

OPEN Forum: Evidence everywhere, everyday, everyone

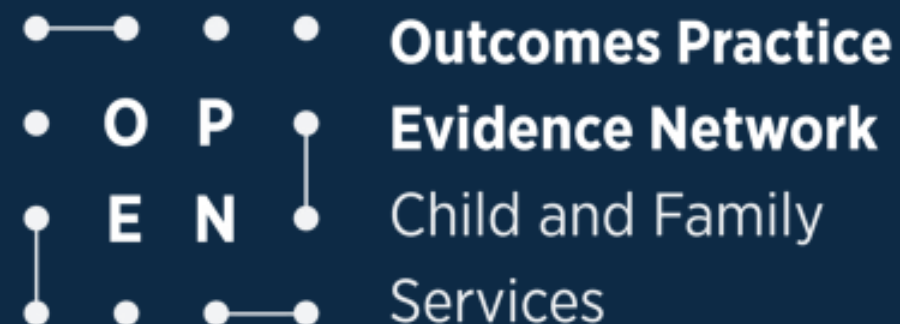
Take the next steps on your Outcome Journey with OPEN

Speakers: Dr Mandy Charman (OPEN), and Melissa Storey (*Children Australia*)

Acknowledgement of Country

OPEN would like to acknowledge and pay respect to the past, present, and emerging traditional custodians and Elders of this country on which we work.

OPEN also acknowledges the injustices and trauma suffered as a result of European settlement, the stolen generations, and other policies such as the forced removal of children from their families, communities, culture and land. We respect the resilience of the Aboriginal and Torres Strait Islander community in the face of this trauma and respect their right to, and aspiration for, self-determination and empowerment.





Housekeeping

- Please mute yourself
- Can you also ensure your Zoom name is your own
- Turn your chat box on and ask lots of questions!
- There is the option for closed captions at the bottom of your screen.
- If you have any tech issues, first try leaving the session and rejoining us, this often sorts the issues out. If not, please private message Sarah Ryan who will have her camera on.
- This session is being recorded and shared later

Session Overview



Celebrating the OPEN Journey, introduction to OPEN toolbox.

Presented by Dr Mandy Charman from OPEN



Easy steps to get going on evidence use

Presented by Dr Mandy Charman (OPEN) and Melissa Storey (*Children Australia*)



Sector Reflections of their Outcomes Journey – Uniting VicTas and Family Care

Celebrating the OPEN Journey!

Evidence, everywhere, everyday, everyone



Introducing the OPEN team

Outcomes, Practice and Evidence Network (OPEN)

OPEN is a critical enabler of the sector outcomes and learning system

How do we do this?

We do this through connecting and supporting the sector to use, build and share evidence our knowledge about what works to continuously improve services for children, young people and clients

We meet sector organisation where you are on your evidence journey, and bridge the gap between the sector, research and government.



How do we work



OPEN is a unique, sector driven evidence network - the sector is the network

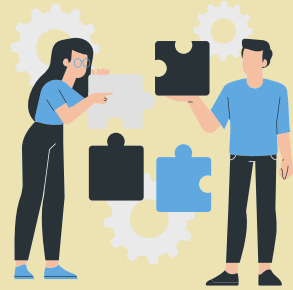
OPEN fosters and builds trust and collaborative, across the sector and between research and practice

OPEN is strengths based

Our approach to evidence - a broad church -

- we use an Action Learning Model
- evidence is journey, not a one-off event
- strong evidence will use multiple sources of data and diverse methods, with methods driven by your purpose

**Research-sector Partnership
(2011-2017)**



OPEN Timeline

In the year 2023, OPEN ran 6 Forums, with 887 participants attending on the day and 1511 registering for recordings and event reflections.

**So much more to
come**

2016 Roadmap to Reform



2017 OPEN Launched & Learning System Grants



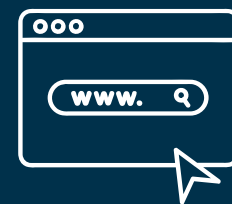
2018 1st OPEN Symposium



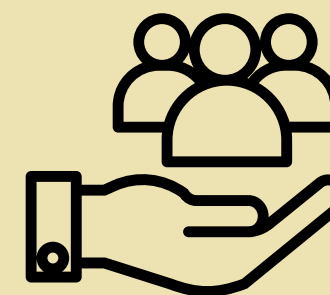
2023 Largest Symposium Yet



In September 2019, the OPEN portal had 901 and members, in March 2024 it has 3323 members and 26% increase from March 2023 to March 2024.



2019 OPEN Portal



2020 Growing OPEN Events



2019 --> Growing support and advice services to sectors organisations

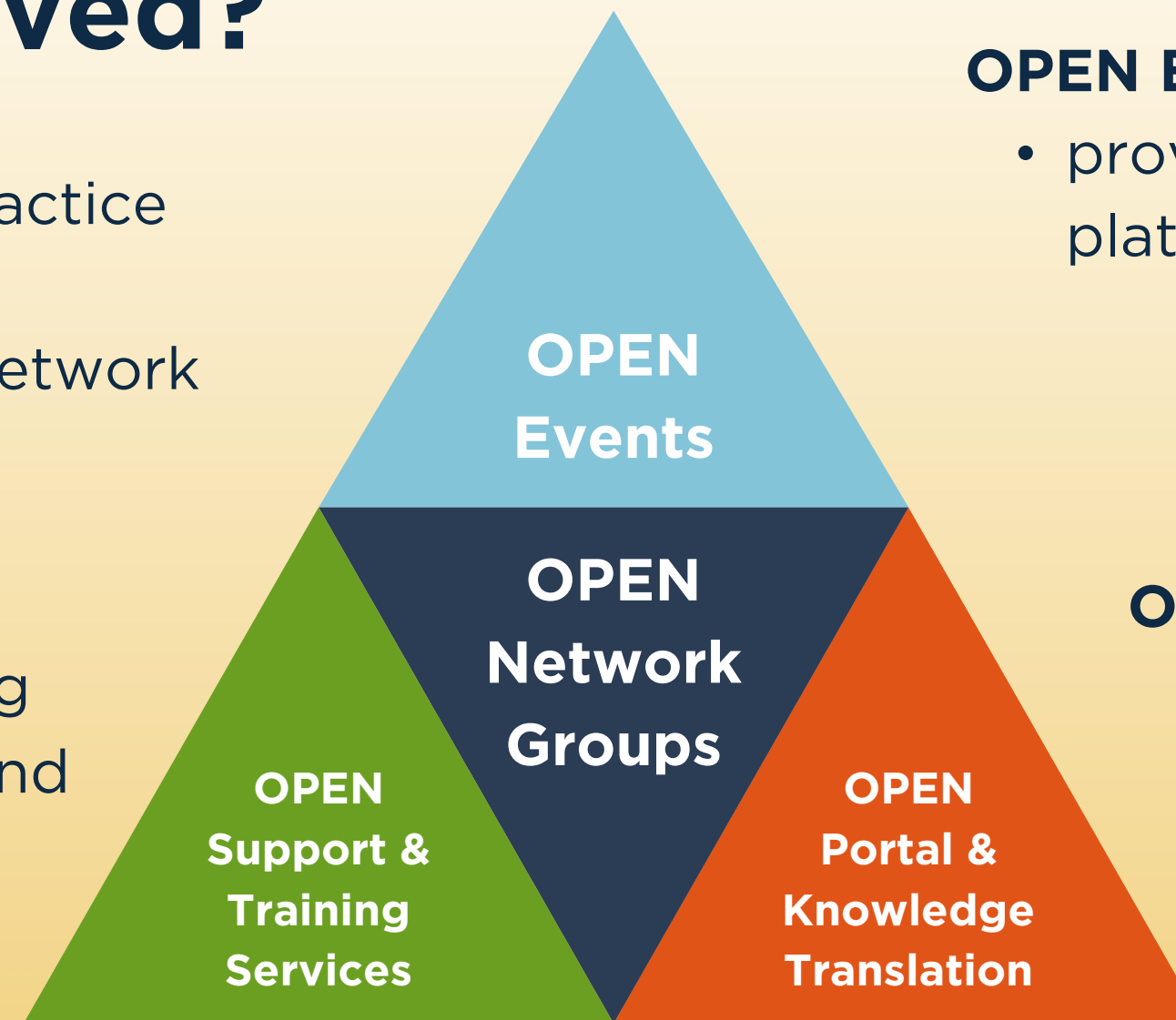
So, what do we do and how can you get involved?

OPEN Network Groups:

- Evaluation Community of Practice
- Steering Committee
- Communication Managers Network

OPEN Support and Training:

- strengthening understanding and skills in using, building and embedding evidence



OPEN Events:

- provides a cross sector learning platform

OPEN Portal:

- makes evidence from practice and research accessible

Highlights:

- In 2023, the Evaluation COP has 32 members from 20 Organisations
- In 2023, 31 organisation received evaluation and data support or training.

Highlights:

- In 2023, 890 participants, 55 different presenters from 30 unique organisations (2/3 sector organisations engaged with OPEN Events.
- OPEN has 3400 members and growing.

What next?

Refreshed OPEN Portal - Increased engagement and sector input



IDENTIFY

Identify the service gap, need or opportunity that, if addressed, will lead to better outcomes.



DESIGN

Design the appropriate program or service, and the accompanying implementation and evaluation plan.



IMPLEMENT

Implement your program or service and monitor progress in partnership with clients and colleagues.



EVALUATE

Evaluate how and why a program or service is leading to outcomes (and if not, why not) and share this knowledge with clients, colleagues and community.



REFLECT AND REVIEW ALL THE WAY THROUGH

Reflect on client and practice experience and review data to improve your practice and build the evidence base.

[Home](#) » [Knowledge Hub](#) » [AVITH Knowledge Hub](#)

AVITH Knowledge Hub

A knowledge hub for professionals wanting information about adolescents and young people who use violence in the home.



AVITH: What we know

Information about children and young people using violence against parents, carers



AVITH: Program Guide

Mapping services to support families experiencing AVITH. Find details of specialist AVITH programs and referral information.

[Learn More](#) →



Windermere: Upskilling case managers to set up children and families for success

Windermere is an independent community service organisation working across south east Victoria to support children and families. Since its creation 150 years ago, Windermere has helped many thousands of people...

[Read the full case study](#) →



Anglicare Victoria: Using data to improve client outcomes

Anglicare Victoria formed in 1997, is one of the state's largest out-of-home care providers. Following the amalgamation of three of Victoria's most experienced child and family welfare agencies: the Mission...

[Read the full case study](#) →



Kids First: Creating an evidence-informed, client-centred service

Formerly the Children's Protection Society, Kids First has provided a wide range of services to vulnerable children and families since 1896. Kids First supports children and families underpinned by guiding...

[Read the full case study](#) →

What next?

OPEN Training: Everyday evaluation -- Design and measure for outcomes

Commencing May 2024

Outcome Journey Training Sessions. Getting more from everyday evaluation: Design and Measure for outcomes.

- 1. Overview: Outcomes Journey Roadmap** Demystifying evidence in practice, what's in it for you?
- 2. Trying it out: Build your own 'everyday evidence'** Only measure what matters, but what matters?
- 3. Don't recreate the wheel:** Using and building from the existing knowledge base

Supported by - [OPEN Everyday Evaluation 'How to' Guides](#) and [Fact Sheets](#)

Outcomes Journey Toolbox

A suite of technical resources and tools to support your own Outcome Journey

Easy steps to get going on evidence building and use

Dr Mandy Charman (OPEN) and Melissa Storey
(*Children Australia*)



Easy steps - Getting going with everyday evidence

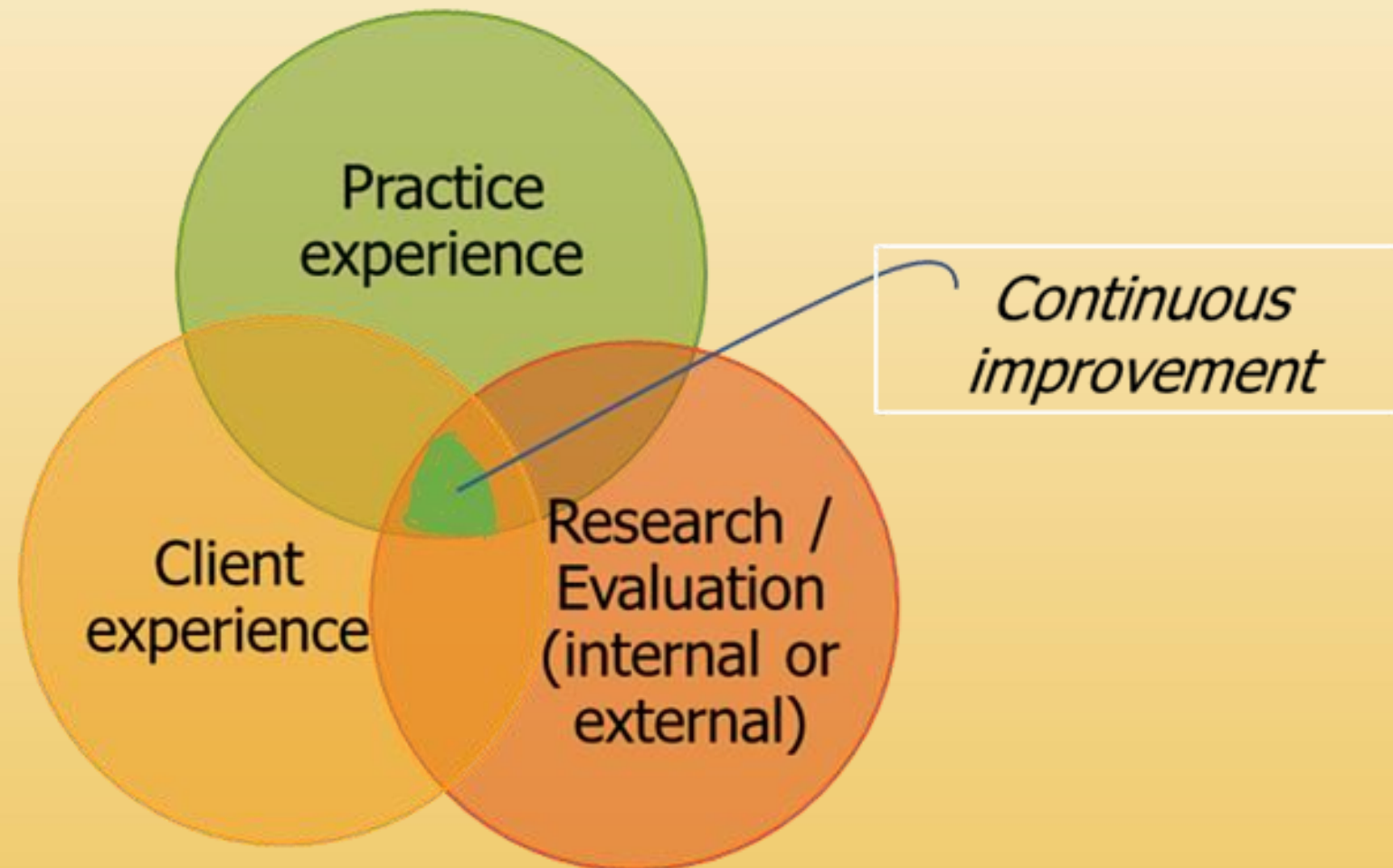
Evidence is all around us - we engage in evidence related activities all the time.

Evidence activities include:

- Performance reporting
- Client feedback or surveys
- Outcome measurement
- Reviewing, undertaking and commissioning research and/or evaluation activities
- Sharing our evidence of what works

Why evidence? Evidence in all its forms inform:

- Better understanding of needs
- Understanding the difference we have made
- How to improve what we are doing
- Demonstrating to funders our effectiveness
- Being accountable to clients
- Building the broader generalisable knowledge base



A. Embedding evaluation into practice - everyday evaluation

Why 'everyday evaluation'?

To support organisations to embed evaluation tools into their practice - better design and better measurement, so they can:

- ✓ PROVE - understand the difference we are making - outcome for clients
- ✓ IMPROVE - identify how to improve our work to make even more difference

Our model

- ✓ Evaluation is an ongoing process not a one-off event
- ✓ Start where you are - the goal is improvement NOT perfection
- ✓ Tools can be simple and still effective if you focus on what your really need to know
- ✓ Just get going - best learning through action - *'Teach a woman to fish and you feed her for lifetime!'*



Outcomes Journey - Key evidence related activities occur at different stages of a services lifecycle

IDENTIFY and understand needs: What is the need and how do you know?

- ✓ Draw on the existing published literature
- ✓ Client feedback or consultation
- ✓ Explore service/intervention

EVALUATE, analyse, report - understand the difference you have made

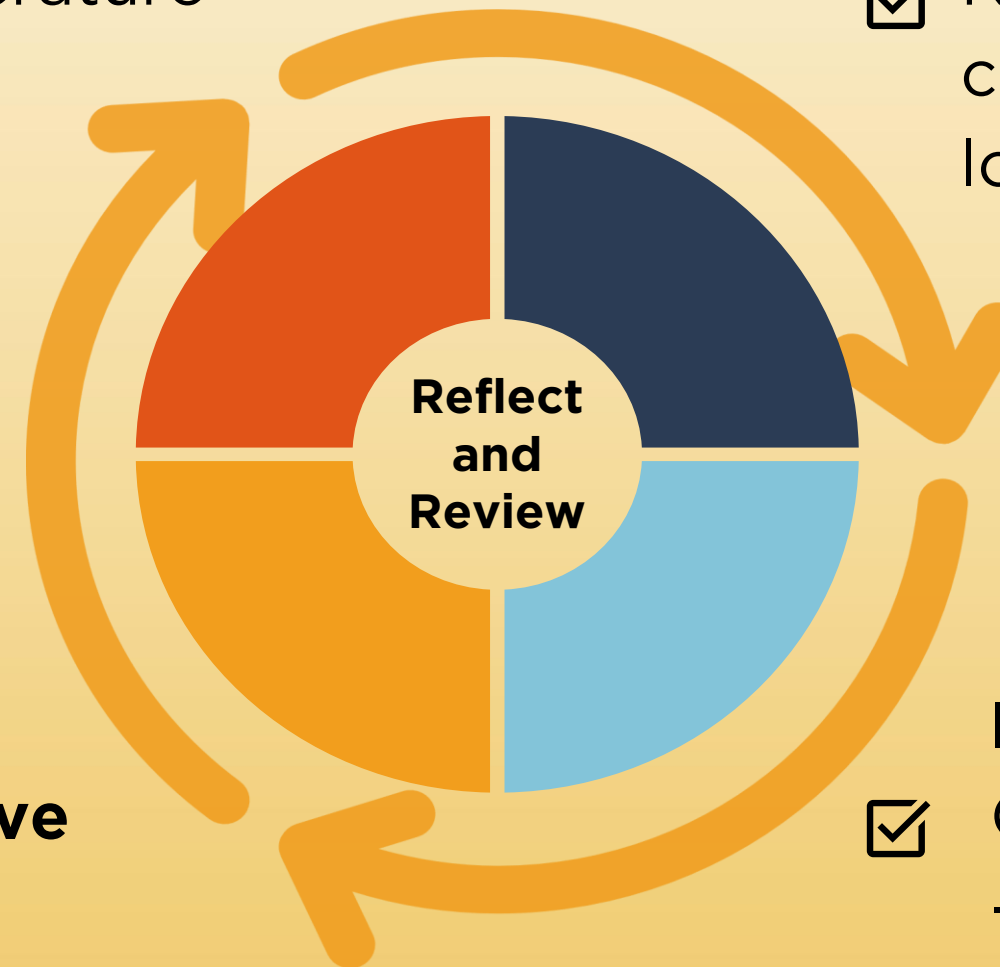
- ✓ Data analysis and meaning making, to answers your key questions
- ✓ Document your findings and conclusions

PLAN & DESIGN your program

- ✓ Theory of Change/Program Logic
- ✓ Key Evaluation questions and data collection plan linked to your program logic

IMPLEMENT your program

- ✓ Collect data throughout implementation - make it simple
- ✓ Ongoing reflection, and improvement



Easy wins - what makes the most difference

Success is in your set up - the design

- Getting the real benefit of a theory of change/logic model
- Link evaluation questions and data to the logic model -- - What did we do? | How well did we do it? | What difference did it make?

Set up to measure what matters - implement

- Everyday data that can be collected through delivery is cost and time effective
- Don't under-estimate qualitative data

Throughout

- Reflect on what you find, identify improvements and share your learnings as you go
- Identify critical friends for support

Build the foundation to strengthen evidence culture in your organisation

- Build evaluation capability – ideas - Evaluation COP
- Develop guidance on everyday evaluation for your organisation
- Start to ask 'how will we know we've made a difference?' -



B. Using evidence with Melissa Storey from Children Australia