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**Complexity in longitudinal evaluation of integration programs: Case study of QLD resident support program**

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Complex integration programs across government agencies, service types and professions present methodological difficulties for evaluation. These difficulties relate to both the program logic and the evaluation management. This paper will use the case study of the evaluation of the Resident Support Program Queensland (RSP), conducted by the Social Policy Research Centre UNSW, the Disability Studies and Research Institute (DSaRI), and the University of Queensland, 2003-05. RSP coordinates and provides support services for residents living in the private residential services sector to improve their quality of life, access to services and participation in the community. The clients are common to Disability Services Queensland, Queensland Health and the non-government agencies providing care. The paper discusses how the evaluation design responded to the complexity in the program and the evaluation task. That complexity included:

- Integration, coordination and prevention goals in the program management and delivery;
- Multiple service agency participation, with conflicting service approaches;
- Multiple expectations about the application of the evaluation process; and
- Mixed method approaches to the evaluation (resident and resource quantitative data from the RSP providers and government agencies; and interviews with residents, RSP provider staff, regional staff, advocates and other interested stakeholders).