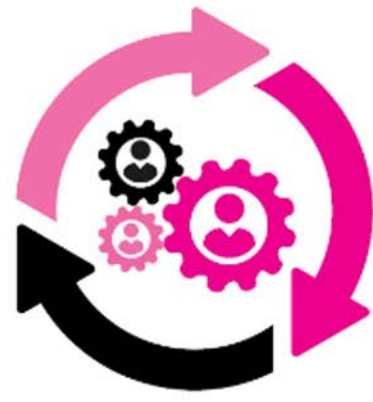


**MONITORING
EVALUATION
LEARNING**



**MISSION
AUSTRALIA** | together
we stand

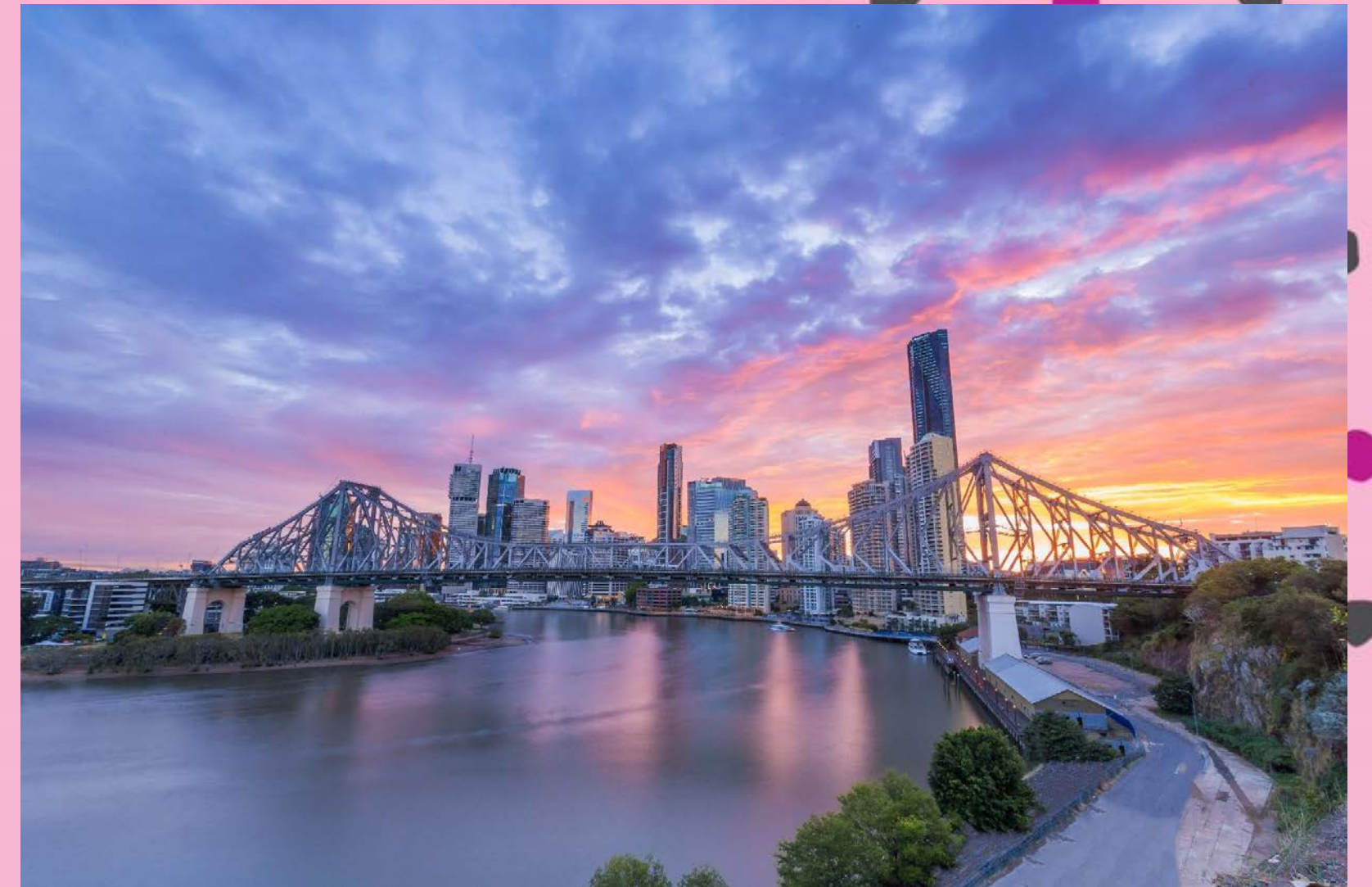
We can't do this alone:
a multi-disciplinary
approach to
Monitoring, Evaluation
and Learning

AES Conference 2023



MISSION AUSTRALIA

Mission Australia acknowledges the traditional custodians of this Country, the Jagera and Turrabal people and we pay our respects to Elders past and present for they hold the memories, the culture and dreams of Aboriginal and Torres Strait Islander peoples. We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people who are our future leaders.



Our evidence and insights journey

- 1 Context- the why
- 2 Centre for Evidence and Insights
- 3 **Monitoring:** Laying the foundation
- 4 **Evaluation:** Working in partnership to build an evidence base
- 5 **Learning:** It's all about the "L" in the MEL



Mission Australia context

Australia is facing a national homelessness and housing emergency.
We believe every person across the country should have a safe and secure home.
Our goal: End homelessness & ensure people and communities in need can thrive

Together, we supported **147,913** Australians **on their journey towards independence last year.**

Homelessness



23,755 people assisted
through 78 services

Housing



7,388 people assisted
through 13 services

Children & families



20,862 people assisted
through 63 services



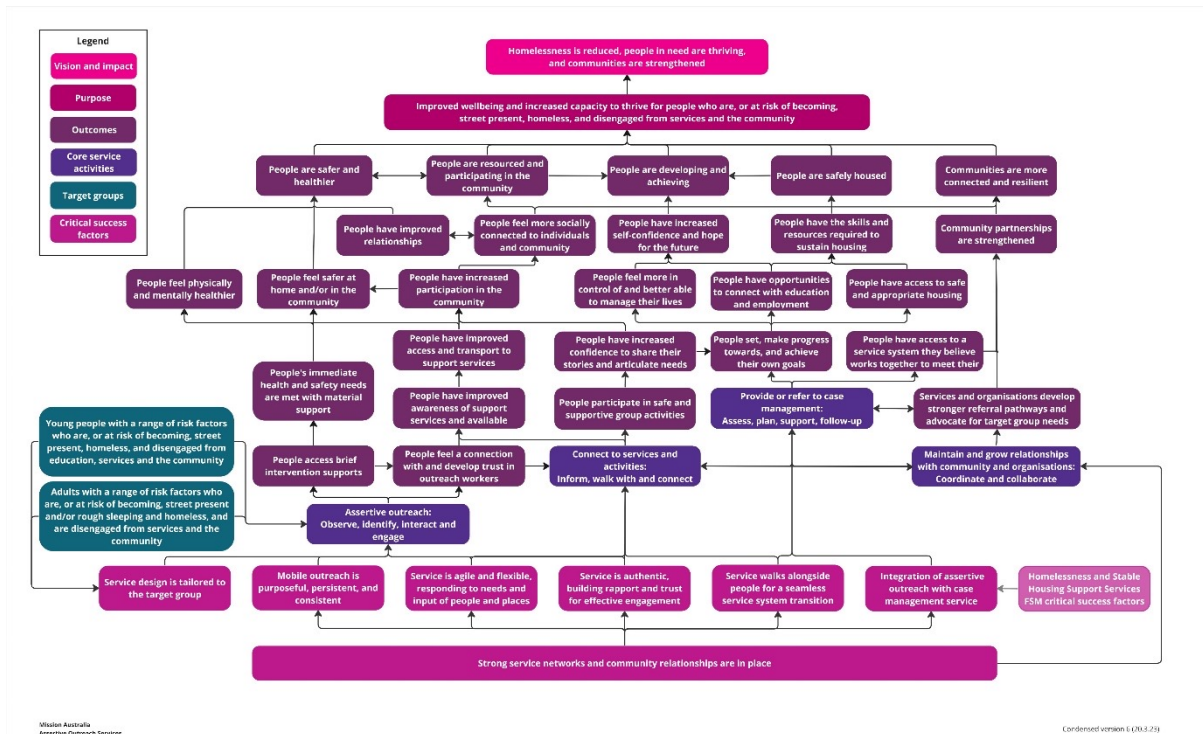
Our multi-disciplinary Centre for Evidence and Insights

To inspire **curiosity for evidence** that leads to **learning** and **action** to increase the **impact** and **effectiveness** of Mission Australia's work and multiplying our impact by sharing with others.



Monitoring: Laying the Foundation

Theory of Change



Measuring what matters most



Homelessness and Stable Housing Support Client Consultation

We wanted to know more about what people would like our Homelessness and Stable Housing Support services to do to support them and what outcomes they want to achieve, so we interviewed nine people across the country to find out. This is what they told us:

Where were the interviews?



- Living in poverty creates a lot of pressure, just having a roof over your head is an important first step. It's also important to have the skills to maintain housing.
- People want a sustainable long-term home where they can live a full life.



- Feeling safe is key, without safety it's hard to do anything. Mental health is also very important.
- To experience good mental health and wellbeing people need good physical health and positive relationships.



- It's hard to navigate the service system without support.
- People want to feel connected to their community.



- People want to feel in control.
- Setting and achieving goals is important for self-esteem.
- Connecting with employment can help people to become more independent.

What did we do with the feedback shared with us?

- We changed how we will monitor the Safe and Healthy outcome, to explore physical health and mental health in more detail because people told us this was really important.
- We created a detailed summary with quotes from the interviews, which is available for all of the staff in our organisation, so they can better understand what is important.
- We talk about the things shared with us when we support services to reflect on their practice and use this to guide how we measure how well we are supporting people.

If you have any questions about this consultation contact the Impact Measurement and Evaluation team at: impactevaluation@missionaustralia.com.au

Creating and sustaining engagement in data collection



Our partners

1

Service Design & Innovation

2

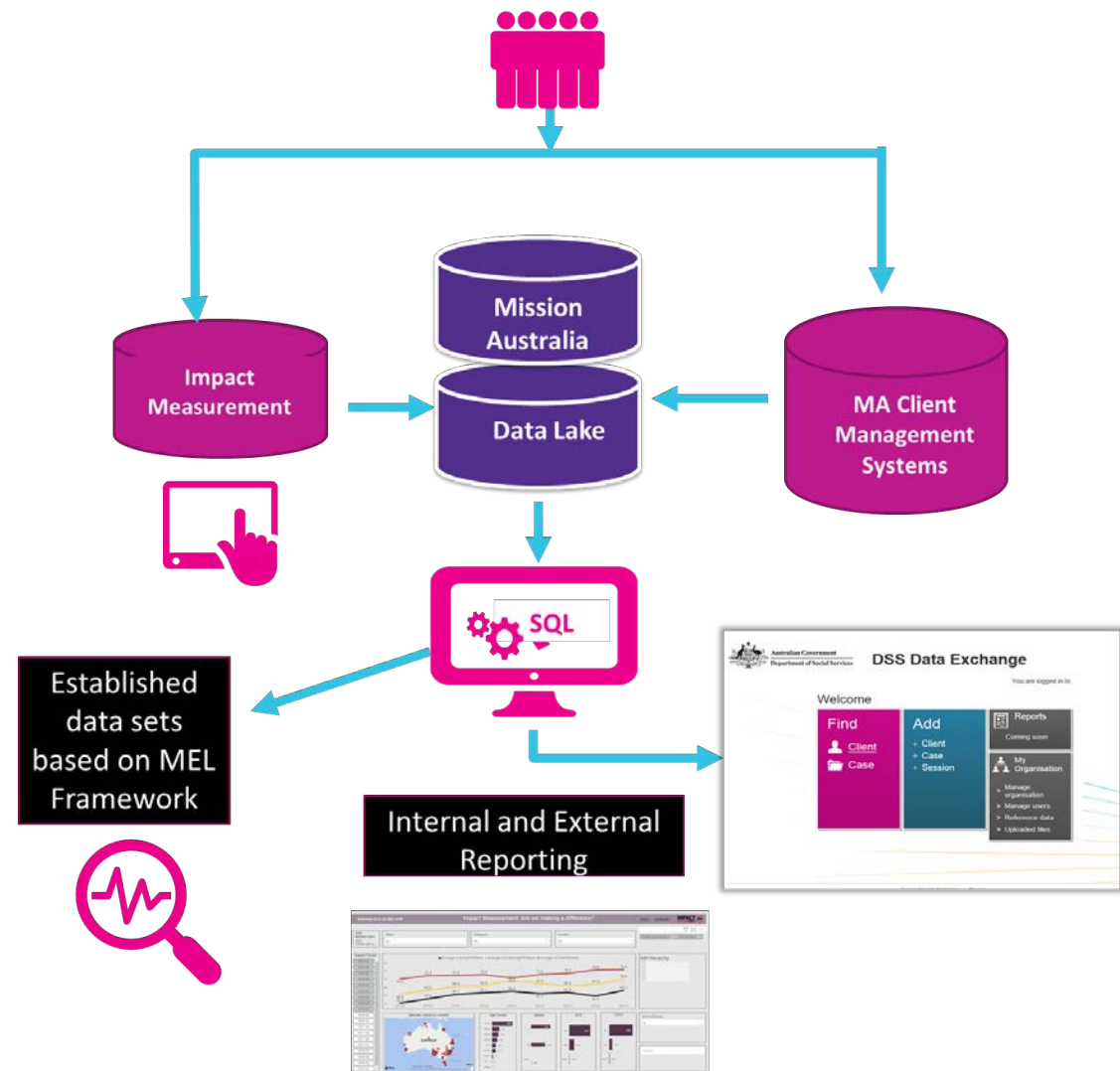
People with a Lived Experience

3

Practitioners & Champions

Monitoring: Laying the Foundation

Establishing sustainable consolidated data sets based on MEL frameworks



Generating actionable insights from monitoring data



Our partners

4 Information Technology

5 Business Intelligence

6 Data Scientists, Statisticians & Researchers

Evaluation: Working in Partnership to Build an Evidence Base

What works for who and in what circumstances?

 Life Course Centre



Data linkage and longitudinal outcomes

Better Outcomes Lab
Department of Customer Service



 Australian Government
Australian Institute of
Health and Welfare

A.I.H.W.

Our partners

1

Research Centres

2

Government

3

Consultancies

4

Practitioners

5

People with a lived experience

Learning: It's all about the "L" in the MEL

Access to real-time data

Minimum Viable Staffing Model

What are we tracking?
The proportion of services that have an average of at least 1.25 FTE per month. The Flagship Service Model describes the minimum viable staffing for Homelessness and Stable Housing Support Services as 1 FTE Case Manager/Support Coordinator, 0.2FTE Program Manager and 0.05 FTE Area Manager.

Average FTE per month (This year vs Last year)
Last Year: 2.34, This Year: 3.00

Proportion of services with minimum viable FTE by remoteness

Remoteness Category	Last Year (%)	This Year (%)
Very Remote Australia	100%	100%
Outer Regional Australia	91.7%	91.7%
Isolated address	100%	100%
Major Cities of Australia	88.0%	92.8%
Remote Australia	87.5%	85.7%
Inner Regional Australia	85.7%	100.0%

Proportion of services with minimum viable FTE over time

Why is this important?
People accessing services have told us having a dedicated case manager is important: "An ongoing case manager would be good, haven't had a case manager in a while"

What the data tells us

- Very Remote and Remote services are most likely to have at least 1.25 FTE, while Inner Regional services are most likely to struggle with adequate staffing.
- The change in average FTE per month from last year to this year is **65.88%**
- March and September tend to be months when a higher proportion of services struggle with staffing.

SharePoint | Monitoring, Evaluation and Learning | Welcome to the Monitoring, Evaluation and Learning SharePoint | Monitoring, Evaluation and Learning (MEL) is an essential element of how we deliver services at Mission Australia. Through the MEL process we can:

Evidence to Action process



Documenting program changes and measuring the impact



Our partners

1

Business Intelligence & IT

2

Subject Matter Experts

4

Practitioners

5

Service Designers

In summary: We can't do this alone!



Any questions or comments?

Cherie Pereth

Impact Measurement and Evaluation Manager
perethc@missionaustralia.com.au

Rachel Christie

National Manager – MA Centre for Evidence and Insights
christier@missionaustralia.com.au