The quantitative & qualitative journey

2007 Improve quantitative data capture, measure, monitor & report

2008

Need to tell the story behind the numbers.

Trialled MSC with visual elicitation

2009

Improved MSC with visual elicitation

2010 Developed Visual Participatory Evaluation (VPE)

2011 Improved VPE

2012 Research ethnographic documentary editing

Peer feedback @ AES Conference
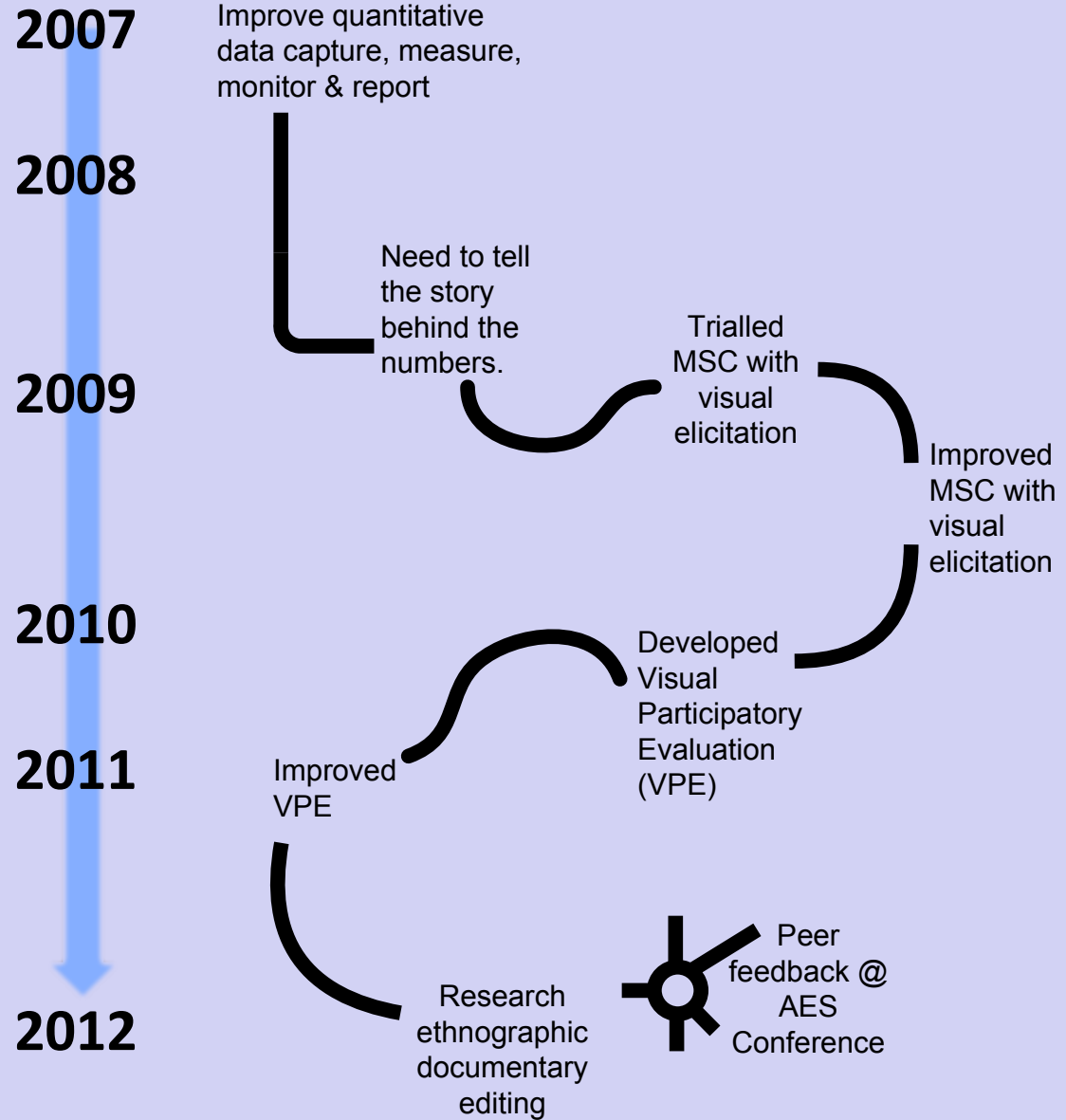
The ILC is an independent Australian Government statutory authority

established to assist Indigenous people to *acquire* and *manage* land to

achieve economic, environmental, social and cultural benefits.
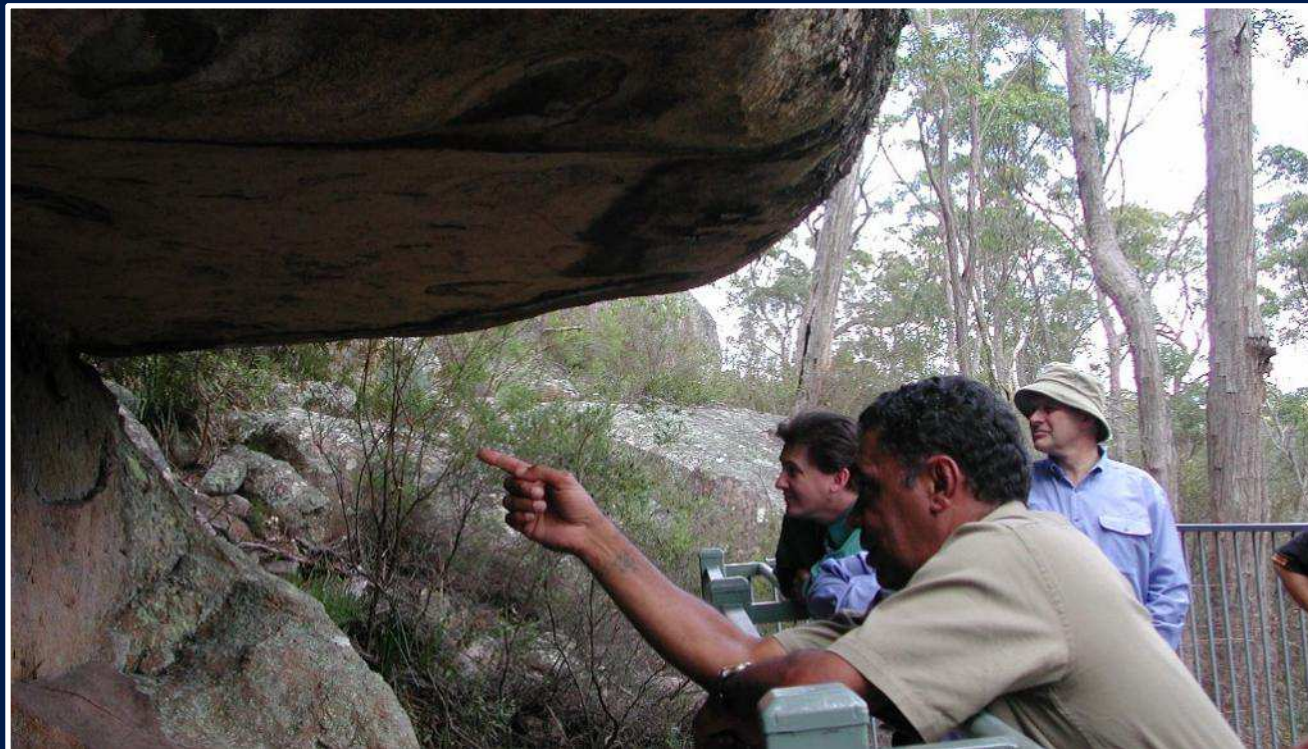
Indigenous benefit is at the core of the purpose of the ILC

Benefits are described as 'long term improvements in Indigenous wellbeing'.

- The ILC plans, monitors and measures its performance based on the benefits (outcomes) being achieved by Indigenous people through land acquisition and land management.

- The ILC uses a time bound approach to benefits, with benefits monitored and recorded for set periods of time. In the short to medium term, the ILC uses priority outcomes and progress indicators to measure the benefits achieved through ILC assistance.

Three Tiered Approach describing

Indigenous benefit

Purpose

Deliver economic, environmental, social and cultural benefits to Indigenous people through the acquisition and management of land

Priority Outcomes

Access to and protection of cultural & environmental values

Socio-economic development

Access to Education

Progress indicators

- Employment participation
- Training participation
- Expansion of the Indigenous estate
- Access to country
- Access to education
- Generation of new and/or increased income
- Indigenous business creation and development

- Participation in social and community activities
- Access to a social service
- Maintenance or revitalisation of culture
- Improved management and development of Indigenous-held land
- Access to and/or protection of culturally significant sites
- Protection or restoration of environmental values

Progress Indicators & their measures are the backbone of the
ILC Evaluation Framework

The ILC Evaluation Framework provides guidance and oversight for all evaluation activities within the ILC.

Monitoring and evaluation activities are embedded within ILC core project management process.

Projects are monitored through regular reporting and property inspections, and evaluated every three years, or at the conclusion of the project.

Focus on quantitative data

Improve quantitative data capture, measure, monitor & report

Need to tell the story behind the numbers.

Trialled MSC with visual elicitation

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Developed Visual Participatory Evaluation (VPE)

Improved VPE

Research ethnographic documentary editing

Peer feedback @ AES Conference

In 2007/08, a number of external and internal drivers influenced the ILC to review the way it described, measured, monitored, evaluated and reported Indigenous benefit.

- Development of the Land Acquisition and Management Information and Reporting System (LAMIRS)

- Operation Sunlight, Labour Government initiative to improve transparency through replacing the former Output reporting with *Outcomes and Programs Reporting Framework*

- Moving to calling for applications for Land Acquisition and Land Management assistance and assessing the applications on a merit basis

LAMIRS Land Acquisition and Land Management Reporting System

LAMIRS - Land Acquisition and Management Information Reporting System (Production Database)   Version: 1.6.4 Build 15201

Project ▼   Property   Reports   Administration

Dashboard   Search   Results   M3434   User Guides

Project ID:	M3434	Project Name:	Warrengie Cattle Enterprise		1 Warning Alert
Project Type:	Land Management - Application	Current Stage:	Implementation		Open Dashboard

✗ Close Project
✉ Email Project Link

Summary   Project   Property   Benefits   Jobs   Funding   Schedule   Contracts   Status   Reports

BENEFIT REPORTING AND RECORDING

◄   Financial Year   ►

Required To	10/11	11/12	12/13	13/14	14/15	15/16	16/17	Comments	
Externally Report Benefits	☐	☑	☑	☑	☐	☐	☐	Show Comments	Edit
Record Benefits	☐	☑	☑	☑	☐	☐	☐	Show Comments	Edit

ACHIEVED BENEFITS   ACHIEVED BENEFITS HAVE BEEN VERIFIED

◄   2011 / 2012   ►

Indicator	Measure	Mechanism	Baseline	Projected	Half Year	Full Year		
Training	Participants	Enabled	0	2	0	60	Edit	Delete
Improved management of land	ha back into production	Enabled	300	300	100	300	Edit	Delete
Improved management of land	LM events	Enabled	0	2	1	2	Edit	Delete
Generation of income	Businesses with increase	Enabled	1	1	0	1	Edit	Delete
Business development	Expanded businesses	Enabled	1	1	0	1	Edit	Delete

Insert Achieved Benefit

Achieved Benefits have been verified

Verification method	Date evidence received	File & folio number		
Progress Report from Group	9/01/2012	M3434, folio 223-224	Edit	Delete
Progress Report from Group	20/07/2012	M3434 folio 227-233	Edit	Delete

Add Achieved Benefit Evidence

Projected benefits are entered and verified at project start assessment

Achieved benefits are entered twice yearly

Benefit data is common language between planning and reporting

Portfolio Budget Statement

Annual Report
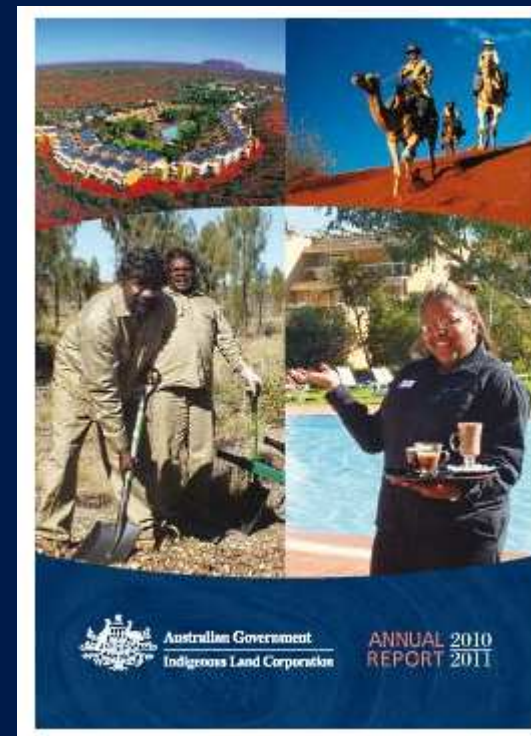
Anticipated benefits: project mapping

Each new ILC project requires a **project map** which sets out the *theory of change* and links the project inputs, outputs and outcomes through a series of "if/then" relationships.
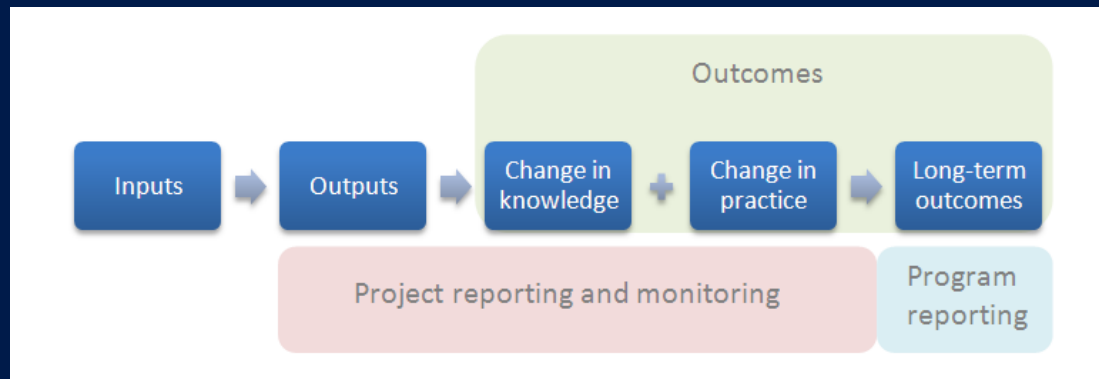
The indicators and measure from the ILC Benefits Framework underpin the project map.

The project map and a summary of the anticipated benefit are included in the ILC Board papers to guide the Board is decision making.

The

quantitative
indicators only
tell part of the story.

The Benefit indicators &
measure told us that the
change we were
interested was
happening. They didn't
explain why and how
that change occurred.

Improve quantitative
data capture, measure,
monitor & report

Need to tell
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behind the
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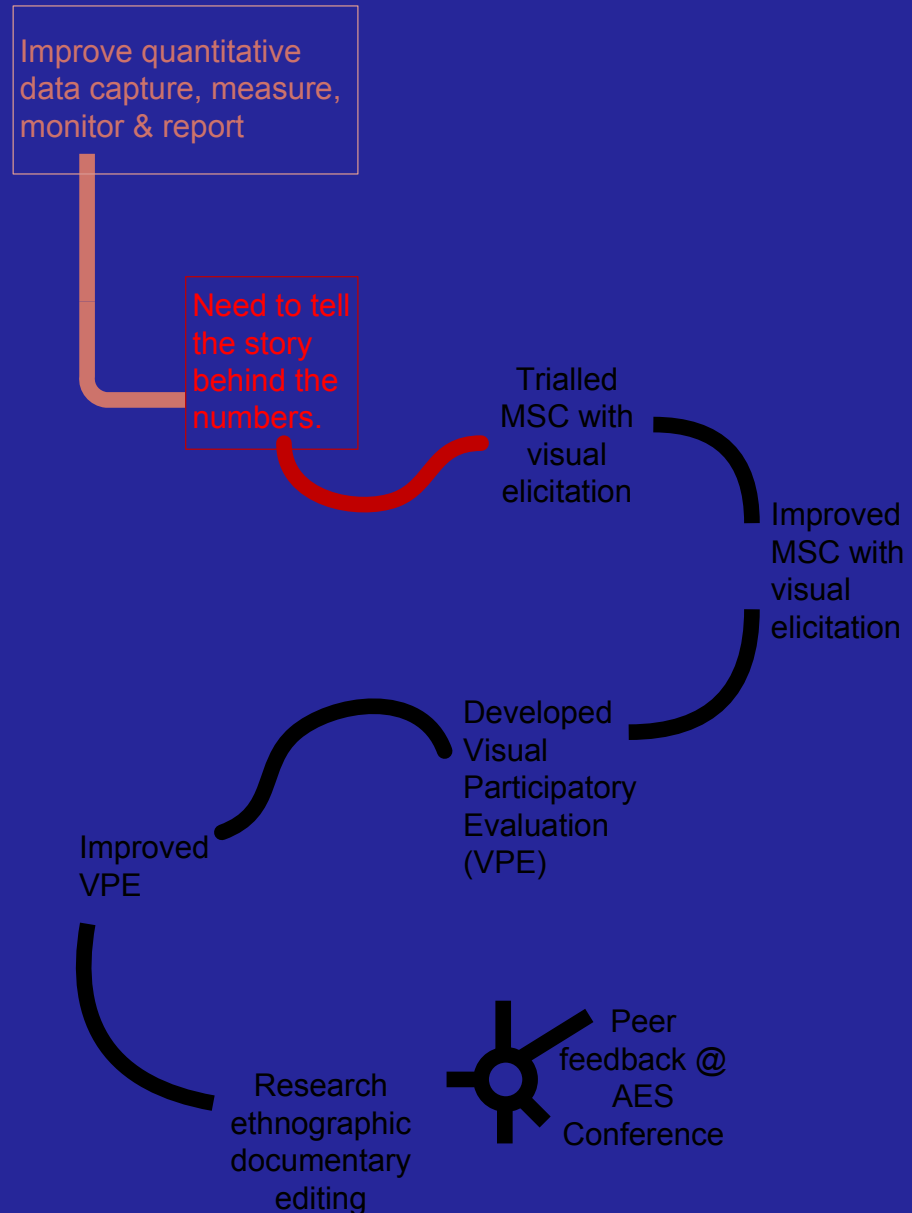
Research: participative, epistemologically sensitive and iterative

'…when you are relating a personal narrative, you are getting into a relationship with someone. You are telling your (and their) side of the story and you are analyzing it. When you look at the relationship that developed between the person telling the story and the person listening to the story, it becomes a strong relationship'

(Wilson, 2001: 178).

'…where results cannot simply be aggregated, need to be qualitative, communicative, iterative & participative (Potter 2004)

In 2009, the ILC used

Most Significant Change and *visual elicitation*

methodology to collect qualitative evidence for an evaluation of Land Acquisitions assistance provided to a drug and alcohol and rehabilitation services for Indigenous men.

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Improved VPE

Research ethnographic documentary editing

Peer feedback @ AES Conference

The evaluation involved a number of complexities

The evaluation was itself complex. The project and its beneficiaries was dynamic and socially complex. This demanded a methodology that would accommodate and utilise these challenges.

We combined MSC together with visual elicitation to collect evidence of change.

MSC provided an iterative approach to collecting and then selecting stories of change and to elicit dialogue and unpack participants' and viewers' experiences, assumptions and priorities.

Visual elicitation complemented MSC by providing visual prompts for individual narrative. MSC, like other research methods, may be confronting for individuals who are not used to having a voice or who may find it difficult to express themselves in the moment (Lienenberg, 2009).

The aim of the was to examine the extent to which:

- the projects have achieved the outcomes and **benefits** approved by the ILC Board; and

- ILC assistance has contributed to the achievement of **Indigenous benefits.**

The methodology, although well researched and planned, remained fluid in implementation.

The evaluator spent 2 days with project beneficiaries and staff at the Centre:

Day One

1. Participants collected images using the digital video camera of what they have achieved / what has changed from the program.

2. Participants and the evaluator viewed and discussed images including their meaning and why they are important.

Day Two

3. Evaluator collected 12 stories of change from staff, clients and associates of the Centre.

A common thread of questioning prompted the discussions:

- What is your role and how long have you been working with / participating in the program?

- What was it like before the program?

- What has changed?

- Reflecting on these changes is there one in particular that you think is the most important / represents the most significant change?

- Why is it important / significant?

- What would you like to see happen / change in the future?

4. Participants, funders, program supporters and the evaluator collectively discuss stories and images through a series of panels.

The stories were transcribed and used to triangulate the quantitative findings. Vignettes were interspersed throughout the findings in the final written report. For example:

Finding 2 – The project objectives approved by the ILC Board have been and continue to be delivered

        d) Access to social services

In 2007/08, eleven of sixteen patients (69%) successfully completed the Halfway House Program at the property.

Five entered the workplace, two commenced studying or training, two commenced volunteer work for the Centre, and two completed the program and returned to their families and/or their communities.

Qualitative data: The MSC story chosen from a client describes the human side and realities of drug and alcohol abuse

Before I came here…It was tough, I suppose as a kid to experience and witness… I grew up very early…I ran the streets when I was 10 years old, meeting a lot of blokes you see here today and putting needles up my arms, smoking pot and drinking… (Client, MSC Story, 19/8/09)

The client continues on to discuss the experience of accessing social services through the program at the Centre:

It is an awesome place to come to after the places you have been in life. You come here, everything is cheerful, there is no negativity, it is all positive. (Client, MSC Story, 19/8/09)

Lessons Learned

Participants responded positively to the opportunity to tell a story; deciding what to film and where they should conduct their interview.

The panel wanted to see the stories, not just read the transcript.

The quality of the filming was not sufficient to use for the panel or for the ILC Board.

Later that year, the ILC continued to develop the

qualitative methodology

through the evaluation of two of its 'Real Jobs' projects.

Improve quantitative data capture, measure, monitor & report

Need to tell the story behind the numbers.

Trialled MSC with visual elicitation

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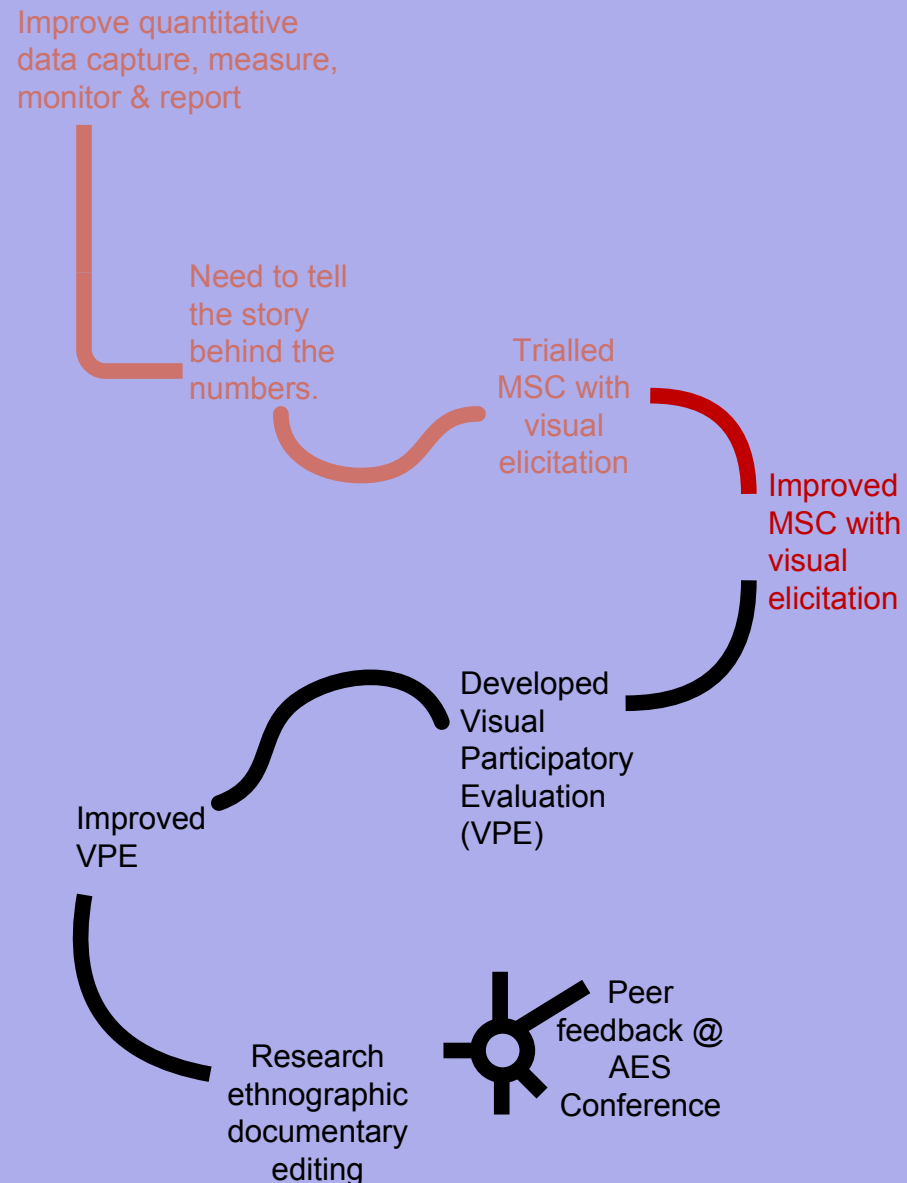
Visual qualitative methodology for **evaluating with Indigenous Rangers**

The ILC real jobs project came out of the NT Jobs package through which the ILC was allocated funding for the creation of 150 real jobs in land management and pastoral activities

The aims of the evaluation were to:

- Examine the extent to which the project is achieving the objectives and benefits projected;

- Identify any broader impacts the project is having at the individual, organisational and community level; and

- Follow up with individual Rangers their employment experience in 2009 and again in 2012.

Stories were collected on country and the Yirralka rangers chose to be interviewed in language

- In total, 17 stories were collected in 2009 from interviews with Larrakia Rangers and the Yirralka Miyalk Rangers using a common thread of questioning:

- *Tell me about what you do as a Ranger?*

- *What were you doing before you became a Ranger?*

- *What has changed since becoming a Ranger?*

- *Thinking about the things that have changed, is there one that is more important / significant? Why?*

- *Where do you see yourself in the future?*

In March 2012, follow up data was collected for all 17 participants regarding employment status and 13 participants were interviewed to add currency and validity to the original stories collected. Again a common thread of questioning was followed for all interviews:

- *Where are you working now?*
- *How long have you been there?*
- *What is the biggest change for you since leaving your Ranger job? Or*
- *What is the biggest change for you since we last spoke (2 years ago)?*

Why is that change important to you?

Report extract: Qualitative data to triangulate quantitative findings with thick descriptions

Table 2: Summary of the employment and training outcomes achieved through the ILC Real Jobs project from 2008 – 2011 across all sites.

	08/09	09/10	10/11
Number of jobs contracted (FTE)	150	150	163
Number of people employed	155	168	163
Number of training events	163	316	1336

As at the 30 June 2011, there were contracts executed for 163 full time Indigenous workers employed through the ILC Real Jobs project in land management and pastoral sectors throughout the NT. This is due to the ILC securing approval to use under-spend from previous years to create 13 additional jobs as well as the original allocation of 150. Training expectations were also exceeded. In 2009/10 there was 194% increase from the previous year and 423% increase in the number of training events in 2010/11.

'CDEP, I mean this is my own personal opinion, is work for the dole plus twenty bucks. Whereas, actually getting onto a wage, changes the mentality of the rangers themselves and feeling like they are doing a legitimate job' (MSC Story 1, Larrakia Rangers, September 2009)

Report extract: Qualitative data used to describe emerging findings

Common changes were described by the Rangers and 8 themes emerged during the consideration of the stories of change by the MSC panel. These are described below with examples of changes from the stories:

1. The development of identity, recognition, professionalism and pride within the Rangers:

   '[The most significant change for me has been]…our identity as a women ranger group within the Darwin area' (MSC Story 5: Minbeni Rangers, September 2009)

2. Formation of partnerships, collaborations and good working relations with government and non government bodies working in land and sea management:

   '…be treated a lot more as a professional unit' (MSC Story 1: Larrakia Rangers, September 2009)

   'I got to liaise and work with a lot of government bodies and other land management organisations and it really built my confidence in that area' (MSC Story 18: Former Larrakia Ranger, March 2012)

3. The creation of a workforce for women on country that empowers and supports Indigenous women:

   'We look after that tree (sacred women's tree)… That's why it's women's work, all the women. Not the men. (MSC Story 14: Miyalk Rangers, September 2009)
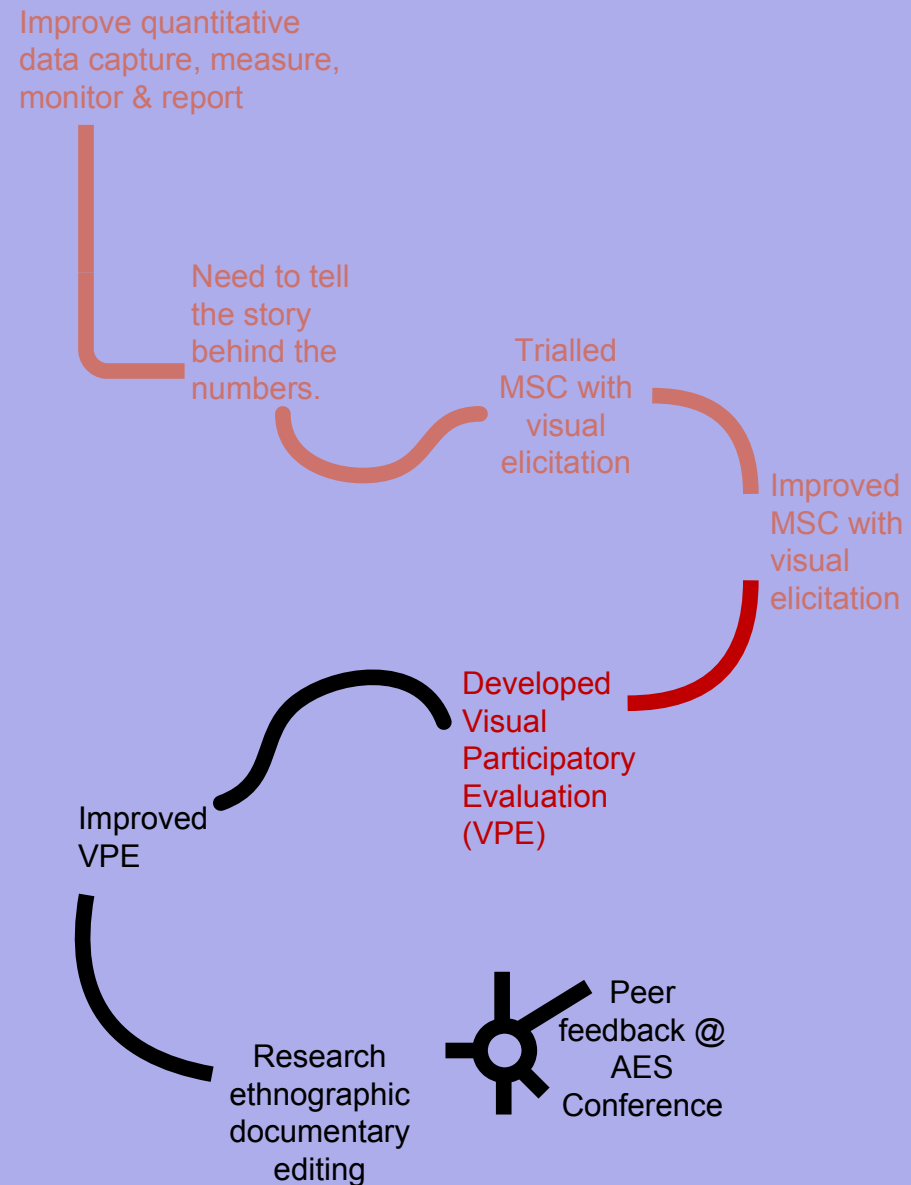
4. Sharing culture and intergenerational learning as part of the job:

   '…you throw a stone in the pond and the ripple effects go right through our whole community' (MSC Story 3: Larrakia Rangers, September 2009)

Lessons Learned

- The panel much preferred the process of using the filmed interviews to discuss the changes identified by project participants.

- Clear themes emerged through the stories and these provided rich discussion for the panel.

- The panel wanted to see a final visual report, but unfortunately the footage was not sufficient quality. So again, the stories were transcribed and used throughout the report to triangulate the quantitative findings.

- Additionally, a new section on themes was added to the report.

In 2010, the ILC further developed the methodology in partnership with an external consultant engaged to evaluate its Training to Employment Initiative.

Improve quantitative data capture, measure, monitor & report

Need to tell the story behind the numbers.

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Improved MSC with visual elicitation

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Improved VPE

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Peer feedback @ AES Conference

Further development of the visual qualitative methodology

- In 2010-11, an evaluation was conducted by *ImpaxSIA* to determine if the initiative had achieved its targets, whether the design of the program was appropriate, to identify the range of 'impacts' being delivered by the Initiative and whether the initiative had been effective and efficient.

- Visual methods were included in the evaluation Terms of Reference, the consultant was also skilled documenter and the methodology was again iteratively refined.

Lessons Learned

- Participants enjoyed participating in the process and reported learning about themselves through their reflective participation.

- A better quality video assists with panel considerations of the stories and the environmental and non verbal context provides additional richness to the data.

- The final product was of higher quality; a DVD was created for the panel discussions and a final visual report for the ILC Board.

- Back editing the video proved challenging for the editor (to match visuals to the narrative).

In 2012, the methodology was incorporated into the evaluation of 4 properties

acquired for cultural

and

environmental

purposes.

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Further development of the **visual qualitative methodology**
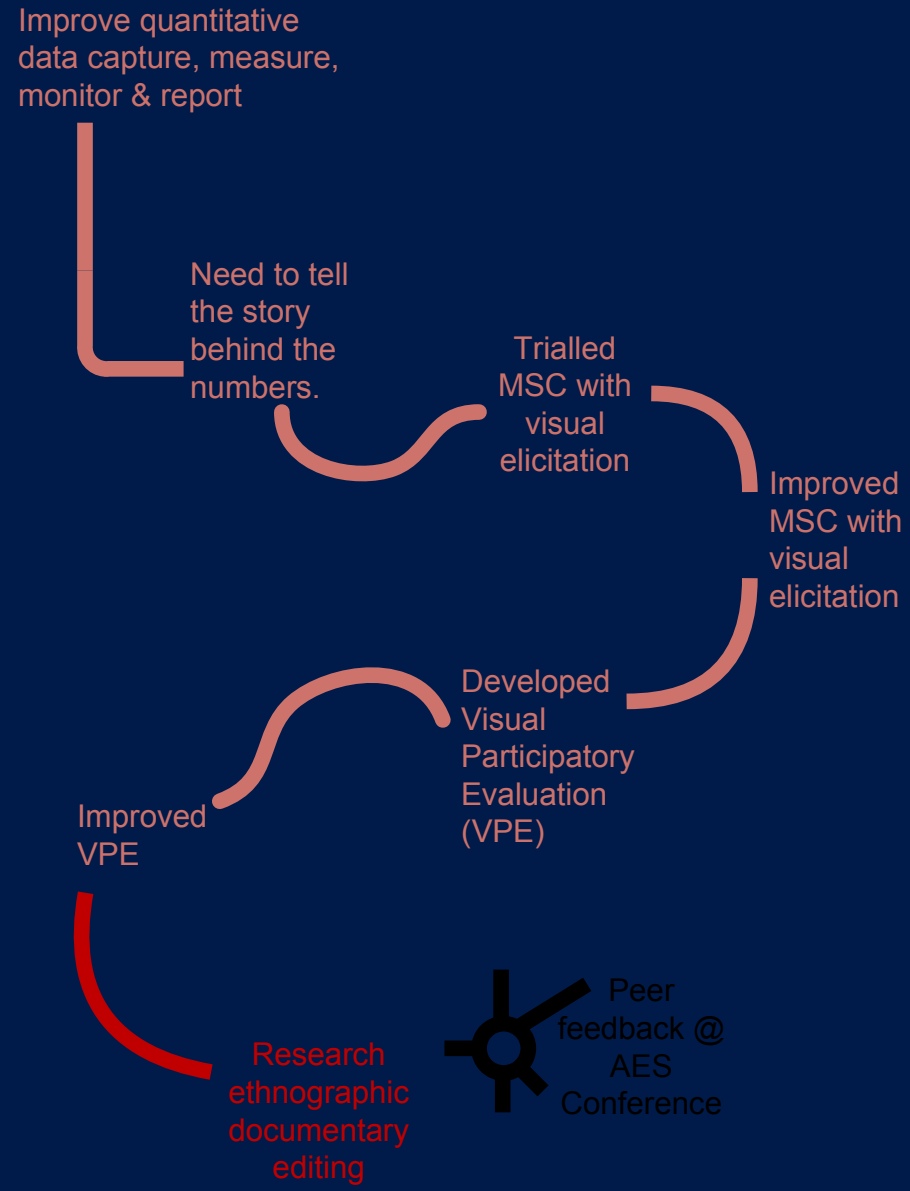
A fourth evaluation with the aim :

- To report on achievements against the original purposes of each acquisition, and of the combined acquisitions.

- To define quantitatively and qualitatively the cultural and other benefits being achieved as a result of the acquisitions.

- To identify the broader impact of the acquisitions on the Gunditjmara people.

The lessons learned from the previous three have been incorporated into the methodology including improving the visuals planning to include:

- Using a trained documenter, planning a draft screen shot as well as an interview schedule and allowing for more time to capture visual 'story' not just the narrative interviews;

- Including training the evaluator and project participants in the use of the camera and sound equipment, shooting and editing.
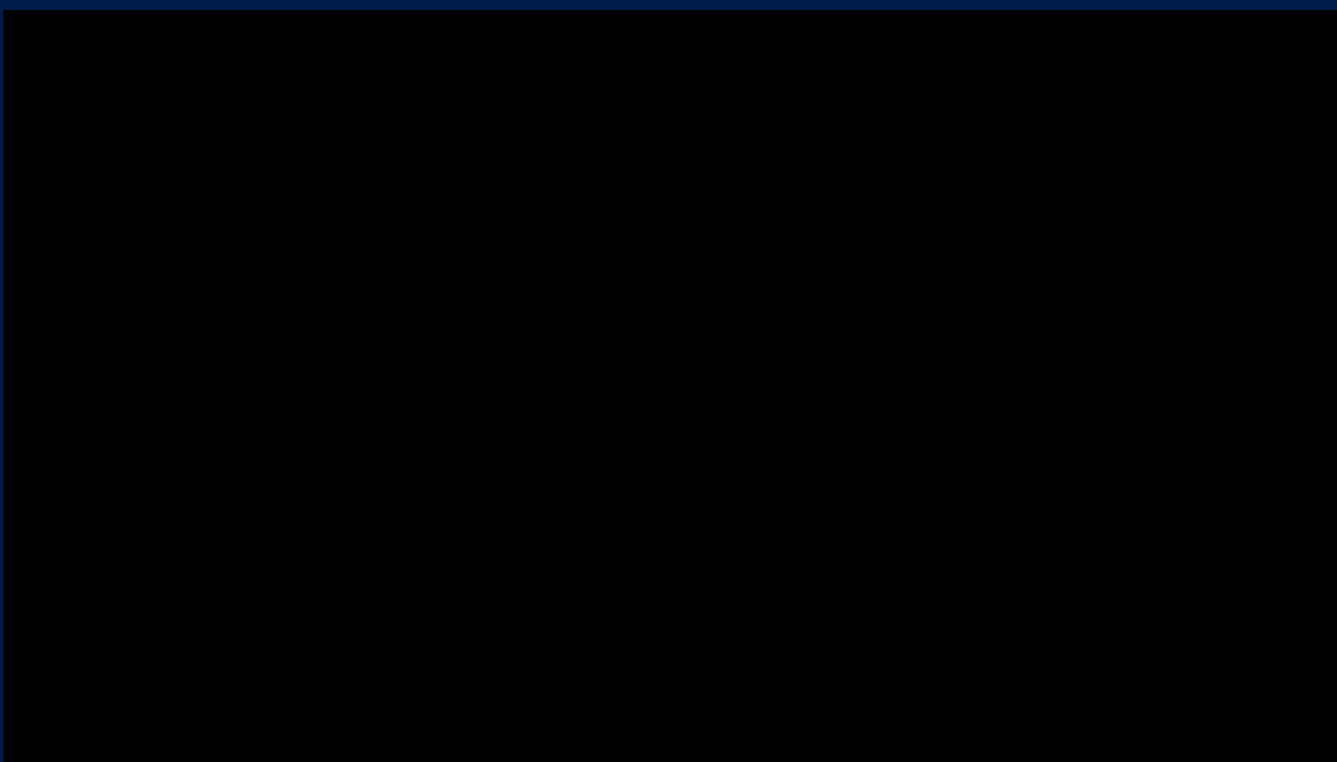
Current and future work focus on incorporating greater

ethnographic documentary methodology into the editing of the visual report; capturing

inspirational change prior to

project commencement.

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To learn from the **collective experience and knowledge** at AES and to continue to iteratively improve the process and methodology

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