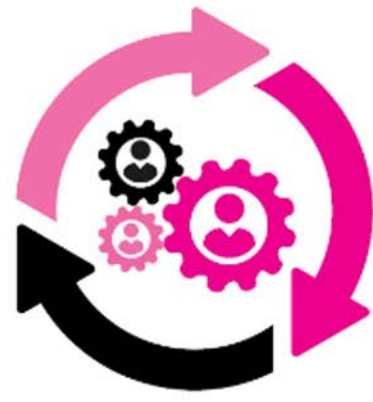MONITORING
EVALUATION
LEARNING

MISSION AUSTRALIA | together we stand

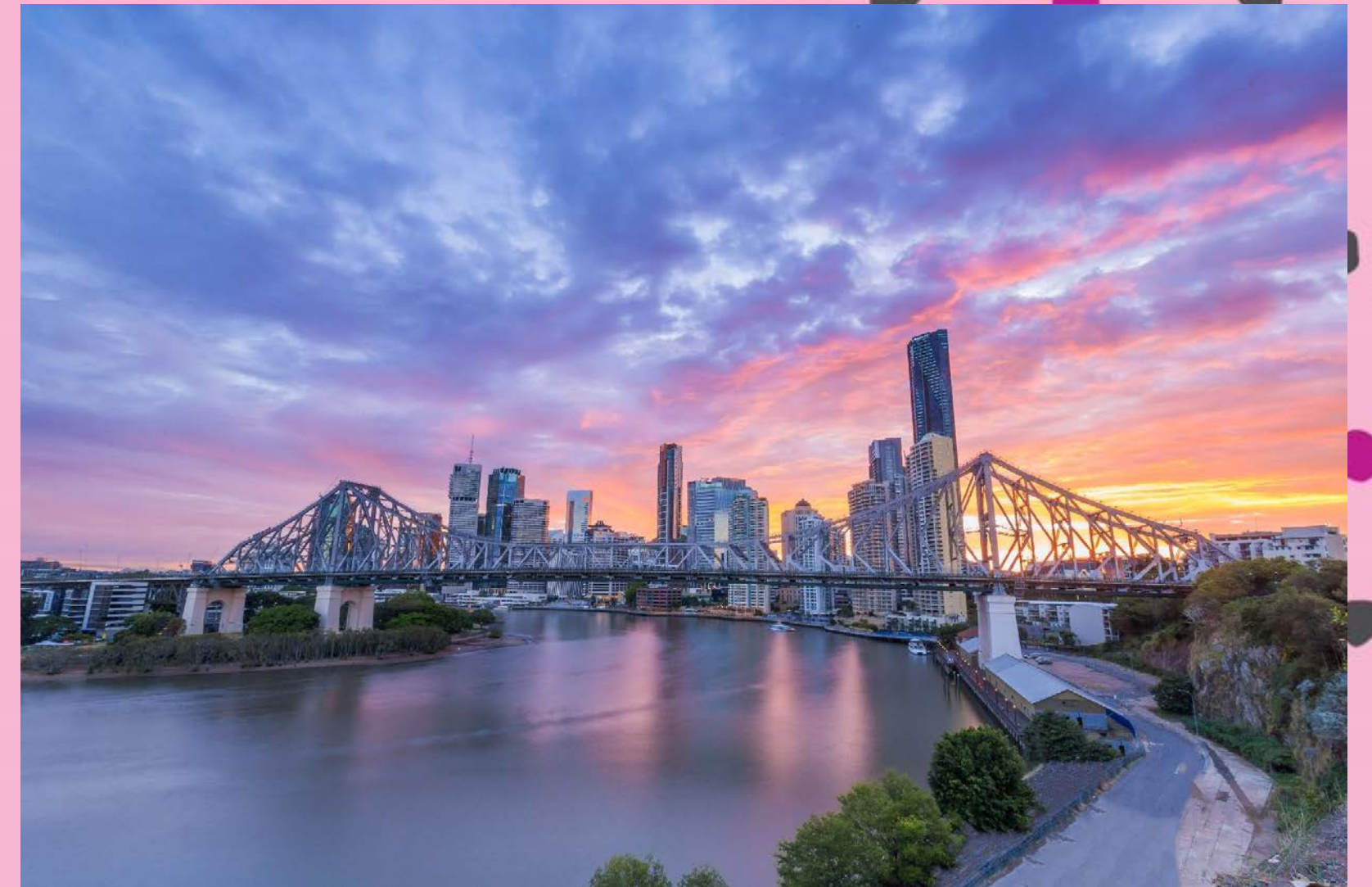We can't do this alone: a multi-disciplinary approach to Monitoring, Evaluation and Learning

AES Conference 2023

Mission Australia 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
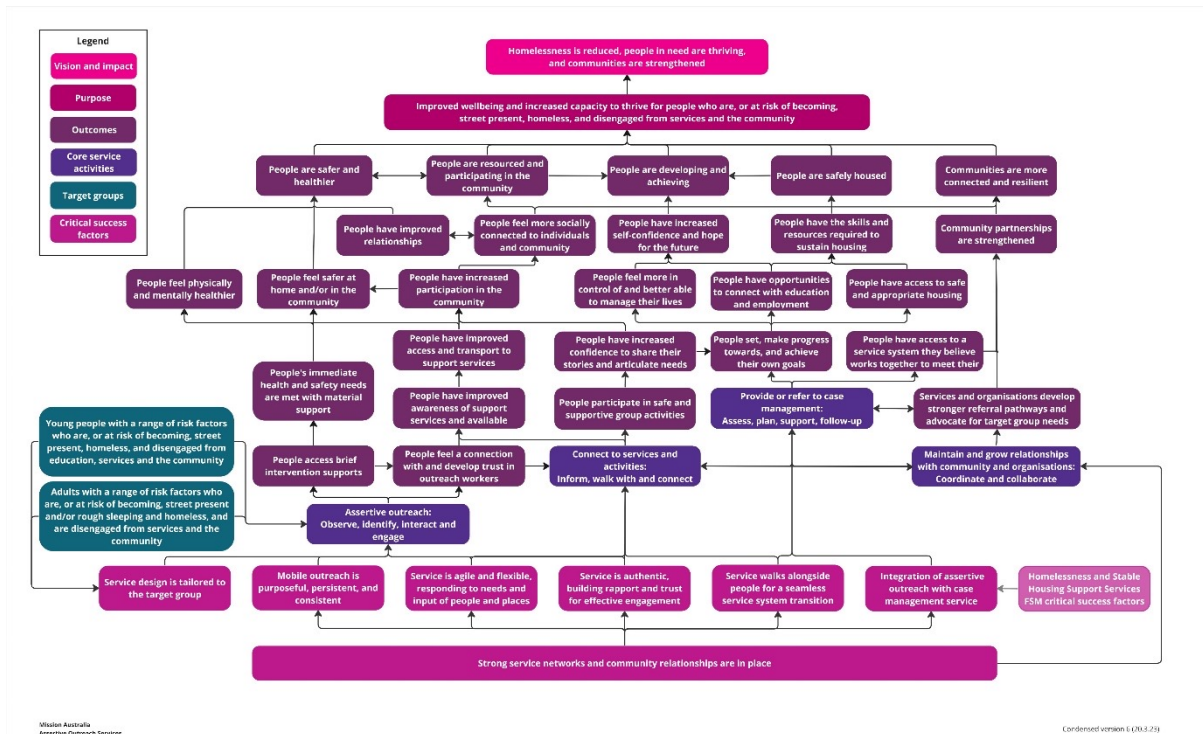
20,862 people assisted through 63 services

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

Program Theory
Monitoring & Reporting Framework
MEL Toolkit
MEL
Evidence to Action
Periodic Evaluation
Annual Insights Reports
MEL Dashboard

Learning

Evaluation

Measure Impact | Drive Excellence | Build Evidence | Spark Action

Monitoring: Laying the Foundation

Theory of Change

Measuring what matters most

Creating and sustaining engagement in data collection

Our partners
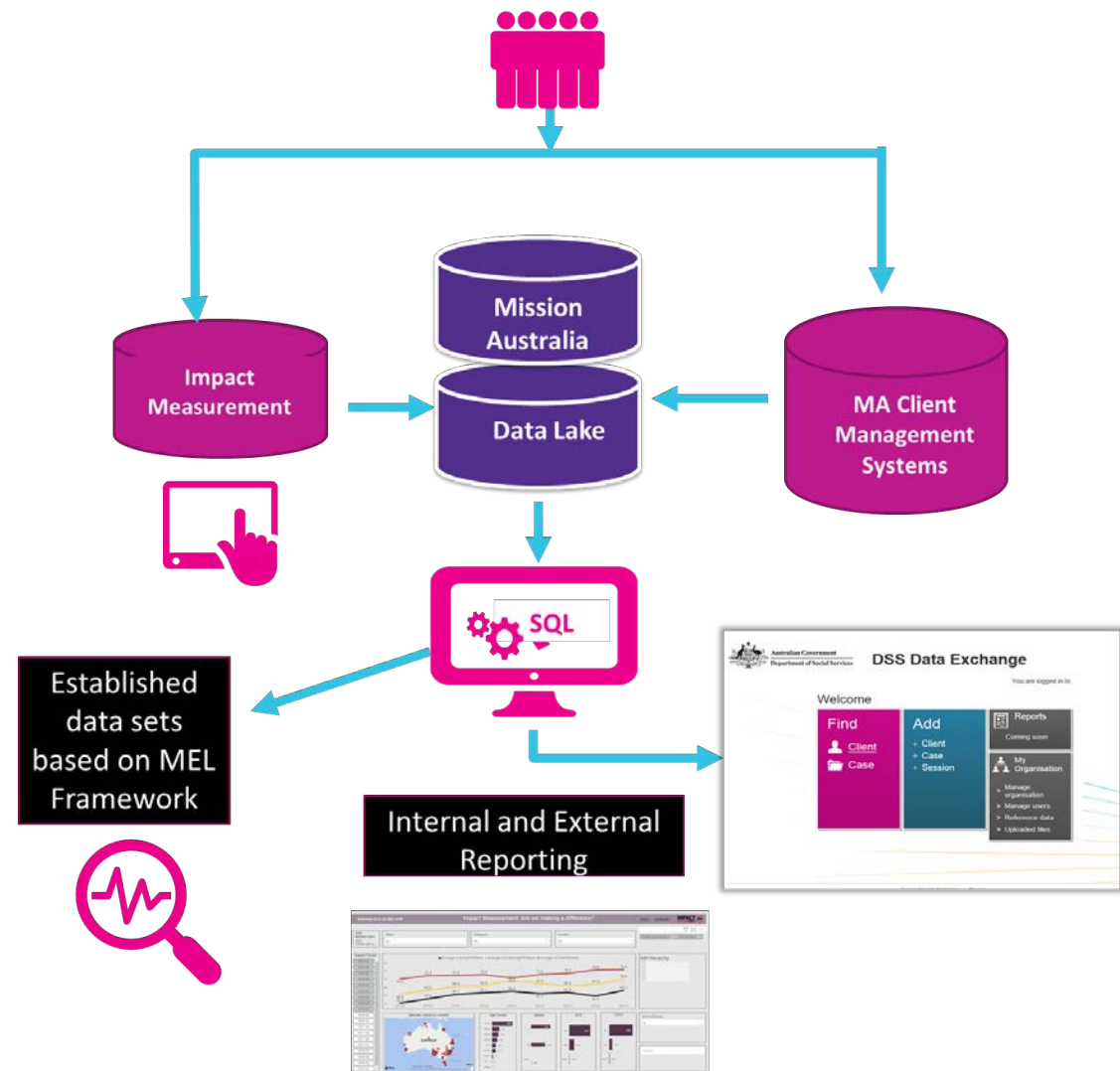
1 Service Design & Innovation

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

People experiencing homelessness who received case management support	Increase length of support to 4.2 months	Increase support to 27 instances
31% exited homelessness	**49%** exited homelessness	**55%** exited homelessness

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?

Data linkage and longitudinal outcomes

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

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?

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