



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

McAuley Community Services for Women

October 2019

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# Glossary

Term/Acronym	Definition
Family violence	Violence committed by a member of the family, a de-facto partner or an intimate partner
Homeless/homelessness	Living in insecure or inadequate housing (including sleeping on the streets, in a car or couch surfing)
McAuley	McAuley Community Services for Women
SROI	Social Return on Investment
The Royal Commission	Royal Commission into Family Violence

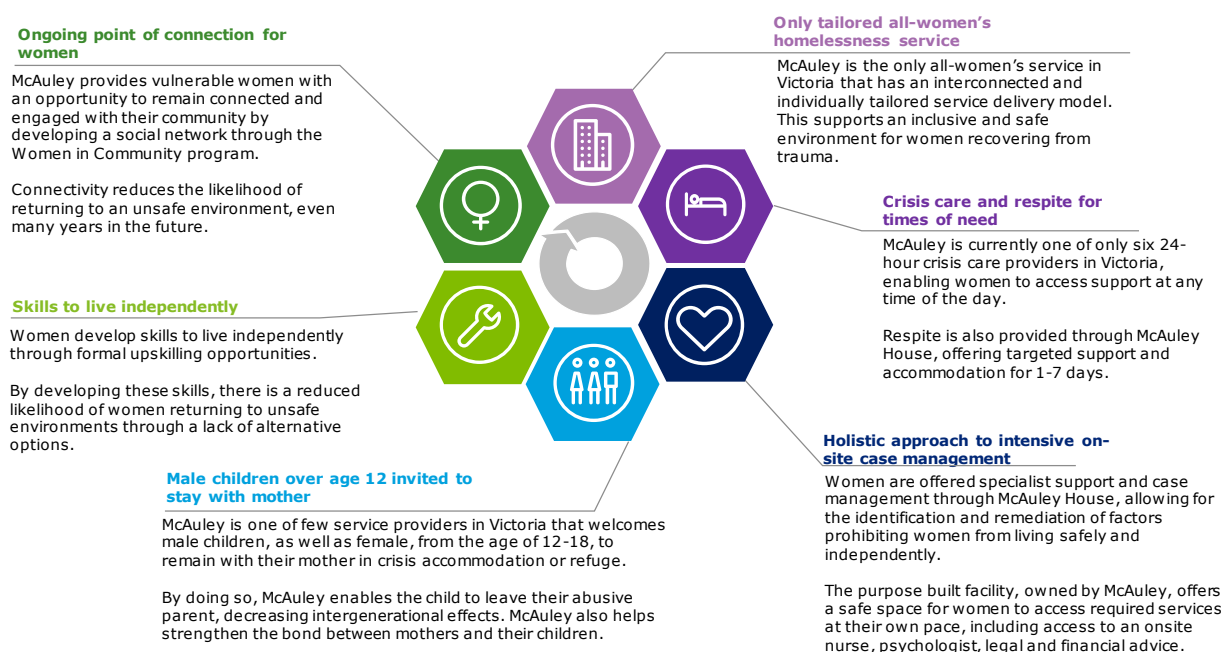
# Executive summary

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

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

The services delivered by McAuley aim to provide immediate safety and support for women and children in times of crisis, as well as to create enduring solutions to family violence and homelessness through investing in holistic and long-term interventions that reduce the likelihood of women returning to unsafe living arrangements. McAuley's understanding of their unique value offering is described in the diagram below.

Figure 1.1: McAuley's success factors



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

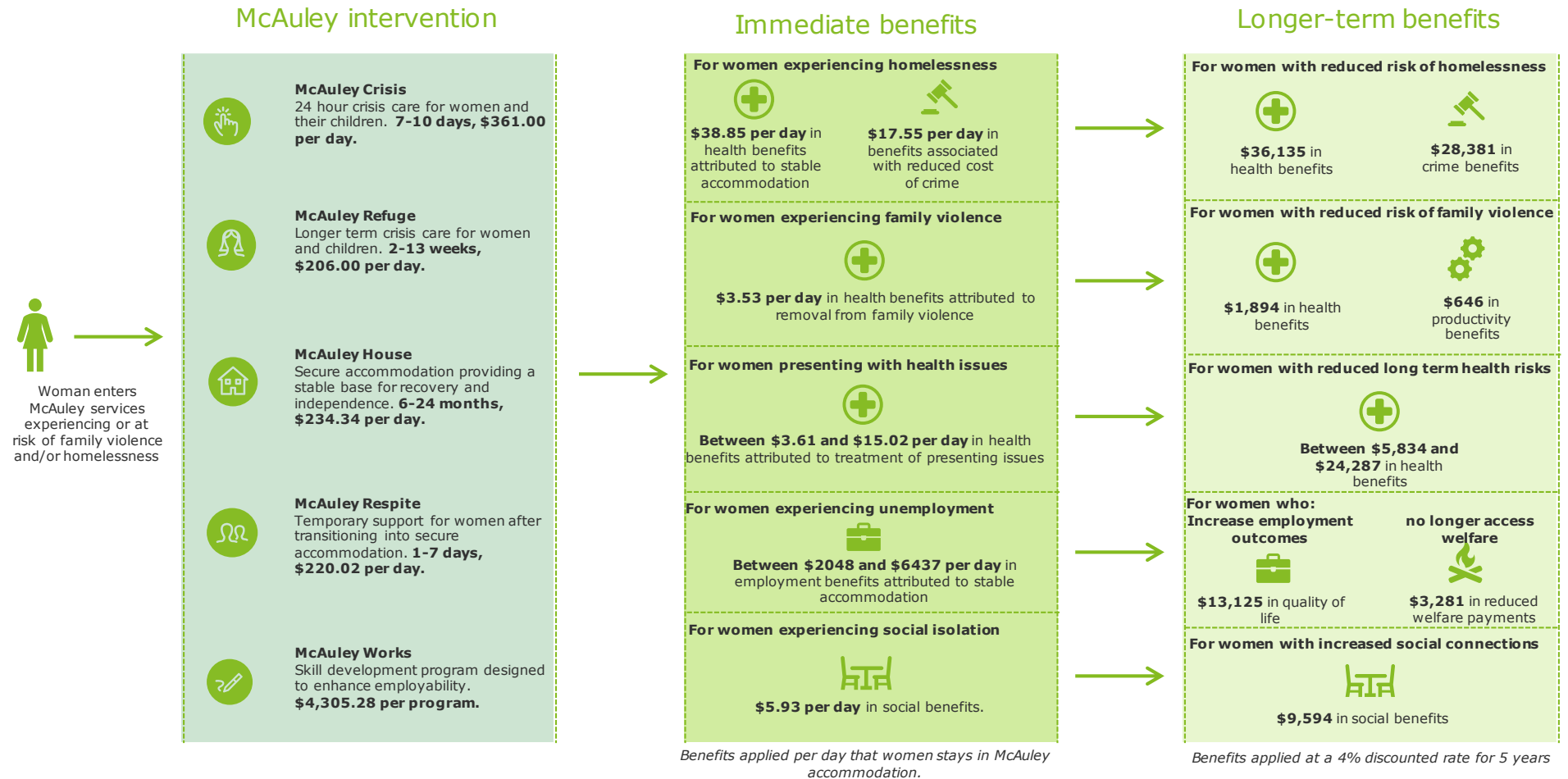
Drawing on 30 in-depth case study examples of women who have engaged with McAuley's services, this report estimates the Social Return on Investment (SROI) associated with the services McAuley provides across a range of complex client types.

## Social Return on Investment

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

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

Figure 1.2: Overview of SROI inputs and attribution



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

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

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

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

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

### Key findings of the SROI analysis

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

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

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

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

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

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

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

### Using SROI going forward

McAuley has committed to a long-term evaluation strategy in order better understand the impact of the organisation's services, for specific types of clients, and where impact can be enhanced. This

robust evaluative approach aims to increase transparency of social impact for service funders, increase organisational efficiency and effectiveness, inform the continually growing evidence base of 'what works' in homelessness and family violence and – most critically – improve outcomes for women and children.

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

**Deloitte Access Economics**

# 1 Introduction

McAuley Community Services for Women (McAuley) has engaged Deloitte Access Economics to estimate the social return on investment (SROI) of the services they provide to women who have experienced, or are at risk of experiencing, family violence and homelessness.

The purpose of this SROI is to assist McAuley in communicating the value their services create for the women they support, government and broader society. This study has utilised a case study based approach, in which the social and economic benefits associated with 30 women who have engaged with McAuley over the past year have been analysed and monetised.

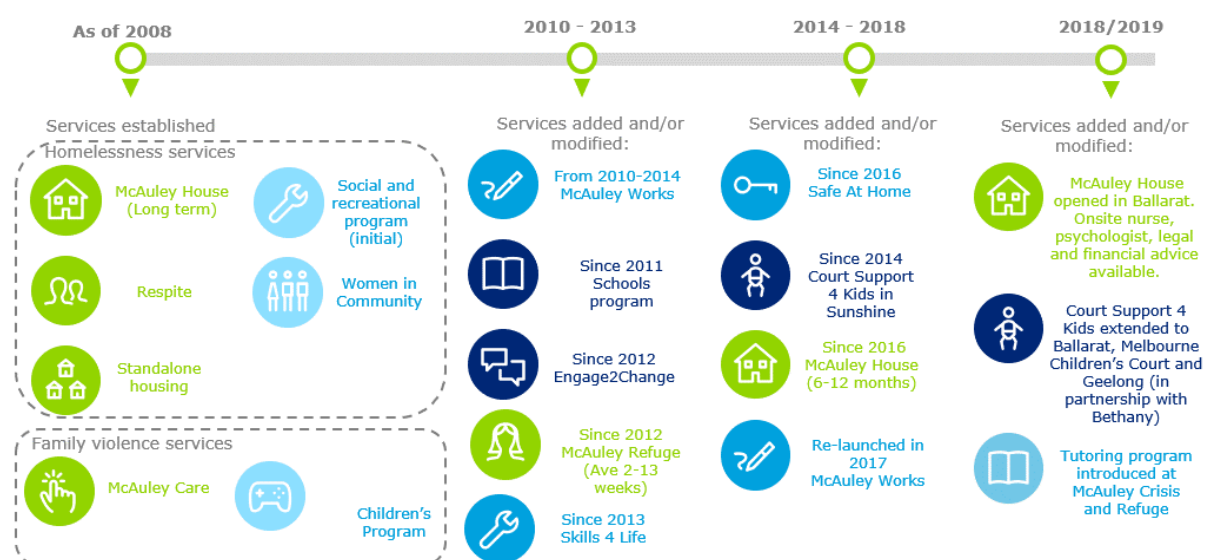
It is intended that the methodology employed by this study will continue to be used by McAuley, supporting ongoing understanding and strengthening of the value of the organisation's services.

## 1.1 McAuley Community Services for Women

McAuley provides integrated and holistic support to vulnerable women and children experiencing, or at risk of experiencing, family violence and/or homelessness. The organisation was formed in 2008 to expand upon the service offerings provided by the Sisters of Mercy to women and children.<sup>1</sup>

Since establishment, the organisation has evolved in breadth and depth to offer a wide variety of programs, as illustrated in Figure 1.1 below.

Figure 1.1: McAuley service offerings



Source: Deloitte Access Economics, 2019

McAuley's vision that "women and children are safe, supported and empowered to achieve their highest potential: all home safely," supports an objective to provide sustainable solutions to family violence and homelessness through innovative and integrated service offerings.<sup>2</sup> In pursuing an end to violence and homelessness, McAuley's services are personalised through case-management

<sup>1</sup> (McAuley Community Services for Women, 2019b)

<sup>2</sup> (McAuley Community Services for Women, 2019a, p. 4)



that aims to support women and their children to develop the means to live safely and participate in society without fear.<sup>3</sup>

With this objective in mind, the case study approach utilised in this report seeks to capture the variety of services available to meet the unique needs of each client, and the costs and benefits associated with this model.

McAuley Care, McAuley House and McAuley Works are the accommodation and support services that form the primary focus of the SROI analysis. Each of these services is described in further detail below.

### 1.1.2 McAuley Care



McAuley Care provides a safe, welcoming environment for women and their children escaping a crisis due to family violence. The service is open 24 hours, 7 days a week and is specifically designed to support women who have experienced, or were at immediate risk of, harm through physical and emotional violence, threats, sexual assault or stalking. McAuley Care provides secure and immediate accommodation as well as practical assistance in relation to housing, legal, financial and medical matters. A children's program also provides a safe environment for women and their children to reconnect through learning and play.<sup>4</sup>

Women requiring immediate accommodation, between 7-10 days, reside in McAuley Crisis. For longer-term temporary care, between 2-13 weeks, they reside in McAuley Refuge.<sup>5</sup>

### 1.1.3 McAuley House



McAuley House is a unique service that supports women who have experienced homelessness in developing the skills and confidence necessary to live safely and independently. Secure accommodation provides a stable base in which they can start to establish and rebuild connections, recuperate, access training and find employment as needed. Each woman is supported by staff who are trained and experienced in dealing with the difficulties associated with family violence, mental illness and homelessness. This ensures that recovery and independence can be sustained to ensure long-term success.<sup>6</sup>

The services offered under McAuley House include:

- A community of support to foster recovery,
- A women-only space in which support is provided 24 hours each day,
- Case management for each individual to promote sustainable, holistic recovery and access to permanent housing,
- Social and recreational activities to build connections and celebrate important events,
- Programs designed to build confidence, self-esteem and motivation,
- Onsite referrals to access health, legal and financial services,
- Education support through McAuley Works and vocational training access.<sup>7</sup>

Women who transition out of McAuley House are welcome to come back to the house for social lunches, offering a point of continual social connection beyond the conclusion of their stay.

McAuley's Respite also enables women to return to McAuley House to receive temporary support after they have transitioned into their own accommodation. This initiative is designed to help women in maintaining long-term, sustainable wellbeing, ensuring they are supported with the ongoing challenges associated with overcoming physical and mental health, employability and family violence.<sup>8</sup>

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<sup>3</sup> (McAuley Community Services for Women, 2019a)

<sup>4</sup> (McAuley Community Services for Women, 2019a)

<sup>5</sup> (McAuley Community Services for Women, 2019a)

<sup>6</sup> (McAuley Community Services for Women, 2019a,c)

<sup>7</sup> (McAuley Community Services for Women, 2019a)

<sup>8</sup> (McAuley Community Services for Women, 2019a,c)

#### 1.1.4 McAuley Works

The McAuley Works program helps women who have experienced family violence, homelessness or mental health issues to find and maintain employment. Women registered in this program receive personalised support in developing vital skills to increase their confidence and enhance their employability. The services include:

- Referrals (e.g. to external education providers),
- Resume assistance,
- Job searching,
- Training and preparation for interviews,
- Acquiring work experience,
- Post placement support to promote long-term, sustainable employment.<sup>9</sup>

#### 1.2 Where McAuley expects to generate value

Both family violence and homelessness present enduring challenges to Australian women. According to the Australian Bureau of Statistics Personal Safety Survey, approximately 17% of women experience violence from a cohabiting partner, with 1.5% of women experiencing violence in the last 12 months. This rate is comparable to the rate of violence in Victoria, and reflects that approximately one in six women will experience family violence.<sup>10</sup>

According to the Royal Commission into Family Violence (The Royal Commission), individuals who identify as Aboriginal and/or Torres Strait Islander are 6.5 times more likely to be a victim of domestic violence, and 34.2 times more likely to be hospitalised as a result. Women with disabilities and from culturally and linguistically diverse backgrounds are also likely to be at greater risk and experience barriers in accessing suitable refuge accommodation that meets their needs.<sup>11</sup>

The Royal Commission found that Victoria's 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. It also found that service gaps exist in relation to after-hours care and individualised support for long-term impacts.<sup>12</sup> With an increased number of incidents being recorded, greater strain is being placed on the systems and services that support victims in reporting and overcoming violence in Victoria. This is reflected in police and magistrate court records.<sup>13</sup>

Homelessness is one of the primary impacts of family violence, with 72,000 women in Australia seeking homelessness services in 2016-17 due to family violence. According to the Department of Health and Human Services (2018) there are 1,100 people sleeping rough each night in Victoria and the number of people experiencing, or at risk of experiencing, homelessness is increasing. This places greater pressure on homelessness services as an estimated 105,287 people accessed services in the state during the 2016 financial year, 22% more than estimated four years prior.<sup>14</sup>

Due to the need for effective crisis intervention, in 2018 the Victorian Department of Health and Human Services expressed a commitment to greater integration and coordination of services addressing homelessness. The Department aims to prevent the lasting impacts that homelessness can have on physical and mental health, as well as social and economic participation.<sup>15</sup>

In this context, understanding the drivers of effective service delivery and the factors which provide the most sustainable and enduring solutions is becoming increasingly critical. This study seeks to understand the relative value of McAuley's services through a return on investment approach.

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<sup>9</sup> (McAuley Community Services for Women, 2019a)

<sup>10</sup> (ABS, 2017)

<sup>11</sup> (RCFV, 2016a)

<sup>12</sup> (RCFV, 2016b)

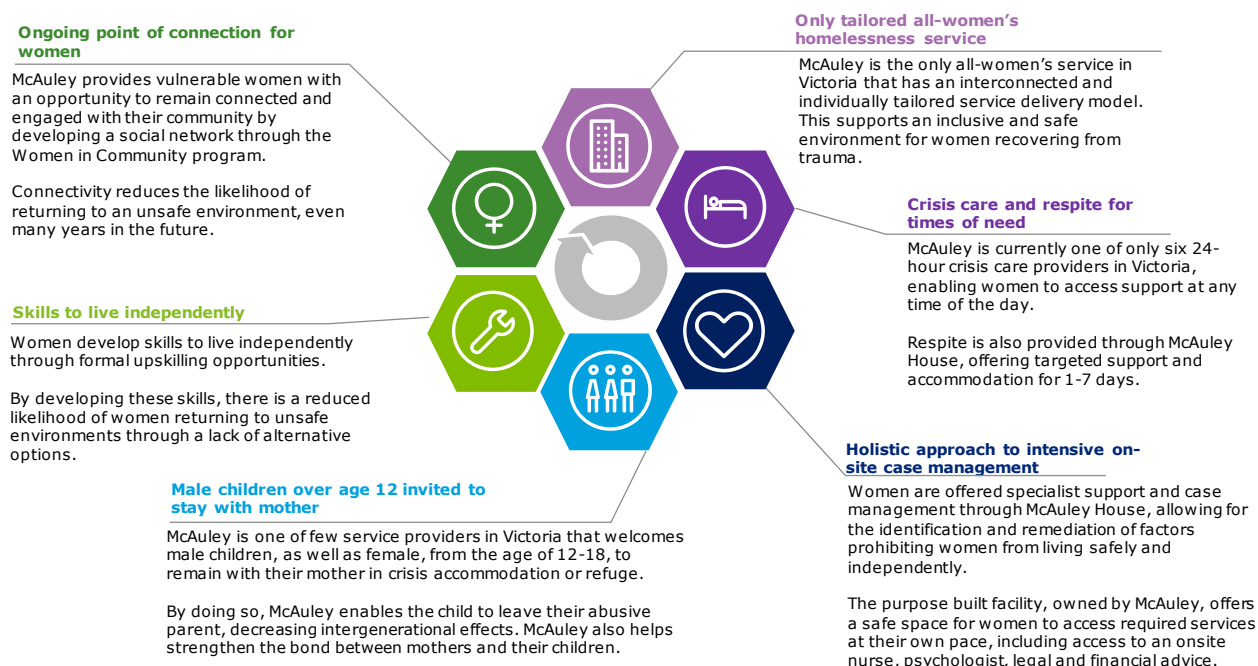
<sup>13</sup> (RCFV, 2016a)

<sup>14</sup> (Witte, 2017)

<sup>15</sup> (Department of Health and Human Services, 2018)

The distinct elements of McAuley's service offering which aim to generate these enduring solutions, as articulated by McAuley, are summarised in the following diagram.

Figure 1.2: McAuley's Success Factors



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

### 1.3 Structure of this report

The remainder of this report is structured as follows:

**Chapter 2: Methodology** This chapter provides an overview of the systematic approach used to identify the services each woman engaged with at McAuley and derive the short-term and long-term benefits associated with each intervention, across the 30 case studies.

**Chapter 3: Monetising the Benefits** This chapter outlines how monetised estimates of each of the identified benefits attributable to McAuley's intervention were derived. This includes descriptions of the evidence underpinning the calculation approach.

**Chapter 4: Case Studies** This chapter presents SROI estimates associated with McAuley's intervention across each of the 30 case studies.

**Chapter 5: Conclusion** This chapter presents a summary of the key findings emerging from the SROI analysis and discusses implications for McAuley and the social services sector more broadly.

## 2 Methodology

A SROI approach has been utilised to provide a valuation of the economic and social benefits accruing as a result of services provided by McAuley. Specifically, 30 case studies – each providing a real-life overview of a woman’s engagement with McAuley – were analysed, and McAuley’s intervention in the life of each women valued in accordance with a consistent methodology.

The key stages of the process are illustrated in the following diagram and discussed in further detail below.

Figure 2.1 Methodological approach to calculating each SROI



Source: Deloitte Access Economics, 2019

### 2.1 Selection of case studies

The 30 case studies used to form the basis of this analysis were chosen by McAuley, with detailed, de-identified data pertaining to each individual’s engagement with McAuley provided.

The demographics of the women selected for the 30 case studies, as compared to the client population serviced over FY18-19 in Table 2.2, indicates that the sample of case studies provided are broadly representative of McAuley’s wider clientele in terms of age and women who have experienced homelessness.

It is noted, however, that the average stay of the 30 case studies selected is longer than the average length of stay experienced across the McAuley House population. This is to be expected, as case studies were chosen on the basis of significant engagement with McAuley. However, given the complexity of clients and extent of engagement with McAuley is on average higher for case studies than for the McAuley House population, care must be taken in the generation of broader inferences regarding McAuley’s impact as based on individual case study SROIs.

Table 2.1: Case study representativeness

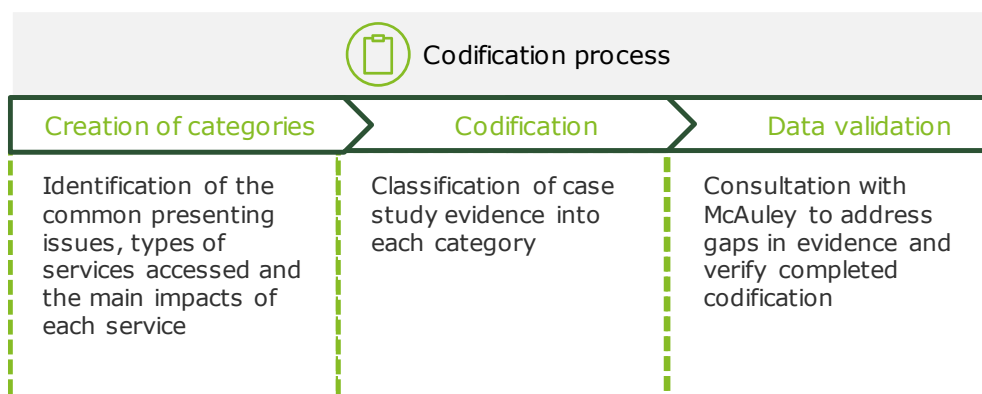
Indicators	McAuley House population FY18-19	SROI case studies*
Average age	43 years	44 years
Average stay	244 nights	533 nights
Experienced/at risk of homelessness	76% of women	82% of women represented in case studies
Experienced family violence	59% of women	86% of women represented in case studies

\* Note that while the majority of SROI case studies attended McAuley House some did not, so direct comparisons must be used with caution.

## 2.2 Identification and codification of costs and benefits

To ensure that the identification of costs and benefits, as well as the monetisation of benefits, was applied consistently across each case study, each cost and benefit was codified. This process followed these steps:

Figure 2.2 Process for codifying costs and benefits



Source: Deloitte Access Economics, 2019

In the first instance, each case study was carefully analysed, and common themes were identified in accordance with (1) presenting issues experienced by women; (2) services received; (3) identified short term benefits; and (4) potential longer-term benefits. The identification of benefits emerging from the case studies was tested and validated through the findings of a literature review pertaining to the general benefits associated with interventions for women experiencing homelessness or family violence.

During this process, careful consideration was also given to the level of granularity needed to capture the specific services provided and the variety of benefits each could provide. For example:

- presenting health issues were differentiated into mental and physical issues as the type of treatment and potential costs of not intervening for each type differs,
- health support was allocated two categories, including 'referral' and 'in-house' support to distinguish the level of care provided and the support already captured in McAuley's operating costs (i.e. from an on-site nurse/psychologist or external providers), and
- alcohol and drug dependency alleviation was separated from alleviation of other physical/mental health issues as the impact of such issues may have a different economic bearing.

Following the establishment of a comprehensive list of presenting issues, services received, and potential benefits accrued, each case study was assessed against the identified categories. The categories that were used in this codification are summarised in the diagram below.

Figure 2.3 Codification categories used across each case study

 Codification categories		
Presenting Issues	Services	Impact
<ul style="list-style-type: none"> <li>• Family violence</li> <li>• Homelessness</li> <li>• Mental health</li> <li>• Physical health</li> <li>• AOD abuse/usage</li> <li>• Social isolation</li> <li>• Unemployment</li> </ul>	<ul style="list-style-type: none"> <li>• McAuley accommodation</li> <li>• Case management</li> <li>• Material aid</li> <li>• Social and recreational support</li> <li>• Health treatment</li> <li>• Longer-term accommodation support</li> <li>• Employment support</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced possibility of family violence</li> <li>• Transitioned into secure accommodation</li> <li>• Improved mental/physical health outcomes</li> <li>• AOD alleviation</li> <li>• Increased social connection</li> <li>• Improved employment outcomes</li> </ul>

Source: Deloitte Access Economics, 2019

While this codification process seeks to ensure that all services and their subsequent benefits were captured consistently across the case studies – there are also a number of unique or intangible benefits that were not included in the codification process but still provide important insight into the value created by McAuley’s services. This included:

- assistance with legal and immigration issues,
- family reunification,
- support gaining a qualification, and
- providing access to financial assistance services.

Where a benefit has been identified but not monetised, the benefit has been discussed qualitatively in the presentation of the case study.

### 2.3 Monetisation of the costs and benefits

The costs of McAuley’s intervention for each case study was calculated on a per night or per program participation for each woman. Given McAuley’s model is based on accessible support for the variety of complex needs experienced by women in situations of family violence and/or homelessness – costs were not differentiated based on the nature of a woman’s presenting issues. Rather, a uniform cost per night of accommodation was applied – recognising the fact that women could choose to engage in the variety of supports provided by McAuley on site, or not.

The per night/per program costs applied across McAuley’s services are provided in the table below.

Table 2.2: McAuley intervention costs

McAuley intervention	Cost
McAuley Crisis	\$488.07 per day
McAuley Refuge	\$196.15 per day
McAuley House	\$234.34 per day
McAuley Respite	\$220.02 per day

McAuley Works

\$4,305.28 per woman participating in program

Monetisation of the benefits associated with McAuley's interventions was informed through secondary research. A literature review was conducted to inform, using the best available evidence, the appropriate methodology for valuing the social benefits accrued. In almost all cases, literature was utilised to create a value per benefit, and this was applied to women in accordance with the evidence of the nature of benefits accruing to each case study. A detailed explanation of the calculation of benefits is provided in chapter 3.

It is important to note that the value of benefits relies on the establishment of a counterfactual scenario – that is, an assumption pertaining to the probable outcome for each woman in the event that McAuley did not intervene. Literature was used to inform the counterfactual scenario in relation to each identified benefit. In this, it has been assumed that each woman continues to experience the issues they presented with upon engaging McAuley.

## 2.4 Estimating the SROI for each case study

Following the establishment of the cost of services delivered to each woman (estimated on a per night or per program basis), and the monetised value of any benefits accrued (expressed as a net present value (PV) in 2019 dollars) – an SROI for each woman was calculated.

The calculation used to estimate each SROI is provided below.

$$\frac{\text{PV of accumulative benefits attributed to McAuley's intervention}}{\text{PV of total costs incurred for service provision}} = \text{SROI for each case study}$$

The SROI has been calculated on the basis of the value of all benefits being weighted equally. However, a discussion as to how benefits accrue across different stakeholders (including individuals, governments or broader society) has also been included for each case study.

# 3 Monetising the benefits

This chapter presents monetary estimates of McAuley's social and economic impacts, including a detailed description of the qualitative and quantitative evidence used to support the valuation of each benefit, and how any overlap between benefits has been accounted for.

A summary of the identified and monetised benefits associated with the services McAuley provides to women who have experienced family violence and/or homelessness is presented in Figure 3.1 on the following page. The benefits have been separated into two categories, 'immediate benefits' and 'longer-term benefits', as described below:

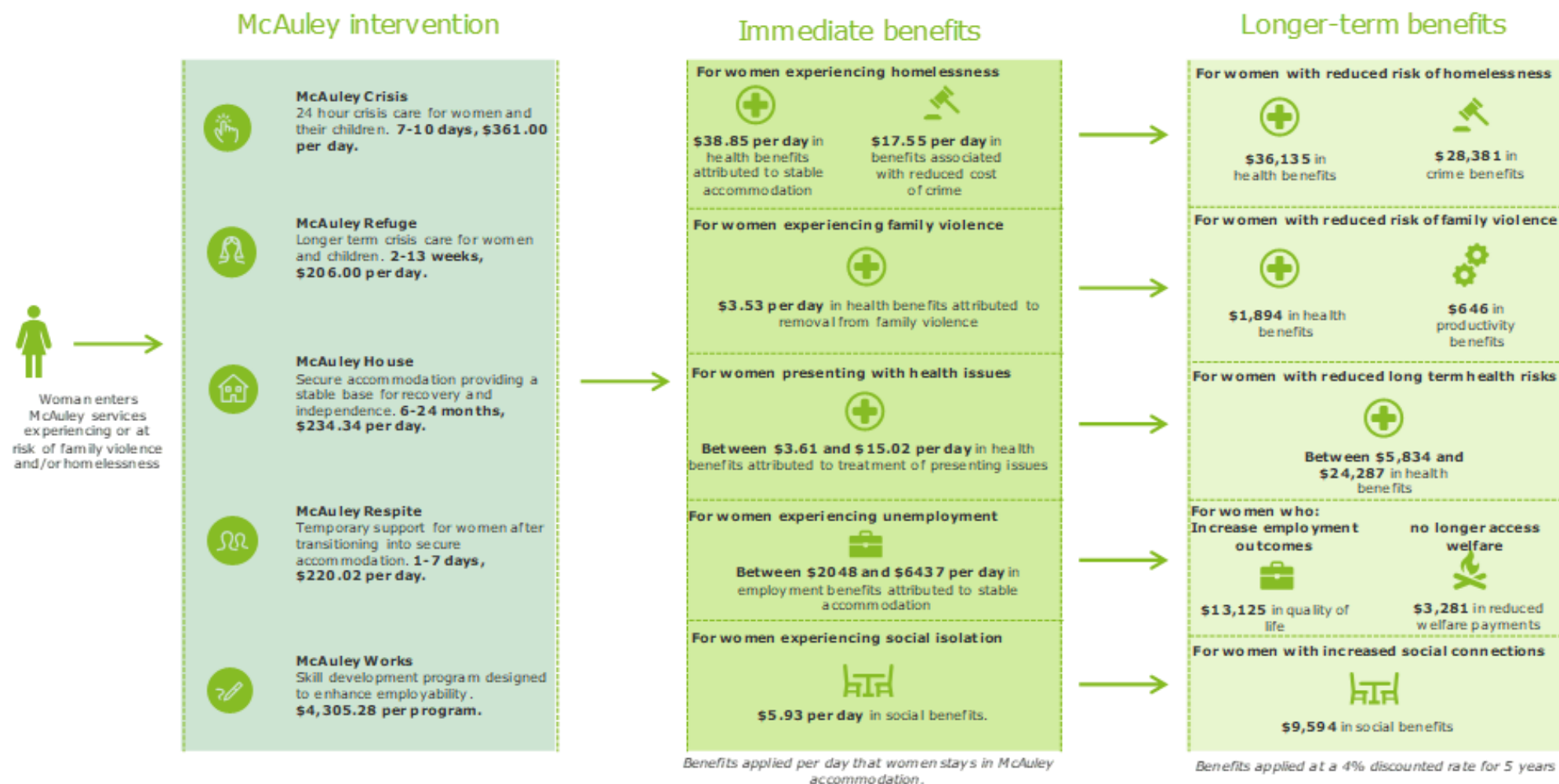
- **Immediate benefits:** the benefits women receive while residing in McAuley accommodation or participating in McAuley Works. These benefits can be attributed with a high degree of certainty.
- **Longer-term benefits:** the benefits, attributable to McAuley intervention, that women experience after departing McAuley intervention. These benefits are only applied to women who reside with McAuley for longer than 6 months. For each longer-term benefit, the length of time with which McAuley's intervention can reasonably be assumed to result in a benefit accruing has been estimated and included in a quantification of the benefit – with a 4% discount rate applied<sup>16</sup>.

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<sup>16</sup> Consistent with Victorian Department of Treasury and Finance guidelines on social discount rates for health or social policy interventions.



Figure 3.1 Monetary values of benefits derived from intervention



Source: Deloitte Access Economics, 2019

### 3.1 Health benefits

#### 3.1.1 McAuley's impact on health

This SROI considers McAuley's impact on health across 3 domains: (a) the health benefits associated with reduced exposure to family violence; (b) the health benefits associated with reduced exposure to homelessness; and (c) the health benefits associated with the treatment of specific health issues.

##### a. Health benefits associated with reduced exposure to family violence

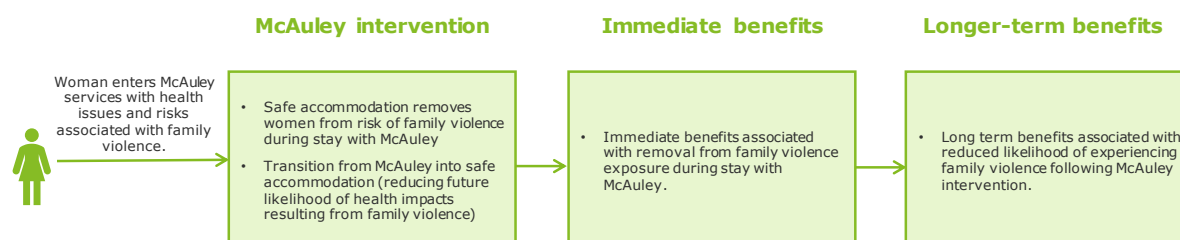
Many health issues are attributable to family violence. According to the Australian Burden of Disease Study (AIHW, 2016), physical or sexual violence from a cohabiting intimate partner contributes to 3.3% of the total disease burden in women.

McAuley reduces the impact family violence has on women's health through the provision of safe accommodation that enables women to remove themselves from immediate exposure to family violence. Through comprehensive case management, women are able to engage in risk management planning to mitigate the risk of future family violence incidents. They are also supported in transitioning into longer-term, stable accommodation.

As such, McAuley's intervention not only promotes women's health and wellbeing for the period in which they reside at McAuley, but it also lays the foundation for women to maintain increased health and wellbeing after departure. It is therefore reasonable to assume that a proportion of the lifetime costs, including premature death and disability, will be avoided due to this intervention (Access Economics, 2004; AIHW 2014, 2018).

The impact of McAuley's intervention on women's health, as it relates to family violence, is illustrated in Figure 3.2 below:

Figure 3.2: Impact of McAuley intervention on health (as related to family violence)



Source: Deloitte Access Economics, 2019

##### b. Health benefits due to reduced exposure to homelessness

Health issues associated with homelessness are often chronic, especially since a lack of suitable accommodation means individuals are more susceptible to illness (Steen 2018; Witte, 2017). The types of health issues experienced by people who are homeless include poor nutrition, dental, mental health and AOD issues (MacKenzie, 2016). In addition, there is increased prevalence of attempted suicide and non-suicidal self-injury (National Mental Health Commission, 2012).

Hygiene is also likely to be compromised for those experiencing homelessness due to poor sleeping conditions and a lack of sufficient facilities. Evidence indicates that approximately 28% of people experiencing homelessness do not shower daily (Leibler et al., 2017). This can contribute to a number of diseases, such as ectoparasite infestation (lice and scabies) (Brouqui & Raoult, 2006).

People experiencing homelessness consume more health services on average than people with stable accommodation (Witte, 2017). In addition, individuals experiencing homelessness tend to seek hospital and inpatient care, rather than obtaining care from other medical services that are less likely to supply overnight accommodation. As such, health issues associated with

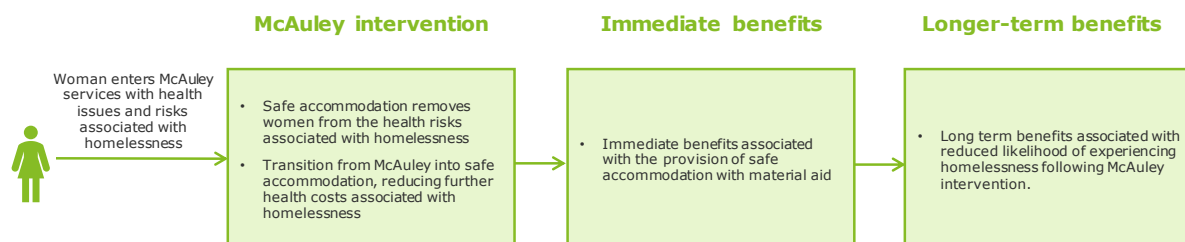
homelessness are costly to the public health system (Witte, 2017). Through the provision of safe accommodation, McAuley's activities aim to reduce the impact of these health issues – both for the individuals experiencing homelessness, and on society through an eased burden on the public health system.

McAuley seeks to address the health issues associated with homelessness proactively with intervention that leads to both immediate benefits (which women receive whilst residing at McAuley) and longer-term benefits (which women experience after departing). This is through the activities listed below.

- McAuley transitions women into stable permanent housing when they leave McAuley – including rental accommodation or social housing.
- McAuley aims to reduce long-term exposure to family violence through risk management planning.
- McAuley provides ongoing support for women after they leave McAuley – including a point of social connection, outreach services and a respite bed, reducing the probability that women will reach crisis point before engaging with services.
- McAuley provides material aid (food and personal hygiene products) that support hygienic practices and a healthy diet.
- McAuley provides educational opportunities that are available to women in the house, such as cooking lessons and guidance through case management.
- McAuley case management assists women in reducing further incidence of homelessness through risk planning and support in transitioning into stable, secure accommodation.

The impact of McAuley's intervention on women's health, as it relates to homelessness, is illustrated in Figure 3.3 below:

Figure 3.3: Impact of McAuley intervention on health (as related to homelessness)



Source: Deloitte Access Economics, 2019

### c. Health benefits due to treatment of presenting issues

Treatment of health issues should lead to improved wellbeing as the state of one's physical and mental health correlates with overall quality of life. According to Layte et al. (2013), mental health and physical health explains a 4.7% and 2.3% variation in quality of life respectively.

While Layte et al. (2013) did not consider the implications AOD-related issues has on the quality of life, women who presented to McAuley with AOD usage also had mental health issues according to the case study sample provided. Since substance-use disorders are often linked to broader definitions of mental disorders, it is assumed that such issues impact the same 4.7% variation in quality of life as mental health (RANZCP, 2016).

According to the Royal Australian and New Zealand College of Psychiatrists (2016), best practice in health care that supports optimal treatment and coverage of health issues in society can reduce the impact of serious mental illnesses, including comorbidities, by one-third.

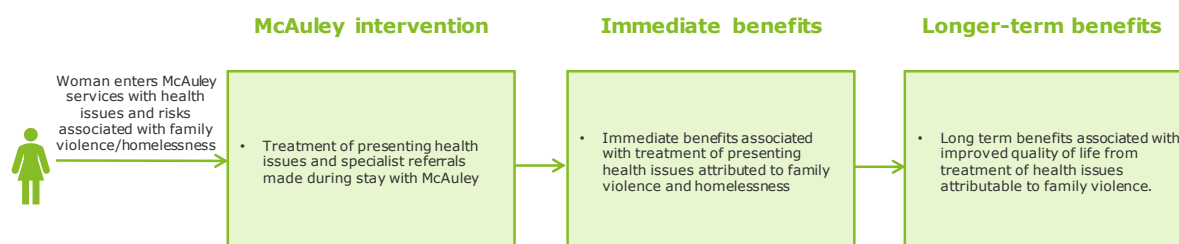
This impact is similar to the reduction in physical health issues that can result from patient-centred care, which refers to a comprehensive approach to enhancing partnerships across healthcare professionals. Patient-centred care is based on open communication, support and respect for individual patient beliefs and values. This approach can lead to reduced health costs as patients become more aware of how to better manage their own health (Delaney, 2018).

McAuley's service offering proactively seeks to address presenting mental and physical health issues through a comprehensive case management approach which directs women to onsite care from nurses and/or psychologists, or external services through referrals. This approach allows women to access the medical services required for effective diagnosis and management of health issues, as well as to engage in risk management planning that is designed to support women in reducing exposure to further family violence incidents.

Due to McAuley's comprehensive approach in supporting women's health, it is reasonable to assume that it leads to similar benefits as optimal treatment and patient-centred care. Therefore, women at McAuley would be assumed to benefit from improved health and overall quality of life as a result of the intervention McAuley provides in treating presenting issues.

The impact of McAuley's intervention on women's health from treatment is illustrated in Figure 3.4 below:

Figure 3.4: Impact of McAuley's intervention on health from treatment



Source: Deloitte Access Economics, 2019

### Accounting for overlap between health issues

From the discussion above, it is evident that McAuley's initiatives to support women in overcoming health issues emerging from family violence and homelessness leads to the following benefits:

- Avoided health costs related to the removal from a situation of homelessness and/or family violence and reduced likelihood of experiencing homelessness or family violence in the future,
- Improved health while residing at McAuley from treatment of presenting health issues,
- Greater longer-term quality of life resulting from the treatment of presenting issues.

As the drivers of health issues presenting in women experiencing homelessness differ from those presenting in women experiencing family violence, the benefits of removing women from situations of homelessness and family violence are distinct and can be monetised separately without risk of double counting benefits.

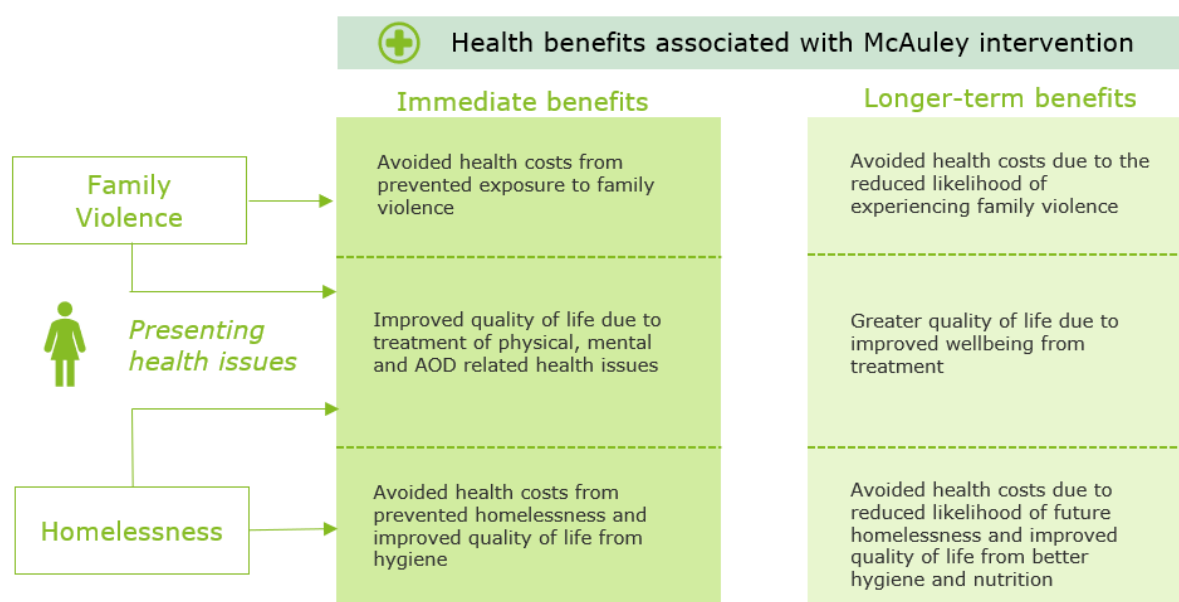
However, the treatment of health issues attributable to homelessness and family violence – including physical, mental and AOD-related issues – is consistent within McAuley's service offering, regardless of the origin of the health issue. It is also acknowledged that many presenting health issues among the case studies in this report result from a combination of both family violence and homelessness.

As such, the health benefits associated with treatment of presenting issues is most appropriately analysed as a single benefit. As an example, the benefit associated with McAuley alleviating a physical health issue has been valued as the same benefit – regardless of the origin of the physical health issue. Only one physical and/or mental health benefit per woman has been attributed to McAuley, to avoid any double counting of correlated health benefits.

Likewise, the improved wellbeing associated with treatment of health issues can be conceptualised as accruing in the same manner across health impacts generated by homelessness or family violence and has been attributed to case studies only once per health benefit.

A summary of these benefits, which will be monetised, is illustrated in Figure 3.5 below:

Figure 3.5: Summary of health benefits associated with McAuley intervention



Source: Deloitte Access Economics, 2019

### 3.1.2 Monetised health benefits

#### Calculating the immediate health benefits

##### a. Immediate health benefits for women experiencing family violence

The estimated healthcare costs for female victims experiencing family violence in one year equates to \$1,287 per year, per female victim in 2019 (Access Economics, 2004). This estimate is derived from a 2004 study in which total health costs associated with family violence were proportioned across the number of female and male victims that had experienced violence in the last 12 months. It therefore represents an average cost for the healthcare used by one female victim (Access Economics, 2004).

For the period in which women are under McAuley's care, it can be assumed that the costs incurred as a result of family violence incidence are avoided. Thus, the \$1,287 per year, which equates to \$3.53 per day, is an attributable benefit of McAuley's service.

Outcome attribute	Description
Purpose	Prevent continued exposure to family violence, reducing the health costs that result from continued violence
Measure	Daily health savings from providing secure accommodation
Interpretation	The health costs associated with family violence incidence, per victim, represent those avoided from providing safe accommodation that removes women from immediate danger
Data Source	Value of health costs for a female victim (Access Economics, 2004)
Assumptions	Victims would have continued being exposed to risk of family violence, accruing the average health costs related to this issue for the duration in which they reside in McAuley

*The immediate benefit associated with preventing further exposure to family violence is valued at \$3.53 per day. This benefit is applied to each woman who presented to McAuley from a situation of family violence.*

## **b. Immediate health benefits for women experiencing homelessness**

According to a research paper published by Melbourne University in 2017, the average yearly health costs for a person experiencing homelessness was \$8,429 greater than unemployed individuals who resided in accommodation (Witte, 2017). This equates to \$8,733 in 2019, adjusted for inflation. As such, the provision of safe accommodation to a woman experiencing homelessness avoids the accumulation of such health costs. This reflects a benefit of \$8,733 per year, or \$23.93 per day.

In addition, research indicates that a personal utility gain is associated with regular bathing (Rosengard et al., 2008). The relative risk of poor or very poor self-reported health associated with people who never or seldom shower is 1.6 (Pedersen et al 2011). These categories represent 4 and 5 on a 5-point scale ranging from very good to very poor. Since there is not a direct conversion available to a quality of life score, a 10% change in quality of life has been estimated to represent the utility gain associated with improved hygiene. Applying this figure to a statistical value of a life year in 2019 (\$194,437) provides a monetised benefit of \$19,444.

This increased value in quality of life must be adjusted to reflect the likelihood that a woman entering McAuley has very poor or poor hygiene. It is noted that the experience of women entering McAuley house differs from that of the average person experiencing homelessness, as women are more likely to rely on couchsurfing or unstable housing rather than 'sleeping rough'. However, in the absence of a more appropriate hygiene proxy, and noting that the likelihood of homelessness equating to a lack of access to bathing facilities is incorporated into the calculation, this method has been utilised.

Leibler et al. (2017) research findings indicate that 28% of homeless people do not shower on a daily basis. Thus, there is a 28% chance that women residing at McAuley will benefit from greater access to hygiene facilities. This means that on average, women would experience an improvement in quality of life by \$5,444.24 per year, or \$14.92 per day.

As such, the total immediate health benefits associated with removing women from an experience of homelessness can be understood as the health benefit associated with a stable bed (conceptualised as health costs avoided), plus the benefit associated with increased access to hygiene activities (conceptualised as increased quality of life).

Outcome attribute	Description
<b>Purpose</b>	Prevent continued exposure to homelessness, reducing the health costs that result from a lack of stable accommodation
<b>Measure</b>	Daily health savings from providing one bed in safe accommodation in addition to improved quality of life associated with regular bathing
<b>Interpretation</b>	These savings represent the costs that are avoided by government as a result of McAuley providing secure accommodation to one homeless person, as well as the benefits to an individual associated with improved quality of life associated with improved hygiene
<b>Data Source</b>	Health costs avoided associated with the provision of one bed in safe accommodation to a homeless person (Witte, 2017) Literature to inform assumptions regarding the impact of showering on health (Pedersen et al, 2011)

Value of a statistical life year (Department of Prime Minister and Cabinet, 2014)

#### Assumptions

Women would continue to remain homeless for the length of time they stay with McAuley  
 The improved quality of life attributed to improved hygiene is considered separately to the benefit associated with health costs avoided  
 On average, 28% of women experiencing homelessness do not shower regularly due to limited access to showering facilities  
 The average extent to which people experiencing homelessness do not shower indicates the scale of impact of providing facilities  
 Showering is sufficient to realise health benefits related to improved hygiene  
 Avoiding poor or very-poor self-reported health is equivalent to a 10% increase in quality of life  
 Relative risk of poor or very poor self-reported health, associated with 'never, seldom or only sometimes showering', is 1.6 (Pedersen et al, 2011)

*The immediate benefit associated with preventing further exposure to homelessness is valued at \$38.85 per day, per woman who was found to be experiencing, or was at risk of experiencing, homelessness when entering McAuley*

#### c. Immediate health benefits for women presenting with mental health, physical health and reduced AOD dependency

Evidence indicates that optimal treatment and coverage of health issues can reduce the impact mental illness has by one-third (RANZCP, 2016). This impact is similar to the reduction in physical health issues that can result from patient-centred care, as a 2018 investigation reported that it reduced mortality rates by 65% and emergency calls by 31% (Delaney, 2018).

It can be assumed that the reduction in emergency calls represents the general impact a patient-centred approach can have on general health issues. Thus, we can assume that a comprehensive and personal approach to health management should improve physical and mental health by at least 30%.

As such, it is reasonable to assume that McAuley's comprehensive approach to treatment of health issues can impact the quality of life gained from greater physical and mental health, or reduced AOD dependency by 30%.

The approach to calculating the benefits derived from such intervention is described below.

##### Physical Health

According to Layte et al. (2013), physical health explains a 2.3% variation in quality of life. Since McAuley's intervention is assumed to contribute a 30% gain in wellbeing, the overall improved quality of life from treating physical health issues is 0.68%. Applying this to the value of a statistical life year and adjusting for inflation, this benefit equates to \$1,317 in value of improved quality of life for one year. This equals \$3.61 per day.

##### Mental Health

Evidence indicates that mental health explains a 4.7% variation in quality of life (Layte et al., 2013). Through using the same approach detailed above to adjust for McAuley's impact, women's quality of life is estimated to improve by 1.41%. This equates to \$2,740 in value for one year, or \$7.51 per day.

##### Mental Health in combination with AOD dependency

Since AOD-related health issues were not factored into Layte et al.'s (2013) investigation into factors that influence quality of life, it is assumed that such issues impact the same 4.7% variation



in quality of life as mental health. This is because substance abuse is often linked to broad definitions of mental disorders (RANZCP, 2016). As all women who entered McAuley with AOD usage/abuse issues also experienced mental health concerns, it is assumed that AOD contributed to, or exacerbated, these issues.

The disability average weightings for alcohol-use disorders and drug-use disorders combined are approximately 52% greater than the average weightings for depression and anxiety combined (RANZCP, 2016). It is therefore reasonable to assume that for the women who experience AOD issues in combination with mental health issues, treatment will have a greater impact on quality of life than those who purely experienced mental health issues.

To account for this, the \$2,740 attributed to improved quality of life from mental health treatment can be inflated by 52%. This means women who receive treatment for mental health issues, who also present with AOD issues, will benefit from improved quality of life valued at \$4,165 or \$11.41 per day.

Outcome attribute	Description
Purpose	Improve quality of life through treating presenting physical, mental and AOD-related health issues
Measure	Daily improved quality of life attained through treatment of physical and mental health issues and reduced AOD abuse/usage
Interpretation	The treatment provided by McAuley improves women's quality of life by the same extent comprehensive, optimal care has on wellbeing
Data Source	Literature to inform assumptions regarding the quality of life explained by mental and physical health (Layte et al., 2013) Literature to inform assumptions regarding the impact of treatment on health (Delaney, 2018; RANZCP, 2016) Value of a statistical life year (Department of Prime Minister and Cabinet, 2014)
Assumptions	30% of the variation in quality of life, attributable to health, can be explained by McAuley's intervention in providing treatment The proportion of quality of life, explained by mental and physical health, is influenced by treatment The proportion of quality of life explained by mental health can also explain the quality of life that can be impacted by reduced AOD abuse/usage

*The immediate quality of life gain for women receiving treatment for physical health issues while at McAuley is valued at \$3.61 per day*

*The immediate quality of life gain for women receiving treatment for mental health issues while at McAuley is \$7.51 per day*

*The immediate quality of life gain for women receiving treatment for both mental health issues and AOD abuse/usage while at McAuley is \$11.41 per day*

## Long-term benefits

### a. Longer-term benefits for women experiencing family violence

The lifetime health costs associated with family violence includes premature death and disability. The burden these costs place on victims, perpetrators and society is estimated to be \$28,041 per victim in 2019 (Access Economics, 2004; Appendix A).



Since the average age of women at McAuley House is 43 years, it is assumed that lifetime health costs associated with family violence will span across an expected remaining life of 42 years (AIHW, 2019). For the purposes of this study, the longer term health benefits associated with a reduced likelihood of returning to a family violence situation can be attributed to McAuley for a period of five years following a stay at McAuley for longer than six months. Distributing the lifetime health costs over the expected remaining life, using a discount rate of 4%, it is calculated that the average health costs that apply to women over the next five years is \$6,314.

As women residing at McAuley receive treatment for the health impacts associated with family violence, as well as risk management to prevent future exposure to violence, it is reasonable to assume that a proportion of these longer-term costs will be avoided. Yet since the health impacts of violence can be long-term, even if the incidence of violence is not continued after intervention, there is little evidence to qualify the degree to which treatment can reduce such long-term costs. Therefore, to monetise the benefit McAuley's comprehensive case management approach, the previous identified literature on patient-centred care and optimal healthcare can be applied.

Since an intensive and comprehensive approach to managing health issues is associated with reducing mortality rates by 65% and other issues by 30%, we can conservatively assume that treatment can impact total lifetime costs by 30% (Delaney, 2018).

As such, the impact of McAuley's intervention on avoided lifetime health costs is valued at \$1,894.

Outcome attribute	Description
Purpose	Reduce the long-term health costs associated with family violence through treatment of health issues and risk planning
Measure	Longer-term health savings from reducing women's exposure to family violence and providing treatment of health issues
Interpretation	The health costs associated with family violence represent costs avoided from providing health treatment and case management
Data Source	Literature to inform assumptions regarding the impact of treatment on health (Delaney, 2018) Value of lifetime health costs associated with family violence (Access Economics, 2004) Average life expectancy for females (AIHW, 2019) Victoria State Government guidance on discount rates (Victoria State Government, 2019)
Assumptions	Victims would have continued to be exposed to family violence, accruing the average lifetime health costs related to this issue  The case management and health treatment provided by McAuley improves women's quality of life by the same extent comprehensive, optimal care can have on wellbeing (reducing health impact by 30%)

*The longer-term benefits associated with McAuley's intervention in reducing exposure to family violence and treating health issues is \$1,894 per woman who experienced family violence prior to entering McAuley*

## **b. Longer-term benefits for women experiencing homelessness**

As McAuley not only transitions women into stable housing upon exit of McAuley, the McAuley model prioritises finding stable housing solutions for women over the long term – including a focus on 'safe at home' strategies, ongoing points of social connection and financial independence.

As such, for any woman staying at McAuley for longer than a six month period, it has been assumed that the benefits associated with reduced exposure to homelessness will continue.

The calculation of longer-term benefits does not include the benefits associated with a stable bed, as it has been assumed that alternative accommodation for women would have been found over the course of the five years. Instead, the benefits have been calculated based on improvements in hygiene and nutrition over time.

### Hygiene

Based on the monetised immediate benefit of treatment established above (\$14.92 per day), a longer-term benefit can be calculated by applying the 4% annual discount rate across 5 years to this daily figure. These calculations are summarised in Table 3.1.

Table 3.1: Longer-term monetised hygiene benefits

Support received	Immediate benefit (yearly value)	Longer-term benefit (5-year value based on a 4% discount rate)
Hygiene	\$5,444	\$24,124

### Improved quality of life due to nutrition

Evidence indicates that an improved diet can save quality of life years. An evaluation of the New York State Expanded Food and Nutrition Education Program (Education Program) found that the value attributed to improved quality of life from a better understanding of nutritious food was \$8,548 USD in 2008 (Dollahite, Kenkel & Thompson, 2008). When converted to Australian dollars and adjusted for inflation, this is \$12,011 in 2019.

While this intervention is different in nature to the support McAuley provides, it can be assumed that the estimated impact is equivalent. The nutrition lessons provided by the Education Program, being a minimum of 6 lessons, support participants in improving their diet (Dollahite, Kenkel & Thompson, 2008). McAuley achieves this through the provision of meals, comprehensive case management and opportunities for women to be involved in a cooking program designed to equip women with the knowledge and skills for healthy eating. Therefore, the education benefits are likely to be similar for overall wellbeing.

As a result, the full \$12,011 lifetime benefits associated with improved nutrition, as a result of an education program, can be attributed to women that stay with McAuley for longer than six months.

Outcome attribute	Description
Purpose	Improve quality of life through: <ul style="list-style-type: none"> <li>treating physical, mental and AOD-related health issues,</li> <li>providing material aid and transitioning women into accommodation that supports improved hygiene,</li> <li>providing nutritious meals and educational activities.</li> </ul>
Measure	Value of quality of life attained through improved hygiene and nutrition
Interpretation	The monetary value of improved quality of life associated with improved nutrition represents the value of material aid provided by McAuley to support improved hygiene

	The monetary value of the utility gain associated with improved nutrition is indicative of the extent to which McAuley's meals and education activities impact quality of life
Data Source	<p>Literature to inform assumptions regarding:</p> <ul style="list-style-type: none"> <li>the quality of life explained by mental and physical health (Layte et al., 2013)</li> <li>The impact showering has on health (Pedersen et al., 2011)</li> <li>the impact a better understanding of nutrition has on health (Dollahite, Kenkel &amp; Thompson, 2008)</li> </ul> <p>Value of a statistical life year (Department of Prime Minister and Cabinet, 2014)</p> <p>Victoria State Government guidance on discount rates (Victoria State Government, 2019)</p>
Assumptions	<p>McAuley's intervention on hygiene will continue to derive benefits after a woman departs McAuley for at least 5 years</p> <p>The proportion of quality of life, explained by mental and physical health, will continue to be influenced by previous treatment</p> <p>Women experiencing homelessness are less likely to be able to sustain a healthy diet</p> <p>The extent to which educational programs on nutrition impact quality of life indicate the scale of impact McAuley's meals and educational activities have on life</p>

*The longer-term benefit associated with improved hygiene from the material aid provided by McAuley is \$24,124 for a woman who presents as experiencing, or at risk of experiencing, homelessness and stays with McAuley for at least six months.*

*The longer-term benefit associated with a greater understanding of nutrition from the meals and educational opportunities while residing at McAuley is \$12,011 for a woman who presents as experiencing, or at risk of experiencing, homelessness and stays with McAuley for at least six months*

### c. Longer-term health benefits for women presenting with mental health, physical health and reduced AOD dependency

The longer-term benefits resulting from health treatment can be calculated using the same approach as utilised for the short-term benefits. It has been assumed that, given McAuley establishes an independent health plan for each woman, any woman that stays at McAuley for longer than six months will accrue treatment benefits for the next five years. A 4% annual discount rate has been applied across the five years. The calculation for the longer-term health benefits is included in Table 3.2.

Table 3.2: Longer-term monetised health benefits associated with treatment of presenting issues

Treatment received	Immediate benefit (yearly value)	Longer-term benefit (5-year value based on a 4% discount rate)
Physical health	\$1,317	\$5,834

Mental health	\$2,740	\$12,140
AOD and Mental health	\$4,165	\$18,453

Outcome attribute	Description
Purpose	Improve quality of life through treating physical, mental and AOD-related health issues
Measure	Value of quality of life attained through improved health for 5 years
Interpretation	The monetary value of improved quality of life associated with health treatment represents the value of McAuley's case management and onsite support of health issues
Data Source	<p>Literature to inform assumptions regarding:</p> <ul style="list-style-type: none"> <li>the quality of life explained by mental and physical health (Layte et al, 2013)</li> <li>the impact treatment has on health (Delaney, 2018; RANZCP, 2016)</li> </ul> <p>Value of a statistical life year (Department of Prime Minister and Cabinet, 2014)</p> <p>Victoria State Government guidance on discount rates (Victoria State Government, 2019)</p>
Assumptions	<p>McAuley's intervention on health will continue to derive benefits after a woman departs McAuley for at least 5 years</p> <p>The proportion of quality of life, explained by mental and physical health, will continue to be influenced by previous treatment</p>

*The longer-term benefit to a woman who received treatment while at McAuley for physical health issues is \$5,834*

*The longer-term benefit to a woman who received treatment while at McAuley for mental health issues is \$12,140*

*The longer-term benefit to a woman who received treatment for both AOD abuse/usage and mental health issues is \$18,453*

## 3.2 Social benefits

### 3.2.1 McAuley's impact on social isolation

Social participation has been found to influence an individual's overall quality of life (Layte et al, 2013). While increased social connection leads to reduced loneliness, anxiety and depression, it can also enhance wellbeing and reduce an individual's susceptibility to homelessness (Green et al., 2013; Jose & Teng Lim, 2014).

McAuley enables women to engage in social and recreational activities through fostering a supportive and inclusive environment. The purpose-built McAuley House facilities were specifically designed to encourage social connection, whilst providing a place of refuge and recovery. While living there, women are able to engage in celebrations, educational activities and other informal events, such as meals. This is complemented by programs specifically designed to build

confidence, self-esteem and motivation. Support to participate in community events is also provided.

Once women depart, McAuley encourages women to remain connected, providing a support network through weekly dinners, outreach and other social occasions. As such, a women's quality of life is assumed to increase while residing at McAuley and on an ongoing basis.

### 3.2.2 Monetised benefits of increased social participation

#### Immediate benefit of increased social participation

A study conducted by Layte et al. (2013) reports that 3.84% of quality of life is explained by social participation. However, the definition applied to social participation in this study was broad and it is possible to weight the extent to which McAuley influences this proportion of quality of life to more accurately reflect the type and extent of social engagement that occurs within McAuley.

According to Bjørnskov & Sønderskov (2012), involvement in local communities, informal socialisation and cultural activities make up approximately 29% of an average person's definition of social capital. These activities align with McAuley's initiatives to increase social participation. Since there is a correlation between social participation and social capital on quality of life, this percentage (29%) can be applied to reflect the impact McAuley has on improving quality of life (Aminzadeh et al. 2013, and Cox 2002).

The application of Bjørnskov & Sønderskov (2012) and Layte et al. (2013) findings means McAuley's efforts in reducing social isolation, via increasing participation, is expected to improve quality of life by 1.1%. When applying this to the value of a statistical life year, this equates to \$2,165 per year or \$5.93 per day.

Outcome attribute	Description
Purpose	Improve women's quality of life through providing social and recreational activities
Measure	Daily improved quality of life attained through reduced social isolation
Interpretation	The monetary value of the utility gain associated with increased social participation is indicative of the extent to which the social and recreational activities provided by McAuley impact a woman's quality of life.
Data Source	<p>Literature to inform assumptions regarding:</p> <ul style="list-style-type: none"> <li>the proportion of quality of life explained by social participation (Layte et al., 2013)</li> <li>the impact social participation has on quality of life (Bjørnskov &amp; Sønderskov, 2012)</li> </ul> <p>Value of a statistical life year (Department of Prime Minister and Cabinet, 2014)</p>
Assumptions	The extent to which informal socialisation, community involvement and cultural activities impact quality of life years indicate the impact McAuley has on reducing social isolation

*The immediate benefit for women who participate in social and recreational at McAuley is valued at \$5.93 per day*

### Longer-term benefit of social participation

As McAuley encourages women to remain connected to the community, and return to McAuley in the event they experience a future crisis related to family violence or homelessness, it is reasonable to assume the benefits associated with increased social participation continue for at least 5 years after a woman departs.

Given this, the daily benefit estimated above (\$5.93 per day) can be projected across the next five years and discounted at a rate of 4%, for any women that stayed at McAuley for longer than six months. This is summarised in the table below.

Table 3.3: Longer-term monetised benefit of social participation

Support received	Immediate benefit (yearly value)	Longer-term benefit (5-year value based on a 4% discount rate)
Increased social participation	\$2,165	\$9,594
Outcome attribute	Description	
Purpose	Improve women's quality of life through providing social and recreational activities	
Measure	Value of quality of life attained through reduced social isolation for five years	
Interpretation	The monetary value of the utility gain associated with increased social participation is indicative of the extent to which the social and recreational activities provided by McAuley impact a woman's quality of life.	
Data Source	Literature to inform assumptions regarding: <ul style="list-style-type: none"> <li>the proportion of quality of life explained by social participation (Layte et al., 2013)</li> <li>the impact social participation has on quality of life (Bjørnskov &amp; Sønderskov, 2012)</li> </ul> Value of a statistical life year (Department of Prime Minister and Cabinet, 2014) Victoria State Government guidance on discount rates (Victoria State Government, 2019)	
Assumptions	The extent to which informal socialisation, community involvement and cultural activities impact quality of life years indicate the impact McAuley has on reducing social isolation	

*The longer-term benefit for a woman who participated in social and recreational activities at McAuley and stayed at McAuley for longer than six months is valued at \$9,594.*

### 3.3 Employment benefits

Employment opportunities can be significantly hindered by family violence and homelessness (AIHW 2018). The difficulties faced in obtaining and retaining stable employment while experiencing family violence or homelessness compounds impacts described earlier in relation to health, wellbeing, social connectedness and utility (Schuring et al., 2011).

For women experiencing homelessness, safe accommodation can provide a stable base for re-engaging in society and building the connections that improve the ability to obtain employment. This can reduce reliance on welfare and enable the participation of an individual in the workforce that might have otherwise been lost (Witte, 2017).

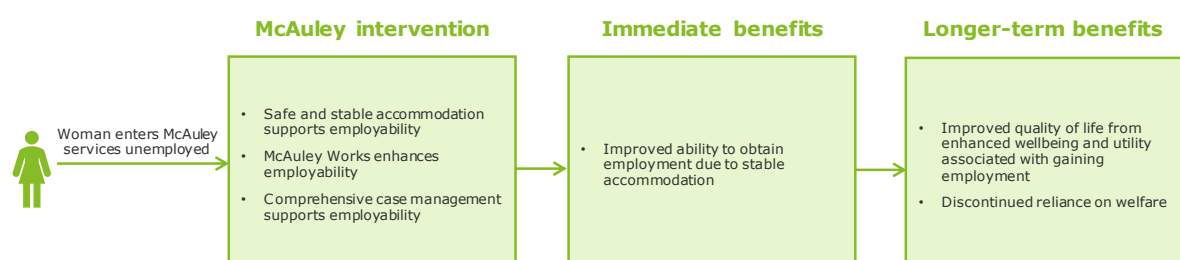
In this sense, McAuley provides the support necessary for women who have experienced family violence or homelessness to enter the job market through:

- the provision of safe accommodation that provides a stable base for re-engagement into the workforce,
- the McAuley Works program that supports women to build personal and professional skills,
- referrals to organisations that provide clothing to wear at interviews, and external education providers,
- case management to address barriers that inhibit employability.

This comprehensive approach ensures women can develop their human capital which leads to improved prospects of long-term stable employment to gain greater wellbeing and utility (Nichols, Mitchell & Lindner, 2013).

The impact of McAuley's intervention on women seeking employment is illustrated in Figure 3.6 below:

Figure 3.6 Impact of McAuley intervention on unemployment



Source: Deloitte Access Economics, 2019

#### 3.3.2 Monetised benefits of employment

##### Immediate employment benefits attributed to stable accommodation

According to a study conducted into last resort housing, which referring to the provision of shelter and a bed to a homeless person, accommodation enhances employment prospects. This benefit was valued at \$4,236 per bed, per year (Witte, 2017).

The monetisation of this benefit was based on the likelihood of obtaining employment purely from last resort housing, the expected future income stream of an individual for 30 years and the surplus generated to society for this contribution (Witte, 2017). As such, it does not equate for improved quality of life which is monetised separately.

These benefits can be applied to all women who reside in McAuley House, regardless of whether they obtain employment on departure as the likelihood of obtaining a job from last resort housing was considered in this monetisation. As a result, the benefits for all women who reside in McAuley house for one year or more is valued at \$4,389 per woman when adjusted for inflation.

Since the current retirement age is 69 years (rounded down), this amount is not able to be consistently applied to all women entering McAuley House as the women represented in the case

studies vary in age from 20-60 (ABS, 2017). As a result, this amount must be proportioned based on the age at which women receive assistance from McAuley.

The benefits, according to the age of women presenting to McAuley, are included in Table 3.4.

Table 3.4 Benefits of employment according to age at time entering McAuley House

Age	Approximate years until retirement	Proportion of this amount (years left working/30)	Benefit (\$)
20 – 30	44	147%	6437
30 – 40	34	113%	4974
40 – 50	24	80%	3511
50 – 60	14	47%	2048

Outcome attribute	Description
Purpose	Improve women's prospects of employment through providing stable accommodation
Measure	The monetised benefit of enhanced employability from last resort accommodation
Interpretation	The monetary value of improved employability from last resort housing indicates the value McAuley provides from providing safe accommodation
Data Source	Literature to inform assumptions regarding improvement of human capital and employment prospects from the provision of accommodation to a homeless individual (Witte, 2017)
Assumptions	Women in McAuley have the same likelihood of obtaining employment individuals who reside in last resort housing

*The immediate benefit attributed to increased employability from residing in the stable accommodation provided by McAuley is:*

- \$6,437 for a woman aged between 20 and 30 years
- \$4,974 for a woman aged between 30 and 40 years
- \$3,511 for a woman aged between 40 and 50 years
- \$2,048 for a woman aged between 50 and 60 years

## Longer-term benefits associated with gaining employment

### Improved wellbeing and utility

Employment can lead to many personal benefits, including improved wellbeing and utility. According to Schuring et al. (2011), gaining employment after being unemployed results in a utility gain of 6.75% for an individual who remains in the workforce longer than 3 months.

Since women at McAuley are supported in developing the skills to maintain employment for long-term security, it can be assumed that women who achieve greater employment outcomes would realise this benefit. For the purposes of this SROI, this benefit is considered unique when



compared to the improved quality of life from health treatment since the utility gain, of 6.75%, is derived purely from obtaining employment.

In recognising the difficulties vulnerable women may face in employment, it is assumed that McAuley supports the utility gain of 6.75% for just one year. As such, when applied to the value of a statistical life year, the utility gain associated with McAuley's intervention is valued at \$13,125 in 2019.

### Decreased reliance on welfare

Employment enables women to support themselves through earned income instead of welfare. This presents a benefit to Government as it leads to reduced payments.

The income support provided to women at McAuley includes the Newstart allowance, single parent pension and disability support pension. Since the extent to which a single parent pension or a person experiencing a disability engages in the workforce and/or continues to receive welfare once employed varies according to circumstances, it is difficult to ascertain the full-benefit of reduced welfare. As such, this benefit of reduced welfare is only applied to women who were relying on Newstart upon presenting to McAuley.

While payments under the Newstart allowance varies according to circumstances, it is reasonable to assume that women entering McAuley on Newstart would receive the full-benefit as per the eligibility criteria (Department of Human Services, 2019a). This is because there is no evidence to suggest that women on Newstart earned income through other means.

Due to McAuley's comprehensive employment support, it is assumed that women would be able to engage in employment for at least 3 months as a result of this intervention. As such, the benefit of reduced welfare can be applied to all women that received employment support and departed McAuley with improved employment outcomes.

Since women work 75% of a full-time load on average in Australia, the expected earnings for a woman re-engaging in the workforce on minimum wage for 3 months will not accrue enough income to surpass the tax-free threshold (ATO, 2019; WGEA, 2019). As a result, increased taxation to Government is not considered as part of this benefit.

The total reduced welfare benefit to Government for women transitioning from Newstart into employment for 3 months is \$4,133 as calculated in Table 3.5 below.

Table 3.5: Avoided welfare payments

Income support	Maximum fortnightly payments (\$)	Savings for 3 months of avoided welfare (\$)
Newstart allowance	504.70	3,281

Note: The Newstart allowance is the maximum benefit that can be received by someone who has a partner

Source: Department of Human Services, 2019a,b

Outcome attribute	Description
Purpose	Improve women's quality of life through supporting them in obtaining secure employment
Measure	Improved quality of life due to increased wellbeing and utility associated with re-employment for the duration in which women are likely to be unemployed

Interpretation	The value of McAuley's intervention reflects the increased wellbeing and utility gained from re-employment for the duration in which a woman is likely to remain unemployed
Data Source	<p>Literature to inform assumptions on the improved wellbeing and utility gain associated with re-employment (Schuring et al., 2011)</p> <p>Literature to inform value of a statistical life year (Department of Premier and Cabinet, 2014)</p> <p>Literature to inform eligibility for Newstart, Single parent pension and disability pension (Department of Human Services, 2019a,b)</p> <p>Literature to inform the average hours women work in Australia (WGEA, 2019)</p>
Assumptions	McAuley contributes to increased wellbeing and utility from avoiding future unemployment

*The longer-term quality of life benefit for a woman who gains employment during their time spent with McAuley is \$13,125*

*The longer-term benefit of a woman obtaining employment and ceasing a Newstart allowance is \$3,281*

### 3.4 Productivity benefits

#### 3.4.1 McAuley's impact on avoiding productivity costs

There are many productivity costs associated with family violence. Incidents can lead to significant emotional stress, absenteeism, court obligations and reduced ability to contribute to activities in the home and broader society. As a result, family violence can affect victims, perpetrators, employers and society on the whole (Access Economics, 2004).

McAuley supports women in reducing their risk of continued family violence by supporting them in achieving stable, secure accommodation and employment. They also undertake safety planning and educational activities that ensure women understand ways in which they can reduce risks of being exposed to family violence in the future. As a result, it can be assumed that McAuley will reduce the expected lifetime productivity costs associated with family violence.

#### 3.4.2 Monetised benefits of avoided productivity costs

##### Longer-term benefit of avoided productivity costs

A report by Access Economics (2004) details the productivity costs associated with family violence. These are included in Table 3.6.

Table 3.6 Lifetime productivity costs associated with family violence

Lifetime costs avoided	Type of costs	Cost (\$)
Temporary productivity costs	Emotional distress, attending court, leaving early, absenteeism, voluntary work, time off household chores and lost management productivity	\$787.42

Long-term productivity costs	Absenteeism from incarceration, lost productivity due to homicide and premature death, search and hiring replacement and retraining	\$3313.61
Total		<b>\$4101</b>

For the purpose of this study, it has been assumed that the lifetime productivity benefits of a woman who has gained employment through McAuley would be attributable to McAuley intervention for a period of five years. Distributing this cost across the remaining expected life of a women at McAuley at a discount rate of 4% means that the longer-term productivity costs that apply to women over the next 5 years is \$923.

According to the 2016 ABS Personal Safety Survey (2017), there was a 70% difference in the extent to which females experienced violence from an intimate partner compared to a previous partner in the previous 12-months.

Since the women who reside at McAuley are leaving a violent relationship and are supported in achieving increased independence, it is reasonable to assume that the likelihood of future family violence should reduce by approximately 70% for each woman. As such, the reduction in lifetime costs is valued at \$646 in 2019.

As this benefit is calculated on the assumption that family violence results in decreased workplace and societal productivity, the benefit has only been applied to those women who gain employment as a result of engaging with McAuley, and those who are under the age of 50 years of age (reflecting a reasonable period of remaining working life for benefits to accrue).

Outcome attribute	Description
Purpose	Support women in reducing their exposure to family violence to maintain their productive capacity
Measure	Reduced productivity costs associated with family violence, as attributable to comprehensive support
Interpretation	The reduced productivity costs associated with ongoing family violence reflect McAuley's impact on reducing future exposure to violence
Data Source	Literature to inform assumptions regarding productivity costs that result from family violence incidence (Access Economics, 2004) Literature to inform assumptions on the reduced likelihood of family violence from leaving an intimate partner (ABS, 2017) Literature to inform life expectancy of females (AIHW, 2019) Victoria State Government guidance on discount rates (Victoria State Government, 2019)
Assumptions	McAuley assists women in reducing family violence, resulting in similar reduced exposure as women who experienced violence from a previous partner

*The increased productivity gain for a woman who has experienced, or was at risk of experiencing, family violence upon presenting to McAuley is valued at \$646 for women who gained employment while at McAuley and are under 50 years of age.*

### 3.5 Reduced crime benefits

#### 3.5.1 McAuley's impact on reduced crime

The provision of safe accommodation to people who are experiencing homelessness has been found to reduce crime. People experiencing homelessness are more likely to engage with the criminal justice system and be victims of assault or robbery, be stopped by police or serve time in prison (Steen, 2018; Witte, 2017).

The reduced crime benefits apply to women while they reside at McAuley and when they have been transitioned into stable and secure accommodation through McAuley's support.

#### 3.5.2 Monetised benefits of reduced crime

##### Immediate benefit of reduced crime while at McAuley

The reduced crime associated with providing safe accommodation to a person experiencing homelessness was valued at \$6,182 per annum in 2017 – a reflection of the costs avoided from managing crime (Witte, 2017).

When adjusted for inflation, the benefit of reduced crime from providing accommodation is valued at \$6,405 per year or \$17.55 per day.

Outcome attribute	Description
Purpose	Support women in reducing exposure to crime through providing secure accommodation
Measure	Daily savings related to reduced costs of crime that result from secure accommodation
Interpretation	The reduced costs of crime associated with providing a person experiencing homelessness with accommodation reflect McAuley's impact
Data Source	Literature to inform assumptions regarding reduced costs of crime from the provision of accommodation (Witte, 2017)
Assumptions	McAuley accommodation provides a similar benefit regarding reduced costs of crime as last resort housing

*The immediate benefits of reduced crime for a woman who experienced, or was at risk of experiencing, homelessness when entering McAuley is valued at \$17.55 per day*

##### Longer-term benefit of reduced crime

The longer-term benefit associated with reduced crime can be applied to women who transition to stable accommodation upon leaving McAuley. It is assumed that women will remain in accommodation for at least five years after departure as McAuley's comprehensive case management includes risk planning that reduces the risk of future homelessness.

As such, the longer-term benefits associated with reduced crime is calculated by applying the 4% discount rate to the yearly benefit over five years, as summarised in Table 3.7 below.

Table 3.7: Longer-term monetised benefits of reduced crime

<b>Support received</b>	<b>Immediate benefit (yearly value)</b>	<b>Longer-term benefit (five-year value based on a 4% discount rate)</b>
Increased social participation	\$6,405	\$28,381

<b>Outcome attribute</b>	<b>Description</b>
Purpose	Support women in reducing exposure to crime through transitioning them into secure accommodation
Measure	Savings related to reduced costs of crime from the provision of secure accommodation for five years
Interpretation	The reduced costs of crime associated with providing a person experiencing homelessness with accommodation reflect McAuley's impact
Data Source	Literature to inform assumptions regarding reduced costs of crime from the provision of accommodation (Witte, 2017) Victoria State Government guidance on discount rates (Victoria State Government, 2019)
Assumptions	McAuley accommodation provides a similar benefit regarding reduced costs of crime as last resort housing

*The longer-term benefits of reduced crime for a woman who experienced, or was at risk of experiencing, homelessness when entering McAuley and is transitioned into secure accommodation upon departure is valued at \$28,381*

# 4 Case studies



## Claudette

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

### McAuley intervention

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

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

The cost associated with Claudette's intervention was \$132,603.93.



### Immediate benefits

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

The immediate benefits for Claudette are valued at \$44,184.62.



### Long-term benefits

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

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

The long-term benefits for Claudette are valued at \$107,103.12.



Services provided by McAuley to Claudette resulted in a **\$1.14** return on every dollar invested



## Jackie

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

### McAuley intervention

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

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

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

The cost associated with Jackie's intervention was \$85,532.43.



### Immediate benefits

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

The immediate benefits for Jackie are valued at \$28,822.61.



### Long-term benefits

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

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

The long-term benefits for Jackie are valued at \$88,144.98.



Services provided by McAuley to Jackie resulted in a **\$1.37** return on every dollar invested



## Karen

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

### McAuley intervention

Karen was subjected to significant family violence from her partner, who continued to actively pursue her once she fled her home. As a result, Karen's housing situation was unstable prior to entering McAuley as she moved numerous times in an attempt to improve her safety.

Karen presented to McAuley as socially isolated, anxious and distressed. Being the sole carer of two children, with limited literacy and numeracy, she struggled to find employment.

McAuley helped Karen through the McAuley Works program and case management that reduced her exposure to continued family violence.

*The cost associated with Karen's intervention was \$4,305.28.*



### Immediate benefits

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

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

*The immediate benefits for Karen are valued at \$6,437.20.*



### Long-term benefits

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

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

*The long-term benefits for Karen are valued at \$27,805.34.*



Services provided by McAuley to Karen resulted in a **\$7.95** return on every dollar invested



## Tina

A 40-50 year old permanent resident.

### McAuley intervention

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

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

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

*The cost associated with Tina's intervention was \$213,831.08.*



### Immediate benefits

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

*The immediate benefits for Tina are valued at \$70,447.23.*



### Long-term benefits

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

*The long-term benefits for Tina are valued at \$101,915.85.*



Services provided by McAuley to Tina resulted in a **\$0.81** return on every dollar invested



## Georgina

A 30-40 year old citizen.

### McAuley intervention

Georgina was subjected to ongoing family violence prior to entering McAuley House. Her history of alcohol abuse and drug usage compromised her ability to form stable and appropriate relationships, and she became homeless.

McAuley supported Georgina by providing accommodation in McAuley House for 18 months, where she was provided comprehensive case management.

The cost associated with Georgina's intervention was \$128,298.65.



### Immediate benefits

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

The immediate benefits for Georgina are valued at \$49,247.67.



### Long-term benefits

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

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

The long-term benefits for Georgina are valued at \$100,291.55.



Services provided by McAuley to Georgina resulted in a **\$1.17** return on every dollar invested



## Lindsay

A 50-60 year old citizen.

### McAuley intervention

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

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

The cost associated with Lindsay's intervention was \$3,080.27.



### Immediate benefits

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

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

The immediate benefits for Lindsay are valued at \$6,223.04.



### Long-term benefits

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

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



Services provided by McAuley to Lindsay resulted in a **\$2.02** return on every dollar invested





**Leila**

A 30-40 year old mother of three children.

#### McAuley intervention

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

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

*The cost associated with Leila's intervention was \$92,364.71.*



#### Immediate benefits

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

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

*The immediate benefits for Leila are valued at \$33,603.88.*



#### Long-term benefits

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

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

*The long-term benefits for Leila are valued at \$107,749.48.*



Services provided by McAuley to Leila resulted in a **\$1.53** return on every dollar invested



**Suzanne**

A 40-50 year old citizen.

#### McAuley intervention

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

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

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

*The cost associated with Suzanne's intervention was \$85,532.43.*



#### Immediate benefits

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

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

*The immediate benefits for Suzanne are valued at \$31,602.15.*



#### Long-term benefits

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

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

*The long-term benefits for Suzanne are valued at \$93,978.61.*



Services provided by McAuley to Suzanne resulted in a **\$1.47** return on every dollar invested



## Caroline

A 30-40 year old temporary resident.

### McAuley intervention

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

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

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

*The cost associated with Caroline's intervention was \$4,305.28.*



### Immediate benefits

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

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



### Long-term benefits

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

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

*The long-term benefits for Caroline are valued at \$17,051.42.*



Services provided by McAuley to Caroline resulted in a **\$3.96** return on every dollar invested



## Jade

A 40-50 year old permanent resident.

### McAuley intervention

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

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

*The cost associated with Jade's intervention was \$132,603.93.*



### Immediate benefits

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

*The immediate benefits for Jade are valued at \$45,647.62.*



### Long-term benefits

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

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

*The long-term benefits for Jade are valued at \$111,030.03.*



Services provided by McAuley to Jade resulted in a **\$1.18** return on every dollar invested



**Joni**

A 40-50 year old citizen.

#### McAuley intervention

Joni had a significant history of homelessness prior to finding short-term accommodation. When she entered McAuley, she was socially isolated and with a range of mental and physical health issues, including numerous suicide attempts.

Due to Joni's complex background with mental health, she struggled to form trusting relationships workers and had a history of absconding from refuge accommodation (including McAuley's). In recognition of this, McAuley House provided flexible and holistic support for Joni through case management. Over time, she was also connected to McAuley Works to improve her employment outcomes.

*The cost associated with Joni's intervention was \$175,370.14.*



#### Immediate benefits

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

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

*The immediate benefits for Joni are valued at \$57,119.06.*



#### Long-term benefits

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

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

*The long-term benefits for Joni are valued at \$105,855.28.*



Services provided by McAuley to Joni resulted in a **\$0.93** return on every dollar invested



**Maya**

A 30-40 year old temporary resident with children.

#### McAuley intervention

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

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

*The cost associated with Maya's intervention was \$171,064.86.*



#### Immediate benefits

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

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

*The immediate benefits for Maya are valued at \$61,156.09.*



#### Long-term benefits

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

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

*The long-term benefits for Maya are valued at \$107,103.12.*



Services provided by McAuley to Maya resulted in a **\$0.98** return on every dollar invested



## Phoebe

A 40-50 year old citizen.

### McAuley intervention

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

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

*The cost associated with Phoebe's intervention was \$57,021.62.*



### Immediate benefits

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

*The immediate benefits for Phoebe are valued at \$22,017.90.*



### Long-term benefits

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

*The long-term benefits for Phoebe are valued at \$82,490.06.*



Services provided by McAuley to Phoebe resulted in a **\$1.83** return on every dollar invested



## Ruby

A 40-50 year old permanent resident.

### McAuley intervention

Prior to entering McAuley, Ruby slept rough on the streets of Melbourne for a few months. She struggled with her finances, unable to secure rental accommodation.

Ruby struggled with significant mental health issues and physical health concerns and was socially isolated. McAuley assisted her through providing case management and accommodation in McAuley House for 12 months.

*The cost associated with Ruby's intervention was \$85,532.43.*



### Immediate benefits

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

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

*The immediate benefits for Ruby are valued at \$30,315.13.*



### Long-term benefits

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

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

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

*The long-term benefits for Ruby are valued at \$109,135.83.*



Services provided by McAuley to Ruby resulted in a **\$1.63** return on every dollar invested



**Sofia**

A 50-60 year old temporary resident.

#### McAuley intervention

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

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

McAuley supported Sofia in McAuley House for 18 months.

*The cost associated with Sofia's intervention was \$128,298.65.*



#### Immediate benefits

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

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

*The immediate benefits for Sofia are valued at \$44,184.62.*



#### Long-term benefits

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

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

*The long-term benefits for Sofia are valued at \$93,978.61.*



Services provided by McAuley to Sofia resulted in a **\$1.08** return on every dollar invested



**Yaren**

A 30-40 year old permanent resident.

#### McAuley intervention

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

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

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

*The cost associated with Yaren's intervention was \$171,064.86.*



#### Immediate benefits

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

*The immediate benefits for Yaren are valued at \$61,156.09.*



#### Long-term benefits

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

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

*The long-term benefits for Yaren are valued at \$111,030.03.*



Services provided by McAuley to Yaren resulted in a **\$1.01** return on every dollar invested



**Aliza**

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

#### McAuley intervention

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

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

*The cost associated with Aliza's intervention was \$85,532.43.*



#### Immediate benefits

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

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

*The immediate benefits for Aliza are valued at \$30,461.60.*



#### Long-term benefits

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

*The long-term benefits for Aliza are valued at \$103,302.20.*



Services provided by McAuley to Aliza resulted in a **\$1.56** return on every dollar invested



**Beth**

A 50-60 year old citizen.

#### McAuley intervention

Beth struggled with serious mental health issues as a result of being subjected to physical and sexual abuse from a member of her family.

She entered McAuley after being hospitalised for suicidal ideation, requiring safe accommodation and care. She was looked after in McAuley House for 18 months.

*The cost associated with Beth's intervention was \$128,298.65.*



#### Immediate benefits

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

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

*The immediate benefits for Beth are valued at \$40,279.30.*



#### Long-term benefits

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

*The long-term benefits for Beth are valued at \$86,250.78*



Services provided by McAuley to Beth resulted in a **\$0.99** return on every dollar invested



**Clara**

A 30-40 year old.

#### McAuley intervention

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

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

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

*The cost associated with Clara's intervention was \$173,591.86.*



#### Immediate benefits

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

*The immediate benefits for Clara are valued at \$64,571.55.*



#### Long-term benefits

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

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

*The long-term benefits for Clara are valued at \$107,749.48.*



Services provided by McAuley to Clara resulted in a **\$0.99** return on every dollar invested



**Daisy**

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

#### McAuley intervention

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

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

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

*The cost associated with Daisy's intervention was \$171,064.86.*



#### Immediate benefits

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

*The immediate benefits for Daisy are valued at \$57,119.06.*



#### Long-term benefits

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

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

*The long-term benefits for Daisy are valued at \$93,978.61.*



Services provided by McAuley to Daisy resulted in a **\$0.88** return on every dollar invested



**Jamie**

A 20-30 year old citizen.

#### McAuley intervention

Jamie was referred to McAuley after being hospitalised for mental health issues. She had difficulty engaging in healthy relationship practices with men, and had experienced both physical and emotional abuse. She was often discouraged by her romantic partners from taking the medications she needed to maintain her health, which often caused her to relapse.

Jamie also struggled with a gambling addiction and has a history of substance abuse.

McAuley supported Jamie through providing case management and safe accommodation in McAuley House for 12 months.

*The cost associated with Jamie's intervention was \$85,532.43.*



#### Immediate benefits

While residing at McAuley, Jamie was supported in rebuilding trusting relationships with her family. She engaged in risk planning and was taught harm minimisation strategies.

McAuley assisted Jamie in developing a routine in taking medications and assisted her in accessing health treatment. She was also referred to a self-esteem group.

*The immediate benefits for Jamie are valued at \$35,952.85.*



#### Long-term benefits

During her stay, Jamie's mental health notably improved and she managed to develop greater social connections.

McAuley supported Jamie in transitioning into longer-term secure accommodation and has supported her through outreach, reducing the opportunities for further relapse.

*The long-term benefits for Jamie are valued at \$100,291.55.*



Services provided by McAuley to Jamie resulted in a **\$1.59** return on every dollar invested



**Dot**

A 50-60 year old temporary resident.

#### McAuley intervention

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

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

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

*The cost associated with Dot's intervention was \$132,603.93.*



#### Immediate benefits

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

*The immediate benefits for Dot are valued at \$44,184.62.*



#### Long-term benefits

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

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

*The long-term benefits for Dot are valued at \$105,208.92.*



Services provided by McAuley to Dot resulted in a **\$1.13** return on every dollar invested





**Lhi**

A 50-60 year old temporary resident.

#### McAuley intervention

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

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

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

*The cost associated with Lhi's intervention was \$136,950.65.*



#### Immediate benefits

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

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

*The immediate benefits for Lhi are valued at \$47,417.00.*



#### Long-term benefits

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

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

*The long-term benefits for Lhi are valued at \$110,383.67.*



Services provided by McAuley to Lhi resulted in a **\$1.15** return on every dollar invested



**Martha**

A 50-60 year old citizen with children.

#### McAuley intervention

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

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

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

*The cost associated with Martha's intervention was \$85,532.43.*



#### Immediate benefits

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

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

*The immediate benefits for Martha are valued at \$30,139.15.*



#### Long-term benefits

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

*The long-term benefits for Martha are valued at \$92,084.41.*



Services provided by McAuley to Martha resulted in a **\$1.43** return on every dollar invested



**Rachel**

A 40-50 year old citizen.

#### McAuley intervention

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

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

*The cost associated with Rachel's intervention was \$3,080.27.*



#### Immediate benefits

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

*The immediate benefits for Rachel are valued at \$6,177.83.*



#### Long-term benefits

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

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



Services provided by McAuley to Rachel resulted in a **\$2.01** return on every dollar invested



**Sarah**

A 30-40 year old citizen

#### McAuley intervention

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

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

Sarah was supported in McAuley House for 18 months.

*The cost associated with Sarah's intervention was \$128,298.65.*



#### Immediate benefits

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

*The immediate benefits for Sarah are valued at \$49,247.67.*



#### Long-term benefits

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

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

*The long-term benefits for Sarah are valued at \$114,062.42.*



Services provided by McAuley to Sarah resulted in a **\$1.27** return on every dollar invested



**Nina**

A 50-60 year old.

#### McAuley intervention

Nina was referred to McAuley Works from a crisis accommodation provider that was helping her to escape and recover from an experience of family violence.

Nina struggled with employment as she had no work experience, limited personal support and caring responsibilities.

*The cost associated with Nina's intervention was \$4,305.28.*



#### Immediate benefits

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

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



#### Long-term benefits

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

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

*The long-term benefits for Nina are valued at \$16,405.06.*



Services provided by McAuley to Nina resulted in a **\$3.81** return on every dollar invested



**Astra**

A 30-40 year old.

#### McAuley intervention

Astra was referred to McAuley Works to receive assistance in gaining employment.

Astra had a history of family violence and experienced significant mental and physical health issues, including a disability. She had limited family support and was socially isolated.

*The cost associated with Astra's intervention was \$4,305.28.*



#### Immediate benefits

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

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



#### Long-term benefits

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

*The long-term benefits for Astra are valued at \$16,405.06.*



Services provided by McAuley to Astra resulted in a **\$3.81** return on every dollar invested



**Kath**

A 30-40 year old citizen with children.

#### McAuley intervention

Kath struggled to obtain employment, mainly as a result her childcare responsibilities. She had serious trust issues due to her history of family violence, and had been concerned about leaving her children under another person's care.

Kath engaged in the McAuley Works program where she was assisted through case management. She presented with customer service and managerial experience.

*The cost associated with Kath's intervention was \$4,305.28.*



#### Immediate benefits

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

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



#### Long-term benefit

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

*The long-term benefits for Kath are valued at \$17,051.42.*



Services provided by McAuley to Kath resulted in a **\$3.96** return on every dollar invested



**Ann**

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

#### McAuley intervention

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

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

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

*The cost associated with Ann's intervention was \$8,652.00.*



#### Immediate benefits

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

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

*The immediate benefits for Ann are valued at \$8,226.47.*



#### Long-term benefits

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

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



Services provided by McAuley to Ann resulted in a **\$0.95** return on every dollar invested

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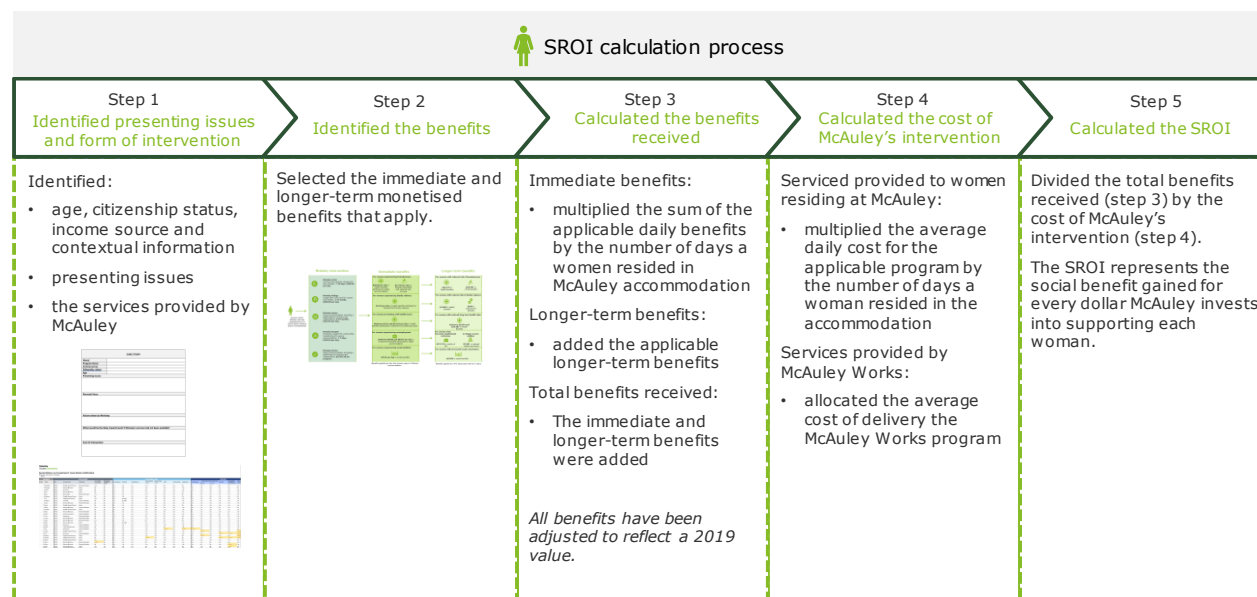
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# Appendix A: SROI calculation process

The calculation of an SROI included five steps. These are summarised in Figure A.1.

Figure A.1: SROI calculation process



Source: Deloitte Access Economics, 2019

The application of this process is demonstrated in the SROI calculation detailed below. This calculation is for Claudette, who is represented in the first case study presented in Section 4.

## SROI for Claudette

### Step 1: Identified presenting issues and form of intervention

The codification data for Claudette was reviewed alongside her case study to identify her demographic information, the issues she presented with when engaging McAuley's support and the services provided by McAuley. This information is summarised in Table A.2 below:

Table A.2: Demographic information, presenting issues and intervention for Claudette

<b>Demographic information</b>	<p>Age: 50-60</p> <p>Income source: Disability Support Pension</p> <p>Citizenship: Permanent Resident</p> <p>Number of children: N/A</p>
<b>Presenting issues</b>	<p>Claudette presented with the following presenting issues:</p> <ul style="list-style-type: none"> <li>Experience of family violence</li> <li>Homeless</li> <li>Unemployed</li> </ul>



- Socially isolated
- Mental and physical health issues

## Intervention










McAuley assisted Claudette via providing the following services:

- Accommodation in McAuley House for 18 months
- Assistance in managing her mental and physical health issues through the onsite Royal District Nursing Service
- Provision of social and skill development activities, including on reducing this risk of family violence
- Provision of social and recreation activities
- Support in acquiring further education and employment

## Step 2: Identified the benefits

In consideration of Claudette's presenting issues, the monetised benefits attributable to McAuley's intervention were identified. These are listed in Table A.3.

Table A.3: Benefits received by Claudette

Intervention	Benefits
Accommodation in McAuley House for 18 months	 <b>Immediate:</b> <ul style="list-style-type: none"> <li>• Avoided health costs through preventing continued exposure to family violence</li> <li>• Avoided health costs through preventing continued homelessness</li> </ul>
Provision of social and skill development activities, including on reducing this risk of family violence	 <ul style="list-style-type: none"> <li>• Increased likelihood of obtaining employment from having a stable address</li> </ul>  <ul style="list-style-type: none"> <li>• Reduced exposure to crime associated with residing in safe accommodation</li> </ul>
	 <b>Longer-term:</b> <ul style="list-style-type: none"> <li>• Avoided longer-term health costs from a reduced likelihood of further exposure to family violence</li> <li>• Avoided longer-term health costs from a reduced likelihood of further exposure to homelessness</li> <li>• Improved quality of life due to improved nutrition</li> </ul>  <ul style="list-style-type: none"> <li>• Reduced exposure to crime associated with residing in safe accommodation</li> </ul>
Assistance in managing her mental and physical health issues through the onsite Royal District Nursing Service	 <b>Immediate:</b> <ul style="list-style-type: none"> <li>• Improved physical and mental health from receiving treatment</li> </ul>  <b>Longer-term:</b> <ul style="list-style-type: none"> <li>• Improved physical and mental health from the treatment received</li> </ul>
Provision of social and skill development activities, including on reducing this risk of family violence	 <b>Immediate:</b> <ul style="list-style-type: none"> <li>• Increased social participation while residing at McAuley</li> </ul>  <b>Longer-term:</b> <ul style="list-style-type: none"> <li>• Increased social participation after departing McAuley</li> </ul>
Provision of social and recreation activities	

Support in acquiring further education and employment



**Longer-term:**

- Improved quality of life from enhanced wellbeing and utility associated with obtaining employment

The benefits that were not allocated to Claudette, and were monetised in Section 3 of this report, include:

- Productivity benefits - As Claudette was over the age of 50, the longer-term benefits of improved productivity associated with women who have experienced family violence and gain employment do not apply as per section 3.5.2 of this report,
- Decreased reliance on welfare – Since Claudette was on the disability support pension, the reduced dependency on welfare is difficult to ascertain and has not been monetised,
- Improved alcohol and drug-related health issues – Claudette did not present to McAuley with a history of alcohol abuse or drug use.

**Step 3: Calculated the benefits received**

Having identified the benefits that apply to the intervention Claudette received, the immediate and longer-term benefits was calculated using the values presented in Section 3 of this report.

All monetised benefits were adjusted to reflect a value in 2019 dollars. This enabled the total immediate and longer-term benefits to be added, calculating an SROI that reflects a return on investment for 2019.


The total value of the benefits Claudette received was calculated as described below.

**Immediate benefits**

The daily value of the benefits received was added together and multiplied by the number of days Claudette received support from McAuley. This calculation is illustrated in Table A.4 below.

Table A.4: Calculation of immediate benefits





Immediate benefits			Monetised value (per day)
	Health	• Avoided health costs through preventing continued exposure to family violence	\$3.53
		• Avoided health costs through preventing continued homelessness	\$38.84
		• Improved physical and mental health from receiving treatment	<i>Physical health</i> \$3.61
			<i>Mental health</i> \$7.51
	Reduced crime	• Reduced exposure to crime associated with residing in safe accommodation	\$17.55
	Increased social connections	• Increased social participation while residing at McAuley	\$5.93
<b>Total daily benefits received</b>			
Sum of daily benefits			\$76.96
<b>Total benefits received for residing at McAuley for 18 months</b>			
Sum of daily benefits X number of days residing at McAuley			\$42,136.42
<i>Add immediate benefit associated with improved employment outcomes</i>			

	Employment	Increased likelihood of obtaining employment from having a stable address	\$2,048
<b>Total immediate received while residing at McAuley House</b>			<b>\$44,184.62</b>

### Longer-term benefits

The value of the longer-term benefits received was found by adding the applicable monetised benefits. This calculation is illustrated in Table A.5 below.

Table A.5: Calculation of longer-term benefits

Longer-term benefits			Monetised value
	Health	• Avoided longer-term health costs from a reduced likelihood of further exposure to family violence	\$1,894
		• Avoided longer-term health costs from a reduced likelihood of further exposure to homelessness	\$24,124
		• Improved quality of life due to improved nutrition	\$12,011
		• Improved physical and mental health from the treatment received	
		Physical health	\$5,834
		Mental health	\$12,140
	Reduced crime	• Reduced exposure to crime associated with residing in safe accommodation	\$28,281
	Increased social connections	• Increased social participation after departing McAuley	\$9,594
	Employment	• Improved quality of life from enhanced wellbeing and utility associated with obtaining employment	\$13,125
<b>Total longer-term benefits received</b>			
Sum of longer-term benefits			<b>\$107,103.12</b>

### Total benefits received

The total value of benefits Claudette received was calculated by adding the total immediate and longer-term monetised benefits together. The total value of benefits Claudette received is therefore \$151,287.74.

### Step 4: Calculated the cost of McAuley's intervention

Claudette benefited from residing in McAuley House and engaging in the McAuley Works program. The approach to calculating the cost of this intervention is described below.

Cost supporting Claudette in McAuley House:

- This cost was found by multiplying the average daily cost of providing accommodation to a woman in the House by the number of days Claudette resided in the house. This results in a cost of \$128,298.65, as per the calculation below.

$$\begin{aligned} & \text{Average daily cost} \times \text{number of days} \\ &= \$234.34 \times 547.5 \\ &= \$128,298.65 \end{aligned}$$

Cost of supporting Claudette through McAuley Works:

- The average cost of delivering the McAuley Works program to a woman, which is \$4,305.28, was applied.

The total cost of intervention provided by McAuley to Claudette is therefore \$132,603.93.

#### **Step 5: Calculated the SROI**

The SROI for Claudette was calculated by dividing the total benefits received by the cost of McAuley's intervention. This resulted in an SROI of \$1.14, as per the calculation below.

$$\begin{array}{rcl} \text{Total benefits received (step 3)} & & \\ \hline \text{Cost of McAuley's intervention (step 4)} & = & \text{SROI} \\ & & \\ & \frac{\$151,287.74}{\$132,603.93} & = \$1.14 \end{array}$$

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# Deloitte.

## Access Economics

### Contact us

#### **Deloitte Access Economics**

ACN: 149 633 116  
Level 25 and 26, Riverside Centre  
123 Eagle Street  
Brisbane, QLD, 4000  
Australia

Phone: +61 7 3308 7000

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