

Creating caring and inclusive communities and a just society

Evidence on a shoestring what works for NGOs?

Presented by
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The Benevolent Society

Provides support to more than 17,000 children and adults each year

More than 800 staff and 600 volunteers

82 programs across 42 locations in NSW and Queensland

Community care, child and family and social leadership programs

Revenue in 2009 was \$59m



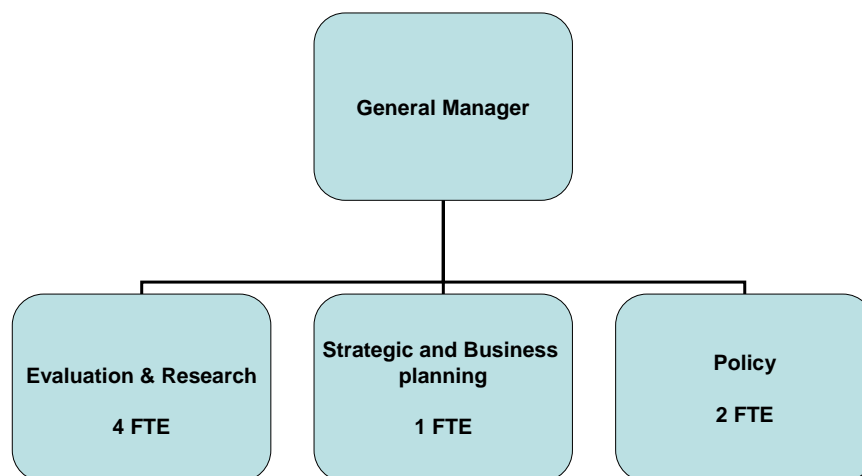
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Why evaluate?

- Accountability to funders, investors and clients
- improve our services
- Demonstrate our effectiveness in a competitive environment
- Data for our advocacy, policy and fundraising work
- Add to the evidence base

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Social Policy and Research



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The journey so far

- Development of an outcomes hierarchy
- Piloting an evaluation approach with a range of programs:
 - Development of program logic
 - Selection of outcome measures and tools
 - Limited process evaluation
 - Ongoing analysis and reporting
 - Workshop practice implications and implementation
- Whole of organisation client satisfaction survey
- Development of an organisational evaluation framework

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What works?

- Collaboration – staff, funders, other NGOs
- Quality, minimum data and good evaluation systems
- Quick wins e.g. client satisfaction survey
- Evaluation capacity building
- Alter your expectations
- Use it or lose it! Maximise opportunities to spend

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Discussion

- Please choose one of the discussion groups
- Please allocate a scribe and somebody to present back at the plenary
- Discuss what practical strategies you or your organisation have used in this area?
- Present back to the group

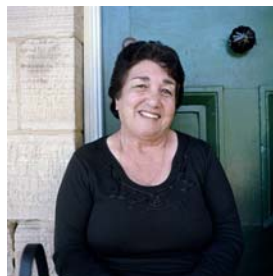
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