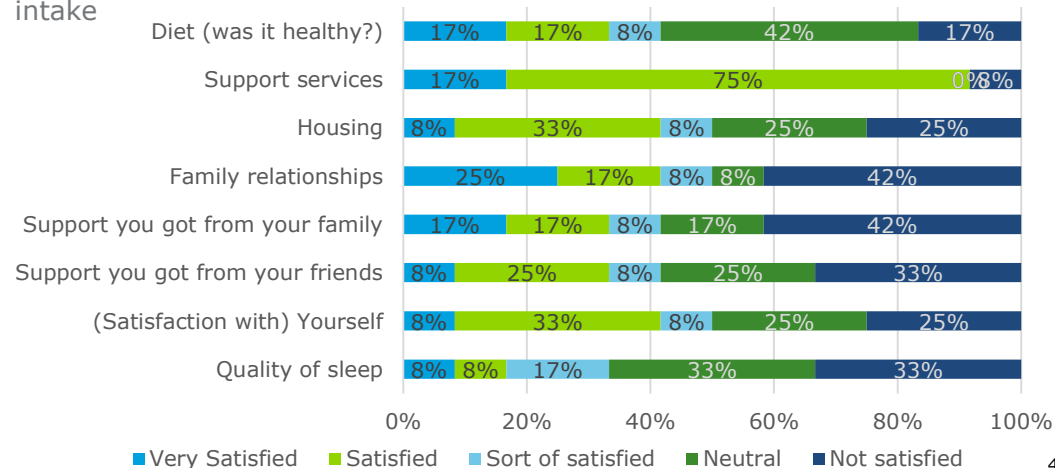


Chart 2: Women's satisfaction with day-to-day activities and support upon intake



## Client examples

The same client (client D) has a full set of Quality of Living survey data. Her profile is provided below.



### Client D

*Client D experienced improved quality of living upon exiting McAuley's services. Overall, general wellbeing went from good to very good. Satisfaction with quality of sleep, support from friends and family, and housing all improved. Family relationships decreased slightly. Energy, enjoyment, safety and basic living needs all increased, while feelings of anxiety and depression decreased.*

# 05

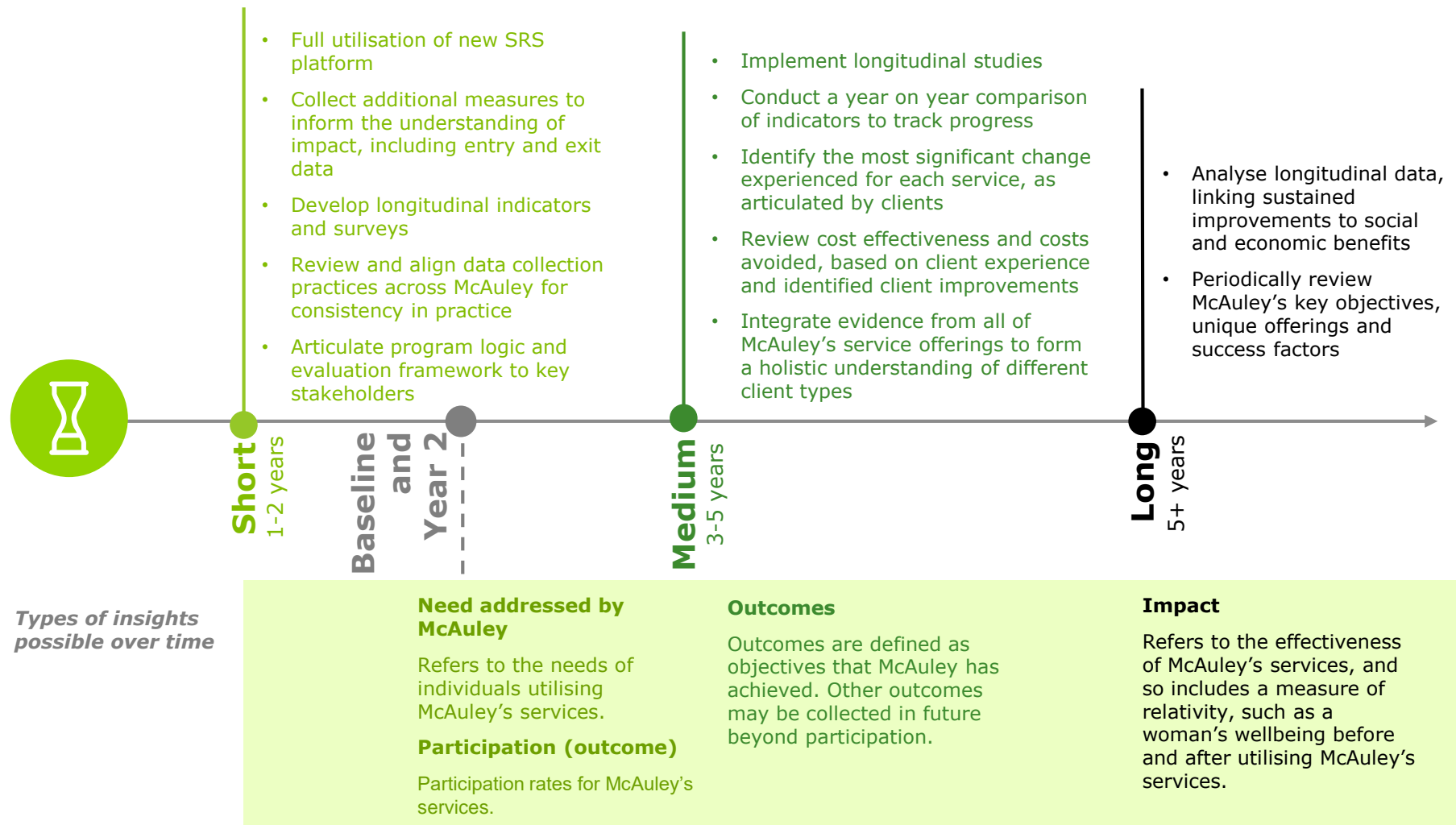
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## Next steps

# 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 too 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
<b>CM 41/CM68 FV Risk Assessment</b>	To identify history, nature and severity of Family Violence (FV) experienced by the client and their children.	<ul style="list-style-type: none"> <li>• Number of children living with fathers who are perpetrators</li> <li>• Risk assessment of children</li> </ul>
<b>CM 42/Cm69 Health Profile</b>	Questionnaire asks about the severity of the client's physical, emotional and mental health.	<ul style="list-style-type: none"> <li>• Type and amount of onsite physical and mental health assistance provided</li> </ul>
<b>CM 43/CM70 Housing Profile</b>	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"> <li>• Measure of 3 or more months homelessness</li> <li>• Alternative destination data (including for children)</li> <li>• Exit destination</li> </ul>
<b>CM 44/CM71 Independent Living Skills</b>	Questionnaire asks about the client's independent living skills on entry and exit including income and poverty measures.	<ul style="list-style-type: none"> <li>• Income and poverty measures</li> <li>• Source of income when exiting</li> <li>• Confidence in independent living (entry and exit)</li> </ul>
<b>CM 45/CM74 Quality of Life Questionnaire</b>	Developed in 2014-15, the quality of life questionnaire asks about a client's 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"> <li>• Level and number of connection(s) to family and friends</li> </ul>
<b>Program participant surveys (including McAuley Works and Skills 4 Life)</b>	Questionnaire asks about the client's 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"> <li>• Satisfaction with parts of the program to gauge their usefulness</li> <li>• Change in skills of women (e.g. financial literacy)</li> </ul>
<b>Other surveys yet to be developed</b>	Further surveys will be developed to gauge the usefulness of McAuley's programs, such as the <i>Children's Program</i> and <i>Court Support 4 Kids</i> .	<ul style="list-style-type: none"> <li>• No of schools attended by children and number and length of extended absences from school</li> <li>• Achievement milestones for children</li> </ul>

# Survey data

## Collection of survey data across McAuley's services

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

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

- **Link program data** across all of McAuley's services to provide a holistic picture of each woman'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

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## 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 are reflective of best practice evaluation techniques more broadly.

These are appropriateness, effectiveness and efficiency:

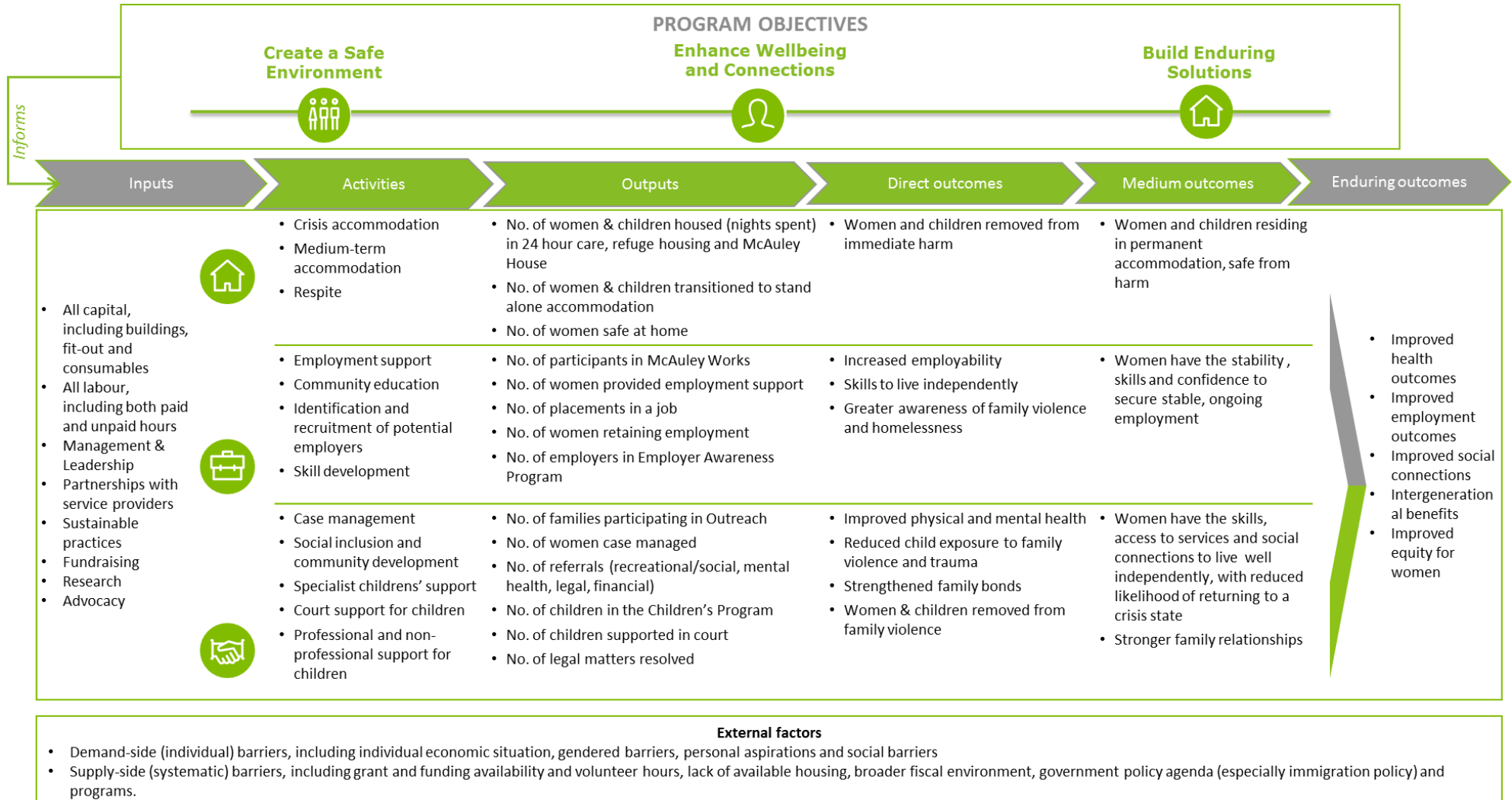
- **Appropriateness** considers the extent to which each activity aligns with best-practice evidence on the nature of interventions.
  - *Is the design of McAuley's programs and suite of programs optimal, given all that we know about the most effective means of generating outcomes for women and children?*
  - *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 is 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

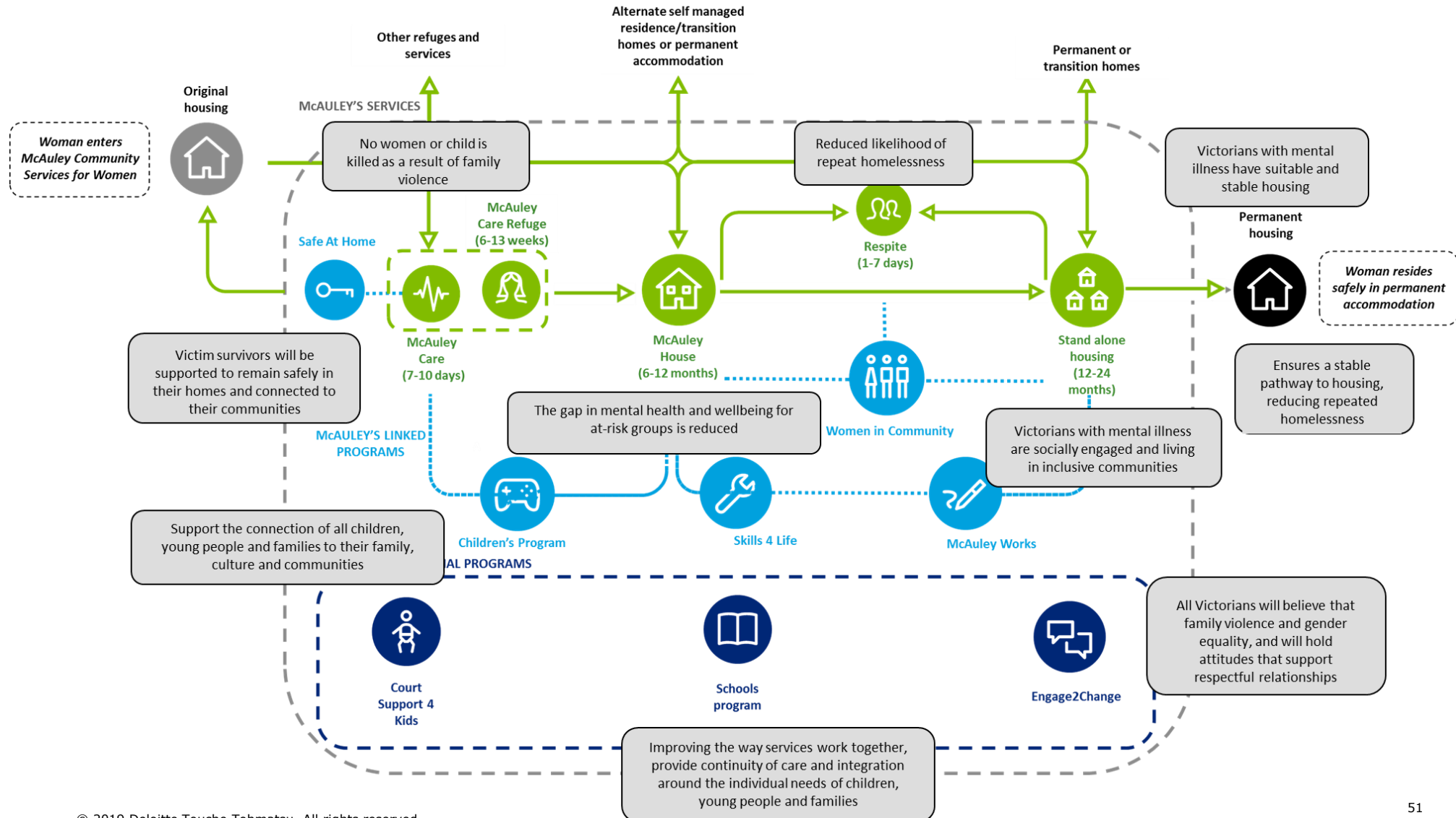


Number of women and children living safely and independently in permanent or standalone housing

*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



# A2

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## Appendix - References

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