



Report

Realising and rebuilding resilience

A Social Return on Investment evaluation of the Wellsprings
Women's Support Program



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Realising and rebuilding resilience – A Social Return on Investment evaluation of the Wellsprings Women’s Support Program

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PREPARED BY

Jennifer Feinstein, Stephanie Lightfoot and Suzi Young, Think Impact

CONTACT

For further details please contact:

Think Impact
Our Community House
552 Victoria Street,
North Melbourne, VIC 3051, Australia
suzi@thinkimpact.com.au
+61 412 808 647

ABN 15 129 607 576

DISCLAIMER

Although every effort has been made to ensure the accuracy of the material and the integrity of the analysis presented herein, Think Impact accepts no liability for any actions taken on the basis of the contents of this report.

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This Social Return on Investment evaluation would not have been possible without the generous contributions of the stakeholders of the Women's Support Program. We appreciate and acknowledge the additional pressures on people's time in the context of COVID-19 restrictions in 2020 and would like to thank Women's Support Program clients, their partners, Program staff and volunteers who gave their time, completed surveys, participated in workshops and shared stories about their experiences of the Program. We hope that this report can contribute to understandings of how women positioned at the intersection of structural and systemic barriers to support, inclusion and participation – many of which were intensified by the social and economic impact of COVID-19 in 2020 – have been responded to and supported by the Women's Support Program during this period.

The authors of this report would especially like to thank Wellsprings for Women, in particular the Women's Support Program staff, for their vital contributions and for funding this project.

Executive summary

'I have learnt and got inspired to fight in difficult circumstances and not give up easily.' – Client

Wellsprings for Women (Wellsprings) is a women's only centre operating in Dandenong, Casey and Cardinia in the south-eastern suburbs of Melbourne. The Women's Support Program (the Program) at Wellsprings offers a range of tailored support to women experiencing social isolation in these communities. The Program is delivered by case managers, with the support of volunteers, and includes case management for women experiencing family violence, social and emotional support, information and learning opportunities, practical support and material aid, and support to access external services.

Most women engaging with the Women's Support Program are very socially isolated before engaging with Wellsprings, with social isolation, or the need for emotional or mental health support among the reasons for referral for **76 per cent of women** accessing the Program in 2020.

Of the **95 women** supported during 2020:

- 96 per cent have migrated to Australia
- 30 per cent held some form of temporary or bridging visa¹
- 78 per cent are parents
- 50 per cent were experiencing or had previously experienced family violence.²

The women who have accessed the Women's Support Program in 2020 are from **24 unique countries** and speak **28 unique languages**, the top six of which are English, Dari, Persian, Urdu, Arabic and Hindi.

To gain a deeper understanding of the social and economic value created by the Program, Wellsprings commissioned this Social Return on Investment (SROI) evaluation. SROI is an internationally recognised approach for understanding and measuring the value of a program or organisation. It looks at what changes for key stakeholders from the perspective of the stakeholders themselves. A SROI calculation provides an indication of cost effectiveness, by comparing the investment required to deliver the activities with the value of the outcomes experienced by all beneficiary stakeholders. Social value is calculated by placing a financial proxy on the quantified change commensurate with the degree of change experienced by stakeholders as a result of the Women's Support Program.

The approach taken to undertaking this evaluation has considered the experiences and circumstances of the women accessing the Program in the context of intersecting structural and systemic barriers to

¹ This figure has been sourced from the Women's Support Program internal client database and includes all bridging, student, spousal, partner and other temporary visas.

² As above, this data has been sourced from the Women's Support Program's internal client database and therefore reflect program staff's assessment of their clients. In figures relating to family violence for instance, figures do not necessarily indicate the numbers of women who have themselves disclosed experiences of family violence (keeping in mind the various barriers to disclosure); rather, they indicate the numbers of women whom case managers have assessed as experiencing or having experienced family violence. This goes some way to accounting for discrepancies between the figures derived from the client database and the client survey.

support, inclusion and participation, many of which were intensified by the COVID-19 pandemic. Despite these challenges, the Program has adapted and continues to empower women to access the support they need to care for themselves and their families.

The report provides the results of the SROI, which examined the social value created over a 12-month period from activities undertaken by the Women’s Support Program in 2020.

The context and need addressed by the Women’s Support Program

This SROI evaluation has considered the experiences of women accessing the Program in the context of intersecting socialised identities and the subsequent structural and systemic barriers to support, inclusion and participation, many of which were intensified and multiplied by the social and economic impact of COVID-19 in 2020. The significantly gendered implications of lockdowns and restrictions for women’s experiences of social isolation, family violence, and economic security led to women being described as the ‘shock absorbers’ of the pandemic (Segrave and Pfitzner 2020: 12). Despite these challenges – and additional exclusion from support for those with temporary migration status – the Program has adapted and continued to empower women to access the support they need to take care of themselves and their families.

A strengths-based, intersectional approach affirms that the women accessing the Program are confident and strong, but because of their socialised identities experience multiple and overlapping barriers to access and social and economic participation. Figure 1 below illustrates some of the ways in which women’s various socialised identities overlap and compound.

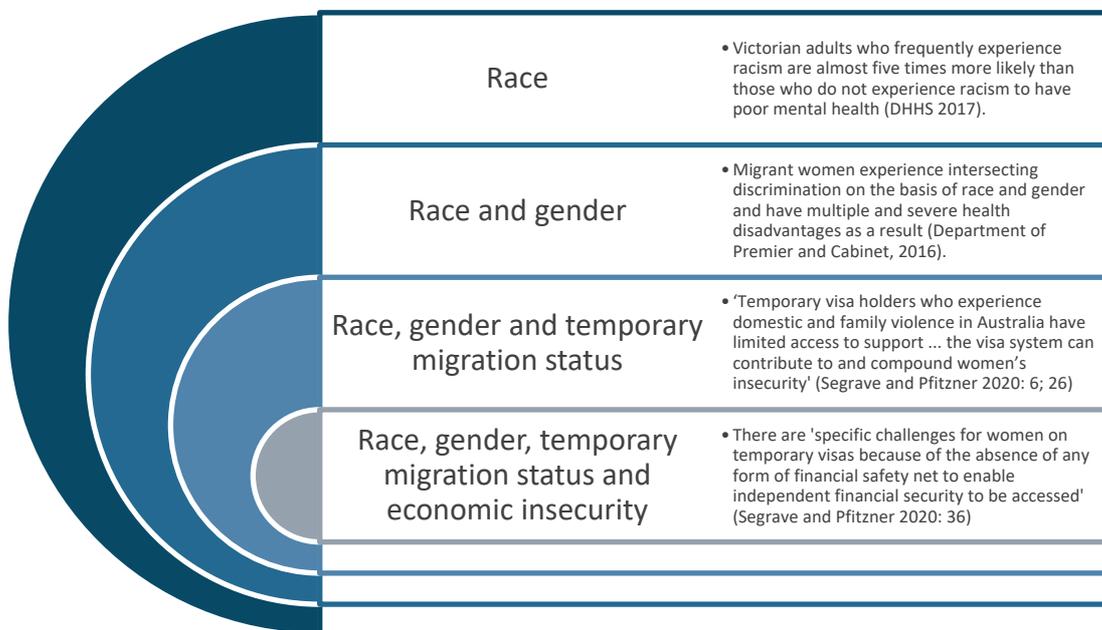


Figure 1 Unpacking the intersectional contexts of women accessing the Women’s Support Program

The value created by the Women's Support Program in 2020

The SROI model found that every dollar invested in the Women's Support Program in 2020 creates between **\$8.81** and **\$12.52³** of social and economic value. This is based on a total investment of **\$715,340** and **\$7,838,505** of social value that was created over the 12-month period.

Illustrated in Figure 2 below, this value is experienced by five stakeholder groups – the women (also referred to as clients), their partners, their children, Program volunteers and the Victorian economy. Key findings from undertaking the SROI analysis demonstrate that:

- Clients experience the majority of the social and economic value, experiencing **66 per cent** (\$5,165,488) of the total value created by the Women's Support Program. The biggest proportion of this value was **'sense of belonging' (20 per cent)** and **'meeting basic financial/household needs' (20 per cent)**. Despite COVID-19 lockdowns preventing face-to-face engagement, the Program was able to pivot its engagement approach to provide crucial social and emotional support, as well as practical support and material aid to clients. Clients also experience significant value through a **'relief from getting on a pathway to resolution' (16 per cent)** by accessing other external services and, **'reduced feelings of isolation' (13 per cent)** for the 17 clients currently managing and living with family violence.

'With my life, I am just trying to get through it. I am facing so many things. It's the connection that's most impacted my life. Wellsprings is like a family.' – Client

- Children of clients experience **16 per cent** (\$1,290,282) of the total value, with the majority of value realised through **'getting their basic needs met' (81 per cent)**. Children also experience **'improved social and emotional development (8 per cent)** and, for children under 2 years of age, **'improved emotional wellbeing (6 per cent)**. Children experience value through the positive outcomes experienced by their mothers, and through material aid provided to the household.

'I am more connected with my family, more able to understand my children.' – Client

- **11 per cent** of the overall value (\$857,979) is contributed to the Victorian economy. Experiences of family violence and lack of social support can diminish women's capacity to take care of themselves and their family. With the support provided by the Women's Support Program, women can increase their capacity for unpaid work and care, contributing to the Victorian economy.
 - Volunteers both contribute to and experience value through the Women's Support Program (**2 per cent**). The majority of this value is through the **'sense of purpose and fulfillment'** as a result of their involvement with the Program. Volunteers also experience value through **'increased confidence, skills and knowledge'**, **'expanded perspectives'** and **'sense of belonging'**.

'It's the satisfaction you get by supporting the people who are in need and to see them happy for the help they are receiving and feeling supported at a time of need.' – Program volunteer

³ See Section 8 for details on the sensitivity analysis.

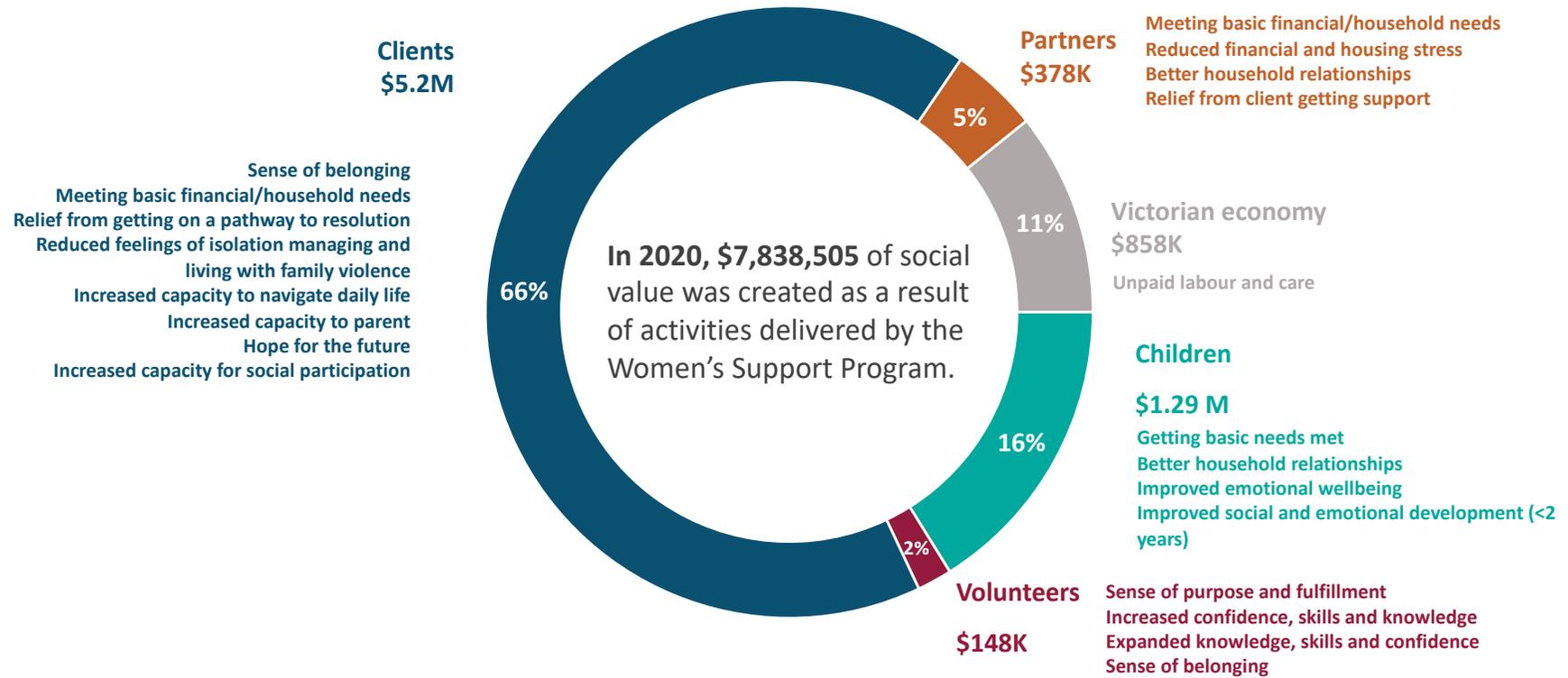


Figure 2 Total social value by stakeholder group

Implications of results

The Program's inclusive, women-centred and culturally competent approach creates access for women who may not otherwise be supported

Barriers to access experienced by women involved in the Program include language barriers, previous negative experiences with other services and visa status. These barriers prevent many women and their families from accessing the critical social, emotional and practical support they need. The inclusive, women-centred and culturally competent approach offered by the Women's Support Program therefore **supports women who may not have received this support elsewhere**. This is evidenced by the fact that some women rely on Wellsprings as their only source of support, and that 'sense of belonging' was the most highly valued outcome for clients.

'Because I have no family here, I would have feel so lonely. Even if I have some friends here, it's not the same. The only thing that give me support is Wellsprings.' – Client

In addition, Wellsprings fills a critical gap in the service system by supporting women currently living with family violence. Women are seen as experts in their own journeys and are supported regardless of disclosure or if family violence is continuing.

'I have one client who has never been able to talk about her experience because of fear of leaving relationship, but just being able to contact her at a time that suits her is helpful.' – Program staff

The Program is both necessitated and limited by structural and systemic dynamics

The Program creates significant social value for women and their families, however women involved in the Program still face a number of systemic barriers. This limits the degree to which the Program can support women.

'I've been in police station a number of times, to send divorce papers but they don't take me seriously. One of the staff members has helped me to try get my family here. But not everything in her hands, it's up to Home Affairs and the Government.' – Client

Despite the significant economic impact of COVID-19 on those with temporary migration status, these families were specifically excluded from the national JobKeeper and JobSeeker schemes. Lacking federal government support, 'many temporary visa holders sought other ways to meet their basic survival needs. Organisations that provide assistance with work or other issues were now regularly approached by temporary migrants for other kinds of help such as food' (Berg and Farbenblum 2020: 38).

To meet the increased need for practical support and material aid, Wellsprings was able to pivot its service delivery approach, as evident by **53 per cent** of clients accessing material aid as a result of Program support. However, this relief provided to women and their families is not available on an ongoing basis. This context of systemic exclusion – as well as existing and ongoing barriers – **perpetuates the women's ongoing economic insecurity**. Hence, the Women's Support Program is both made necessary, and constrained, by the discriminatory systems in which it operates.

'We have been working with some women for 2–3 years, and there is unrealistic expectation – a house, an income. Even though staff do everything they possibly can, go through a lot of work and resources, some women are not entitled.' – Program staff

Women are confident, strong and resilient, despite ongoing and entrenched inequity

Conversations with Program staff emphasised that women are already strong, confident and resilient but experience multiple barriers that make it difficult for them to navigate and participate in daily life. Women's intersecting experiences – as women of colour, as recent or temporary migrants, as primary, unpaid caregivers, as non-English speakers or speaking English as a second, third or fourth language, as economically insecure – create different modes of discrimination that both create and exacerbate existing barriers to service access.

While **these women are inherently strong, with existing capacity to navigate daily life, to parent and for social participation**, their capacity is diminished in the context of their economic and social discrimination and exclusion. **Wellsprings empowers women** to rebuild their capacity to take care of themselves and others.

'[I] have developed the courage to stand if me or my children are treated unfairly. Also, I can stand for others who are disadvantaged due to systemic injustice, and unfairness.' – Client

'My clients feel they belong to a community and country they can call home. They are independent and know they do not have to live in fear.' – Program volunteer

As emphasised by the WHO Commission on Social Determinants of Health, it is by addressing the broader social and structural determinants of health that 'the most profound impacts on women's and children's wellbeing are likely to be achieved. The power of social connection and support to improve health can only be fully realised in a more just and equitable society' (Small et al. 2011:9).

Glossary

The following terms are used in this report:

Term	Definition
Activity	An action or effort undertaken which is intended to create change for beneficiaries.
Attribution	An assessment of how much of the outcome was caused by the contribution of other organisations or people.
Beneficiary	People, organisations or entities that are intended to experience change as a result of the activity. Note – beneficiaries are key stakeholders.
Benefit period	The period beyond the intervention that benefits last.
Deadweight	An assessment of what would have occurred anyway, in terms of achievement of outcomes, in the absence of the intervention/activity.
Distance travelled	The extent, degree or intensity to which a beneficiary or stakeholder experiences progress towards an outcome or group of outcomes.
Displacement	An assessment of how much of the change is a net benefit (that is, a new change) or simply the movement of change from one place to another or the offsetting of one change for another.
Drop off	The rate at which outcomes deteriorate over time.
Financial proxy	Social value is calculated by placing a financial value on the quantified change commensurate with the degree of change experienced by stakeholders. These financial values are known as financial proxies.
Impact	The total sum or effect of change caused by an organisation, program or activity. Note – this factors in critical aspects such as deadweight, drop off, attribution, contribution and displacement.
Indicators	The ways of knowing an outcome is occurring or has occurred, and to what extent.
Materiality	Information is material if its omission has the potential to affect the readers' or stakeholders' decisions. Materiality requires a determination of what information and evidence must be included in the accounts to give a true and

	fair picture, such that stakeholders can draw reasonable conclusions about impact.
Measure	The qualitative or quantitative data that is sought to test whether the outcome is occurring and to what extent it is occurring.
Outcome	The change that occurs for stakeholders from an activity. An outcome can be positive or negative, intended or unintended, direct or indirect, long-term or short-term, social, environmental or economic.
Outcome incidence	The proportion or number of people in the stakeholder cohort group experiencing the outcome.
Outcomes map	An outcomes map explores the causality between outcomes in the chain of events. The development of the outcomes maps is an iterative process guided by stakeholder involvement.
Output	The quantities or scale associated with an activity (e.g. number of people who took part in a program).
Results	Results are the outputs, outcomes or impact of activities.
Social Return on Investment (SROI)	SROI is a framework for measuring and accounting for the broader concept of social value. It tells the story of how change is being created for the people and organisations that experience or contribute to it, by identifying and measuring social outcomes. Monetary values are then used to represent those outcomes.
Stakeholder	People, organisations or entities that either experience change as a result of the activity that is being analysed or contribute to the change taking place.

1. Introduction

1.1 Purpose of this report

Wellsprings for Women (Wellsprings) is a women's only centre that offers services, supports and programs for women in the Dandenong, Casey and Cardinia communities in the south eastern suburbs of Melbourne. The programs exist to enable women to improve their education, employment, health and wellbeing and to live life safely and free from violence. The Women's Support Program at Wellsprings offers a range of tailored support to women experiencing social isolation in these communities. This support, delivered by case managers and volunteers, can include case management for women experiencing family violence, social and emotional support, information and learning opportunities, practical support and material aid, and support to access external services.

To understand the impact of the Wellsprings Women's Support Program, Wellsprings commissioned this Social Return on Investment (SROI) evaluation, which examined the value created over a 12-month period from activities undertaken by the Women's Support Program (the Program) in 2020. This report outlines the findings from the evaluation.

Women in the Program are referred to interchangeably as clients or women throughout this report.

1.2 Introducing Social Return on Investment

Social Return on Investment (SROI) is an evaluation approach that draws on well-established methodologies in economics, accounting and social research. It is underpinned by seven principles to understand and analyse the changes and additional value that occurs from the activities being examined.⁴

The Social Return on Investment (SROI) evaluation of the Women's Support Program delivered by Wellsprings was undertaken in-line with the seven social value principles:

- Involve stakeholders
- Understand what changes
- Value the things that matter
- Only include what is material
- Do not over-claim
- Be transparent
- Verify the result

A SROI calculation provides an indication of cost effectiveness, by comparing the investment required to deliver the activities with the value of the outcomes experienced by all beneficiary stakeholders. Social value is calculated by placing a financial value on the quantified change commensurate with the degree

⁴ The SROI evaluation was conducted in accordance with SROI Network, [A guide to Social Return on Investment](#), Social Value UK website, 2012.

of change experienced by stakeholders as a result of the Women’s Support Program. These financial values, known as financial proxies, do not represent cash, but represent the value created.

The value of the outcomes represents ‘additional value’ that would not have occurred in the absence of the activities. Value that would have happened anyway (deadweight) or that is attributable to other actors (attribution) has been deducted.

In accordance with the principle ‘Do not over-claim’, a conservative approach has been adopted for decisions on data and assumptions used in the SROI calculation. It is therefore possible that the values presented in this report under-state the actual value created. A sensitivity analysis is provided in Section 8.1, illustrating the influence of key assumptions on the social and economic return.

The social value is calculated through two techniques:

Distance travelled (percentage of value achieved per outcome):

= Number of stakeholders per subgroup X percentage of value achieved

Value of distance travelled:

= Distance travelled X financial proxy

Outcome incidence (number of people experiencing the outcome)

= Number potential individuals in the stakeholder group X percentage of stakeholders that meet criteria for achieving the full value of the outcome

Social value determined through outcome incidence:

= Outcome incidence X financial proxy

The value was then discounted to determine the value associated with this outcome that could be attributed to the Women’s Support Program, including attribution (how much of the value is a result of the Women’s Support Program), deadweight (what would have happened anyway), displacement (how much is a net benefit), benefit period (how long does the value last), drop-off (how much does this value decrease over time). The SROI is calculated by adding the value of all the discounted outcomes divided by the input contributions required to deliver the Program.

SROI ratio	Value of material outcomes (\$)
	Program contributions value (\$)

The complete SROI model is included in as an attached excel document.

1.3 Evaluation scope

The purpose of this evaluative SROI was to understand and measure the social and economic value created by activities undertaken by the Women’s Support Program in the 2020 calendar year. The evaluation was completed in the following four key stages, as aligned with SROI methodology:

- **Stage 1:** Clarifying scope and stakeholder engagement
- **Stage 2:** Measurement and quantification of outcomes
- **Stage 3:** SROI modelling and validation

- **Stage 4:** Reporting and communication

See Appendix A for more details.

In 2020, the Program supported **95** women and their **175** children. In addition, **47** partners of clients benefited directly through material aid, and indirectly through the benefits experienced by clients.

Key activities examined included:

- case management for women experiencing family violence
- social and emotional support
- information and learning opportunities
- practical support and material aid
- support to access external services.

Activities are outlined in detail in Section 3.2.

2. The context and need addressed by the Women's Support Program

2.1 About Wellsprings for Women and the Women's Support Program participants

'This Centre is for women – this is a perfect service for women. This is the place they feel themselves ... it is perfect type of service for every single women in the community.' – Client⁵

Wellsprings for Women is a women's only centre operating in Dandenong, Casey and Cardinia in the south-eastern suburbs of Melbourne. Founded in 1994 by Sister Ann Halpin of the Presentation Sisters and now incorporated as one of the Kildare Ministries' Community Works, Wellsprings has evolved in response to the changing needs of women in Dandenong and surrounding areas.

Likewise, the Women's Support Program at Wellsprings has evolved over time, offering a range of tailored support to women experiencing social isolation in these communities. This support is delivered by case managers and volunteers and includes case management for women experiencing family violence, social and emotional support, information and learning opportunities, practical support and material aid, and support to access external services.

Most women engaging with the Women's Support Program are very socially isolated before engaging with Wellsprings, with social isolation, or the need for emotional or mental health support among the reasons for referral for 76 per cent of women accessing the Program in 2020.

Our approach to this Social Return on Investment evaluation has considered the experiences and circumstances of the women accessing the Women's Support Program in the context of intersecting structural and systemic barriers to support, inclusion and participation, many of which were intensified and multiplied by the social and economic impact of COVID-19 in 2020. Despite these challenges, the Women's Support Program has adapted and continues to empower women to access the support they need care for themselves and their families.

Of the 95 women supported during 2020:

- 96 per cent have migrated to Australia
- 30 per cent held some form of temporary or bridging visa⁶
- 78 per cent are parents

⁵ All quotes from clients used throughout the report have been framed from the clients perspective, even in the event that an interpreter was present to translate.

⁶ This figure has been sourced from the Women's Support Program internal client database and includes all bridging, student, spousal, partner and other temporary visas.

- 50 per cent were experiencing or had previously experienced family violence.⁷

The women accessing the Women's Support Program are from **24 unique countries**, 35 per cent of whom have migrated from Afghanistan (followed by 9 per cent from India, 8 per cent from Pakistan, 5 per cent from Malaysia and 5 per cent from Sri Lanka). Among the 95 women engaged in the Program in 2020, **28 unique languages are spoken**, the top six of which are English, Dari, Persian, Urdu, Arabic and Hindi.

The women who have accessed the Women's Support Program in 2020 are from **24 unique countries** and speak **28 unique languages**, the top six of which are English, Dari, Persian, Urdu, Arabic and Hindi.

The following section explores this complex context, drawing on research to demonstrate the critical need that is addressed by the Women's Support Program.

2.2 Understanding intersectionality and the social determinants of health

The experiences of women engaged by the Women's Support Program and their access to formal and informal support are shaped by a number of key intersections. Coined by critical race theorist Kimberlé Williams Crenshaw in 1989, intersectionality is an analytical framework which aims to make 'visible to institutions of power the way that social identities intersect' (Khatun 2017). Originally drawing on the compounding race and gender-based discrimination experienced by women of colour, the term is contemporarily ascribed to the interaction between any forms of discrimination (IWDA 2018):

'Using intersectionality as an analytic lens highlights the multiple nature of individual identities and how varying combinations of class, gender, race, sexuality, and citizenship categories differentially position every individual.' (Collins and Bilge 2008: 16)

The following diagram (see Figure 3) illustrates some of the key intersections that impact the women accessing the Women's Support Program.

⁷ This data has been sourced from the Women's Support Program's internal client database and therefore reflect program staff's assessment of their clients. In figures relating to family violence for instance, figures do not necessarily indicate the numbers of women who have themselves disclosed experiences of family violence (keeping in mind the various barriers to disclosure); rather, they indicate the numbers of women whom case managers have assessed as experiencing or having experienced family violence. This goes some way to accounting for discrepancies between the figures derived from the client database and the client survey.

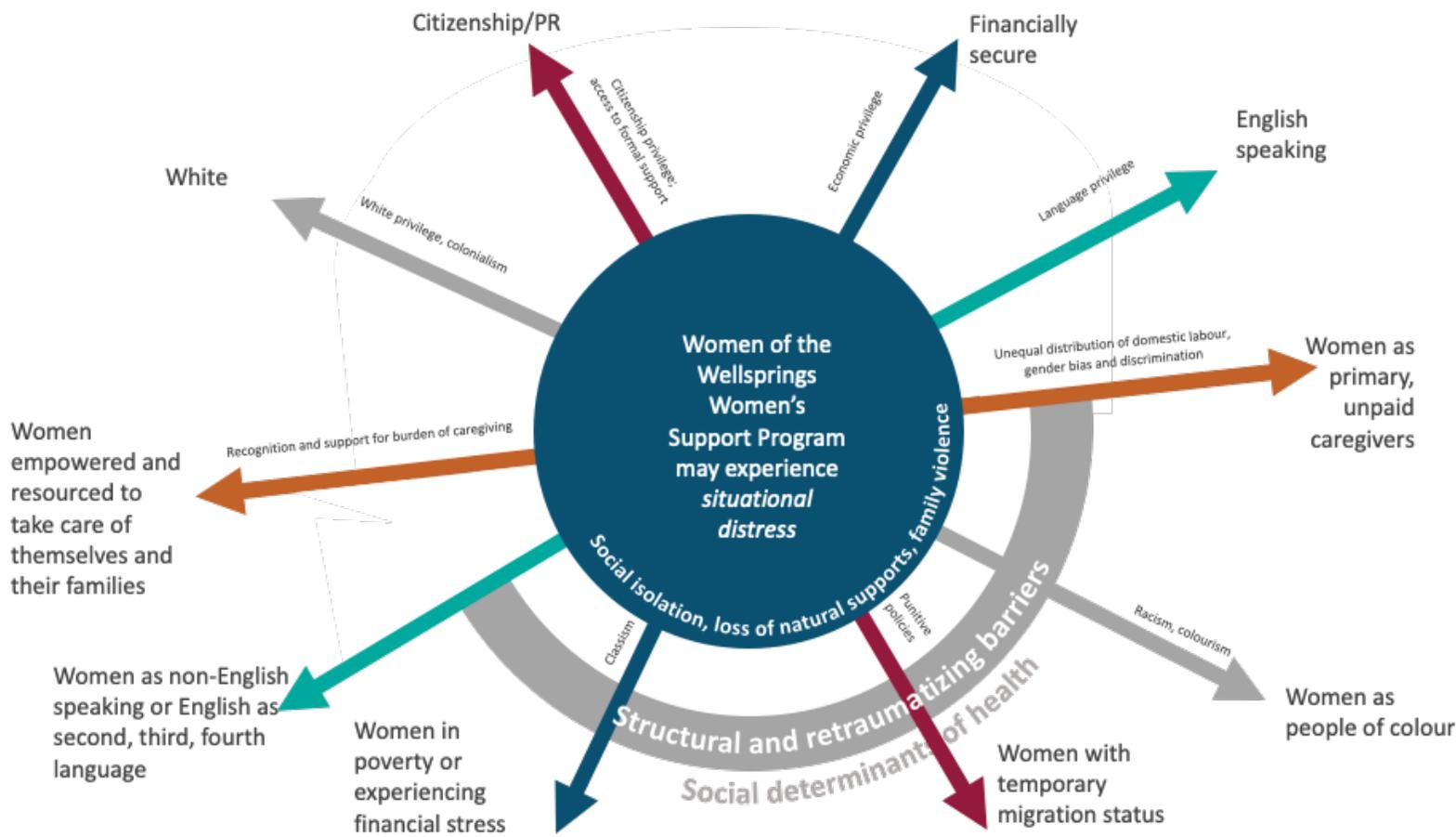


Figure 3 The intersectional context of women accessing the Women's Support Program

2.2.1 Structural and retraumatising barriers that exacerbate hardship and injustice

These intersecting, socialised identities create different modes of privilege and discrimination that both create and exacerbate existing barriers to service access. These structural barriers – such as language barriers – and the siloed nature of service provision, that neglects to address issues in an intersectional way often make for harmful, retraumatising experiences, exacerbating hardship and injustice experienced by women and the children in their care (Vaughan et al. 2015; Smith 2015: 1)

Those on temporary visas, for instance, do not have access to public health care through Medicare, and are responsible for their own healthcare through compulsory private health insurance (Vaughan et al. 2015: 7) and the vulnerability of temporary migrants to poverty and homelessness has been significantly heightened by the economic impact of COVID-19, which ‘compounds structural barriers to help seeking and support for temporary migrants experiencing family violence’ (Gleeson 2020; Rushton 2020; Segrave 2020, cited in Segrave and Pfitzner 2020).

2.2.2 The social determinants of health

Importantly, given its attentiveness ‘to the need to link individual, institutional, and structural levels of power in a given sociohistorical context’ (López and Gadsden 2016) the intersectional lens also supports a nuanced, contextualised understanding of the social determinants of health – including, but not limited to, the racism and gender bias and discrimination experienced by women of colour (noting that at least 95 per cent of women in the Program in 2020 were women of colour). From a social determinants of health perspective, women experiencing any combination of the intersections illustrated above are positioned in ‘social locations of disadvantage’ (López and Gadsden 2018), with significant implications for their health and mental health outcomes. Figure 4 below illustrates some of the ways in which various socialised identities overlap and compound.

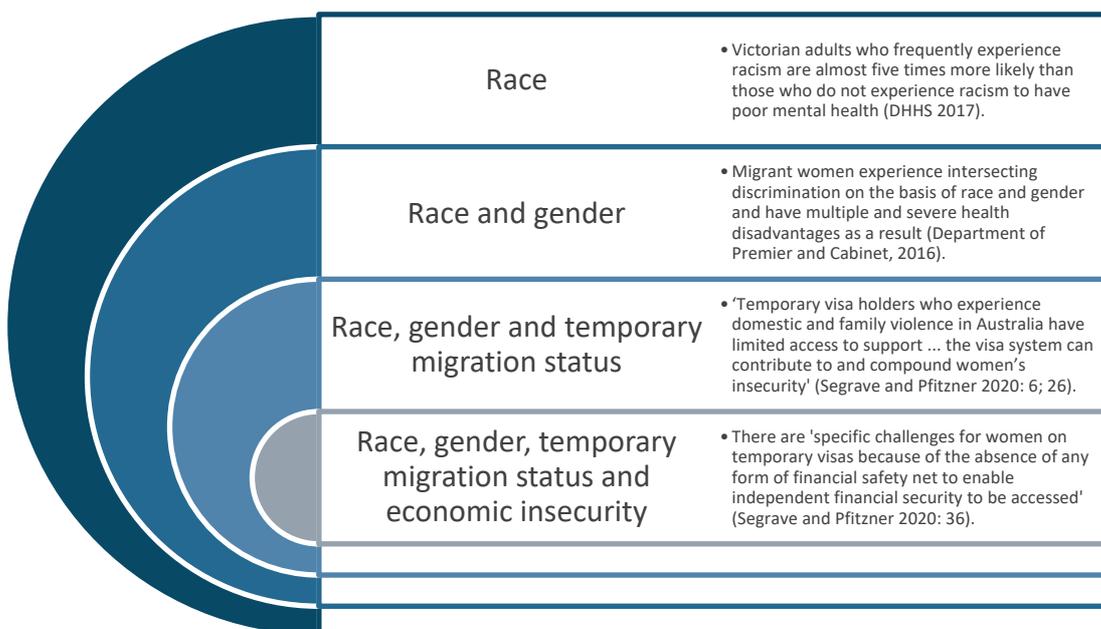


Figure 4 Unpacking the intersectional contexts of women accessing the Women’s Support Program

'This unequal distribution of health-damaging experiences is not in any sense "natural" phenomenon but is the result of a toxic combination of poor social policies and programmes, unfair economic arrangements, and bad politics.' (WHO 2008:1)

2.2.3 Situational distress

These multiple structural and retraumatising barriers to support – including financial stress, temporary migration status, and being non-English speaking or speaking English as a second, third or fourth language – position women accessing the Women's Support Program in what can be described as *situational distress* (Ashfield et al. 2017). Situational distress stems from 'contextual, systemic, and socio-cultural risk and protective factors and determinants – the real world of individuals lived experience' rather than supposing 'illness or disorder'. The particular situational distress of women accessing the Program, though variable, has significant implications for social connectedness, experiences of family violence and opportunities for economic participation.⁸

'People with multiple complex issues do not always take up the offer of services, because they have had previous negative experiences, feel ashamed about asking for help, have insufficient information about services to access them or because they are too overwhelmed to do so' (Winkworth et al. 2010; Butler et al. 2012, cited in Saunders et al. 2015: 80).

2.3 Social isolation and the loss of natural supports

Many women accessing the Women's Support Program, the majority of whom have recently migrated to Australia, are very socially isolated before engaging with Wellsprings. This social isolation was exacerbated by the COVID-19 pandemic in 2020, in the context of extended, government-mandated lockdowns in Melbourne and regional Victoria, which limited women's opportunities to leave the house and socialise.

'So many women need help – COVID or not – particularly immigrants away from their family without any support.' – Partner of client

The experience and nature of migration is a social determinant of mental health (Delara 2016: 2). As highlighted by the Multicultural Centre for Women's Health in their submission to the Royal Commission into Victoria's Mental Health Services, migration and settlement-related stress and trauma – including social isolation during the settlement period, lack of family and social support and discrimination – can contribute to a higher likelihood of mental health conditions (Jurado et al. 2016: 49–51, cited in Murdolo 2019: 4). In turn, people affected by mental illness are significantly more likely to experience social isolation and loneliness than the general population, multiplying barriers to accessing support (Sane Australia 2005; Saunders et al. 2015: 50).

Language and communication barriers, 'frequently framed as the leading barriers' to refugees' and asylum seekers' access to healthcare and other services (Bourke et al. 2019) 'limits social interaction and

⁸ See Delara 2016: 'Three significant determinants of mental health have been identified in the literature as **social connectedness, freedom from discrimination and violence, and economic participation**. In the case of immigrant women, these determinants may be more complex as their premigration experiences can intersect with the postmigration determinants to affect their mental health status' [emphasis added].

the ability to develop relationships within [and navigate appropriate support from] social and health care systems' (Delara 2016: 5).

The stigmatisation of mental health can also be exacerbated when it intersects with gender or race inequality. This can be seen in the case of perinatal mental health, with migrant and refugee women at higher risk of perinatal depression and anxiety and more likely to experience postnatal depression. Migrant women tend not to seek help for perinatal mental health issues, with the most significant barrier to service access being a lack of relevant or appropriate services (Shafiei et al. 2018, cited in Murdolo 2019). A systematic review of the literature on the short and long-term effects of antenatal exposure to untreated maternal depressive symptoms revealed that 'untreated gestational depression and ... depressive symptoms during pregnancy may have untoward effects' on the developing foetus, newborns and children (Gentile 2017).

Research into the significant determinants of mental health for migrant women demonstrates that 'first and foremost, [women] rely on their extended family members to meet their settlement related needs and consider this support as the most crucial, powerful, and protective factor for their mental health status' (Khanlou 2009: 17). However, this is not always possible; and 'the loss of unpaid support – including help with childcare and other domestic labour – from extended family following migration often contributes to ... changes in family structure and functioning, significantly increasing the stress of running a household' (Ayika et al. 2018: 4). In the absence of support from extended family, developing community relationships can be 'source of recovery from traumatic refugee experiences, and can be central to building coping mechanisms in the process of settlement', with the potential to reduce the risk of mental health conditions (Fielding and Anderson 2008; Whittlesea Community Connections 2008; Jurado et al. 2017).

Qualitative research into how services may better support refugee parents to care for their children found that:

'if a family was socially isolated, it became less likely that families would be directed to the service provider that they needed ... the service system for refugee families can be considered to be non-reciprocal in that the onus in the service system has been placed on migrant support services to facilitate service access.' (Saunders et al. 2018: 50)

The 2016 Royal Commission highlighted that to escape family violence, individuals often need to leave their local communities and support base. For women without access to support networks such as extended family, or community, social isolation compounds their vulnerability to violence (Illesinghe 2020).

Nevertheless, as emphasised by the WHO Commission on Social Determinants of Health, it is by addressing the broader social and structural determinants of health that 'the most profound impacts on women's and children's wellbeing are likely to be achieved. The power of social connection and support to improve health can only be fully realised in a more just and equitable society' (Small et al. 2011:9)

2.4 Family violence

Though not a specialised family violence service, the Women's Support Program does engage many women experiencing or who have experienced family violence, providing safe, flexible and accessible support – including to women in abusive relationships – addressing a critical gap in the service system. As highlighted by Australia's National Research Organisation for Women's Safety (ANROWS), while 'overall, migrant and refugee women report similar forms of family violence as women from non-immigrant backgrounds ... There are ... some differences in the types of violence experienced and the

structural contexts in which violence takes place. This includes experiences with multi-perpetrator family violence, and the impact of violence and abuse exacerbated by immigration policy, visa status and the stressors of the migration experience' (Vaughan et al. 2015: 2).

women facing multiple and intersecting forms of discrimination and disadvantage are at even greater risk of violence, and encounter greater difficulties in accessing support

The Victorian Government's Gender Equality Strategy highlights that 'violence against women is the leading cause of preventable death, disability and illness for women aged between 15 and 44 years', and that 'women facing multiple and intersecting forms of discrimination and disadvantage are at even greater risk of violence and encounter greater difficulties in accessing support' (Victorian Government 2016: 28).

2.4.1 Impact on children

A literature review examining the key issues and policy responses relating to children's exposure to family violence in Australia highlights that 'domestic and family violence affects children's physical and mental wellbeing, development and schooling, and is the leading cause of children's homelessness in Australia' (Campo 2015). Nonetheless, discussing the impact of COVID-19 on children for whom school is usually a safe place, social worker Christine Craik foregrounds the strength of women and their small acts of resistance and protective behaviours that protect their children. She stresses that most non-offending parents work extremely hard to protect their children from the consequences of abuse, and even knowledge of the abuse (Craik 2020a).

2.4.2 Settlement stress

The extent to which people experience settlement stress and trauma depends on region of birth, gender and visa status, with asylum seeking women reporting significantly higher psychological distress than men. This distress is associated with migrant pathways – including detention – and pre-migration trauma, settlement arrangements – particularly those associated with finance, housing, getting used to life in Australia and loneliness (Jurado et al. 2017; Jarallah and Baxter 2018, cited in Murdolo 2019: 3).

ANROWS has highlighted the impact of resettlement on gender roles, and the ways in which this heightens women's vulnerability to family violence. Following migration, gender roles may be variously disrupted by shifts in financial circumstances and employment opportunities, men's downward social mobility – which has implications for their capacity to provide for their family and self-esteem – or conversely increased employment and economic opportunities for women, which can also cause tension in relationships (see Vaughan et al. 2015: 27).

2.4.3 Barriers to disclosure

General barriers to disclosing experiences of family violence include difficulty in recognising their experiences as family violence; shame; fear of not being believed, adverse consequences, or of stigma associated with family violence; having to repeat an account of family violence multiple times; and lack of opportunity to disclose family violence (Australian Law Reform Commission 2011).

following experiences of racist and anti-immigration attitudes from service providers, women are discouraged from seeking help for family violence

Additional barriers to disclosure faced by certain groups include heightened physical, geographical or social isolation; practical difficulties in accessing advice and support services; the fact that advice and support services are not properly equipped to address people's specific circumstances or needs; past negative experiences of legal and judicial processes; fear of other legal consequences (for instance visa cancellation or deportation) and cultural or community expectations and practices (National Domestic and Family Violence Bench Book 2020). For women of colour, studies have noted that following experiences of racist and anti-immigration attitudes from service providers, women are discouraged from seeking help for family violence (Vaughan et al. 2015: 33).

Importantly, research has also indicated that immigrant and refugee women often harbour concerns around the implications of disclosure for immigration status, custody, housing and economic security:

'Many women feared that involving police, lawyers and child protection services could jeopardise their immigration status, break up families and negatively impact on their housing and economic security.'

'Immigration-related policies that restrict eligibility for welfare support create significant barriers for women seeking to leave situations of family violence, as they have few options for supporting themselves and their children, or to pay for legal and other services that may be required' (Vaughan et al. 2015: 35; 28).

Following disclosure, however, published literature into the disclosure of family violence to informal support networks suggests that people experience a wide range of both positive (for example, believing their reports, validating their experiences) and negative (for example, disbelieving, victim-blaming) social reactions, 'with positive reactions rated as the most common and most helpful forms of support by victims. Further, research into the psychological correlates of reactions to disclosure 'indicates that positive social reactions are associated with more psychological health benefits and fewer negative health symptoms, whereas negative social reactions were associated with increased negative psychological health symptoms' (Sylaska et al. 2013).

2.4.4 Temporary visa status: leverage for perpetrators and exclusion from support

| The visa system can contribute to and compound women's insecurity

Recent research undertaken by the Monash Gender and Family Violence Prevention Centre highlights that women with temporary migration status 'have limited access to support' and the 'visa system can contribute to and compound women's insecurity', given that 'temporariness is a significant form of leverage for perpetrators (Segrave and Pfitzner 2020: 6; 26). These factors combine to create a set of 'chronic and high-risk vulnerabilities', excluding women from 'safety and support mechanisms', including welfare and housing, all of which have been intensified in the context of COVID-19 (Tania Farha, Domestic Violence Victoria 2020; Segrave and Pfitzner 2020: 6). This has increased pressure on organisations such as Wellsprings and specialised family violence services to provide emergency support. See Section 2.5.3 below for more detail on the implications of temporary visa status for access to support.

2.4.5 The shadow pandemic

Government-mandated lockdowns in the context of COVID-19 have 'increased women's vulnerability to all forms of gender-based violence'. Given that 'home' is already the most dangerous place for women and children, the increased prevalence and intensity – as well as new forms – of family violence have been described by the UN Secretary-General as the 'shadow pandemic' (Pfitzner et al. 2020b: 6–7).

‘Isolating in homes is risky given that unemployment, income loss, increased use of alcohol/drugs, declining mental wellbeing and housing insecurity are known drivers of men’s violence against women and girls, especially in the context of the family and private residences’ (Fitz-Gibbon and Meyer, 2020).

COVID-19 has also seen the emergence of new forms of gender-based violence, with family violence practitioners reporting that ‘perpetrators are using the COVID-19 restrictions and threat of COVID-19 infection, purposeful or otherwise, to restrict women’s movements, to gain access to women’s residences and to coerce women into residing with them if they usually reside separately (Pfitzner et al. 2020b: 11). Following job losses and unemployment in the context of the COVID-19 pandemic, ‘there are a lot of things that are out of [the perpetrator’s] control, so in an effort to maintain control or to feel in control again, those [abusive] behaviours ramp up’ (Craik 2020b).

Research published by the Monash Gender and Family Violence Prevention Centre emphasises that family patterns, structures and gender roles create specific risks and vulnerabilities for women; that is, ‘family is set up in an unequal way in terms of care and responsibility for the outcomes of children’ – which in the context of government-mandated COVID-19 lockdowns in 2020 – has been intensified (Fitz-Gibbon et al. 2020; Craik 2020a). In the context of the imperative to stay at home – albeit mandated for both men and women – ‘the systemic inequities in paid work, care and household work performed by men and women remains’ (Segrave and Pfitzner 2020: 12). Further, ‘the economic consequences of the coronavirus pandemic, or the “she-cession”, together with increased caring and housing school responsibilities has led many commentators and researchers to describe women as the “shock absorbers” of the COVID-19 pandemic and to call for gender-responsive recovery plans’ (Segrave and Pfitzner 2020: 12). This is consistent with research into the impact of natural disasters, which has shown that ‘the consequences of crises and large-scale disruptions are more serious for people who are already disadvantaged’ (Craik 2020b).

Among those eligible for government stimulus packages, social worker Christine Craik has also identified ‘subtle signs of financial abuse’ in the gendered division of spending in Australia in 2020. She highlights research that ‘men are spending more on apps, games, gambling and alcohol, leaving women to spend their stimulus on groceries, bills and food for the family’ (Craik 2020b). The brunt of public library, school and childcare and other social infrastructure closures was also borne disproportionately by women, particularly those without a home computer or internet access (Segrave and Pfitzner 2020: 24–25). The gendered economic impact of COVID-19 is explored further below.

For consistency we use the term family violence throughout this report to refer to gendered violence that occurs in the context of family relationships and between intimate partners.

2.5 Economic insecurity

2.5.1 The value of unpaid work and care

Unpaid work and care in Victoria was worth \$206 billion in 2017–18, or the equivalent of half of Victoria’s total Gross State Product

As stated by the Victorian Government’s Gender Equality Strategy, Victorian women undertake nearly twice as much unpaid work than men. This has significant implications for women’s economic participation (Department of Premier and Cabinet 2016: 3). In turn, ‘as the door closes on women’s employment, the door also can close on leaving an abusive relationship’ (Humphreys 2020). Among the proposed reforms set out by the strategy is to ‘address the economic dimensions of gender equality’,

and the commitment to ‘develop a model for valuing unpaid work and care and its impact on the Victorian economy.’ The Victorian Office for Women commissioned the development of this model, which found that ‘unpaid work and care – including household and domestic work, caring for the ill, disabled and elderly, caring for children and volunteer work – in Victoria was worth \$206 billion in 2017–18, or the equivalent of half of Victoria’s Gross State Product. By valuing the unequal distribution of unpaid work and care, we can better understand both the cost and contribution borne by women.

2.5.2 Housing

Housing is a commonly accepted social determinant of health, and access to appropriate, affordable and secure housing – in chronically short supply in Victoria – can limit the physical and mental health risks presented by factors such as homelessness and overcrowding (Department of Health and Human Services; Australian Institute of Health and Welfare). Evidence demonstrates a direct relationship between poor-quality housing and poor physical and mental health (Baker et al. 2016).

Risk of homelessness is one of the key reasons victim-survivors return to violent relationships

It is well documented that family violence is the primary driver of homelessness for women and children. CEO of Domestic Violence Victoria, Tania Farha recently highlighted that ‘family violence continues to be the main reason women and children become homeless, and risk of homelessness is one of the key reasons victim-survivors return to violent relationships’ (Monash Gender and Family Violence Prevention Centre and Domestic Violence Victoria 2020).

For migrant women waiting for permanent residency approvals, access to appropriate, affordable and secure housing is additionally restricted, with limited access to public housing. As demonstrated by ANROWS, ‘this puts resource constraints on social services and prolonged the amount of time women experiencing crisis situations needed to stay in refuge accommodation’ (Vaughan et al. 2015: 23). The Victorian Royal Commission into Family Violence noted that ‘those without permanent residency have limited access to crisis accommodation, Centrelink benefits, and some health and education services’ (State of Victoria 2016: 110).

These multiple barriers to and exclusions from housing have been compounded in the context of COVID-19, with many organisations, including Wellsprings, pivoting to provide crucial rent relief. This is consistent with research undertaken in 2020 by the Monash Gender and Family Violence Prevention Centre, which revealed that during the first COVID-19 restrictions in April 2020, domestic and family violence practitioners in Queensland ‘identified access to ongoing and temporary accommodation as the most pressing service gap for their clients (Pfitzner et al.: 2020a).

2.5.3 Barriers to employment and exclusion from welfare during COVID-19

Immigration policy has significant bearing on immigrant and refugee women, establishing ‘bureaucratic barriers to accessing economic security via restrictions on employment’ (Vaughan et al.: 23). This in turn, ‘creates significant barriers for women seeking to leave situations of family violence, as they have few options for supporting themselves and their children, or to pay for legal and other services that may be required’ (Vaughan et al.: 28).

Payroll data from the Australian Bureau of Statistics revealed that following the commencement of the COVID-19 pandemic in 2020, unemployment levels for Victorian women were at a record high, with ‘women segregated in industries were hardest hit by the coronavirus restrictions, such as

accommodation and food services (Batchelor 2020). These are industries that are also likely to be heavily casualised (Berg and Farbenblum 2020: 11)

A recent study on the impact of COVID-19 on temporary migrants found that 70 per cent of respondents either lost their job or most of their hours or shifts after 1 March (54 per cent lost their job and a further 16 per cent lost most hours or shifts). A further 13 per cent of respondents lost some of their hours or shifts (Berg and Fardenblum 2020: 32). Similarly, research undertaken on the impact of COVID-19 by the Monash Gender and Family Violence Prevention Centre found that 70 per cent of survey respondents lost their jobs as a direct consequence of the impacts and restrictions related to COVID-19 (Segrave and Pfitzner 2020: 35).

Speaking to this research, Marie Segrave stresses that despite the significant impact of COVID-19 on temporary visa holders, and ‘with the knowledge that temporary visa holders experience specific risks and barriers to support because of their migration status’ those with temporary migration status were ‘excluded from the national wage protection mechanisms [JobKeeper and JobSeeker] put in place temporarily to alleviate the loss of work and the reduction of work hours for employees across Australia,’ increasing the pressure on non-government services to meet their basic living needs.

‘Lacking funds for food, housing and other essential expenses, and without financial support from the federal government, many temporary visa holders sought other ways to meet their basic survival needs. Organisations that provide assistance with work or other issues were now regularly approached by temporary migrants for other kinds of help such as food’ (Berg and Farbenblum 2020: 38)

3. The response

3.1 About the Women's Support Program

'To be a woman-only organisation is a winner.' – External service representative

The Women's Support Program at Wellsprings for Women offers a range of tailored support to women experiencing social isolation in the Dandenong, Casey and Cardinia communities in the south eastern suburbs of Melbourne. In 2018/19, this area of Melbourne saw a rate of police callouts to family incidents of **32 per cent more than the metropolitan average**, and the third highest rate of police callouts to family incidents in metropolitan Melbourne (Brown 2019).⁹

As illustrated and described above, the social isolation experienced by the women accessing the Program is produced at the intersection of a number of social determinants of health, such as race, gender, temporary migration status and economic insecurity. These intersections have significant implications for the structural barriers to service access faced by women, whose needs 'are not being assessed properly. They get left behind by [mainstream] services' (SBS Australia 2019).

Wellsprings meets a critical gap in the service system by engaging with women who may not otherwise be able to access support, enabling them to access the support they need – both directly from Wellsprings and external services to which they are referred by Wellsprings. Crucially, Wellsprings also provides support to women in abusive relationships and does not place a limit on the timeframe within which women are able to access support from the Program.

Wellsprings meets a critical gap in the service system by engaging with women who may not otherwise be able to access support. Crucially, Wellsprings also provides support to women in abusive relationships.

Following the first of the COVID-19 lockdowns in Melbourne in March 2020, Wellsprings saw a significant increase in referrals to the Women's Support Program and increased need for material aid, such as food relief. In response to this evolving context and need, the Women's Support Program team pivoted its approach to service delivery, developing new partnerships and relationships that enabled them to continue to provide flexible and safe support.

As the Program has developed and navigated the significant and complex context in which it is working, including the harsh social and economic impact of COVID-19, the needs of the women accessing the Program have become increasingly complex. Hence, the structure of the Women's Support Program has evolved to comprise professional case management for all women in the Program, with volunteers supporting case managers to support women. Volunteers and case managers engage with women to build self-confidence through regular social connection, and to encourage them to re-engage in the

⁹ It is important to note that 'local measures of the incidence of family violence and child abuse are less reliable, since they only reflect those instances of violence which reach the attention of responsible agencies, such as the police, courts and child protection authorities.'

community through available and suitable programs at Wellsprings. In this way, the Program encourages and supports women to 'get involved' in their local community.¹⁰

The Program continues to be underpinned by the establishment of trusting and empathetic relationships that enable access to culturally and linguistically appropriate support.

In 2020, the Women's Support Program was delivered by 6 staff (4.8 FTE), 14 volunteers and 15 students on placement

3.2 Key activities

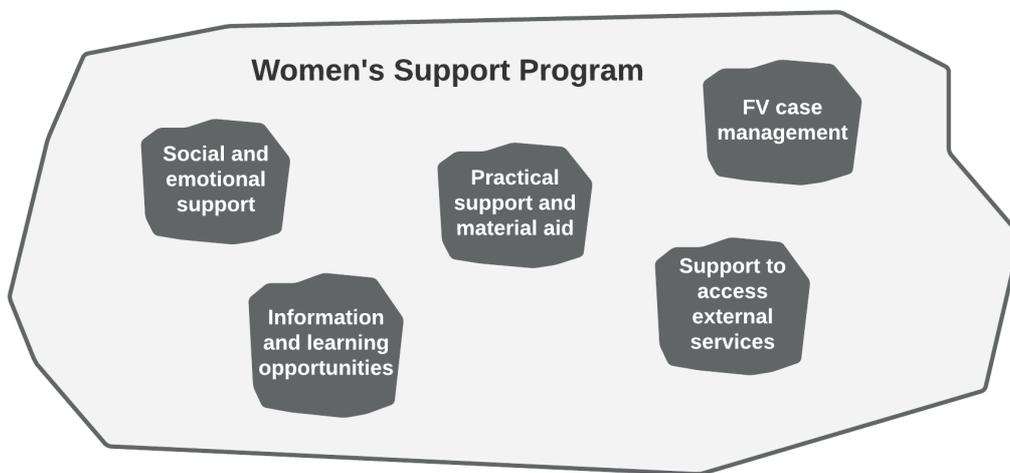


Figure 5 Overview of the Women's Support Program

'What I have learned is we are working from our hearts.' – Program staff

The key activities of the Women's Support Program and included in this evaluation comprise case management for women experiencing family violence, social and emotional support, information and learning opportunities, practical support and material aid and support to access to external services. Activities are tailored to each woman's needs and circumstances.

3.2.1 Case management for women experiencing family violence

Women's Support Program case managers provide women experiencing family violence:

- family violence education
- referral to external specialised family violence services, while remaining engaged with the women
- safety planning.

¹⁰ 'Getting involved' is one of the five core dimensions of participatory action that can best contribute to social cohesion. See Think Impact, with support from The National Network of Volunteer Resource Centres and the Centre for Participation (2020) '[Volunteering, Participatory Action and Social Cohesion](#)'.

3.2.2 Social and emotional support

Women's Support Program staff and volunteers visit women in their homes or contact them over the phone to:

- provide companionship, social support and an empathetic ear
- assist women to build self-confidence, independence and community connections.

3.2.3 Information and learning opportunities

Volunteers and staff use conversations with women to provide:

- skill-building (for example English-language practice, driving lessons, help with public transport)
- parenting education (for example, information on early childhood development and laws on children's safety)
- information on Australian laws and regulations (for example, educate women and partners about relevant legislation, rights and responsibilities).

3.2.4 Practical support and material aid

Depending on each woman's needs and circumstances, Wellsprings staff and volunteers work together to provide:

- food relief
- household essentials such as pre-loved furniture, laptops, data plans, educational and other supplies such as nappies, clothing, art and craft materials for children.

3.2.5 Support to access external services

The Women's Support Program staff:

- inform women of the external services that are available to them
- refer women and their families to access external services including:
 - material aid and food relief
 - safe, affordable and secure housing
 - rent relief
 - financial services such as a financial counsellor
 - legal aid
 - allied health services including mental or physical health services and maternal and child health services
 - children's support services and child protection services
- support women to navigate services:
 - accompanying women to services such as court, Centrelink and GP appointments (lowering language and service barriers)
 - supporting with citizenship, passport and visa applications
 - supporting with completing forms (for example, Centrelink, housing applications)
- walk alongside women (for example, liaise with other services to advocate for clients, follow up referrals).

3.3 Investment required to deliver the Program in 2020

A SROI calculation provides an indication of cost effectiveness, by comparing the *investment required to deliver the activities with the value of the outcomes experienced by all beneficiary stakeholders*. The investment in SROI is what stakeholders contribute to make the activity possible. This includes all the financial and non-financial inputs (for example salaries, donations and volunteer time) that enable value to be created, with all non-financial inputs converted to a dollar figure. Non-financial inputs are included to ensure transparency about the full cost of delivering the service.

In the 12-month period during 2020, the delivery of the Program required **\$715,340** of financial and non-financial contributions. The activities required contributions in the form of financial inputs, volunteer hours and in-kind contributions. A breakdown of these inputs is provided in the table below.

Table 1 Inputs required to deliver the Women’s Support Program activities in 2020

Category	Description	2020 calendar year
Women’s Support Program expenses	Salaries and wages (6 staff, 4.8 FTE)	\$203,185
	Other overhead costs (e.g., site rental, utilities)	\$63,688
In-kind support	In-kind contributions (e.g., food packages, furniture, emergency relief vouchers)	\$252,387
Volunteer contributions	Volunteer time (2,146 hours at \$38.20 per hour)	\$83,308
	Student placement time (2,905 hours at \$38.20 per hour)	\$112,772
TOTAL		\$715,340

In-kind contributions consisted of:

- the donation of food packages, laptops, data plans, and food and fuel vouchers.

Volunteer hours included:

- approximately 2,146 hours volunteered by 14 volunteers
- approximately 2,905 hours volunteered by 15 students on placement

Salaries included the cost of 4.8 FTE.

To determine the financial value of volunteer contributions, hours volunteered were multiplied by the value of a volunteer hour. Based on 2017 data from Volunteering Australia, the value of a volunteer hour is \$38.20¹¹ (Volunteering Australia 2017).

¹¹ Data from Volunteering Australia estimated that volunteers contributed approximately 12.3m hours of work in 2017, contributing to an estimated economic value of \$477.5m to the Australian economy. $\$477,500,000/12,300,000 = \38.20 estimated value of volunteer hour.

4. Understanding how change occurs

4.1 Overview

To explore what has changed and for whom as a result of the Program's activities, we engaged with the following stakeholder groups:

- clients
- partners of clients
- volunteers
- Program staff
- external services.

This included exploring intended and unintended outcomes that were both positive and negative through phone and video-conference interviews, surveys distributed to clients and volunteers, and conversations with Wellsprings staff.

Wellsprings was provided guidance about the breadth of characteristics and perspectives that was desirable to include in the stakeholder interview phase to ensure that the information gathered was representative of all experiences within each stakeholder group. The individuals selected included:

- 6 clients with varying backgrounds, ages, family circumstances and length of time in the Program
- 2 partners with varying backgrounds, ages, family circumstances and involvement with the Program
- 3 volunteers with varying backgrounds and involvement and duration in the Program
- 6 Program staff members with varying length of time involved in the Program
- 2 Program partners with different areas of focus

We also conducted a detailed analysis of an anonymised client database provided by Program staff. The database revealed how women varied based on number of children, visa status, reason for referral to the Program, and whether they currently or have previously experienced family violence.

Clients and volunteers were involved in the quantification phase of the evaluation via a survey which included open ended questions to provide additional context and insight. The change experienced by partners and children was captured through the client survey, with clients acting as proxies for these stakeholder groups. Refer to Appendix C for further details on stakeholder engagement.

Section 5 provides insight into how change occurs, including detailed outcomes maps for each material stakeholder group. An outcomes map explores the causality between outcomes in the chain of events. The development of the outcomes maps and indicators was guided by stakeholder involvement (as detailed above) as well as research and professional judgement. Section 6 details the indicators used to evidence the extent to which outcomes occur.

4.2 Identifying outcomes

4.2.1 Mapping client outcomes

The following steps outline how the map of outcomes was created for clients as well as how stakeholders were involved:

- Six clients were interviewed via phone to explore what changed – positive and negative, intended and unintended – for them. Interpreters speaking Dari, Urdu, and Vietnamese were required for engagement.
- From this, 15 outcomes were initially identified and drafted in a chain of events. A key aspect of this work was trying to understand potential sub-groups. The chain of events drew on:
 - The stakeholder engagement with input from case managers.
 - The client database provided by Wellsprings, which offered insight into client household dynamics and revealed the women who had previously, or were currently, experiencing family violence. The database revealed that no women had left violent relationships during the evaluation period. See Section 4.3.1 for more details about client sub-groups.
 - Desktop research, particularly around the social determinants of health and the impact of the loss of natural supports. See Section 2 for research findings.
- Outcomes from engagement were subsequently tested in the client survey. The survey also asked open-ended questions to explore experiences of change that were not captured during interviews. There were separate questions for positive and negatives changes for each stakeholder group including clients, their household, their children and other stakeholders.
- The outcomes map was refined following an analysis of the survey results. Case managers provided perspectives on behalf of clients to finalise the outcomes map. Many clients noted their close relationships with their case managers - that they feel like family, demonstrating their proxy credibility and ability to provide sound insight about how change occurs for clients.

There were numerous factors that made it challenging to engage directly with clients. Efforts were made to have phone and video calls, including interpreters where required. Key factors contributing to the low numbers of clients initially directly engaged included:

- COVID-19 lockdowns and restrictions that were in place for most of the evaluation period eliminating the ability to have face-to-face meetings at Wellsprings for Women, which provides a neutral, safe, comfortable and familiar space for most of the women in the Program.
- Presence of family violence for a number of clients where it posed a safety risk for these women to be interviewed and surveyed.
- Need for an interpreter for many clients where English is not spoken fluently.
- Clients were primary caregivers and had responsibilities preventing them from participating.
- Limited resources of community organisations during COVID-19 lockdowns.

It was also the intent that the distribution of the survey would provide an opportunity to capture client experiences of change. A decision was made to invest the limited community resources in implementing the survey with the assistance of Wellsprings staff and volunteers. The survey engagement involved:

- Training of staff and volunteers to understand the purpose of the survey and to review and clarify the questions.
- Staff and volunteers contacting clients over the phone to support clients to complete the survey. In some instances, this was undertaken in a language other than English.
- Regular reviews of survey completion progress.

4.2.1.1 Exploration of client outcomes

In early understandings of change experienced by clients, we hypothesised clients experience 'increased personal safety', a number of access outcomes (for example, access to family violence, housing and legal aid services), and 'increased independence'. However, after developing a deeper understanding of the Program through engagement with stakeholders, these outcomes were revised or removed.

The 'increased personal safety' outcome was originally considered due to thinking Wellsprings supports women and their children to leave violent family circumstances. However, we later learned that no clients left a violent relationship with Wellsprings' support during the evaluation period. For this reason, the outcome 'increased personal safety' was no longer relevant. However, there was value occurring for women that needed to be articulated. This value was expressed as 'reduced isolation managing and living with family violence', that comes from the trust they build with Wellsprings staff, and the family violence case manager walking alongside them and working with them to develop safety plans and providing access to information and resources about family violence.

Another outcome expressed in earlier models was 'increased independence' experienced by clients. This outcome was further refined in the final verification session. It was communicated that women are already confident and independent, but that many, after moving to Australia, or due to situational distress, need support learning new skills or navigating systems and processes that are part of living in Australia. We also determined we may be double counting with the 'positive sense of self' outcome. A new outcome was defined as 'increased capacity to navigate daily life' to account for the functional value obtained from women learning new skills and doing more for themselves, such as internet banking and accessing transport, replacing the increased independence and positive sense of self outcomes.

In addition, a number of 'access' outcomes identified in the survey were reframed to the outcome 'relief from getting on a pathway to resolution' to better suit the activities included in the evaluation and avoid over-claiming. These access outcomes included 'access to housing services', 'access to family violence services', 'access to legal aid', 'access to allied health services' – leading to 'improved physical health' and 'better management of mental health'. A more thorough understanding of the activities, however, helped reveal the value is likely experienced *as a result of the access*. Hence, the value that is attributable to Wellsprings relates to the relief they experience from getting the support and access.

The preliminary engagement also revealed two negative outcomes **that were later determined to be not material**:

- **Negative outcome for clients:** Increased stress from partner being unsupportive of client attending Wellsprings
- **Negative outcome for partner:** Increased stress from disagreeing with client attending Wellsprings

These outcomes were tested in the survey to determine if they were experienced by a significant number of clients. Of the 59 responses to the client survey, 1 client reported their partner was not supportive of their involvement in Wellsprings, which is not materially significant.

A third negative outcome was identified in the client responses to an open-ended survey question:

- **Negative outcome for clients:** Increased feelings of guilt from asking for help

After conducting a thematic analysis, this outcome was only reported by 2 women (out of 59 responses), which is not materially significant.

Following stakeholder engagement, 11 outcomes were modelled for clients.

4.2.2 Mapping partner outcomes

One partner was interviewed via phone to explore changes experienced for themselves, clients and children, both positive and negative, intended and unintended. The partner was asked open questions in semi-structured interview format. A second partner interview was intended however did not eventuate because an interpreter was needed and a decision was made to use proxy stakeholders instead to avoid overburdening Wellsprings. Clients, who acted as proxies for their partners, were also asked open questions in the survey to explore experiences and changes, positive and negative, not captured by the preliminary engagement. From this, four outcomes were identified and modelled.

4.2.3 Mapping children outcomes

Desktop research and interviews and conversations with clients, partners, and Program staff enabled children outcomes to be identified – including positive and negative, intended and unintended. Five outcomes were identified and subsequently tested in the client survey where clients responded as proxies for the degree to which outcomes occur for their children. Clients were also asked open questions in the survey to express any other positive and negative changes for their children that had not been identified through engagement.

Following additional engagement with Program staff, one outcome, ‘increased physical and cognitive development’ was considered not material. Though research suggested this might be an outcome for children whose mother was getting parenting support, we did not have enough evidence to corroborate this outcome and pass the relevancy test in the Wellsprings context. The materiality of outcomes is provided in detail in Section G.2. Four final outcomes for children were modelled.

4.2.4 Mapping volunteer outcomes

During the evaluation period, 14 volunteers contributed to the Women’s Support Program. Volunteers contributed to identifying outcomes in two key ways:

- Two volunteers were interviewed to understand and explore their experiences of the program – and to identify potential positive and negative, intended and unintended outcomes. Staff members were also provided an opportunity to provide insight about changes experienced by volunteers. Five outcomes were identified from the interviews.
- Volunteers were also provided an opportunity to provide input about change they experience in a survey. The survey tested and quantified the five outcomes identified during engagement and included open-ended questions to explore other potential changes as a result of their involvement. 7 (out of 14) volunteers responded to the volunteer survey.

During interviews, a negative outcome was expressed described as ‘increased pressure due to clients being dependent on volunteers.’ This was tested in the volunteer survey. An analysis of the volunteer results did not provide sufficient evidence for this outcome to be material and was therefore excluded from modelling on the basis that it did not pass the significance test.

A verification session was held with the Wellsprings Volunteer Coordinator, who acted as a proxy for volunteers, to verify the outcomes. The session also served as an opportunity to determine if the results of the survey could be extrapolated to the entire volunteer group. It was determined that the results could be extrapolated to the entire volunteer group and the value was modelled universally across the 14 volunteers.

4.3 Identifying sub-groups

4.3.1 Client sub-groups

In early understandings of change experienced by clients, we hypothesised there were multiple sub-groups, based on the presence of family violence. These groups included:

- Women who are currently living with FV
- Women who have left violent relationships

After developing a deeper understanding of the cohort, we retracted the ‘women who have left violent relationships’ sub-group given no women left these relationships during the evaluation period. The final SROI model reflects **two sub-groups** for clients based on differences in *outcomes* depending on presence of family violence. This is outlined in table below.

For example, to account for the different experience/value for the 17 clients experiencing family violence, the sense of belonging outcome was framed as ‘reduced isolation managing and living with family violence’. The table below outlines the sub-groups, the outcomes experienced and evidence for why they are materially different.

Table 2 Subgroups of client outcomes and how they are materially different

Sub-group	Outcomes experienced per sub-group	Evidence for why this is materially different
Sub-group 1: Women not experiencing family violence (N=78)	<ul style="list-style-type: none"> • Sense of belonging • Increased capacity to navigate daily life • Hope for the future • Increased capacity for social participation • Meeting basic financial/household needs • Relief from getting on a pathway to resolution • Increased capacity to parent (only for parents) 	Women who do not experience family violence experience these outcomes while women experiencing FV experience a similar, tailored outcome: ‘reduced feelings of isolation managing and living with family violence’ as a result of slightly different activities undertaken to support them.
Sub-group 2: Women experiencing FV (N=17)	<ul style="list-style-type: none"> • Reduced feelings of isolation managing and living with family violence • Meeting basic financial/household needs • Relief from getting on a pathway to resolution • Increased capacity to parent (for parents) 	The Program engages with women who are still living with FV, offering flexible, targeted support. In addition, Wellsprings will stay engaged with women even after they have been referred to a specialised, external FV organisation enabling women experiencing FV to experience this outcome.

4.3.2 Children sub-groups

For **children**, the outcomes were examined and disaggregated using information from the client database. From this, the final SROI model reflects three key differences in children outcomes; children who are under the age of two, children not living with family violence, children living with family violence. This relates to outcomes as follows:

- Children under two years of age not living with family violence experience 'improved social and emotional development'.
- Children under 18 years of age who are not living with family violence experience 'improved emotional wellbeing'. These children also experienced the 'getting basic needs met' outcome.
- Children not experiencing family violence experience 'better household relationships'. This includes children over 18 given some children may still live with or support their families. These children also experienced the 'getting basic needs met' outcome.
- Children under 18 years of age living with family violence also experience the 'getting basic needs met' outcome.

4.3.3 Partner sub-groups

Two sub-groups of partners were identified. Those understood to be perpetrators of family violence and those who are not, or are not known to be perpetrators, outlined below:

- Perpetrators of family violence experience 'meeting basic financial/household needs' and 'reduced housing and financial stress' given material aid was provided universally to families regardless of the presence of family violence, but do not experience 'better household relationships' and 'relief to partner from client getting support' outcomes due to family dynamics that exist due to the presence of family violence.
- Partners of clients who are not perpetrators of family violence or not known to be perpetrators of family violence experienced all outcomes.

5. The change that occurs for stakeholders

5.1 The pathways of change

There are two pathways through which women become involved with the Women’s Support Program: either through direct referral (including self-referral), or through their involvement with other Wellsprings programs. These pathways are illustrated in Figure 6 below.

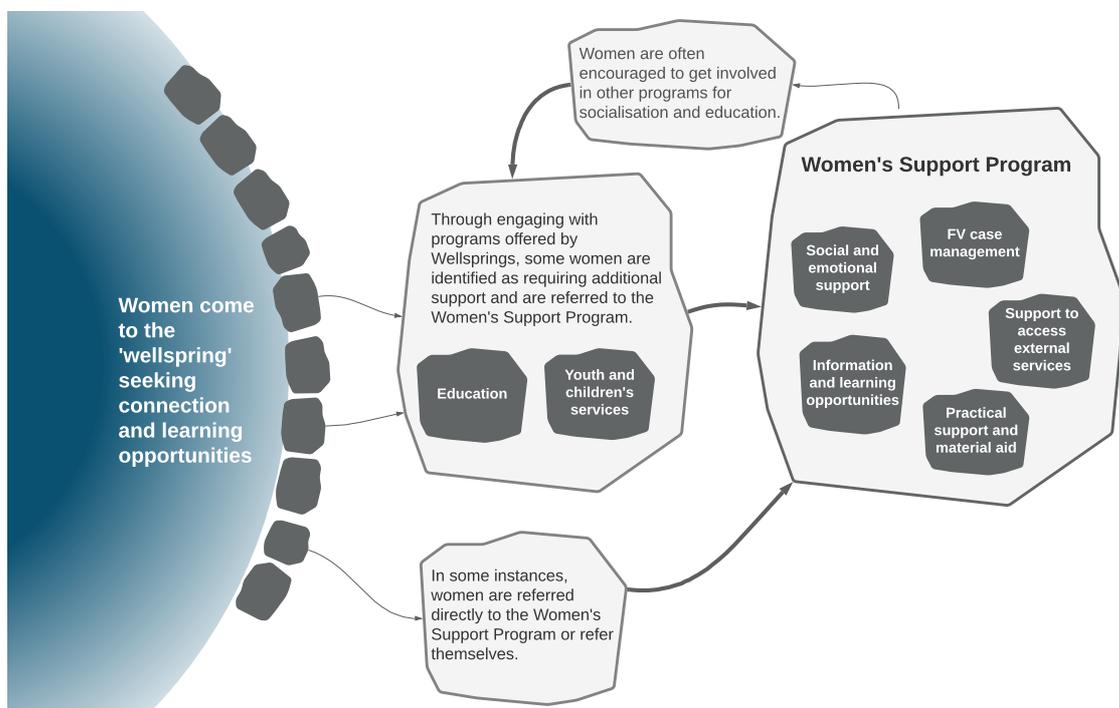


Figure 6 Overview of pathways into the Women’s Support Program

Wellsprings’ effectiveness is grounded in its focus on connection and skill-building for women, rather than being a specialised organisation, such as a family violence service. Women often come to Wellsprings to take a course or to build connections with other women and later engage with the Women’s Support Program to address other needs. This can help women to overcome the stigma associated with engaging with certain services and navigate complex family situations where there might be active resistance to their involvement from their family and community.

‘Classes are powerful ways of attracting the attention of partners of clients who otherwise would not be comfortable with their partners [clients] coming to Wellsprings. For example, one partner is fine with his wife learning English at Wellsprings but would be very abusive if he came to know that she has disclosed family violence to us.’ – Program staff

In other instances, Wellsprings staff are able to identify women who need further support only through their engagement in other Wellsprings programs. Program staff describe the importance of creating a welcoming and safe environment, in which after time, women begin to tell their story, helping staff to

identify challenges they may be experiencing at home. This approach is critical because without the other Wellsprings programs, some women may not become engaged with the Women's Support Program, resulting in issues like family violence or extreme social isolation not being addressed.

'Women might be in a class and might disclose that they are experiencing family violence, that they have no money, [or are experiencing] emotional abuse.' – Program staff

In addition, it takes time for women to be open and trusting of the support provided through the Women's Support Program because of their past negative experiences accessing and engaging with specialist services.

'Regardless of their nationality, Wellsprings likes to help humanity. [The] best thing is no one cares about your race, brown skin, colour ... they just want to help you and take away your problems.' – Client

The following sections outline how change occurs and how it has been evidenced for each material stakeholder group.

5.2 Client outcomes

'I am strong that I can live my life as per my desires without being dictated by someone.' – Client

Wellsprings' approach of establishing a trusting space within which women can feel comfortable to share their experiences is a key factor in women experiencing positive change. In addition, Wellsprings fills a much-needed service gap by working with women who are living with a family violence perpetrator, demonstrating their efforts to 'walk alongside' women, acknowledging that they are experts in their own journeys. Having someone to talk to leads to specific positive outcomes for women in this challenging context, even if the family violence is ongoing.

Other aspects of the Women's Support Program approach that leads to positive outcomes for women includes:

- ensuring all women who come into contact with the Program are supported, whether that be by the Program itself, or in the event the Program cannot provide support, linking the woman to another service
- having staff with the same or similar cultural backgrounds to women, which helps women feel more comfortable and understood
- offering flexible service delivery where the number of sessions is not limited, and the support work is tailored to suit the needs of the clients
- working directly with external services to educate them about the women's needs or to call out racism and discrimination contributing to more culturally safe services.

'[We] work with mainstream organisations by advocating and educating them about what clients need. [We] will stand up if they are saying something racist.' – Program staff

Figure 7 below illustrates the causal relationship between activities delivered by the Program and the outcomes experienced by clients. The following sub-sections describe each material outcome in further detail.

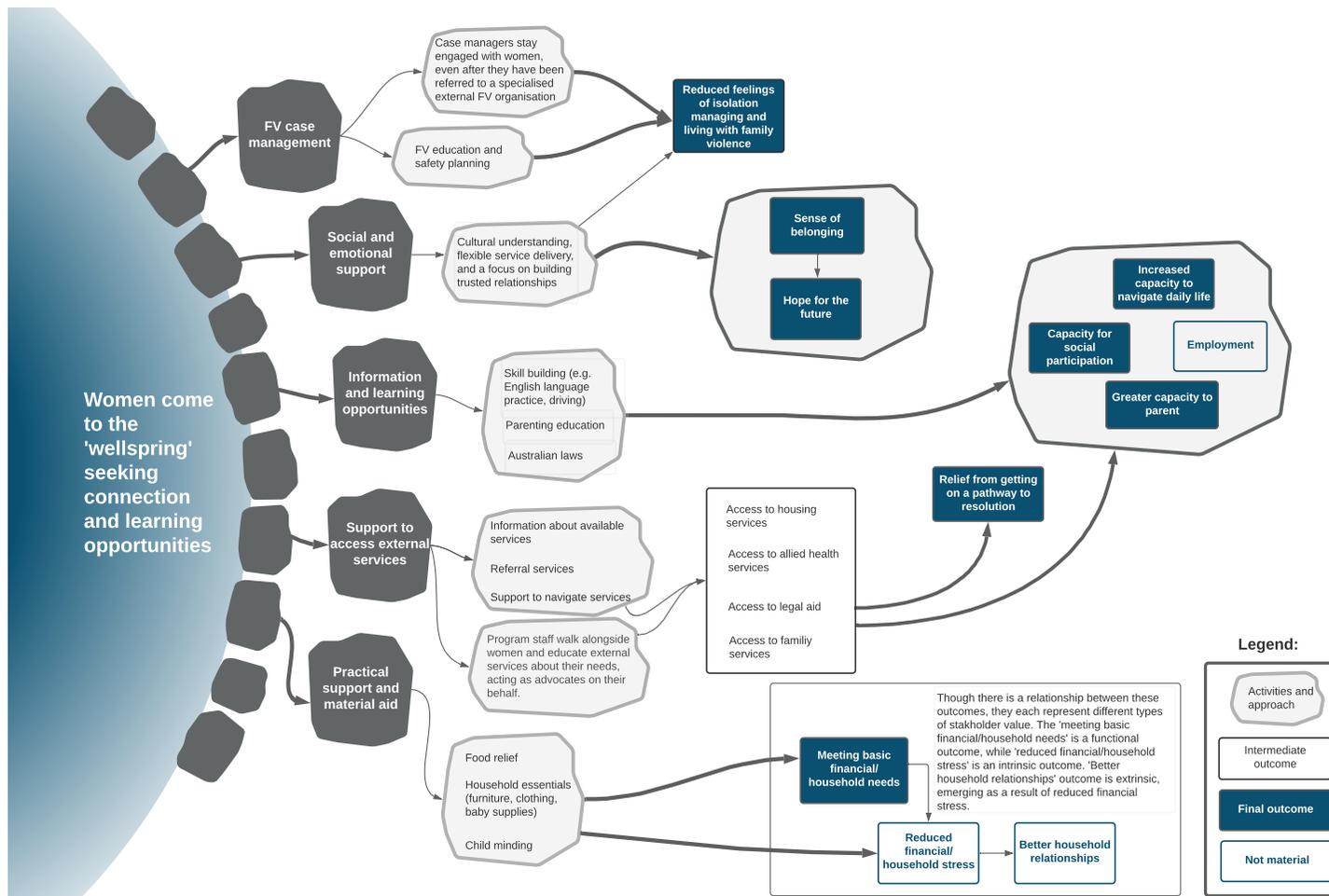


Figure 7 How change occurs for clients

5.2.1 Sense of belonging

Most women engaging with the Women's Support Program are very socially isolated before engaging with Wellsprings, with social isolation, or the need for emotional or mental health support among the reasons for referral for 76 per cent of women accessing the Program in 2020. This social isolation was exacerbated by the COVID-19 pandemic, in the context of extended, government-mandated lockdowns in Melbourne and regional Victoria, which limited women's opportunities for face-to-face contact. The Program adapted by engaging with clients mostly over the phone.

Wellsprings, and the Women's Support Program, contributes to women experiencing a 'sense of belonging' through an environment characterised by cultural understanding, flexible service delivery and a focus on building trusted relationships. This is because having someone to talk to who understands their language and culture contributes significantly to feeling less isolated. Program staff are able to build trusted relationships with the clients by listening to them and validating their stories, as expressed below:

'[The] majority of clients are from the same background as us. They feel immediately comfortable coming to us. We understand their culture.' – Program staff

'We might not be able to help them much because funding is limited, or our hands are tied in terms of regulations but at least we can listen and know their reality.' – Program staff

'For people from CALD background, there is denial of understanding that people have mental health issues. But our workers understand this, we can inform them that it's normal to feel this way. In some way or another it needs to come out, your brain cannot cope.' – Program staff

For some clients, the support offered by Wellsprings is what family feels like for them:

'Family (in Dari)' I feel myself. I don't think about them as an organisation I feel very close.'
– Client

Some clients expressed that Wellsprings is the only place that gives them support and listens to their problems:

'Prior to Wellsprings I had many issues with family. I had no connections or knowledge of where to go – the only way to cope with pressure was to sit and think about my problem.'
– Client

5.2.2 The right to meet basic needs

Many of the families supported by the Program experience financial distress – often flowing from immigration policy and exclusions from welfare – and this was intensified by the COVID-19 pandemic in 2020. Payroll data from the Australian Bureau of Statistics revealed that following the commencement of the COVID-19 pandemic in 2020, unemployment levels for Victorian women were at a record high, with 'women segregated in industries were hardest hit by the coronavirus restrictions, such as accommodation and food services' (Batchelor 2020). In fact, those with temporary migration status were 'excluded from the national wage protection mechanisms [JobKeeper and JobSeeker] put in place temporarily to alleviate the loss of work and the reduction of work hours for employees across Australia,' increasing the pressure on non-government services to meet their basic living needs (Segrave 2020).

This means that many women accessing the Program struggle to meet basic household needs, with the pandemic intensifying this struggle.

When asked about the top three most valuable changes, material aid was the most-mentioned response for all three. In addition, in response to the question: *'To what extent has COVID-19 negatively impacted the following areas in your life?'*, 61 per cent of clients reported 'financial' as the key area of impact (36/59 respondents). This provides evidence of the need that Wellsprings responded to by helping them and their families to 'meet basic financial/household needs' this year.

For many, this support was crucial and meant the difference between being able to put food on the table and going without:

'Without financial assistance I would not have been able to purchase food, clothes and books for my baby. If not for the financial assistance we would not have been able to manage with these bills and rent.' – Client

Those on temporary visas, which comprises 30 per cent of the cohort¹², were in grave need of financial support:

'As I am on bridging visa with work rights, I used to do some casual jobs before COVID to provide for myself. This has been discontinued as a result of the pandemic and has put me under severe financial hardship.' – Client

Material support was also offered in the form of technology, which for one client was very highly valued:

'I came to Australia by myself, I didn't know anyone. I always depended on myself. I'm so touched that they provided me with ready-made meals. It was really something I needed. I was also given a very gently used laptop, and I cried I was so happy. That was the greatest gift of all.' – Client

5.2.3 Overcoming barriers to access

In addition to social isolation and financial distress, women in the Program also experience barriers to service access. Women's intersecting, socialised identities – as women of colour, among other factors – create different modes of privilege and discrimination that both create and exacerbate existing barriers to service access. These structural barriers – such as language barriers – and the siloed nature of service provision, that neglects to address issues in an intersectional way often make for harmful, retraumatising experiences, exacerbating hardship and injustice experienced by women and the children in their care (Vaughan et al. 2015; Smith 2015: 1).

Those on temporary visas, for instance, do not have access to public health care through Medicare, and are responsible for their own healthcare through compulsory private health insurance (Vaughan et al. 2015: 7). The vulnerability of temporary migrants to poverty and homelessness has been significantly heightened by the economic impact of COVID-19, which 'compounds structural barriers to help seeking and support for temporary migrants experiencing family violence' (Gleeson 2020; Rushton 2020; Segrave 2020, cited in Segrave and Pfitzner 2020).

¹² This figure has been sourced from the Women's Support Program internal client database and includes all bridging, student, spousal, partner and other temporary visas.

'In Melbourne, only my younger brother and aunty are here. I have been here for 5 years. I know much but do not know much about the law. It's hard for me to find out what I need to know.' – Client

The Program offers support with accessing much needed external services such as housing and homelessness services, legal aid, family violence services and allied health services through four key approaches:

- providing information about available services
- referring women directly
- supporting women with navigating services
- acting as advocates on women's behalf by walking alongside them and educating external services about their needs.

'Marginalised communities don't know how to get access or where to go ... given a lot don't have access because they are not citizens or permanent residents. We are there to help them – to advocate on their behalf, based on their consent.' – Program staff

As a result of this multi-faceted approach, women experience 'relief from getting on a pathway to resolution'. For some women, the Program helped them know what was available to them, which has built their confidence with seeking help:

'The beginning of lockdown was a very difficult time for my family. Ayesha told me about the rent relief and we applied and got around \$3,000. That was a very big thing for us. We wouldn't have known about it if I wasn't connected with Wellsprings.' – Client

Others received support to navigate external services:

'I received good advice, which helped me to apply for some funding and get some information and knowledge that I wasn't aware of before Wellsprings. The advice included employment advice, which was my main concern.' – Client

'I know a lot about the services who can help. I feel confident where to go and how to seek assistance.' – Client

For some clients, having an advocate is crucial to them getting a resolution:

'I went for a private lawyer but they did not inform me of any charges, then charged me \$600 and they didn't do anything for me. Ayesha and Jane are working on my behalf ... [they are] in contact with a lawyer and other services that I need.' – Client

Regardless of the approach, however, it is clear that accessing external services is a major contributor to women getting support for themselves and their families, as expressed by one client:

'As a result of accessing external services including Windermere and inTouch, I was able to survive the 7 months of unemployment. I was able to access food and shelter, which changed my life. I also received mental health support and support with my rent.' – Client

Yet, as expressed by another client, there is only so much Program staff and volunteers can do to help them access services:

'I've been in police station a number of times, to send divorce papers but they don't take me seriously. One of the staff members has helped me to try get my family here. But not everything in her hands, it's up to Home Affairs and the Government.' – Client

This speaks to the systemic, legislated barriers faced by women from migrant backgrounds.

5.2.4 Reduced isolation managing and living with family violence

Social isolation, financial hardship and barriers to accessing services can be both created and compounded by family violence. The 2016 Royal Commission highlighted that to escape family violence, individuals often need to leave their local communities and support base. In turn, for women without access to support networks such as extended family or community – often the case for women who have recently migrated – social isolation compounds their vulnerability to violence (Illesinghe 2020).

This outcome occurs through the unique approach the Program takes to engage with women who are still living with family violence. The Women's Support Program offers flexible, targeted support, only engaging with the women when it is convenient and safe for them. In addition, Wellsprings will stay engaged with women even after they have been referred to a specialised, external family violence organisation. This relationship enables women to experience 'reduced isolation managing and living with family violence'.

'Wellsprings is not set in 9 to 5. If husband works and starts at 7pm, that's when she will call ... [Our CEO] is open and flexible with that. [We] don't do that with all clients, only if that is only option.' – Program staff

The Program understands women as experts in their own journeys, which also contributes to this outcome being experienced. The support is tailored to suit the woman's situation, with the main priority being to keep the woman engaged, whether or not she discloses she is experiencing family violence. Simply by knowing someone is there to talk to allows for trust and rapport to be built, and helps the woman feel less isolated.

'I have one client who has never been able to talk about her experience because of fear of leaving relationship, but just being able to contact her at a time that suits her is helpful.' – Program staff

'Woman would have felt isolated, blaming herself for the cause of the family violence and also not having confidence and hope. [She] looks forward to talking to the staff member.' – Program staff

If the woman has disclosed family violence, the family violence case manager also works to educate women about family violence:

'A lot of it is about language – when they [family violence services] sit there and ask 'are you unsafe?' [the women] minimise it. In actual fact, they don't know how to articulate it. Its teaching women that if a service asks 'are you unsafe?', you should say yes.' – Program staff

5.2.5 Increased capacity for self-care and provision of family support

5.2.5.1 Increased capacity to navigate daily life

Of the 95 women supported by the Women's Support Program in 2020, 96 per cent, or 91 women, have migrated to Australia, and have experienced the challenges of living in a new country, where language, customs, social norms and laws are different from their home country. As such, though the women are already confident and independent, many struggle to navigate daily life in Australia after migrating. Through the practical guidance and motivation provided by Program staff and volunteers, the women learn how to set appointments for themselves, how to use a computer, or access online banking. In some cases, women learn how to drive and how to use public transportation.

This confidence contributes to the functional outcome 'increased capacity to navigate daily life', described by one client below:

'I would probably still be struggling to get on my feet in a new country. I would not have learnt how to use technology, nor would I have decided on my own to take part in a course.' – Client

5.2.5.2 Increased capacity to parent

The social and emotional support, and practical parenting support, including education about children's developmental milestones and referrals to maternal health nurses where necessary, contributes to women experiencing an 'increased capacity to parent'. This outcome also occurs as a result of getting access to material aid for parenting needs, such as nappies, cots, prams and car seats.

'[Wellsprings] has helped me be better mother.' – Client

The Program's tailored approach extends to how they support women with children. For example, one client received support to inform her son's school about his behaviour:

'I was able to let the teachers know about son's needs around his challenging behaviour at home after Ayesha sent an email to the school to provide behavioural report due to mother having concerns around son's mental health.' – Client

Another with a new baby was connected to maternal health support:

'Had an appointment with doula – and explained everything like a mother – how to deal with pregnancy and birth.' – Client

5.2.5.3 Increased capacity for social participation

Many women are grateful for the support they receive and seek to give back once they feel they are in a position to do so. The following quotes speak to how women expressed their 'increased capacity for social participation':

'Women seem very grateful and a lot of them come back for volunteering. They feel like they owe the sense of peace they have received. From the Eastern mindset, what you receive, you give back, you don't keep it for yourself.' – Program staff

'[I] have developed the courage to stand if me or my children are treated unfairly. Also, I can stand for others who are disadvantaged due to systemic injustice, and unfairness.' – Client

'In [the] future, I can help to motivate every woman. We are not born to become a slave.' – Client

5.2.6 Hope for the future

The social and emotional support and the information and learning opportunities received by women as part of their involvement with the Program support women to see that they are not stuck, and that there are other possible pathways for them:

'I was experiencing severe financial difficulty specially during lock down. Wellsprings brought hope to my life.' – Client

However, the challenges faced by the women are complex and intersecting, and often determined by factors such as visa status. The Program has contributed to women feeling hope for their future, however for many, in the context of structural barriers, it is not a panacea:

'Wellsprings staff member and team have done everything that I needed, but my family issues have not been solved yet.' – Client

'The Program provides an opportunity for people to access but this is not enough. People need to have a voice.' – Program staff

5.3 Partners of clients

Partners of clients experience change as a result of their partner's (the client) involvement with the Women's Support Program. Two outcomes are experienced by partners from the provision of material aid provided to the household including the value from 'meeting basic financial/household needs' and 'reduced financial and housing stress'. Partners (excluding those who have been determined to be perpetrators of family violence) also experience 'better household relationships' and 'relief from partner getting help' as a result of women experiencing positive outcomes.

Figure 8 below illustrates the causal relationship between activities delivered by the Program and the **four material outcomes** experienced by partners. The following sub-sections describes each material outcome in further detail.

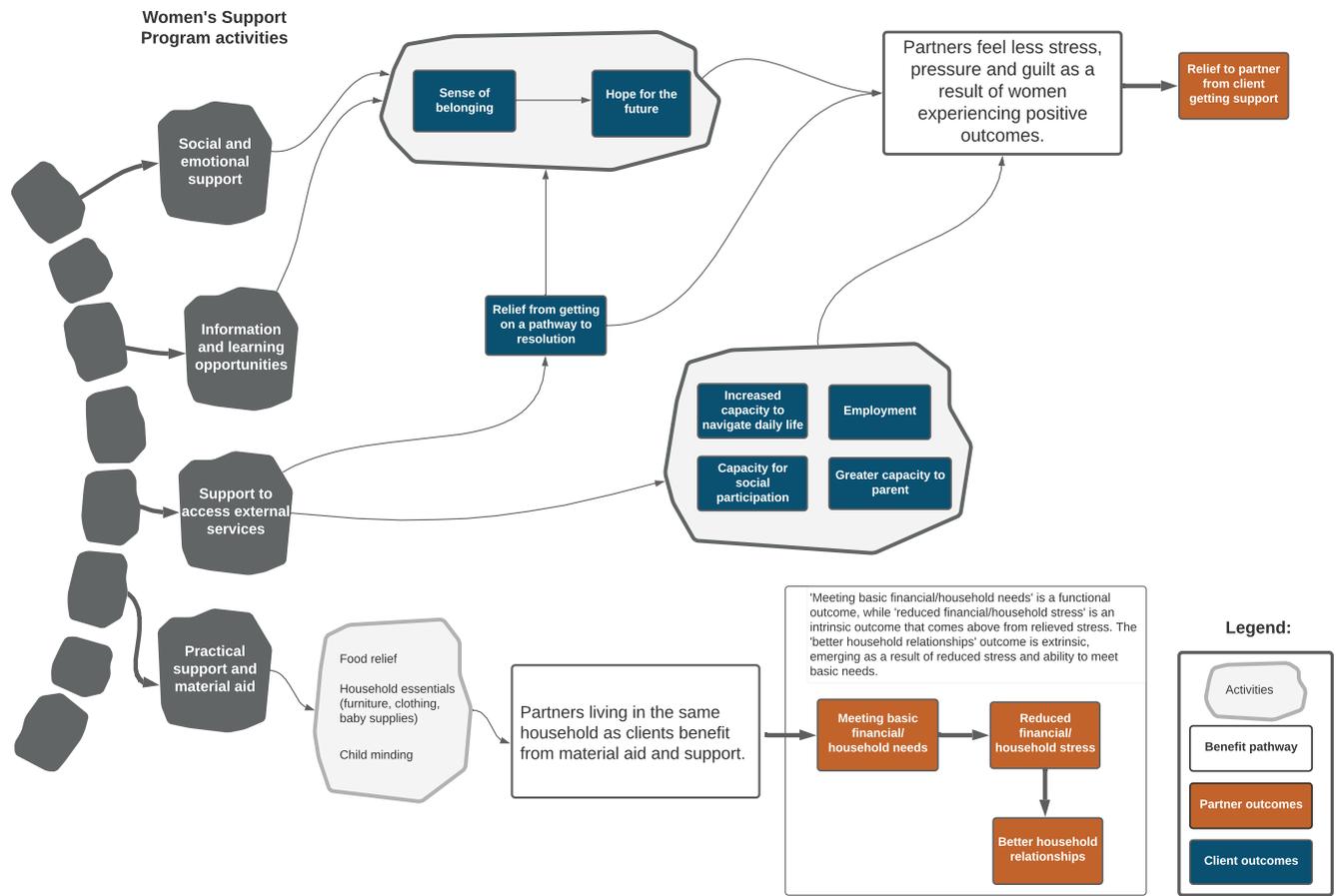


Figure 8 How change occurs for partners

5.3.1 Financial and household support

'Meeting basic financial/household needs' and 'reduced financial and housing stress', are experienced by partners as a result of the material aid provided to the household. Speaking to the support they have received from a Program volunteer, one partner described:

'She's helping us with financial issues – even though I have been funded by TAC, \$1800 a month, [when there is] \$1200 for rent, \$400–\$500 for utilities there is not much left over for everything else.' – Partner

5.3.2 Better household relationships

Partners experience better household relationships as a result of the reduced financial and housing stress in the household and as a result of the positive outcomes experienced by clients. This is because when women are feeling better their whole household benefits, including partners. This value was described by a Program case manager following:

'Women are at the core of their family. If they feel better, the whole thing feels better and the people who are connected to them grow. When the mum grows and improves her mood, it impacts their children and their partner.' – Program staff

5.3.3 Relief to partner from client getting support

The final outcome experienced by partners, 'relief from client getting support', is experienced indirectly through the client feeling less isolated and having increased capacity to function and participate.

One partner shared how this feels for him:

'It's relaxed my mind that my partner is getting the help and the support they need.' – Partner of client

5.4 Children of clients

The 175 children experience four material outcomes as a result of the Women’s Support Program. These include ‘getting basic needs met’, ‘better household relationships’, ‘improved emotional wellbeing’, and ‘improved social and emotional development for children under two years old’.

Figure 9 below illustrates the causal relationship between activities delivered within the Program and the **four material outcomes** experienced by children. The following sub-sections describes each material outcome in further detail.

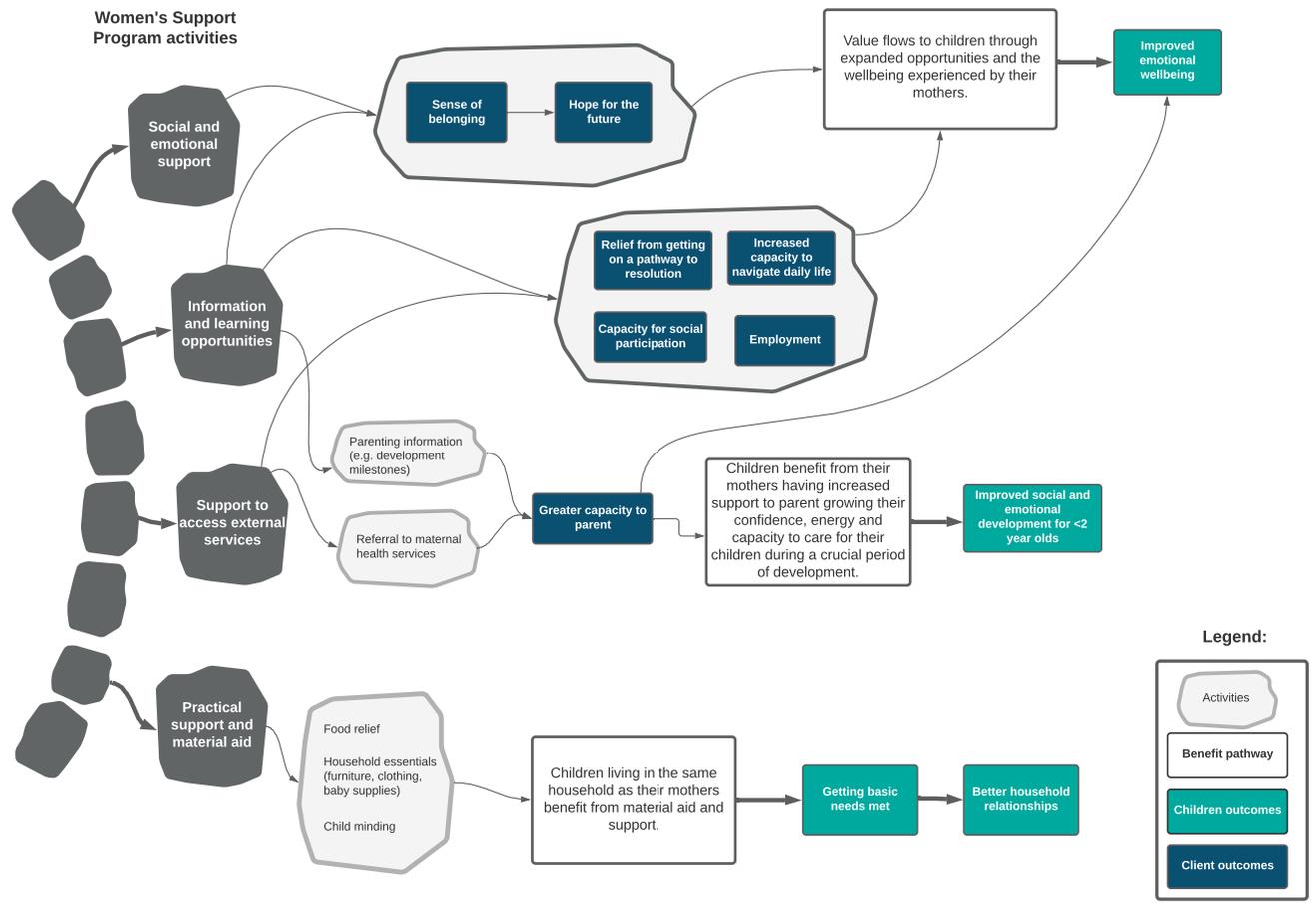


Figure 9 How change occurs for children

5.4.1 Getting basic needs met

The 'getting basic needs met' outcome occurs for children through the material aid provided to households. Given children do not meet their needs, but rather *get* their needs met, this outcome has been framed as 'meeting basic financial/household needs' for clients and partners, but as 'getting basic needs met' for children. This outcome is particularly important for children, however, given they are still developing. One client describes this from a health perspective:

'My kids are healthy because they get food from Wellsprings and received clothes.' – Client

5.4.2 Better household relationships

The 'better household relationships' outcome is experienced as a result of both the material aid provided to the household through reduced financial stress, and through positive outcomes created for women. When women are feeling better, the whole household benefits, especially children who are dependent on their parents for support. This is eloquently summarised by one case manager:

'When family members see a woman struggling with her health, her pain is spread around the world. If they feel better, then they have peace of mind. When you see your mother is not feeling well, you lose hope and hope is your shield.' – Program staff

When asked what their household would be like if it wasn't for the Program, clients described it as 'chaotic and stressful', 'full of tension' and that their children were 'distressed' and 'worried'. When asked about *changes* experienced by their household women expressed spending more time with their children and being closer and more connected to them:

'I helped my son with homework and study. That was a big change for us.' – Client

'I am more connected with my family, more able to understand my children.' – Client

5.4.3 Improved emotional wellbeing

As a result of women experiencing 'increased capacity to parent' and there being less tension in the household, children experience 'improved emotional wellbeing'. Clients described this as their children being happier and proud of their mother:

'My children are happier to see me doing things for myself other than housework, I am grateful to have been in this program as it has made my children proud of me and happy for me.' – Client

5.4.4 Improved social and emotional support for children <2 years of age

78 per cent of women in the Program are parents and 23 per cent of have children under two years of age.

As a result of women feeling less isolated and having increased capacity to function, parent and participate as well as there being less tension in the household, children under two years old experience 'improved social and emotional wellbeing'.

Given the majority of women are primary caregivers and the importance of the mother/child bond for young children's development, this outcome is crucial for the children under two years old in the Program. Evidence from the First 1,000 Days framework shows that the conditions experienced by a

child from conception through to the child's second birthday, as well as the attachment and relationship they form with their parents, have direct and significant implications for their future health and wellbeing (Cusick and Georgieff). While positive nurturing during this period can provide solid foundations for a healthy future, neglect or insufficient care during this time can have precisely the opposite effect.

A Program staff member and volunteer described how this change occurs for young children:

'If we are proactively targeting issues and addressing needs, we are preventing future issues. For a child who is not speaking fifty words by age two, a maternal health nurse would suggest the child needs to see a speech pathologist or paediatrician ... we can give the mother this information.' – Program staff

'When there's younger children, knowing that there's someone there supporting the mum, does make a difference to them. Initially they'll be quite shy and nervous but over time they'll become more comfortable and also develop a bond.' – Program volunteer

The Program's efforts to educate mothers about developmental milestones and engage with young children through activities such as arts and crafts also contributes to this outcome.

'The biggest change was that we were both relaxed. They are young and don't understand that much, but they were happy to see us happy and could sense we were less stressed. My kids were also very happy to receive the arts and crafts.' – Client

5.5 Volunteers

Volunteers contribute to the value created by the Women's Support Program and their time is included in the input calculation. They also experience value themselves from their involvement in the program. This value includes their 'sense of belonging' from the relationships they create with women and the broader Wellsprings community, 'expanded perspectives', and 'sense of fulfillment and purpose'. They also gain 'increased confidence, skills and knowledge' through volunteer training and the check-ins they have with case managers.

Figure 10 below illustrates a causal relationship between activities delivered by Program volunteers and the **four outcomes** experienced by volunteers and the following sub-section describes each material outcome in further detail.

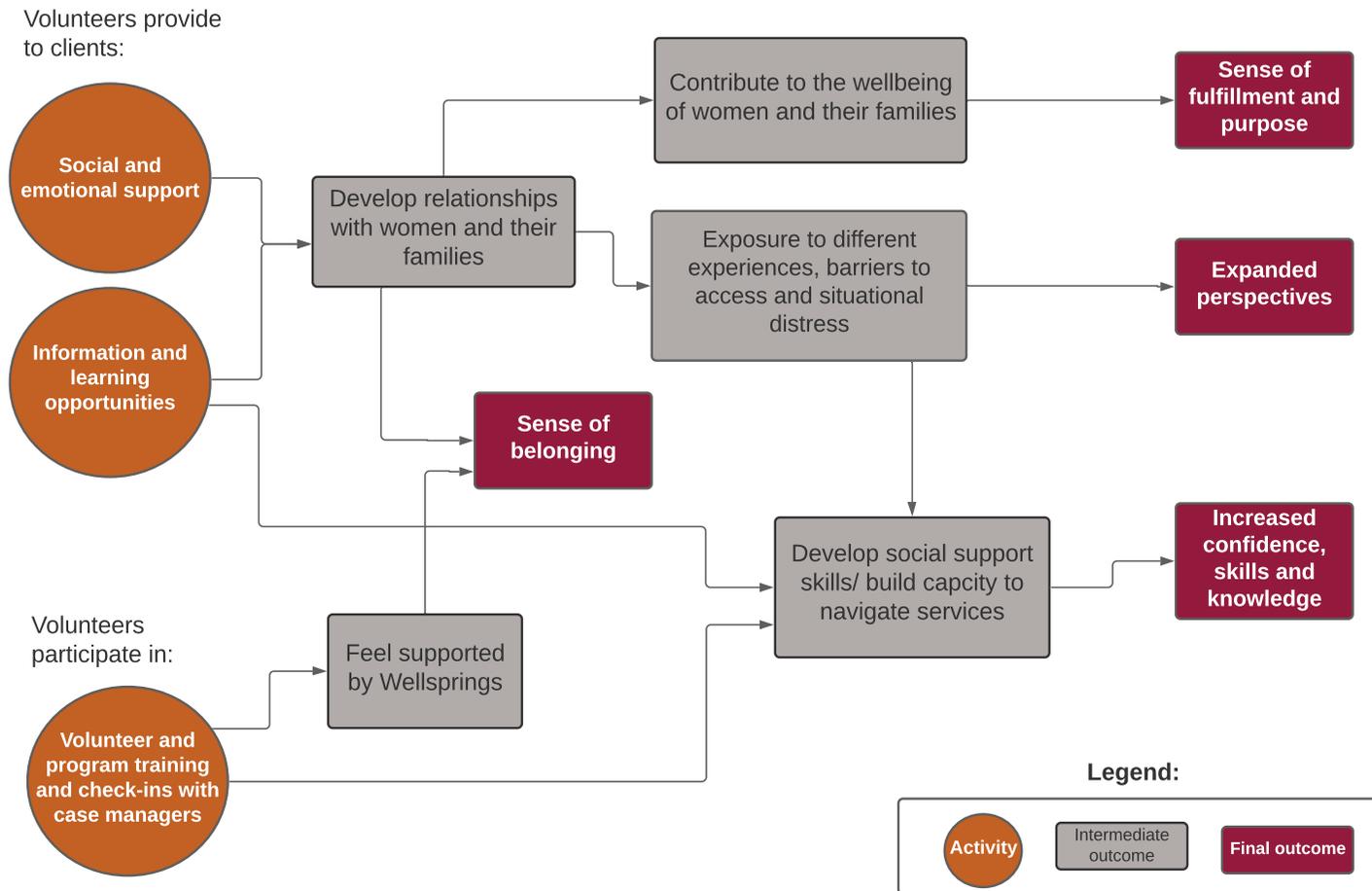


Figure 10 Volunteer program involvement and map of outcomes

5.5.1 Sense of belonging

Like clients, volunteers also experience this outcome because they have access to the same welcoming community as clients and Wellsprings provides them with the same non-judgemental social and emotional support. Volunteers describe what the trusted relationships they build with staff and clients mean to them:

'Wellsprings was there for me at my most vulnerable time and help me to be strong.' – Program volunteer

'They've made me feel like part of their family. We are working together to help someone. The staff is like family.' – Program volunteer

5.5.2 Sense of fulfillment and purpose

As part of their role, volunteers build relationships with clients and contribute to their wellbeing. Contributing to positive outcomes for women contributes to feelings of satisfaction and meaning for volunteers, as described below:

'It's the satisfaction you get by supporting the people who are in need and to see them happy for the help they are receiving and feeling supported at a time of need.' – Program volunteer

'The response and feedback from the women is something I could never have imagined or believed. They say how much of a difference it makes for them, and that makes a huge difference for me.' – Program volunteer

5.5.3 Increased confidence, skills and knowledge

Volunteers for the Women's Support Program gain knowledge from learning about the needs of women from cultures different to their own, including learning new languages. They learn about services that are available to women in their community and how to support women to engage with them. Finally, they participate in training opportunities and gain confidence by working alongside case managers to support women and their families. One volunteer articulates how she has experienced 'increased confidence, skills and knowledge' through her involvement in the program:

'[I'm more] aware and confident thinking this or that place will be able to help [the women].' – Program volunteer

5.5.4 Expanded perspectives

Women's Support Program volunteers work to build trust with women, eventually learning about the situational distress many of the women experience such as social isolation, financial distress, mental health challenges, or difficulty navigating services as a result of systemic barriers. Through exposure to this, they gain insight into experiences that are different to their own, which leads to 'expanded perspectives'. One volunteer described it as gaining a better understanding of challenges, barriers and the help women are offered:

'[I] gained a deeper understanding of the challenges faced by refugees, cultural communication issues and the great work that community organisations do to support those in need.' – Program volunteer

5.6 Victorian economy

Most women engaged in the Women's Support Program are primary caregivers to their family, which is a form of unpaid labour. We also know from research that experiences of family violence and lack of social support can diminish women's capacity for unpaid labour (see Sections 2.3 and 2.5.1). In such contexts, where unpaid domestic work and care is not fairly distributed amongst the household, or supported by extended family or other social supports, women's capacity for unpaid work and care – including self-care – is strained.

Women are very important parts of our families. We always spend time looking after others, but we need to look after ourselves. – Program staff

With the support provided by the Women's Support Program, women can increase their capacity to parent and undertake domestic labour. This encompasses a woman's ability to meet basic household and financial needs, increased capacity to navigate daily life, increased capacity to parent, reduced financial and housing stress and better household relationships. Results from the client survey revealed that 63 per cent of clients are now able to focus on caring for their family as a result of Wellsprings' support.

Value is created for the Victorian economy from the contribution made by women through their unpaid domestic labour and care. This value is conceptualised as an uplift in the *quality* of unpaid labour provided by women – as a result of increasing their capacity to do this work.

Section E.1.5 in Appendix E outlines the calculation and key assumptions for how this value was modelled.

6. Evidencing and valuing outcomes

Every effort was made to model value for stakeholders in a way that is authentic to their experiences. Development of the SROI model was an iterative process – preliminary findings, including the relative value of outcomes, were verified with Program staff prior to finalisation. See Appendix H for more details about the verification process.

In line with SROI Principle 6, 'Be Transparent', key details including the financial proxies as well as rationale behind discount factor decisions are outlined in the following sections. The full SROI model has been included as a PDF in Appendix F.

6.1 Evidencing outcomes

6.1.1 Evidencing client outcomes

Client outcomes were evidenced and quantified drawing upon two sources of data:

- Anonymised client database provided by Program staff, which revealed how women varied based on number of children, visa status, reason for referral to the Program, and whether they currently or have previously experienced family violence.
- Results of the client survey developed following stakeholder engagement which received 59 responses.

For each of the outcomes identified following stakeholder engagement a set of indicators were developed. Client interviews and previous SROI surveys guided development of the indicators. Indicators selected included a combination of self-reported change statements, drawing upon the expressions of change from client interviews, and objective indicators to understand external services and material aid accessed. Wellsprings staff reviewed the survey prior to dissemination to ensure language was appropriate.

The majority of indicators used were Likert scale statements, to which respondents were asked to indicate how things have changed for them and others on a scale of 1 to 7, where:

- 1 = A lot LESS now that they are involved with Wellsprings
- 4 = No change
- 7 = A lot MORE now that they are involved with Wellsprings
- N/A = Not relevant

All outcomes but one, 'reduced feelings of isolation managing and living with family violence', were tested in the client survey. This is because those currently experiencing family violence were not included as target respondents due to safety considerations (See Engagement Context in Section C.1).

The table below outlines the outcomes, corresponding indicators and tool used to collect and quantify outcome data. The following sub-section outlines how the outcomes were modelled.

Table 3 Indicators used to evidence client outcomes

Outcome	Indicator/s	Tool
Sense of belonging	7-point Likert scale <ul style="list-style-type: none"> • I feel understood • I feel I belong to a community • I have friendships • I trust others 	Client survey – Likert scale
Reduced feelings of isolation managing and living with family violence	<ul style="list-style-type: none"> • Through communications with Wellsprings, all those experiencing family violence experience this outcome. 	Conversations with Wellsprings staff
Increased capacity to navigate daily life	7-point Likert scale <ul style="list-style-type: none"> • I am confident in who I am • I am confident doing things on my own • I know how to get the help I need 	Client survey – Likert scale
Hope for the future	7-point Likert scale <ul style="list-style-type: none"> • I have hope for my future • I am confident I can realise what’s possible for me 	Client survey – Likert scale
Meeting basic financial/household needs	<ul style="list-style-type: none"> • Number of clients who reported they have accessed external financial aid services as a result of Wellsprings’ support 	Client survey – select all that apply
Reduced financial and housing stress	7-point Likert scale <ul style="list-style-type: none"> • I feel my housing situation is secure • I can pay for basic household needs • I am less worried about money 	Client survey – multiple choice
Increased capacity to parent	7-point Likert scale <ul style="list-style-type: none"> • I have energy for my children 	Client survey – Likert scale

	<ul style="list-style-type: none"> • I feel confident as a parent • I have the support I need to parent 	
Increased capacity for social participation	<p>7-point Likert scale</p> <ul style="list-style-type: none"> • I feel motivated to help other women 	Client survey – Likert scale
Better household relationships	<p>7-point Likert scale</p> <ul style="list-style-type: none"> • My household is relaxed • My family relationships are stronger • I have a good relationship with my children 	Client survey – Likert scale
Employment	<ul style="list-style-type: none"> • # women who have become employed as a result of Wellsprings 	Client survey – select all that apply
Relief from getting on a pathway to resolution	<ul style="list-style-type: none"> • # clients who reported they have accessed external services (housing, FV, maternal health, GP, legal aid) as a result of Wellsprings' support 	Client survey – select all that apply

6.1.2 Evidencing partner outcomes

Following the identification of partner outcomes during stakeholder interviews (with clients, one partner and Program staff), the outcomes were refined, and indicators developed to test the degree to which the outcomes occur. Interviews and previous SROI surveys guided development of the indicators. Indicators selected included a combination of client sentiment statements about changes for partners and objective indicators to understand external services and material aid accessed by families. The outcomes were tested in the client survey, where clients were proxies for their partners. The majority of indicators used were Likert scale statements, to which respondents were asked to indicate how things have changed for them and others on a scale of 1 to 7, where:

- 1 = A lot LESS now that they are involved with Wellsprings
- 4 = No change
- 7 = A lot MORE now that they are involved with Wellsprings
- N/A = Not relevant

The table below outlines the outcomes, corresponding indicators and tool used to collect and quantify outcomes.

Partners who have been identified as being perpetrators of family violence¹³ do not experience the outcomes ‘relief to partner from client getting support’ and ‘better household relationships’.

Table 4 Indicators used to evidence partner outcomes

Outcome	Indicator/s	Tool
Relief to partner from client getting support	7-point Likert scale <ul style="list-style-type: none"> • My partner is relaxed 	Client survey – Likert scale
Meeting basic financial/household needs	<ul style="list-style-type: none"> • Number of clients who reported they have accessed external financial aid services as a result of Wellsprings’ support 	Client survey – select all that apply
Reduced financial and housing stress	7-point Likert scale <ul style="list-style-type: none"> • I feel my housing situation is secure • I can pay for basic household needs • I am less worried about money 	Client survey – Likert scale
Better household relationships	7-point Likert scale <ul style="list-style-type: none"> • My household is relaxed • My family relationships are stronger • I have a good relationship with my children 	Client survey – Likert scale

¹³ The number of women identified as experiencing family violence was used to determine the number of family violence perpetrators (that is, they are both 17).

6.1.3 Evidencing children outcomes

Following the identification of children outcomes, outcomes were refined, and indicators developed to quantify the degree to which outcomes occur. Interviews guided client sentiment indicators about children along with previous surveys with similar contexts. These indicators were included in the client survey to test and quantify children outcomes, where clients were proxies for their children. The majority of indicators used were Likert scale statements, to which respondents were asked to indicate how things have changed for them and others on a scale of 1 to 7, where:

- 1 = A lot LESS now that they are involved with Wellsprings
- 4 = No change
- 7 = A lot MORE now that they are involved with Wellsprings
- N/A = Not relevant

The table below outlines the outcomes, corresponding indicators and tool used to collect and quantify outcomes. Children who have been identified as experiencing family violence based on the number of clients in this group, only experience the outcome ‘getting basic needs met’.

Table 5 Indicators used to evidence children outcomes

Outcome	Indicator	Tool
Getting basic needs met	<ul style="list-style-type: none"> • Number of clients who reported they have accessed external financial aid services as a result of Wellsprings’ support 	Client survey – select all that apply
Improved emotional wellbeing	7-point Likert scale <ul style="list-style-type: none"> • My children are confident • My children have opportunities available to them • I feel good about my children’s future 	Client survey – Likert scale
Improved social and emotional development (for children <2)	7-point Likert scale <ul style="list-style-type: none"> • I have energy for my children • I feel confident as a parent • I have the support I need to parent 	Client survey – Likert scale
Better household relationships	7-point Likert scale <ul style="list-style-type: none"> • My household is relaxed • My family relationships are stronger • I have a good relationship with my children 	Client survey – Likert scale

6.1.4 Evidencing volunteer outcomes

Following the identification of volunteer outcomes, outcomes were refined, and indicators developed to quantify the degree to which outcomes occur. Indicators selected included a combination of self-reported change statements, drawing upon the expressions of change from volunteer interviews. These indicators were included in the volunteer survey to test and quantify volunteer outcomes. Wellsprings staff reviewed the survey prior to dissemination to ensure language was appropriate.

The majority of indicators used were Likert scale statements, to which respondents were asked to indicate how things have changed for them and others on a scale of 1 to 7, where:

- 1 = A lot LESS now that they are involved with Wellsprings
- 4 = No change
- 7 = A lot MORE now that they are involved with Wellsprings
- N/A = Not relevant

The table below outlines the outcomes, corresponding indicators and tool used to collect and quantify outcomes.

Table 6 Indicators used to evidence volunteer outcomes

Outcome	Indicator/s	Tool
Sense of belonging	7-point Likert scale <ul style="list-style-type: none"> • I feel I belong to a community • I feel understood • I have meaningful relationships 	Volunteer survey – Likert scale
Sense of purpose and fulfillment	7-point Likert scale <ul style="list-style-type: none"> • I feel a part of something bigger than myself • I feel valued for my contribution 	
Changed perspective (greater appreciation)	7-point Likert scale <ul style="list-style-type: none"> • I have a changed perspective about my own life • I know people that are different to me 	
Increased skills, knowledge and capability (functional)	7-point Likert scale <ul style="list-style-type: none"> • I have opportunities to challenge myself • I have new skills and knowledge • I feel confident in my volunteer role 	

6.2 Valuing outcomes

6.2.1 Determining relative value of outcomes

Two approaches were taken to determine the relative value of outcomes:

- The question ***‘What are the 3 most valuable differences that the Women’s Support Program has made to you?’*** was asked in the client survey. This provides insight into how clients value outcomes. Clients reported the words ‘emotional’, ‘support’, ‘food’ and ‘material’ frequently, speaking to the social and emotional support offered and the material aid provided. See Section 7.3 in the report for more details.
- In addition, a considered effort was made to arrange a workshop with clients to support the process of valuing outcomes however was not possible. Factors that may have posed barriers include:
 - Caregiving responsibilities – with school summer holidays
 - COVID-19 lockdowns and restrictions that were in place for most of the evaluation period which impacted how much people wanted to interact face-to-face

- Presence of situational distress including the presence of family violence
- Limited resources of community organisation to co-ordinate engagement.

In the absence of being able to engage directly with clients about how they value outcomes, we pivoted our approach and engaged all of the Women’s Support Program staff who were able to provide perspectives about relative value of outcomes for stakeholders on their behalf. See C.2.2 in Appendix C for more details.

6.2.2 Financial proxies used

Financial proxies were selected from a variety of sources:

- Desktop research
- Think Impact’s financial proxy database. Think Impact has access to a database of more than 60 SROIs or Social Value Modelling Reports that have been carried out in Australia, some written by Think Impact but many by other organisations. This database includes both assured and non-assured SROIs. In some cases, proxies were selected from this database and in other cases, the database was used to support professional judgements on appropriate proxies by reviewing existing proxies from existing reports where practical and/or testing assumptions made.
- The Australian Bureau of Statistics (ABS)

Multiple types of proxies were used to model the social value created by the Women’s Support Program including:

- Revealed preference
- Statistical value of life year
- Income technique
- Avoided costs.

Appendix E defines these approaches in more detail. The following tables outline financial proxies used to monetise outcomes.

Table 7 Financial proxies used for client outcomes

Outcome	Value per year	Description and rationale of proxy	Source of proxy
Sense of belonging	\$35,730	Increase in meeting friends or relatives once or twice per week (valued at £69,500) to on most days (£85,000) which results from the trust built between clients and staff/volunteers and that clients now have someone who listens to them, understands them and follows up with them. £15,500 converted to AUD is \$27,288. Adjusted for inflation this is: \$35,730	Powdthavee, N 2007, Putting a price tag on friends, relatives and neighbours: using surveys of life satisfaction to value social relationships, Institute of Education, University of London, UK. Inflation calculator: https://www.rba.gov.au/calculator/annualDecimal.html Currency converter: xe.com
Reduced feelings of isolation managing and living with FV	\$58,607	Considered equivalent to the value of overcoming moderate depression calculated through the statistical value of a life year (\$195,357 adjusted for inflation) adjusted for the loss attributable to moderate depression 0.3 (disability weighting). High proxy chosen as it encompasses the confidence, positive sense of self and hope for the future women experiencing family violence might experience through their experience working with Wellsprings.	Best Practice Regulation Guidance Note Value of statistical life December 2014 available at https://www.dpmc.gov.au/sites/default/files/publications/Value_of_Statistical_Life_guidance_note.pdf Disability weighting information: The burden of disease and injury in Australia-summary report, page 8 Inflation calculator: https://www.rba.gov.au/calculator/annualDecimal.html
Increased capacity to	\$16,857	Considered equivalent to the value one gets from having a car. This is because it usually involves a feeling of freedom and empowerment and pride in learning the skills to drive oneself. A	Car running costs in Australia 2020 https://www.budgetdirect.com.au/car-insurance/research/car-owner-cost-statistics.html

Outcome	Value per year	Description and rationale of proxy	Source of proxy
navigate daily life		car is also a huge convenience, commensurate with having increased capacity to navigate daily life. Wellsprings supports women to learn skills like driving, making appointments, using a computer that help them in everyday life. The average initial cost of a small SUV is used as the proxy.	
Hope for the future	\$9,100	The emotional support provided by staff and volunteers is considered equivalent to weekly counselling session for 1 year valued at \$175 per session.	Psychotherapy and Counselling Federation of Australia (ranges from \$60 to \$220 per hour)
Meeting basic financial/household needs	\$36,244	Functionality experienced from meeting basic household needs. To adequately meet these basic needs amongst this cohort of households, this is equivalent to average weekly expenditure on household goods and services for those in the lowest disposable household income quintile (valued at \$697 per week adjusted for inflation). Goods and services include: housing costs, domestic fuel and power, food, clothing/footwear, furnishing, household services and operation, education, communication, recreation and personal care.	ABS Household Expenditure Survey, Australia: Summary of Results, 2015-16 Inflation calculator: https://www.rba.gov.au/calculator/annualDecimal.html
Increased capacity to parent	\$18,000	Equivalent to the avoided cost of a nanny at \$25/hour, 2 days per week, 7.5 hours per day for 48 weeks a year	https://www.education.vic.gov.au/childhood/providers/funding/Pages/program.aspx?queryid=56#:~:text=Detailed%20Costs,to%20the%20program%20variant%20implemented.
Increased capacity for	\$2,750	Equivalent to 50% of value of a Platinum membership with 'Future Women' valued at \$5,500/year. Future Women is a 'home for	https://futurewomen.com/pricing/

Outcome	Value per year	Description and rationale of proxy	Source of proxy
social participation		women to come together online and in person by helping them connect, learn and lead'.	
Relief from getting on a pathway to resolution	\$22,880	Equivalent to fortnightly counselling session for 1 year valued at \$220 per session.	Psychotherapy and Counselling Federation of Australia (ranges from \$60 to \$220 per hour)

Table 8 Financial proxies used for partner of client outcomes

Outcome	Unit value per year	Description and rationale of proxy	Source of proxy
Relief to partner from client getting support	\$3,120	Equivalent to fortnightly counselling session for 1 year valued at \$120 per session.	Psychotherapy and Counselling Federation of Australia (ranges from \$60 to \$150 per hour)
Meeting basic financial/household needs	\$36,244	Functionality experienced from meeting basic household needs. To adequately meet these basic needs amongst this cohort of households, this is equivalent to average weekly expenditure on household goods and services for those in the lowest disposable household income quintile (valued at \$697 per week adjusted for inflation). Goods and services include: housing costs, domestic fuel and power, food, clothing/footwear, furnishing, household services and operation, education, communication, recreation and personal care.	ABS Household Expenditure Survey, Australia: Summary of Results, 2015-16 Inflation calculator: https://www.rba.gov.au/calculator/annualDecimal.html

Reduced financial and housing stress	\$3,000	Equivalent to the maximum StepUP low interest loan. StepUP is a safe low interest loan for amounts between \$800 and \$3,000 for Victorians suffering financial hardship needing to purchase of essential good and services.	Victorian State Government - concessions and benefits https://services.dhhs.vic.gov.au/loans
Better household relationships	\$1,842	Commensurate with the average weekly expenditure on recreation activities for couple family with dependent children, youngest child aged 5 to 14 (valued at \$307 adjusted for inflation). Converted to a bimonthly (every two months) value given the context of COVID exacerbating household relationships in many circumstances.	ABS Household Expenditure Survey, Australia: Summary of Results, 2015-16 Inflation calculator: https://www.rba.gov.au/calculator/annualDecimal.html

Table 9 Financial proxies used for children outcomes

Outcome	Unit value per year	Description and rationale of proxy	Source of proxy
Getting basic needs met	\$36,244	Functionality experienced from meeting basic household needs. To adequately meet these basic needs amongst this cohort of households, this is equivalent to average weekly expenditure on household goods and services for those in the lowest disposable household income quintile (valued at \$697 per week adjusted for inflation). Goods and services include: housing costs, domestic fuel and power, food, clothing/footwear, furnishing, household services and operation, education, communication, recreation and personal care.	ABS Household Expenditure Survey, Australia: Summary of Results, 2015-16 Inflation calculator: https://www.rba.gov.au/calculator/annualDecimal.html

Outcome	Unit value per year	Description and rationale of proxy	Source of proxy
Improved emotional wellbeing	\$9,984	This outcome is understood as children having opportunities available to them and doing things they enjoy. Tennis lessons are considered commensurate with this. Tennis lessons are valued at \$95 an hour. Proxy assumes the lessons to occur 2 per week for 48 weeks a year as well as the cost of public transport to and from the lessons (\$9 for a Myki full fare).	<p>Cost of tennis lessons: https://www.victennisacademy.com.au/adult-tennis-program-powlett/</p> <p>Myki fare information: https://www.ptv.vic.gov.au/tickets/fares/metropolitan-fares/</p>
Improved social and emotional development (<2 years)	\$ 29,304	Considered equivalent to the 50% of the value of overcoming moderate depression calculated through the statistical value of a life year (\$195,357 adjusted for inflation) adjusted for the loss attributable to moderate depression 0.3 (disability weighting)	<p>Best Practice Regulation Guidance Note Value of statistical life December 2014 available at https://www.dpmc.gov.au/sites/default/files/publications/Value_of_Statistical_Life_guidance_note.pdf Disability weighting information: The burden of disease and injury in Australia- summary report, page 8 Inflation calculator: https://www.rba.gov.au/calculator/annualDecimal.html</p>

Outcome	Unit value per year	Description and rationale of proxy	Source of proxy
Better household relationships	\$1,842	Commensurate with the average weekly expenditure on recreation activities for couple family with dependent children, youngest child aged 5 to 14 (valued at \$307 adjusted for inflation). Converted to a bimonthly (every two months) value given the context of COVID exacerbating household relationships in many circumstances.	ABS Household Expenditure Survey, Australia: Summary of Results, 2015-16 Inflation calculator: https://www.rba.gov.au/calculator/annualDecimal.html

Table 10 Financial proxies used for volunteer outcomes

Outcome	Unit value per year	Description and rationale of proxy	Source of proxy
Sense of belonging	\$2,340	Equivalent to the value of attending a lunch outing with a friend weekly for 1 year. Assumes each get a \$4.50 drink and a medium pizza valued at \$18 each.	Errol's menu: https://www.errols.com.au/menu/
Sense of purpose and fulfillment	\$25,221	Estimate of the value of volunteering, to the volunteer, using data on life satisfaction and volunteering status in the British Household Panel Survey (BHPS). We estimate the value that frequent volunteers place on volunteering to be about £13,500 per year at 2011 prices. This is the monetary equivalent of the wellbeing benefit derived from volunteering. Converted to AUD \$23,766. Adjusted for inflation this is \$27,561. Subtract sense of belonging valuation to avoid double counting.	Wellbeing and civil society Estimating the value of volunteering using subjective wellbeing data by Daniel Fujiwara, Paul Oroyemi and Ewen McKinnon, 2013 https://www.researchgate.net/publication/236269812_Wellbeing_and_civil_society_Estimating_the_value_of_volunteering_using_subjective_wellbeing_data Inflation calculator: https://www.rba.gov.au/calculator/annualDecimal.html

Outcome	Unit value per year	Description and rationale of proxy	Source of proxy
			mal.html Currency converter: xe.com
Expanded perspectives	\$1,925	Equivalent to a cultural tour in another country. The cost of a 15 day cultural tour of India was selected as the financial proxy. The tour visits 7 cultural destinations in India and includes an expert guide, meals, and transport.	<u>Value of In-depth Cultural tour of 7 destinations in India:</u> <u>https://www.tourradar.com/t/1780#p=13</u>
Increased confidence, skills and knowledge	\$5,700	Equivalent to the value of an online Diploma of Community Services (Case Management specialisation). This proxy was selected because volunteers are supporting case managers and learning from them.	Tafecourses.com.au https://www.tafecourses.com.au/course-listing/diploma-of-community-services-case-management-upskilled/

Table 11 Financial proxies used for government outcome

Outcome	Unit value per year	Description and rationale of proxy	Source of proxy
<p>Unpaid labour and care</p>	<p>\$19,897</p>	<p>Financial proxy sourced from the value of household and domestic work outlined in 'Modelling the value of unpaid work and care' by Deloitte Access Economics. Proxy calculated by difference between the value of errands (\$34.54) and value of housework (\$22.91) X 32.9 (estimated hours of unpaid work and care undertaken by women per week) X 52 weeks in a year. The difference in the value of errands and housework was considered commensurate with the increased capacity women have to parent and take care of their home.</p>	<p>Deloitte Access Economics - Modelling the value of unpaid work and care Office for Women, Department of Health and Human Services 12 October 2018</p>

6.3 Discounting outcomes

There are five discount factors that need to be considered when modelling the social value:

- **Attribution:** who else contributed to the change? How much of the change reported by the stakeholder is a direct result of the activity being evaluated?
- **Deadweight:** what change would have occurred anyway, without the intervention and activity experienced by the stakeholder?
- **Benefit period:** how long does the value last?
- **Drop-off:** taking into account the benefit period, by how much does it reduce each year following the experience or activity?
- **Displacement:** how much of the outcome has displaced or has moved the issue?

The following sub-sections outline the approach used for determining the discount factors for modelling.

6.3.1 Estimating attribution

Attribution for all stakeholder outcomes was determined on an outcome-by-outcome basis and ranged between 20 per cent and 80 per cent, as outlined in the table below. High attribution denotes that most of the change experienced by the stakeholder can be *attributed* to the Women’s Support Program, while low attribution denotes that other organisations or stakeholder groups contributed to the change experienced.

Table 12 Attribution levels used in model

Attribution level	Assigned value
High – most change is a result of the Women’s Support Program	80%
Medium	50%
Low – the change is mainly due to other stakeholders, other than Women’s Support Program	20%

To provide insight into attribution levels, women were asked to reflect in the client survey upon their life before and since they have become involved with the Program, and who or what else has contributed to changes. A qualitative analysis of the data revealed that other organisations, government, partners, family and friends have contributed to changes (**18 of 63** responses).

Most women reported only one of these groups as contributing to changes for them:

‘Foundation House also pointed me to in right direction.’ – Client

‘Child protection has also helped me in terms of safety for my child.’ – Client

‘NDIS and Uniting Connections ... they have helped a lot with the situation of my kid and my parenting techniques.’ – Client

'My family have been supportive of me being part of this program.' – Client

However, **30 of 63** clients reported specific Wellsprings staff, or the Women's Support Program itself, as contributing to changes they have experienced:

'Ayesha, she is very good and supportive.' – Client

'I got the most support from Lalita.' – Client

'Shipra has made a very significant impact as part of the WFW education team.' – Client

One client even reported while she received help elsewhere, Wellsprings provided her the most help:

'I don't believe any other organisation would be able to help me as well as Wellsprings support team.' – Client

Given many clients reported no other factors contributing to changes they have experienced, many of the outcomes for clients were assumed to have 80 per cent attribution. For example, the outcome 'sense of belonging' for clients was determined to be 80 per cent responsible for increasing their ability to feel connected and less isolated. Building connection is a key aim of the Program and was a highly valued outcome by clients. Client outcomes with assumed high attribution have been tested in the sensitivity analysis.

Attribution used for all stakeholder outcomes is summarised in the following table.

Table 13 Rationale and outcomes with high attribution values used in model

Stakeholder	Outcomes	Source and rationale
Client	<ul style="list-style-type: none"> • Sense of belonging • Reduced feelings of isolation managing and living with FV • Hope for the future • Meeting basic financial/household needs • Increased capacity for social participation • Relief from getting on a pathway to resolution 	The Program is targeted toward supporting socially isolated women and designed to be conducive to trust and rapport building with staff, volunteers and other women. Alongside this, Wellsprings creates a safe space for clients experiencing family violence to disclose their story, walking alongside them and supporting them with whatever decision they make. Key to this approach is offering support to access external services as well as increasing capacity for social participation. During COVID-19 lockdowns, Wellsprings also arranged the delivery and co-ordination of food packages that 41% of clients benefitted from.
Volunteer	<ul style="list-style-type: none"> • Sense of purpose and fulfillment 	This outcome is directly related to the work volunteers do to support women.
Victorian economy	<ul style="list-style-type: none"> • Unpaid labour and care 	Wellsprings refers clients to maternal health services, educates them about developmental milestones for their children and provides social and emotional support. This helps to increase

		their capacity to parent, which contributes to their ability to provide unpaid care.
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Table 14 Rationale and outcomes with medium attribution values used in model

Stakeholder	Outcomes	Source and rationale
Client	<ul style="list-style-type: none"> Increased capacity to navigate daily life 	Wellsprings' support is designed to help women experiencing hardships build skills confidence to navigate daily life, women are already confident, independent and capable of learning for themselves.
Client	<ul style="list-style-type: none"> Increased capacity to parent 	Medium attribution due to other factors such as family and friends that could contribute to this outcome.
Client	<ul style="list-style-type: none"> Employment 	While the Women's Support Program involves supporting women with their English and supporting them emotionally, Wellsprings offers other programs that support women to obtain employment, such as the education program.
Partner and client	<ul style="list-style-type: none"> Reduced financial and housing stress 	Due to COVID relief efforts, clients likely accessed financial relief through other organisations or government initiatives.
Partner and children	<ul style="list-style-type: none"> Meeting basic financial/household needs 	Wellsprings does work with partners and children directly. Medium attribution assumed to avoid overclaiming.
Partner, client and children	<ul style="list-style-type: none"> Better household relationships 	Through reduced financial and housing stress, clients and their families experience better household relationships. However other services and family and friends may also contribute to this outcome.
Volunteer	<ul style="list-style-type: none"> Sense of belonging 	Family and friends are likely to also contribute to volunteers' sense of belonging.

Table 15 Rationale and outcomes with low attribution values used in model

Stakeholder	Outcomes	Source and rationale
Partner	<ul style="list-style-type: none"> Relief to partner from client getting support 	Wellsprings does not usually work with partners of clients. The value created for partners is directly from outcomes clients experience.
Children	<ul style="list-style-type: none"> Improved emotional wellbeing Improved social and emotional 	Wellsprings is mainly focussed on clients emotional wellbeing and other factors such as family and friends reported as contributing to children outcomes.

Stakeholder	Outcomes	Source and rationale
	development (<2 years)	
Volunteer	<ul style="list-style-type: none"> Expanded perspectives Increased confidence, skills and knowledge 	Volunteers are likely to encounter other circumstances that could challenge their perspectives, such as family, friends, or travel.

6.3.2 Estimating deadweight

Women were asked to reflect upon the following question in the client survey: ***What would have happened to you if you had not received Wellsprings' support?***

For many women, they expressed that their life would be much harder without the Program:

'[Without Wellsprings' support] ... I would have been feeling helpless.' – Client

In the context of social isolation, family violence and other situational distress factors faced by these women, many reported they would still be very isolated, or living in financially and emotionally stressful circumstances.

A portion of women responded with 'no idea, don't know or nothing would have changed', which could either be deadweight, an unimaginable scenario or that their life would be just as difficult. This was taken into account in the estimation of deadweight (see Table 16 below).

Women were also asked to provide a perspective about their household: ***What would your household be like if you had not received Wellsprings' support?***

And their experience accessing external services: ***How likely would you have been able to access these external services if it wasn't for Wellsprings?***

Responses to these survey questions and professional judgement were used to estimate deadweight. The following table outlines which outcomes correspond to the level of deadweight used in the SROI model.

Table 16 Deadweight values used in model

Outcomes	Deadweight	Source and rationale
<p>Intrinsic, skill or capacity-based client outcomes including:</p> <ul style="list-style-type: none"> • Sense of belonging • Hope for the future • Capacity to parent, navigate daily life and for social participation • Increased employment • Reduced feelings of isolation managing and living with FV 	16%	<p>Clients were asked 'What would have happened to you if you had not received Wellsprings' support?'. 2 out of 63 clients responded with 'would have gone somewhere else', which represents deadweight. 9 responded with 'not sure, no idea, or don't know' which may be deadweight or an unimaginably difficult scenario and 3 responded with 'nothing would have changed'. Of the 12 people who responded with no idea or nothing would have changed we assumed 8 out of the 12 was deadweight to avoid overclaiming. Hence, deadweight is 10/63, rounded up to 16%.</p>
<p>Household outcomes including:</p> <ul style="list-style-type: none"> • Reduced financial and housing stress • Better household relationships 	10%	<p>6 out of 63 clients responded with 'no change or don't know' to 'What would your household be like if you did not receive Wellsprings' support?' question in client survey. Though some of these responses could depict an unimaginable scenario or that their life would still be just as hard, all were assumed to be deadweight to not overclaim.</p>
<p>Outcomes related to accessing external services including:</p> <ul style="list-style-type: none"> • Meeting basic financial/household needs (getting basic needs met for children) • Relief from getting on a pathway to resolution 	27%	<p>Number of clients who responded, 'Very likely' (7/59) plus 50% of those who responded, 'Somewhat likely' (9/59) to the following question: 'How likely would you have been to access these external services if it wasn't for Wellsprings?' We included half of the 'somewhat likely' respondents in the deadweight to avoid overclaiming. (16/59), rounded down to 27%.</p>

Outcomes	Deadweight	Source and rationale
Partner outcome: <ul style="list-style-type: none"> • Relief to partner from client getting support 	50%	Assumed 50% to not over-claim as Wellsprings does not usually work directly with partners of clients. Outcomes occur for partners of clients mainly through the changes that occur for their partner who is in the Women's Support Program.
Children outcomes: <ul style="list-style-type: none"> • Improved emotional wellbeing • Improved social and emotional development (<2) 	50%	Assumed 50% to not over-claim as Wellsprings does not usually work directly with children of clients. Outcomes occur for children mainly through the changes that occur for their mother who is in the Women's Support Program.
All volunteer outcomes: <ul style="list-style-type: none"> • Sense of purpose and fulfillment • Expanded perspectives • Sense of belonging • Increased confidence, skills, and knowledge 	43%	Number of volunteers who responded with 'Yes, I do/would volunteer elsewhere, preferably in the women's support space' to ' <i>If you weren't volunteering for Wellsprings, would you be volunteering elsewhere?</i> ' question in volunteer survey (3/7).

6.3.3 Estimating benefit period and drop off

The length of time outcomes last (benefit period) and by how much the value reduces each year (drop-off) have been estimated by drawing on:

- Stakeholder experiences
- The nature of the outcome
- Length of time in Program

Outcomes can be understood as being *intrinsic*, *extrinsic* or *functional* in nature. This provides a framework with which to understand the benefit period and drop-off rate for the outcomes, outlined as follows:

- **Intrinsic outcomes** relate to changes in one’s self-identity and confidence which are inherently fragile, with a generally short-term benefit period and low to medium drop-off.
- **Extrinsic changes** are related to networks, a sense of belonging and community, which tend to be more outward focussed and depend on contributions from others. They tend to have a medium-term benefit period with a low to medium drop-off.
- **Functional outcomes** relate to skills, knowledge and access to information and tend to be medium-term in duration with a low-level drop-off. Once a skill is gained it cannot be taken away and can be utilised in many different situations creating value for the stakeholder.

Bringing this together, the benefit periods used in the model were conservative, ranging from **one year to three years for the benefit period**, and the drop off from **20 per cent to 40 per cent**. Benefit periods and drop-off rates used for each outcome are outlined in the following table.

Table 17 Benefit period and drop off values used in model

Outcomes	Benefit period and drop off	Source and rationale
Intrinsic outcomes: <ul style="list-style-type: none"> • Sense of belonging (client and volunteer) • Reduced feelings of isolation managing and living with FV • Hope for the future • Relief from getting on a pathway to resolution • Relief to partner from client getting support • Improved emotional wellbeing (children) • Sense of purpose and fulfillment (volunteer) 	1 year, no drop off	These outcomes have 1 year benefit periods given they rely on the Program to occur. In addition, the outcomes are largely intrinsic in nature meaning they are fragile and easily impacted by outside factors.
Extrinsic outcomes: <ul style="list-style-type: none"> • Increased capacity for social participation 	2 years, 40% drop off	Low benefit period with medium level drop off due to extrinsic nature of outcome. Extrinsic outcomes tend to have a short-term benefit period with a low to medium level drop-off. They involve connections, community and

Outcomes	Benefit period and drop off	Source and rationale
		networks, which aligns with this being a social participation outcome.
Functional outcomes: <ul style="list-style-type: none"> • Increased capacity to navigate daily life • Employment • Increased capacity to parent • Increased confidence, skills and knowledge (volunteer) • Expanded perspectives (volunteer) 	2-3 years, 20%	Medium to high benefit periods with low drop off rate chosen given functional outcomes relate to skills, knowledge and access to information that cannot be taken away and can be utilised in many different situations.
Household outcomes: <ul style="list-style-type: none"> • Meeting basic financial/household needs • Reduced financial and housing stress • Better household relationships 	1 year, no drop off	Benefit occurs during the time they receive financial assistance as this was found to be a key contributing factor to these outcomes.
Other children outcome: <ul style="list-style-type: none"> • Improved social and emotional development (<2) 	3 years, 20%	Assumed 3 year benefit period, yet this outcome could have a much longer benefit period because supporting children during the first 1,000 days of their life is shown to have significant implications on their development.
Government outcome: <ul style="list-style-type: none"> • Unpaid labour and care 	1 year, no drop off	Low benefit period assumed to not overclaim. Occurs as a result of increased capacity to parent.

6.3.4 Displacement

No outcomes were discounted for displacement. This is because all outcomes experienced are not mutually exclusive. That is, stakeholders experience changes without taking the opportunity away from other stakeholders to also experience the outcomes.

For practical and material aid outcomes, such as the ‘meeting basic financial/household needs’ outcome, the decision to not discount for displacement was made on the basis that money and materials provided did not prevent others from accessing the same support. Wellsprings enabled clients and their families to *access* material aid that was already available to them such as Red Cross Emergency Funding, food bank parcels and Centrelink, but that they could not, or would have struggled to get, otherwise. In providing material and practical aid, Wellsprings responds to the needs of clients, without precluding others from meeting their needs.

7. The value created by the Women's Support Program in 2020

'I feel more confident because I got support in court, I feel more strong because they are with me. I don't feel scared' – client

7.1 The overall SROI

The SROI model found that for every dollar invested in the Women's Support Program in 2020 between **\$8.81** and **\$12.52** in social and economic value was created.¹⁴



Key findings from undertaking the SROI analysis demonstrate that:

- Clients experience the majority of the social and economic value created, experiencing **66 per cent** (\$5,165,488) of the total value created by the Women's Support Program. The biggest proportion of this value was **'sense of belonging' (20 per cent)** and **'meeting basic financial/household needs' (20 per cent)**. Clients also experience significant value through a **'relief from getting on a pathway to resolution' (16 per cent)** and, **'reduced feelings of isolation' (13%)** for the 17 clients currently managing and living with family violence.
- Children of clients experience **16 per cent** (\$1,290,282) of the total value, with the majority of value realised through **'getting their basic needs met' (81 per cent)** of the value). Children also experience **'improved social and emotional development (8 per cent)** and, for children under 2 years old, **'improved emotional wellbeing (6 per cent)**. Children experience value through the positive outcomes experienced by their mothers, and through material aid provided to the household.
- **11 per cent** of the value (\$857,979) is contributed to the Victorian economy. Experiences of family violence and lack of social support can diminish women's capacity to take care of themselves and their family. With the support provided by the Women's Support Program, women can increase their capacity for unpaid work and care, contributing to the Victorian economy.

7.2 Value created per stakeholder group

Figure 11 below presents a breakdown of the value experienced by each stakeholder group in 2020. Results from the model reveal **five** material stakeholder groups who experienced value as a result of the Women's Support Program. The **95 clients** in the Program receive the most value, with 66 per cent of the total value. The **175 children** experience 16 per cent of the total value, followed by the **Victorian economy** (11 per cent of the total value), the **47 partners** of clients (5 per cent), and finally the **14 Program** volunteers, who experienced 2 per cent of the total value in 2020.

¹⁴ See Section 8 for details on the sensitivity analysis.

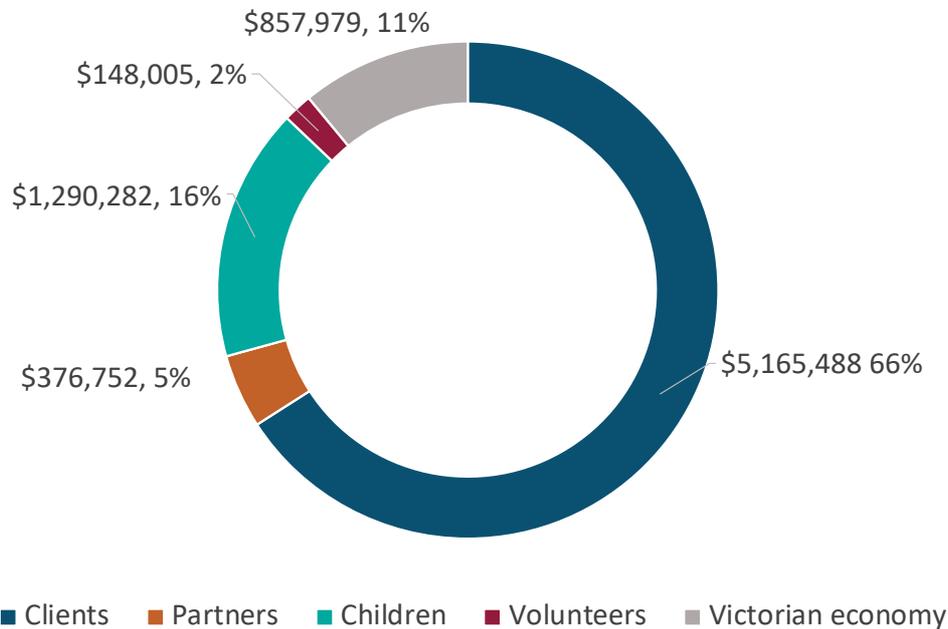


Figure 11 Value created per stakeholder group in 2020

The following sections explore the value experienced by each stakeholder group in detail, guided by the voices of stakeholders.

7.3 The value experienced by clients

Our approach to this Social Return on Investment evaluation has considered the experiences and circumstances of the women accessing the Women’s Support Program in the context of intersecting structural and systemic barriers to support, inclusion and participation, many of which were intensified and multiplied by the social and economic impact of COVID-19 in 2020. Despite these challenges, the Women’s Support Program adapted and continued to empower women to access the support they need to care for themselves and their families.

‘I have learnt and got inspired to fight in difficult circumstances and not give up easily.’ – Client

Clients are the main beneficiary of the Women’s Support Program, receiving **66 per cent** of the overall value in 2020. This equates to **\$5,165,488** of value. The women are from **24 unique countries** and speak **28 unique languages**, the top six of which are English, Dari, Persian, Urdu, Arabic and Hindi.

As illustrated in Figure 12 below, clients experience **11 outcomes**. Seven outcomes are material, including:

- Sense of belonging
- Meeting basic financial/household needs
- Relief from getting on a pathway to resolution
- Reduced feelings of isolation managing and living with family violence (only experienced by the 17 women currently living with family violence)

- Increased capacity to navigate daily life
- Increased capacity to parent
- Hope for the future
- Increased capacity for social participation

Following modelling, three of the 11 outcomes experienced by clients were determined not to be materially significant given their overall value was less than 2 per cent. These include:

- Reduced financial and housing stress
- Employment
- Better household relationships

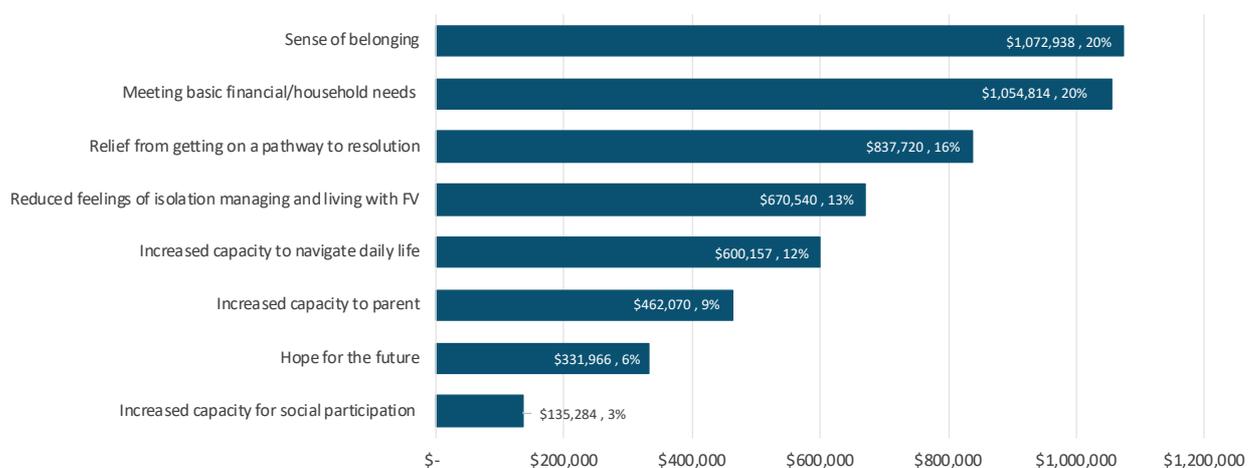


Figure 12 Valuation of client outcomes

As illustrated above, almost 70 per cent of the value experienced by clients is experienced in relation to the following **four** key outcomes:

- Sense of belonging (20 per cent, \$1,072,938)
- Meeting basic financial/household needs (20 per cent, \$1,054,814)
- Relief from getting on a pathway to resolution (16 per cent, \$837,720)
- Reduced feelings of isolation managing and living with family violence (13 per cent, \$670,540)

To understand the relative value of outcomes, clients were asked in the client survey what the three most valuable differences that the Women's Support Program has made to them. The following figure illustrates the responses to this question, with words mentioned more frequently in larger text, and words mentioned less frequently in smaller text.

The outcome is experienced by all clients except for the 17 experiencing family violence. Women experiencing family violence experience a similar, tailored outcome: 'reduced feelings of isolation managing and living with family violence' as a result of slightly different activities undertaken to support them.

Family, friends, other organisations and government were mentioned as contributing to changes experienced by women. However, this outcome was assumed to have a high attribution (80 per cent) given the Program's focus on helping women out of isolation, and that many women accessing the Program lack these natural social supports.

7.3.2 Meeting basic financial/household needs

Universally valued for all clients, the 'meeting basic financial/household needs' outcome also had a high relative value.

53 per cent of clients reported accessing financial assistance and food relief services as a result of the Program.

This outcome is particularly relevant in the context of COVID-19 when many were left in dire financial circumstances due to job losses. The outcome is **20 per cent** of the overall value for clients.

'Being new to the country was a great challenge due to the new language and the different environment. Something that helped me settle in during COVID was the support team at Wellsprings.' – Client

To model the value in a way that reflects its high relativity, the value experienced was considered commensurate with the cost to run a household, rather than the cost of the goods received. This is because the ability for clients to put food on the table for themselves and their family is *more valuable* than the cost of the good themselves.

Despite this outcome having a high overall value, it was described as being experienced only in the short-term, given that much emergency relief available to women – particularly those with temporary migration status – is ad hoc. Hence, the economic insecurity faced by women and their families who are receiving support from the Program is on-going. The assistance provided is crucial but is finite.

'Everyday we need to eat, so having access to this was a very positive thing for me.' – Client

To account for this, a one-year benefit period was modelled, as the value is only realised while they are receiving material aid through the Program.

7.3.3 Relief from getting on a pathway to resolution

The Program offers support with accessing much needed external services. In 2020, **66 per cent** of clients reported they have accessed external services such as housing support, legal aid, family violence services and physical and mental health services as a result of Program support, with some clients accessing more than one service. This resulted in **16 per cent** of the overall value for clients occurring as a result of the 'relief from getting on a pathway to resolution'.

'[As a result of accessing external services through Wellsprings I] reduced my stress which was severe, the GP who have been referred to me helped me by prescribed antidepressants for me which helped tremendously.' – Client

Crucially, 66 per cent of clients reported they would be unlikely to access these external services if it was not for Wellsprings.

This result is understood by the multiple barriers faced by women – including language or cultural barriers, previous negative experiences with other services or insufficient information about services – and shows how significant the assistance offered by the Program has been for clients to access services.

'I needed a volunteer to go with me to the court when I was going through hardship with food and bills ... to advocate on my behalf ... I needed help with language also.' – Client

7.3.4 Reduced isolation managing and living with family violence

17 per cent of clients are currently living with family violence and are the only clients who experience 'reduced isolation managing and living with family violence'. The outcome is **13 per cent** of the overall value for clients, which for only 17 clients, is significant.

The outcome has been modelled with a high financial proxy (\$58,607) and high attribution (80 per cent) to account for the value created through supporting women who are living with family violence. Wellsprings' unique approach involves creating a safe space for clients experiencing family violence to disclose their story, walking alongside them and supporting them with whatever decision they make. These clients are unlikely to get crucial social and emotional support elsewhere.

'I can hear the relief in their voice.' – Program staff

'Thank you, you give me hope, encouraging me to deal with my life, it is better that there is someone there to have my back.' – Program staff

7.3.5 Increased capacity to navigate daily life

The 'increased capacity to navigate daily life' accounts for **11 per cent** of the overall value for clients. Wellsprings supports women to learn skills like driving, making appointments, and using a computer that supports them in everyday life. The average initial cost of a small SUV is used as the proxy (\$16,857). The value of this outcome was considered commensurate to the value one gets from having a car. This is because getting a car usually involves a feeling of freedom and empowerment and pride in learning the skills to drive oneself. A car is also a huge convenience, such as one might feel with increased capacity to navigate daily life.

One program volunteer describes what this is like for the client they support:

'My clients feel they belong to a community and country they can call home. They are independent and know they do not have to live in fear.' – Program volunteer

Given the functional nature of the outcome, a two-year benefit period with low drop-off was assumed. Medium attribution (50 per cent) was assumed to acknowledge that women are already independent and capable of navigating their own life, even without Program support.

7.3.6 Increased capacity to parent

Through education about developmental milestones, referral to maternal health organisations, and social and practical support, all clients with children experience 'increased capacity to parent' (**nine per cent**).

Results from the client survey revealed that 63 per cent of clients are now able to focus on caring for their family as a result of Wellsprings' support.

Given most of the clients engaged with the Program are primary caregivers in their family, this is significant. Through getting support for themselves, they have more energy for their children and are more confident as a parent. Hence, they are able to better support and engage with their family, which for children can have positive impacts throughout their life.

'There is hope for them. I feel more secured and supported and I share my feelings with them.' – Client

Due to the functional nature of the outcome, a two-year benefit period with low drop-off has been assumed. Family and friends have also been reported as contributing to changes experienced by clients and hence a 50 per cent attribution has been assumed.

7.3.7 Hope for the future

The 'hope for the future' outcome is **six per cent** of the overall value for clients and is considered commensurate with the value one gets from weekly counselling for one year (\$9,100).

Though the Program has contributed to women feeling hope for their future, in the context of structural barriers, it is not a highly valued outcome. This is because the challenges faced by the women are complex and intersecting, and often determined by factors such as visa status that are outside the control of Wellsprings. Nonetheless, these women are strong, and the support and encouragement they get from an organisation highly focused on empowering women does help change their perspectives:

'But when they come to Wellsprings and they come to learn about opportunities it makes them really happy, there is hope and they can do something, they can study and they can work. They feel their life hasn't ended.' – Program staff

7.3.8 Increased capacity for social participation

The final material outcome, 'increased capacity for social participation' comprises **seven per cent** of the overall value for clients. In this context, social participation is understood as the connections, confidence and opportunities enabled through the Program for women to get involved in their communities, in formal and informal ways. **Seven per cent** of clients reported in the client survey that they have started volunteering since becoming involved with Wellsprings (4/59) and many women described how they want to give back and empower other women. The outcome was quantified by women indicating as a result of the Program 'I feel motivated to help other women'.

'In future, if I can become part of Wellsprings, I can share what I know and my experiences.' – Client

'I would still be at home without a social life, without support from other women like me.'
– Client

Given many clients have recently migrated, are primary caregivers, or are facing significant financial or housing stress, this outcome is meaningful, as it shows the social and emotional support offered by the Program has provided them the capacity to both take care of themselves, and also give back.

7.3.9 Non-material outcomes

A materiality test was conducted on all outcomes identified, which examined the relevance and significance (quantum) of change. If an outcome was less than two percent of the value, it was not material. Three client outcomes, 'employment', 'reduced financial and housing stress', and 'better household relationships' were not materially significant given their overall value for clients was less than two per cent. Refer to Appendix G for details of the materiality assessment.

7.4 The value experienced by partners of clients

As illustrated in Figure 14 below, partners of clients experience four outcomes as a result of the Women's Support Program, which is **five per cent** of the overall value for stakeholders. All of these outcomes are material. The majority of value experienced for partners is through the outcome 'meeting basic financial/household needs' (**87 per cent**, \$326,160). Partners also experience value through 'reduced financial and housing stress' (eight per cent), 'better household relationships' (four per cent) and through 'relief from client getting support' (two per cent of the value).

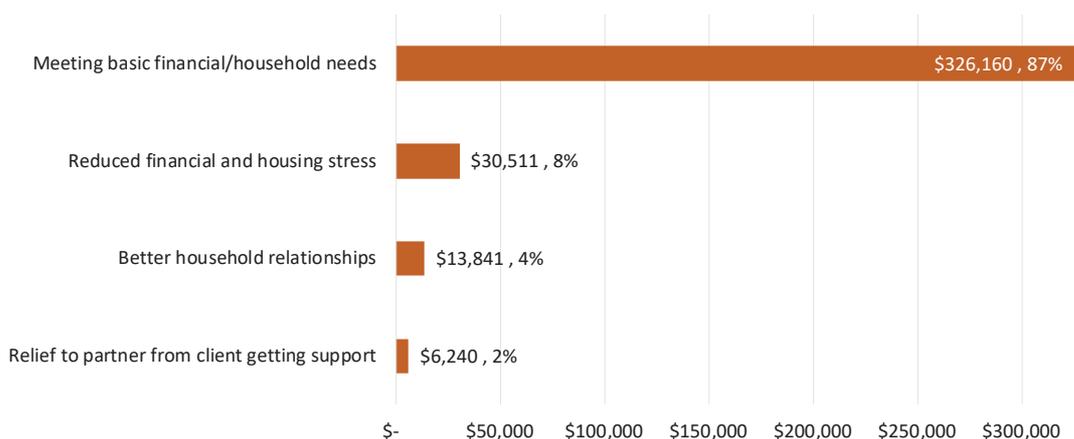


Figure 14 Valuation for partner outcomes

47 partners of clients were estimated to be impacted by the Program, indirectly through their partners and directly through material aid. Of this 47, 17 were considered to be family violence perpetrators based on the number of women living with family violence. These partners did not experience 'better household relationships' and 'relief to partner from client getting support'.

7.4.1 Financial and household support

The 'meeting basic financial/household needs' outcome has the highest overall value for partners (**87 per cent**). This outcome was identified as having the second highest relative value for clients.

However, while the outcome is highly valued, it is only experienced in the short-term. This is because of the economic hardship faced by many of the families in the Program and the fact that much of the material relief offered to families is inconsistent and unreliable. Hence, getting food on the table is an on-going challenge for many households, despite the relief provided by the Program.

As a result of the material aid provided to the family, partners also experience 'reduced financial and housing stress' (**eight per cent**). Again however, this is a short-term relief flowing from the ability to get through another month of bills.

'It would have been difficult for us to survive as we cannot cover our daily expenses.' – Client

Following this logic, these outcomes were only considered to have a one-year benefit period. Given partners experience benefits indirectly from the Program, 50 per cent attribution was assumed.

7.4.2 Better household relationships

Excluding the 17 partners assumed to be perpetrators of family violence, partners also experience 'better household relationships' (**four per cent of the overall value**). The outcome was evidenced by testing the degree to which clients report that their household is more relaxed, their family relationships are stronger and that they have a good relationship with their children.

Though a low overall value for partners, the support provided to clients does flow onto families.

'Now that I have spoken to someone about my life, I am less stressed knowing someone has heard me and my story.' – Client

When asked '**what would your household be like if you didn't receive Wellsprings' support?**' many clients reported their life of clients reported that their household would be 'stressed', 'tense' 'full of challenges' and that they would be 'struggling'. One client mentioned it would be 'difficult for us to survive'. This suggests that many of these families are struggling and are in need of support.

One partner uses a metaphor to describe this:

'The current situation is like 'buckets of petrol', which makes fire, so you need something to calm it down, maybe 'buckets of water'. That's what Wellsprings does.' – Partner of client

7.4.3 Relief from client getting support

The final material outcome experienced by partners who are not considered to be perpetrators of family violence is 'relief from client getting support' (**two per cent of the overall value**). This outcome has a low value given partners do not directly benefit from the Program. Rather, the relief they get is through their partner getting support, considered commensurate with a fortnightly counselling session for one year (\$3,120).

'When there's a lot going on in your mind, you can't concentrate on other things. Now I have a bit of space to think about my future.' – Partner of client

Following this logic, a low attribution figure (20 per cent), medium deadweight (50 per cent), and one-year benefit period was assumed.

7.5 The value experienced by children of clients

'We centre women, but she will not be supported if we are not addressing her family members' needs, not just the needs of the mother.' – Program staff

As illustrated in Figure 15 below, children of clients experience four material outcomes as a result of the Women's Support Program, which is **16 per cent** of the overall value. The majority of value experienced for children is through the outcome 'getting basic needs met' (**81 per cent, \$1,040,935**). Children also experience value through 'improved emotional wellbeing' (six per cent) and 'better household

relationships' (5 per cent). Children under two years of age experience 'improved social and emotional development' (8 per cent).

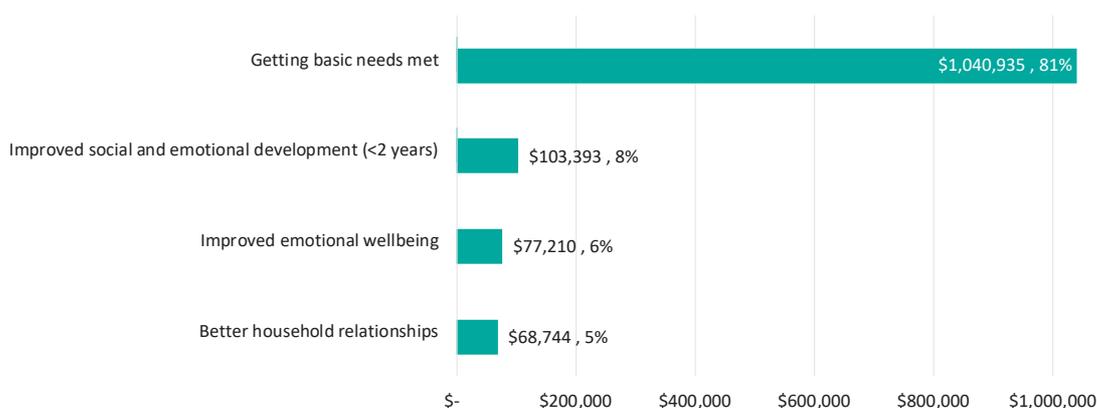


Figure 15 Valuation for children outcomes

175 children are parented by clients in the Women's Support Program. As illustrated in Figure 16, **41 per cent** children are between the ages of 3 and 10 years old and **23 per cent** are under the age of two.

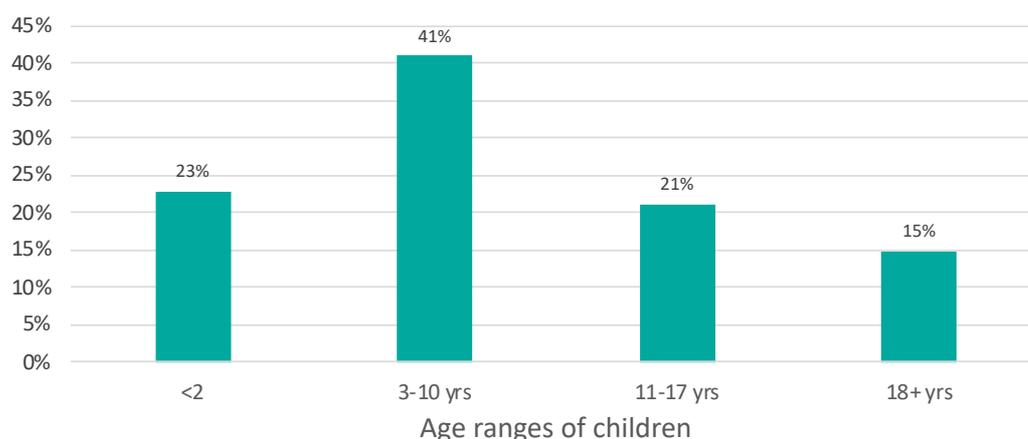


Figure 16 Age ranges of children in Women's Support Program

Children experience value mainly through the material aid provided to the household and through their mother experiencing positive outcomes. The outcomes were examined and disaggregated using information from the client database. From this, the model reflects three key differences in children outcomes; children who are under the age of two, children living with family violence, and all other children.

7.5.1 Getting basic needs met

The household outcome 'getting basic needs met' is experienced by all children under 18 years as a result of the material aid provided to the household. Like partners, the 'getting basic needs met' outcome has the highest value for children (**81 per cent**) and it is a highly valued outcome as determined through survey engagement with clients and a verification session with Program staff.

Given the importance of children getting their basic needs met, reliable and predictable aid makes a difference to the wellbeing of households.

'The financial burden was less when they sent the food weekly.' – Client

Despite the material support provided to families in 2020, the outcome is only experienced in the short-term because of the on-going financial insecurity faced by clients and their families.

7.5.2 Better household relationships

Through the material aid provided to the family and their mother getting support, children experience 'better household relationships' (**five per cent of the value**). The value of this outcome is considered commensurate with average weekly spend on recreation (\$1,842) based on the assumption that the joy of relationships can be expressed through doing activities together as a family.

Two clients describe how the value is experienced for them:

'We do activities together, we paint together.' – Client

'I wouldn't be as close with my children as I am now thanks to Wellsprings support team.' – Client

All children who are not experiencing family violence experience this outcome. While some children over 18 years may not be living at home with their parents, some still might be living at home, or might be supporting their family. To understand if variable impacted the overall SROI, it was tested in the sensitivity analysis. Results from the sensitivity analysis revealed that including the number of children over 18 in the outcome has little impact on the overall SROI (a \$0.2 decrease from \$10.96 to \$10.94).

7.5.3 Improved emotional wellbeing

All children under 18 who are not experiencing family violence experience the outcome 'improved emotional wellbeing' (**six per cent**) primarily through the positive outcomes experienced by their mother. Research suggests that children's exposure to family violence affects children's physical and mental wellbeing, development and schooling, and is the leading cause of children's homelessness in Australia (Campo 2015). This outcome is understood as children having opportunities available to them and doing things they enjoy. Tennis lessons twice a week for a year plus the cost of public transport to and from the lessons is considered commensurate with this outcome (\$9,984). However, the outcome was assumed to have low attribution given the Program is mainly targeted toward clients' wellbeing.

'He feels better and is happier and in a better condition, I can deal with his medical condition in a proper way now.' – Client

7.5.4 Improved social and emotional development for children <2 years

23 per cent of women in the Program have children under the age of two

Children under the age of two, excluding those experiencing family violence, experience 'improved social and emotional development', which is **eight per cent** of the overall value for children.

'My household is a lot safer for me as my mind is less occupied with the things that were making me upset and stressed.' – Client

Evidence shows that the conditions experienced by a child from conception through to the child's second birthday, as well as the attachment they form with their parents, have direct and significant

implications for their future health and wellbeing (Cusick and Georgieff). Hence, this outcome was considered equivalent to 50 per cent of the value of overcoming moderate depression (\$29,304).

Though the outcome was assumed to have a low attribution (20 per cent) due to family and friends being reported by clients as also contributing to changes experienced, the benefit period was considered to be three years. This is because evidence suggests positive nurturing provided during the first 1,000 days of a child’s life can provide the foundations for a healthy future (Cusick and Georgieff).

Based on this research, the three year benefit period could be even higher. However, to avoid overclaiming a three year benefit was used in the model and the impact of a five year benefit period on the overall SROI was tested in the sensitivity analysis. See Section 8.1 for more details.

7.6 The value experienced by volunteers

As illustrated in Figure 17 below, volunteers experience **four material outcomes** as a result of their involvement with the Women’s Support Program, which is **two per cent** of the overall value. While volunteers contribute to Program delivery, this value is experienced above and beyond their contributions. **14 volunteers** contribute to and experience value through their involvement with the Women’s Support Program.

The majority of value experienced for volunteers is through the outcome ‘sense of purpose and fulfillment’ (**84 per cent**, \$121,061). Volunteers also experience value through ‘increased confidence, skills and knowledge’ (10 per cent), ‘expanded perspectives’ (four per cent), and ‘sense of belonging’ (two per cent).

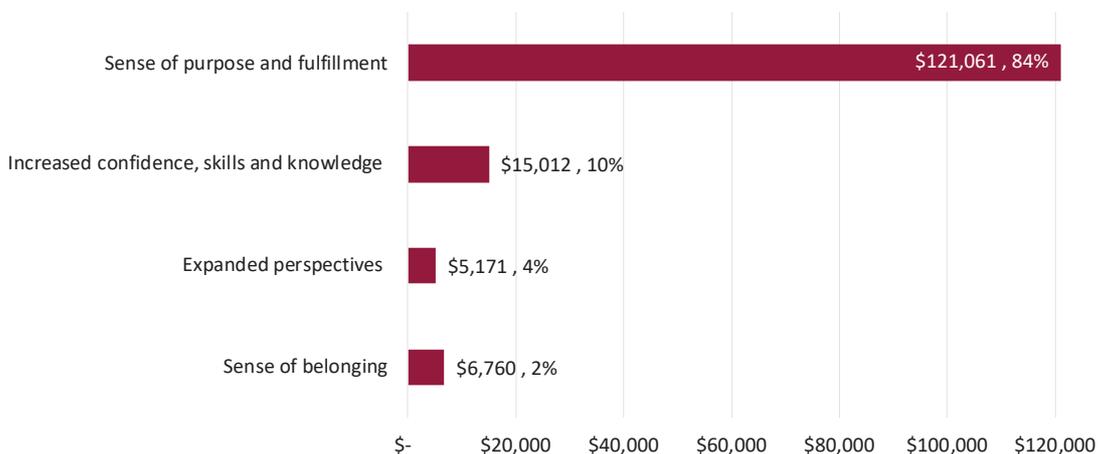


Figure 17 Valuation for volunteer outcomes

7.6.1 Sense of purpose and fulfillment

‘Sense of purpose and fulfillment’ has the highest overall value for volunteers (**84 per cent**). When volunteers were asked what the top most valuable differences that volunteering for Wellspring has made for them, a number of responses spoke to feelings of purpose and fulfilment’:

‘Feeling affirmed and appreciated’

‘To see people get the help they need’

'Sense of responsibility of our actions'

The high relative value of this outcome was also verified with Program staff, who provided perspectives on behalf of volunteers in the final verification session.

Given the outcome is directly related to volunteer efforts to support clients, it was assumed to have a high attribution (80 per cent).

7.6.2 Increased skills and expanded perspectives

'Increased confidence, skills and knowledge' had the second highest overall value for volunteers (**10 per cent**). When asked what the top most valuable differences that volunteering for Wellspring has made for volunteers, two responses related to skills including 'training offered' and 'networking'.

'Having been in situations where women have needed different supports and resources, I know who needs what.' – Program volunteer

The 'expanded perspectives' outcome is **four per cent** of the overall value for volunteers. One volunteer describes how they have experienced this outcome:

'I've built up a knowledge base and have become more familiar with different languages.'
– Program volunteer

Both outcomes are assumed to have a long benefit period of three years due to their functional nature, but a low attribution (20 per cent) due to other circumstances such as family, friends, schooling or travel that could contribute to the outcomes being experienced.

7.6.3 Sense of belonging

The final outcome experienced by volunteers is a 'sense of belonging' (**two per cent**). When asked what the top most valuable differences that volunteering for Wellspring has made for volunteers, a number of responses spoke to feelings of connection:

'Connection to community'

'More meaningful connections with people'

While there is overlap in the way this outcome is understood for volunteers, compared with clients, it is valued much less highly for volunteers given the social isolation faced by many of the clients.

All outcomes were assumed to have the same deadweight (43 per cent). This is based on 43 per cent of volunteers reporting that they would be volunteering elsewhere, preferably in the women's support space, if they weren't volunteering for Wellsprings.

7.7 The value contributed to the Victorian economy

63 per cent of clients reported they are able to focus on caring for their family as a result of Wellsprings support.

Through women having **increased capacity** to do unpaid work and care for their families and households, **\$857,979** of value is contributed to the Victorian economy. This is **11 per cent** of the overall value experienced by stakeholders as a result of the Program's activities delivered in 2020.

'As a result of the changes for the women, they have more to give to their children and are better parents.' – Program volunteer

Given experiences of family violence and lack of social support can diminish women's capacity for unpaid labour (see Sections 2.3 and 2.5.1), the social and emotional support provided to women, the referral to maternal health services and other health services, and parental education offered helps increase their capacity to care for themselves and therefore their household.

Hence, value is created for the Victorian economy through an *uplift* in the quality of unpaid labour provided by the women. Using data provided by Deloitte Access Economics, the value is considered commensurate with the difference between the hourly rate of errands and household work (\$11.63), multiplied by the average number of unpaid work and care undertaken by women each week (32.9). Converted to a yearly figure, the financial proxy is **\$19,897**.

The deadweight for the outcome (10 per cent) is based on the number of clients who responded with 'no change or don't know' to '**What would your household be like if you did not receive Wellsprings' support?**' question in client survey (6/63). Attribution was assumed to be high given the significant role the Program plays in helping to increase the capacity of women to care for themselves and their families.

Section E.1.5 in Appendix E outlines the full calculation for how this value was modelled.

8. Sensitivity analysis and verification

8.1 Sensitivity analysis

The SROI model has been developed by applying the seven principles of the SROI methodology. Given the process requires professional judgement and assumptions, there is a risk of error in the data and findings. Though a conservative approach has been taken where professional judgements have been required, there is potential that the **\$10.96** ratio presented in this report is over or underestimated.

Hence, a sensitivity analysis has been conducted to understand the influence that variations would have on the \$10.96 SROI ratio. It is a key mechanism for exploring the risks and impacts of over-claiming.

Testing a number of variables one at a time revealed that the SROI ranges from **\$8.81** to **\$12.52** for every \$1 invested. Examples of variables tested include:

- Number of women experiencing FV
- Financial proxies for key outcomes
- Instances of where high attribution, low benefit periods, and deadweight figures were assumed.

The variables that had the most impact on the model were where we claimed 80 per cent attribution for client outcomes, which brought the ratio down to \$8.81, and increasing the financial proxy for the 'reduced feelings of isolation managing and living with family violence' outcome, which increased the ratio to \$12.52. Full results of the sensitivity analysis are outlined in the following table.

Table 18 Results of the sensitivity analysis

Variable tested	Rationale	Base case	New case	New SROI
Number of women experiencing family violence	There may be more women who have not disclosed they are experiencing FV, or some that have not been identified yet by the FV case manager. Hence, we may have underclaimed the number of women experiencing family violence in the model.	17 women	25 women	11.40
Children over 18 experiencing 'better household relationships' outcome	We may have overclaimed the number of children experiencing the 'better household relationships' outcome by including all children who are not currently living with family violence. Those over 18 years might not be experiencing the outcome due to possibly having infrequent contact with their mother.	149 children Includes all children excluding those experiencing FV	123 children All children under 18 excluding those experiencing family violence	10.94
Financial proxy for 'reduced feelings of isolation managing and living with family violence'	We could have under-claimed this key outcome experienced by women experiencing family violence.	Considered equivalent to the value of overcoming moderate depression = \$58,067	Considered equivalent to the value of overcoming severe depression = \$156,286	12.52
Financial proxy for 'sense of purpose and fulfillment' outcome	We could have over-claimed the value for this outcome. We assumed relative values of volunteer outcomes and verified with Program staff, but we may have overclaimed. Evidence of possible overclaiming is that some volunteers	Value that frequent volunteers place on volunteering = \$27,561 AUD, minus sense of belonging	50% of the value that frequent volunteers place on volunteering = \$12,611	10.87

Variable tested	Rationale	Base case	New case	New SROI
	expressed they wished they could do more, which could mean they might not value this outcome as highly as we have.	outcome valuation to avoid double counting = \$25,221		
Deadweight for various client outcomes	Clients were asked 'What would have happened to you if you had not received Wellsprings' support?'. 2 out of 63 clients responded with 'would have gone somewhere else', which represents deadweight. However, 9 responded with 'not sure, no idea, or don't know' and 3 responded with 'nothing would have changed', may be deadweight, an unimaginably difficult scenario, or that their life would have been just as hard. We assumed 8 out of the 12 who responded with no idea or nothing would have changed was deadweight to avoid overclaiming. However, what if only those who responded with 'would have gone somewhere else' are deadweight?	16% (10/63) 8 out of the 12 'no idea or nothing would have changed' responses counted as deadweight.	3% (2/63) This excludes all of the 'no idea, don't know, not sure and nothing would have changed' responses.	11.65
Deadweight for 'meeting basic financial/household needs'	To determine the deadweight for the 'meeting basic financial/household needs' outcome, we used the number of clients who responded, 'Very likely' (7/59) and 50% of those who responded, 'Somewhat likely' (9/59) to the following question: 'How likely would you have been able to access these external services if it wasn't for Wellsprings?' However, what if all those who	27% (16/59) 50% of those who selected 'somewhat likely'	12% (7/59) Includes only those who selected they would be 'very likely' to have accessed the services	11.91

Variable tested	Rationale	Base case	New case	New SROI
	selected 'somewhat likely' were not able to access the services?			
80% attribution for various client outcomes	<p>We could have over-claimed for outcomes with 80% attribution. Clients also expressed that family, friends, government and other organisations contributed to changes experienced. Outcomes assumed to have 80% attribution include:</p> <ul style="list-style-type: none"> Sense of belonging Reduced feelings of isolation managing and living with family violence Hope for the future Meeting basic financial/household needs Increased capacity for social participation Relief from getting on a pathway to resolution 	80%	50%	8.81
Benefit periods for client outcomes	We could have under-claimed the 2-year benefit period for client outcomes including:	2 years	5 years	12.14

Variable tested	Rationale	Base case	New case	New SROI
	<p>'Increased capacity to navigate daily life'</p> <p>'Increased capacity to parent'</p> <p>This is because the skills learned that contribute to these outcomes cannot be taken away.</p>			
Benefit period for children outcome	<p>We could have under-claimed the 3-year benefit periods for the 'Improved social and emotional development' for children under 2 years old. Evidence from research suggests that appropriately supporting children during the first 1,000 days of their life is linked to positive impacts for the remaining years of their development. Hence, this outcome could have a very long benefit period.</p> <p>However, 5 years has been tested to not overclaim. This is because the longer the benefit the period, the less likely changes are to be attributable to the intervention.</p>	3 years	5 years	11.01
Benefit period for volunteer outcomes	<p>We could have under-claimed 3-year benefit periods for volunteer outcomes including:</p> <p>'Increased confidence, skills and knowledge'</p> <p>'Expanded perspectives'</p> <p>This is because these are functional outcomes, meaning that the skills and knowledge tend to endure.</p>	3 years	5 years	10.97

8.2 Verification

The verification process included consultation with Program staff and the Wellsprings Volunteer Coordinator for five key stages of the evaluation:

- Verification of the representativeness of survey data
- Verification of the outcome maps
- Verification of the relative value of outcomes
- Verification of the final report content with Program staff
- External assurance of the report through Social Value International.

While a concerted effort was applied to get clients to a workshop that would support verification of outcomes and their relative values, Wellsprings was unable to get clients to attend. There are a number of factors that might have posed barriers, including that school-aged children were on summer holidays when the session was being planned and many clients are primary caregivers. Other possible barriers include the situational distress faced by the clients, including some currently living with family violence, and that COVID-19 is still impacting how much people interact face-to-face.

In the absence of being able to engage directly with clients about how they value outcomes, we pivoted our approach and engaged all of the Women's Support Program staff who were able to provide perspectives about relative value of outcomes for stakeholders on their behalf. See Appendix H for more details.

For transparency, the full SROI model is included as an attachment to this report. Appendix H presents a detailed description of the verification undertaken during the evaluation, including a summary of what we heard in each session and what was subsequently changed to address the feedback.

9. Implications and limitations of results

9.1 Implications of results

9.1.1 The Program's inclusive, women-centred and culturally competent approach creates access for women who may not otherwise be supported.

Barriers to access experienced by women involved in the Program include language barriers, previous negative experiences with other services or visa status. These barriers prevent many women and their families from accessing the critical social, emotional and practical support they need. The inclusive, women-centred and culturally competent approach offered by the Women's Support Program therefore **supports women who may not have received this support elsewhere**. This is evidenced by the fact that some women rely on Wellsprings as their only source of support, and that 'sense of belonging' was the most highly valued outcome for clients.

'Because I have no family here, I would have feel so lonely. Even if I have some friends here, it's not the same. The only thing that give me support is Wellsprings.' – Client

In addition, though not a specialist family violence service, Wellsprings fills a critical gap in the service system by supporting women living with family violence. The Women's Support Program, however, seeing women as experts in their own journeys, supports them regardless of disclosure or if family violence is continuing.

'I have one client who has never been able to talk about her experience because of fear of leaving relationship, but just being able to contact her at a time that suits her is helpful.' – Program staff

'I can hear the relief in their voice.' – Program staff

9.1.2 The Program is both necessitated and limited by structural and systemic dynamics

The Program creates significant social value for women and their families, however women involved in the Program still face a number of systemic barriers. This limits the degree to which the Program can support women.

'I've been in police station a number of times, to send divorce papers but they don't take me seriously. One of the staff members has helped me to try get my family here. But not everything in her hands, it's up to Home Affairs and the Government.' – Client

Despite the significant economic impact of COVID-19 on those with temporary migration status, these families were specifically excluded from the national JobKeeper and JobSeeker schemes. Lacking federal government support, 'many temporary visa holders sought other ways to meet their basic survival needs. Organisations that provide assistance with work or other issues were now regularly approached by temporary migrants for other kinds of help such as food' (Berg and Farbenblum 2020: 38).

To meet the increased need for practical support and material aid, Wellsprings was able to pivot its service delivery approach, as evident by **53 per cent** accessing material aid as a result of Program support. However, this relief provided to women and their families is not available on an ongoing basis. This context of systemic exclusion – as well as existing and ongoing barriers – **perpetuates the women's**

ongoing economic insecurity. Hence, the Women's Support Program is both made necessary, and constrained, by the discriminatory systems in which it operates.

'We have been working with some women for 2–3 years, and there is unrealistic expectation – a house, an income. Even though staff do everything they possibly can, go through a lot of work and resources, some women are not entitled. – Program staff

9.1.3 Women are confident, strong and resilient, despite ongoing and entrenched inequity

Conversations with Program staff emphasised that women are already strong, confident and resilient but experience multiple barriers that make it difficult for them to navigate and participate in daily life. Women's intersecting experiences – as women of colour, as recent or temporary migrants, as primary, unpaid caregivers, as non-English speakers or speaking English as a second, third or fourth language, as economically insecure – create different modes of discrimination that both create and exacerbate existing barriers to service access.

While **these women are inherently strong, with existing capacity to navigate daily life, to parent and for social participation**, their capacity is diminished in the context of their economic and social discrimination and exclusion. **Wellsprings empowers women** to rebuild their capacity to take care of themselves and others.

'[I] have developed the courage to stand if me or my children are treated unfairly. Also, I can stand for others who are disadvantaged due to systemic injustice, and unfairness.' – Client

'My clients feel they belong to a community and country they can call home. They are independent and know they do not have to live in fear'. – Program volunteer

As emphasised by the WHO Commission on Social Determinants of Health, it is by addressing the broader social and structural determinants of health that 'the most profound impacts on women's and children's wellbeing are likely to be achieved. The power of social connection and support to improve health can only be fully realised in a more just and equitable society' (Small et al. 2011:9).

9.2 Limitations and considerations

In understanding where limitations exist in this evaluation, we must first acknowledge our own privileges and biases. Though our approach considered the experiences and circumstances of the women accessing the Program in the context of intersecting structural and systemic barriers to support, our privileges may have brought preconceptions to the evaluation. For example, conversations with Program staff brought to light that we were seeing women as 'vulnerable', when in reality they are strong, confident and resilient.

The following information relating to aspects of the research and analysis is provided as context for the findings of this Social Return on Investment evaluation. Limitations and considerations of stakeholder engagement, data collection and verification of findings are described below alongside a description of how each limitation was addressed (if relevant). Where these circumstances or limitations might have a material impact on the ratio, the relevant aspect of the model has been tested through a sensitivity analysis, with results presented in Section 8.1.

9.2.1 Limitations and considerations of stakeholder engagement

- Wellsprings was provided with guidance about the breadth of characteristics and perspectives that it was desirable to include in the stakeholder interview phase. They sought to satisfy these criteria to ensure that the information gathered was representative of all experiences within each stakeholder group. While it was possible to secure involvement from a wide range of stakeholders, after several attempts, some limitations may still exist. It is possible that those representatives who are willing to get involved in research have had a more positive experience than others.
 - Six clients were interviewed via phone to determine what changes – positive and negative, intended and unintended – for them. The low number of clients directly engaged with was due to contextual factors such as restrictions on face-to-face contact as a result of COVID-19 lockdowns, the need for interpreters, and interviews posing a safety risk for women living with family violence.
 - *How this limitation was addressed:* Significant resources were invested in the implementation of the survey with the assistance of case managers and volunteers. Case managers have an existing rapport with clients – they are trusted and often speak clients’ primary language which aided the engagement and completion of surveys. Many clients reported staff feel like family, demonstrating staff credibility and ability to provide assistance. Staff also provided perspectives on behalf of clients to finalise the outcomes map.
- Two partners of clients, three volunteers and two external services agreed to be interviewed, but only one partner, two volunteers and one external service were able to be interviewed.
 - *How this limitation was addressed:* These interviews were intended to be rescheduled by Wellsprings staff; however, this did not eventuate, and a decision was made to use proxy stakeholders instead to avoid overburdening Wellsprings by requiring interviews to be scheduled. See Section C.2.2 for more detail regarding the use of proxy stakeholders.
- The project did not include direct engagement with women experiencing family violence (N=17). After receiving advice from Program staff, it was understood that women living with perpetrators of family violence may be in situations where engagement is unsafe or triggering for them. Hence, women in these circumstances were not engaged.
 - *How this limitation was addressed:* We sought to understand the perspectives of women in these circumstances by using the Program staff member who specialises in family violence as a proxy (see Section C.2.2).
- The project did not include direct engagement with children of clients, given that for the majority of the evaluation, COVID-19 restrictions limited opportunities for face-to-face contact.
 - *How this limitation was addressed:* Clients, partners of clients, volunteers and Program staff were able to offer insight about changes experienced by children (see Section C.2.2).
- A number of clients required an interpreter. The women that accessed the Women’s Support Program in 2020 are from 24 unique countries and speak 28 unique languages, the top six of which are English, Dari, Persian, Urdu, Arabic and Hindi. Interpreters speaking Dari (for two clients), Urdu (for one client and one partner), and Vietnamese (for one client) were required for engagement, which posed limitations on communication. Based on advice from Wellsprings, it was determined that women would feel more comfortable with a staff member or volunteer interpreting for them, rather than using an interpreter from outside the organisation. However, the presence of a staff member on the call could have led to them being less forthcoming with their responses or feeling

pressured to share only positive experiences of the program¹⁵ (see Costello and Boswell 2019). At the same time, interpreters external to the organisation may have been from the women's cultural community, which could have impacted how they shared their story. Given the women had likely already disclosed their story to Wellsprings, the best decision for women was thus to have staff or volunteers interpret for them. Furthermore, as a result of the resources required to secure an interpreter and schedule interviews, only one partner interview was conducted rather than two and only two volunteer interviews were conducted instead of three.

9.2.2 Limitations and considerations for data collection

- Clients and volunteers were involved in the quantification phase of the evaluation, however other stakeholder groups were not surveyed directly. While every attempt was made to obtain the input of all stakeholders, we again needed to balance stakeholder safety considerations by excluding those experiencing family violence and acknowledging Wellsprings' resourcing requirements to conduct survey phone conversations. Following data cleaning of the 81 responses received, **59 client responses** (of 95 clients) and **seven volunteer responses** (of 14 volunteers) were included in the final analysis.
- Given language and other barriers to online survey completion, client surveys were conducted over the phone by staff, students and volunteers. As with the presence of staff members on calls in the initial phase of stakeholder engagement, the presence of a staff member, student or volunteer on the call could have led to clients being less forthcoming with their responses or feeling pressured to share only positive experiences of the program.
 - *How this limitation was addressed:* We delivered a workshop with staff and volunteers to support them to conduct the client surveys via phone to ensure stakeholder welfare and understanding of survey content and purpose.
- While every effort was made to ensure the safety and wellbeing of the women, preliminary data analysis revealed that not all client surveys were completed. Program staff indicated that this may be attributed to the different levels of expertise among those conducting the surveys – students, staff and volunteers; that while the intention was not to engage with anyone in a precarious situation (that is, living with a family violence perpetrator) some clients may not have felt comfortable or safe responding to certain questions in the survey. It was also revealed retrospectively by Program staff that it is unusual to survey this type of cohort.
 - *How this limitation was addressed:* incomplete survey data was excluded from analysis.
- Given many women's involvement in numerous programs at Wellsprings – women's responses in both surveys and direct engagement may have been skewed due to a potential difficulty distinguishing between their experiences as a client of the Women's Support Program and as a participant in other programs at Wellsprings.
- The volunteer survey had a low response rate, with only seven out of the 14 volunteers involved in the program completing the survey, and only four out of those 7 providing qualitative responses.
 - *How this limitation was addressed:* Volunteer outcomes were tested in a verification session with the Wellsprings Volunteer Coordinator and validated with Program staff.

¹⁵ See Sophie Otiende, quoted in Costello C and Boswell F (2019) 'The Ethics of Nonprofit Storytelling: Survivor Porn and Parading Trauma' [podcast], *Nonprofit Quarterly*: 'Think about the power that organization holds over this victim ... the fact that the organisation basically stopped something horrible happening to them ... And then think about consent. Think about whether that victim – that survivor – would actually be able to give proper consent about telling their stor[y].'

- One of the methods used to quantify change was distance travelled – which took weighted averages of Likert scale questions to calculate the ‘net’ benefit of the cohort for each outcome. It is important to acknowledge that within the weighted average figures, there are some stakeholders who reported no change or negative change.

9.2.3 Limitations and considerations of verification of findings

- While a concerted effort was made to involve clients in the verification of outcomes and their relative values, this workshop did not proceed. There are a numerous factors that might have posed barriers to women attending, including that school-aged children were on summer holidays when the session was being planned and many clients are primary caregivers. Other possible barriers include the situational distress faced by the clients, including family violence, and the fact that COVID-19 is still impacting the degree to which people interact face-to-face.
- *How this limitation was addressed:* In the absence of being able to engage directly with clients about how they value outcomes, we pivoted our approach and engaged all of the Women’s Support Program staff who were able to provide perspectives about relative value of outcomes for stakeholders on their behalf (see C.2.2 in Appendix C). The question ‘**What are the 3 most valuable differences that the Women’s Support Program has made to you?**’ asked in the client survey also provided insight into how clients value outcomes. Clients reported the words ‘emotional’, ‘support’, ‘food’ and ‘material’ frequently, speaking to the social and emotional support offered and the material aid provided. See Section 7.3 in the report for more details.

9.2.4 Addressing the risk of over-claiming

To ensure the social value is not over-claimed (SROI Principle 5), a number of approaches were adopted in the evaluation, including:

- **Probing for unintended and negative outcomes:** during stakeholder consultation, stakeholders were asked to reflect on the positive and negative outcomes experienced as a result of the Program for themselves, their children and other adults living at home with them. See Appendix C for more details.
- **Materiality of outcomes:** a materiality assessment was undertaken to assess the relevance and significance of the change to determine which outcomes to include in the model. See Appendix G for more details.
- **Verification:** multiple sessions were held with Program staff to verify outcomes, representativeness of results and relative value of outcomes. See Appendix H for more details.
- **Professional judgement:** where data was not available regarding discount factors such as benefit period, conservative assumptions were made. A sensitivity analysis was also undertaken to understand the influence that these assumptions had on the model. See Section 8.1 for more details.

In addition, the total social value for each outcome has been discounted for a number of factors, including:

- **Attribution:** who else contributed to the change? How much of the change reported by the stakeholder is a direct result of the activity being evaluated?
- **Deadweight:** what change would have occurred anyway, without the intervention and activity experienced by the stakeholder?
- **Benefit period:** how long does the value last?

- **Drop-off:** taking into account the benefit period, by how much does it reduce each year following the experience or activity?
- **Displacement:** how much of the outcome has displaced or has moved the issue?

Taking these factors into account and discounting for these values results in the social impact generated by the Women's Support Program alone.

Where possible, results from the surveys were used to estimate discount factors. Professional judgement coupled with detailed knowledge of the context in which the Program operates was used in the estimation process. Where professional judgement was required, a conservative approach has been used to avoid over-claiming and values tested in the sensitivity analysis where relevant. A detailed explanation of how each discount factor was determined is outlined in Section 6.2 and the full SROI model is provided in Appendix F.

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Appendix A Summarised methodology

The following section provides a summary of the methodology used to evaluate the Women’s Support Program.

A four-phased methodology was undertaken to complete the evaluation, as illustrated below:

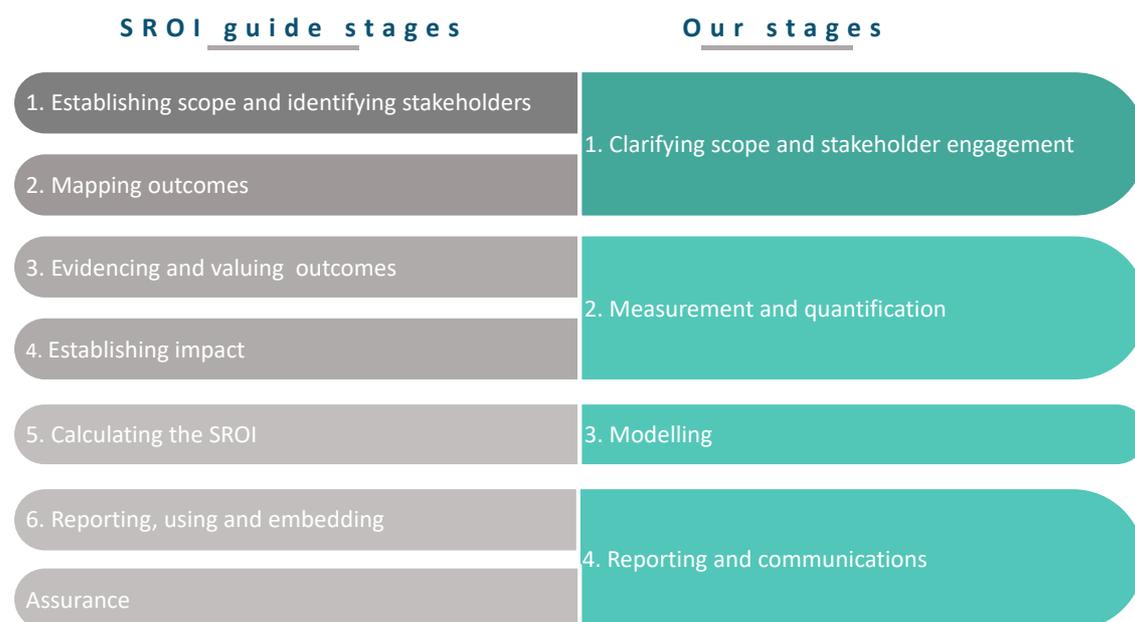


Figure 18 Summarised project methodology

- **Stage 1:** Clarifying scope and stakeholder engagement involved determining the activities to be included in the evaluation and identification of stakeholders to inform the design and delivery of stakeholder engagement (see Appendix C). This stage also involved undertaking qualitative engagement and detailed research to inform outcomes experienced and our understanding of context. Drafts of outcomes maps for key stakeholders were also developed during this stage.
- **Stage 2:** Measurement and quantification comprised the design and delivery of two surveys (distributed to clients and volunteers, with clients acting as proxies for their partners/children) to evidence and quantify the outcomes identified in Stage 1. A copy of the surveys is provided in Sections D.5 and D.6. This stage also involved undertaking desktop research to inform outcomes measurement and valuation, the completion of an investment template to understand the investment required to create the change, and a client survey induction workshop to build the capacity of Wellsprings staff to support clients with survey completion.
- **Stage 3:** Modelling involved building the SROI model to account for all material outcomes, and discounting the social value to account for deadweight, attribution, benefit period and drop-off (see Section 6.2). This stage also included undertaking a sensitivity analysis, and verification sessions for Wellsprings stakeholders to provide feedback on any assumptions and key variables used in the model.
- **Stage 4:** Reporting and communication delivered this externally assured SROI report.

Appendix B Establishing scope

B.1 Overview of scope

This SROI is an evaluative model of social and economic value created by activities undertaken by Wellsprings for Women’s Support Program over the 12-month period from 1 January 2020 to 31 December 2020.

Over this 12-month period in 2020, **\$715,340** was invested in the Program to deliver the following activities:

- FV case management
- Provision of emotional and social support
- Information and learning opportunities
- Practical support and material aid
- Referrals and support enabling access to external services

Activities are outlined in detail in Section 3.2.

These activities supported **95** women and their **175** children. The **47** partners of clients are directly supported through material aid and they benefit indirectly through the changes experienced by their partner from support received through Wellsprings.

Figure 19 demonstrates the relationship between the inputs, activities and outputs and scope of this evaluation.

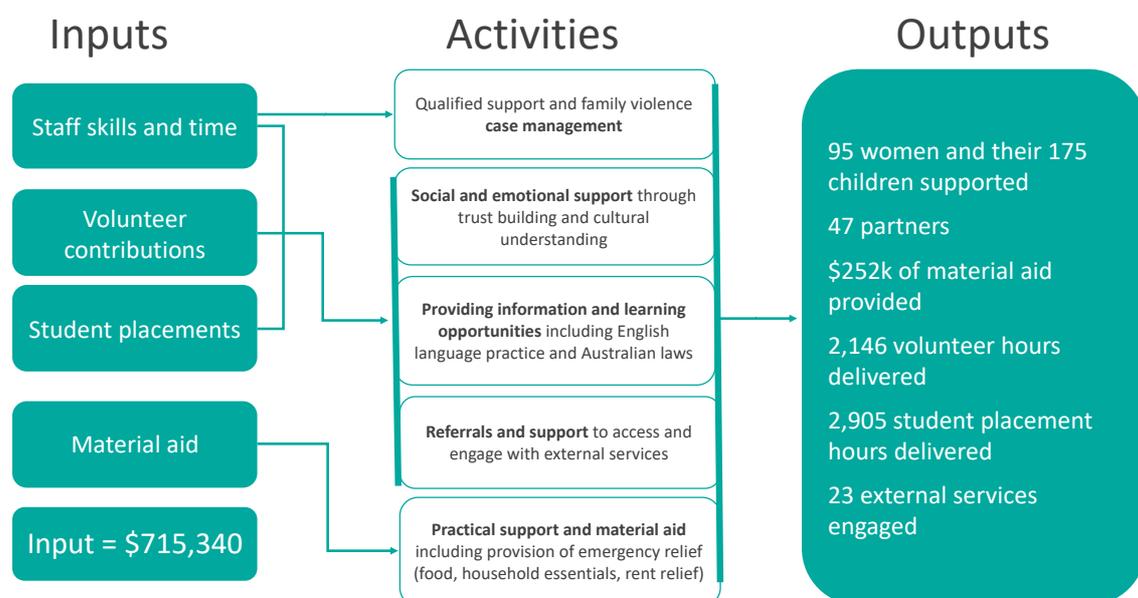


Figure 19 SROI scope key inputs, activities and outputs January – December 2020

Appendix C Stakeholder involvement

C.1 Engagement context

The women that accessed the Women's Support Program in 2020 are from 24 unique countries and speak **28 unique languages**, the top six of which are English, Dari, Persian, Urdu, Arabic and Hindi. Given this cultural and linguistic diversity, significant resources were required to ensure that women had an opportunity to share their stories and experiences, and much of the stakeholder engagement – including all client surveys – was directly supported by Program staff and volunteers. Nonetheless, to ensure that stakeholder involvement was as representative and inclusive as possible, every effort was made to include stakeholder perspectives.

Due to the situational distress experienced by clients as well as COVID-19 restrictions, the safety and welfare of stakeholders was the most important factor when looking to engage stakeholders.

The majority of clients and their families involved in the Women's Support Program experience multiple intersecting situational distress factors. For example, according to Program staff 17 women in the Program are living with family violence perpetrators where engagement may have been unsafe or triggering for them. Hence, the women in these circumstances were not directly engaged. Instead, we sought their perspectives through using Program staff as proxies (see Section C.2.2).

In addition, interpreters speaking Dari (for two clients), Urdu (for one client and one partner), and Vietnamese (for one client) were required for engagement, which posed limitations on communication. Based on Wellsprings advice, women would feel more comfortable with a staff member interpreting for them, rather than using an interpreter from outside the organisation. However, the presence of a staff member on the call could have led to them being less forthcoming with their responses or feeling pressured to share only positive experiences. Furthermore, as a result of the logistical resources required to secure an interpreter, only one partner interview was conducted rather than two.

The preferred method of engagement for this project was face-to-face meetings at Wellsprings for Women, which is a neutral, safe, and familiar space for most of the women (keeping in mind that not all women engaged with the Program would have had an opportunity to visit Wellsprings). Face-to-face engagement may have helped to lower communication barriers and may have provided an opportunity to interact with children. However, restrictions on face-to-face contact were in place for most of the evaluation period as a result of COVID-19 lockdowns in Victoria, Australia in 2020 and this was not possible. Lockdowns involved people only being able to leave their homes for a limited number of reasons such as essential work, food shopping, essential supplies and medical care. Hence, we were unable to conduct engagement face-to-face at the Wellsprings centre. To overcome this, video-conference and phone interviews were conducted at times that were convenient for stakeholders.

See Section C.3.3 for more details about measures taken to ensure the safety and welfare of stakeholders during the evaluation.

C.2 Identifying stakeholder groups

Stakeholders are defined as people or organisations that contribute to and experience change as a result of the Program's activities. To identify who to engage, an initial consultation with Program staff was undertaken where we learned more about the context and key stakeholders. Table 19 below summarises each of the stakeholder groups identified as contributing to or experiencing change.

Table 19 Overview of stakeholder groups and rationale for inclusion

Stakeholders		Description		Included/excluded	
Who experiences change? Who wants change?	# in group	How are they affected by or affect the activity?	What we think happens to them (positive and negative)	Included/excluded	Rationale for inclusion/exclusion
Clients	95	Women experiencing social isolation in the Casey, Cardinia and Dandenong local government areas are referred to the Women's Support Program to gain support for themselves and their family.	Women in the Program benefit from emotional and parenting support, referral and material aid, improved independence, opportunities for engagement and reduced feelings of isolation.	Included	They are the intended beneficiaries of the Program and experience material changes.
Partners of clients	47	Some partners contribute positively to outcomes for clients such as through emotional support, while others contribute negatively through being a perpetrator of family violence.	Partners of clients in the Women's Support Program benefit indirectly through the support their partner receives as well as directly through material aid.	Included	They experience material changes as a result of their partner getting support and through material aid provided to the family.
Children of clients	175	78 per of women in the Program have children. 35 women have children under 2 years of age. Children are beneficiaries of support provided by the Program in the form of tutoring, material aid, and referrals as well as	Children of clients experience improved social and emotional development and increased opportunities from the emotional and practical support their mother gets as well as directly through Program support.	Included	Children experience material changes as a result of their mother getting support, material aid provided to the family and directly through Program activities designed to support children.

Stakeholders		Description		Included/excluded	
		support provided to their mother.			
Program volunteers	14	Volunteers are involved in the delivery of the Women’s Support Program. Of the 14 volunteers, all women, two have been involved in the Program for more than 5 years (e.g. 8 and 12 years). Of the seven volunteers that responded to the survey, all were over 51 years old and four are retired or semi-retired. Often, volunteers are studying or have completed their studies and are seeking work experience; sometimes they have been through difficult times themselves and want to ‘give back’.	They experience feelings of fulfillment through supporting women in the Program as well as increased skills and knowledge.	Included	They contribute to the changes experienced by the women, but also experience material outcomes beyond their contributions and therefore are included.
Victorian economy	1	Most women engaged in the Women’s Support Program are primary caregivers, performing a significant proportion of unpaid work and care for their families, often in the context of family violence, social isolation and economic insecurity. This SROI	The Victorian economy benefits through women having increased capacity to undertake unpaid labour.	Included	Outcomes realised by Women’s Support Program clients, particularly their ‘increased capacity to parent’ increases their ability to undertake unpaid work, creating value for the Victorian economy.

Stakeholders		Description	Included/excluded
		seeks to account for the value of this unpaid labour – which is typically overlooked – by modelling the potential for this value to be diminished without the Women’s Support Program. economy.	
Extended family	95 families	Extended family members provide support to women and their family.	Excluded
Student placements	15	Includes students studying a Master or Bachelor of Social Work, Diploma in Community Services, Mental Health or Counselling, or Certificates in Community or Health Services. Placement is mandatory for these	Excluded

Given the majority of women have recently migrated to Australia, many clients live far away from extended family. In addition, we learned during stakeholder interviews that COVID-19 prevented many clients from seeing their family in 2020. For these reasons, extended family was considered not to be a material stakeholder in this evaluation.

Student placements are excluded given they would have undertaken a placement elsewhere if not at Wellsprings.

Stakeholders		Description		Included/excluded	
		programs. Student placements contribute and enable changes to occur through program support.			
Women's Support Program staff	6 staff (4.8 FTE)	They contribute and enable changes to occur through provision of their time, skill, resources and program management.	They experience feelings of fulfillment through supporting women in the Program.	Excluded	They are paid for their work. We acknowledge that they get value from their work, but they do get remunerated for their work. Staff costs are included in the input calculations.
External services	23	External services include referral agencies and organisations providing support to clients during and after their time in the Women's Support Program (including specialised family violence, maternal and child health, community education, asylum seeker and refugee, emergency relief and financial assistance, housing and homelessness and food relief services)	Through the advocacy work of Women's Support Program staff, external services gain knowledge about how best to support women from culturally diverse backgrounds.	Excluded	External services were interviewed and changes were determined not to be materially significant.

C.2.1 Identifying other stakeholders

Throughout the engagement process, all stakeholders were asked to reflect on potential other stakeholder groups that might also experience change as a result of the Program's activities. In interviews, for instance, and if appropriate, stakeholders were asked questions such as:

- 'Has anyone else experienced changes as a result of the program (e.g. children, partners, other family members)? If so, what has changed for them?'
- 'What is life like for them now and how do you think it has changed as a result of this program?'
- 'Why and how do you think these changes happen? What is it specifically about your/their involvement that led to the changes?'

Open questions in the client and volunteer survey also allowed stakeholders the opportunity to identify and describe changes for other people as a result of the Program. Stakeholder interviews and survey data corroborated stakeholder groups that had already been identified through conversations with Wellsprings staff (see Section Table 19 for an overview of stakeholder groups).

C.2.2 Proxy stakeholders

We worked with Program staff to engage with diverse stakeholders, relying on interpreters to support overcoming language barriers where needed. However, in the event that stakeholders were unable to be directly engaged, other stakeholders were used as proxies to ensure that perspectives were representative. The following table outlines the stakeholders that acted as proxies and why.

Table 20 Proxy stakeholders

Stakeholder group	Engagement	Reason for engagement outcome	Proxy stakeholders
Clients living in a family violence situation	No direct engagement with women experiencing family violence	These clients were not engaged with given concerns for their safety.	Program staff, particularly the Program team leader who specialises in family violence was best placed to provide insight about the 17 clients who are still living at home experiencing family violence as she works directly with these women.
Children	No direct engagement with children	Children were not directly engaged given that for the majority of the evaluation, COVID-19 posed restrictions on face-to-face contact.	Clients, partners of clients and Program staff were able to offer insight about changes for children.
Partners of clients	Two partners of clients agreed to be interviewed, but only one interview was conducted. The second interview required an interpreter, but this was unable to be scheduled.	Interviews with partners, volunteers, and external services were intended to be rescheduled by Wellsprings staff; however, this did not eventuate, and a decision was made to use proxy stakeholders instead to avoid overburdening Wellsprings by requiring interviews to be re-scheduled.	Program staff and clients were determined to be best placed to provide insights about partners of clients.

Stakeholder group	Engagement	Reason for engagement outcome	Proxy stakeholders
Volunteers	Three volunteers agreed to be interviewed, but only two interviews were conducted.		Volunteers were provided an opportunity to provide their perspectives in open questions in the volunteer survey. Program staff and the Wellsprings Volunteer Coordinator also provided insight about value experienced by volunteers given they work with volunteers regularly.
External services	Two external services agreed to be interviewed, but only one interview was conducted.		Program staff were able to provide insight about value that flows to external services, as they work directly with them when advocating on behalf of the women.

C.3 Designing and conducting engagement

C.3.1 Purpose of engagement

The perspectives of the stakeholders who have experienced change have driven this evaluation. Specifically, stakeholders have been involved for the purposes of:

- Understanding the context
- Identifying and defining outcomes
- Quantifying the amount of change
- Identifying levels of attribution, deadweight and drop-off
- Understanding relative value of outcomes
- As proxy stakeholders to explore changes experienced by others
- Verifying results.

C.3.2 Overview of engagement

Representatives from six stakeholder groups were consulted via phone or video conference interviews, surveys and through workshops:

- clients engaged in the Women's Support Program in 2020
- partners of clients
- external services
- Wellsprings staff
- volunteers
- students on placement.

The following table provides a profile of stakeholders involved in the engagement and how they were engaged. The following subsections detail the interview and survey development process as well as how the representation and welfare of stakeholders was considered in the process.

Table 21 Profile of stakeholders involved in the stakeholder engagement and how they were engaged

Stakeholder	Number in group	Variable characteristics	Input provided on	Engagement approach	Number engaged
Clients	95	<ul style="list-style-type: none"> Age Barriers faced Background Involvement with program Length of time in program 	<ul style="list-style-type: none"> Changes in self, relationships and household dynamics Changes for the clients' children and partner 	Phone interviews conducted by Think Impact (4 required a Program staff or volunteer as an interpreter)	6
				Survey conducted via phone by Program staff and volunteers	81 recorded, 59 used in analysis (see Section C.3.8)
Partners of clients	47	<ul style="list-style-type: none"> N/A – only one partner engaged 	<ul style="list-style-type: none"> Changes in self, relationships and household dynamics Changes for client and children 	Phone interview conducted by Think Impact	1
Children of clients	175	<ul style="list-style-type: none"> Age Barriers faced Type of engagement with program 	<ul style="list-style-type: none"> Client, staff and partners provided input on children's' social and emotional and physical and cognitive development 	Children not directly engaged with given COVID-19 restrictions limited opportunities for face-to-face contact. Clients, staff and partners acted as proxies for children, providing perspectives in the interviews as well as in the client survey.	Clients, partners and staff as proxies
Volunteers	14	<ul style="list-style-type: none"> Background Involvement with program 	<ul style="list-style-type: none"> Changes experienced as a result of engagement with clients and Program staff Client outcomes Partner and children outcomes 	Phone interview conducted by Think Impact	1
				Online survey disseminated by Wellsprings	7

Stakeholder	Number in group	Variable characteristics	Input provided on	Engagement approach	Number engaged
Student placement	15	<ul style="list-style-type: none"> N/A – only one partner engaged 	<ul style="list-style-type: none"> Changes they experience Client outcomes 	Phone interview conducted by Think Impact	1
Staff	6 (4.8 FTE)	<ul style="list-style-type: none"> Program knowledge Length of employment with Wellsprings 	<ul style="list-style-type: none"> Context in which outcomes occur 	Inception meeting led by Think Impact	7
			<ul style="list-style-type: none"> All other stakeholder outcomes 	<p>One-on-one video interviews conducted by Think Impact</p> <p>5 sessions with Program staff: Inception meeting, three validation sessions, and survey induction workshop. Staff acted as proxies for verification of client, children, partner and volunteer outcomes.</p>	6
External services	23	<ul style="list-style-type: none"> N/A – only one partner engaged 	<ul style="list-style-type: none"> Their organisation Content in which clients exist in Client outcomes 	Video interview conducted by Think Impact	1

C.3.3 Stakeholder welfare

A summary of measures taken to ensure the welfare of stakeholders is outlined as follows:

- Stakeholders experiencing complex situational distress were excluded from engagement.
- Worked closely with Wellsprings to select stakeholders and agree on the most appropriate approach to engagement.
- Followed principles and commitments outlined in our *Safety and wellbeing in Research and Privacy* policies.
- Provided a guidance note to Wellsprings staff prior to commencement of stakeholder interviews and survey phone interviews to support stakeholder welfare and transparency and understanding of the process (see C.3).
- Acknowledged at the beginning of client and partner interview(s) that participation is voluntary and anonymous, to only share what they are comfortable with, and they may stop participating at any point. In addition, in the event the interview was triggering, interviewees were encouraged to make contact with the Women's Support Co-ordinator at the end of the interview (see interview guide in Section C.4). Staff and volunteers were also instructed to use this language as part of the guidance note prior to conducting survey phone interviews.
- Delivered an induction workshop with staff and volunteers to support them to conduct the client surveys via phone to ensure stakeholder welfare and understanding of survey content and purpose.
- Conducted phone and video-conference interviews to prevent the spread of COVID-19.

C.3.4 Engaging clients and partners – semi-structured interviews

We worked closely with case managers from the Program to select clients to engage in phone interviews. Program staff selected clients who were best placed to participate through speaking with them prior to the interview and obtaining their consent. In order to ensure we heard diverse perspectives, women and partners from different countries were selected, with and without children living at home. We also heard the voice of one woman who had previously experienced family violence. Women currently experiencing family violence were not engaged due to concerns for their safety (see Section C.2.2 for proxy stakeholders).

Selected clients and partners were called via phone for their interview. Interviews were semi-structured to allow for the stakeholder to share their story of change through their own approach. At the beginning of client and partner interview(s), it was noted that participation is voluntary, and they may decline to continue at any point. In addition, the contact for who to speak with in the event the interview was triggering was provided at the end of interviews.

The purpose of the interviews was to identify and understand intended and unintended and positive and negative outcomes experienced by themselves. We also sought their perspective about who else might experience changes (including clients, partners and their children) as well as about discount factors (deadweight, attribution, benefit period) where possible.

A profile of stakeholders involved in the stakeholder engagement and how they were engaged is provided in Table 21. Also see the Stakeholder interview guide - template below.

C.3.5 Engaging volunteers – semi-structured interviews

Case managers from the Program selected volunteers to engage through phone interviews. Program staff selected volunteers who were best placed to participate through speaking with them prior to the interview and obtaining their consent. Two volunteers were interviewed, one of which is a student on placement, and the other a volunteer who has been with Wellsprings for over ten years. The other interview was unable to be scheduled (see Section C.2.2 for proxy stakeholders).

Given we only spoke to two volunteers about outcomes they experience, volunteers were also given an opportunity to provide their perspectives in the survey where they were asked open questions about the change they experience. We also verified outcomes with the Wellsprings Volunteer Coordinator, who acted as a proxy for volunteer voices.

The purpose of the interviews was to identify and understand intended and unintended and positive and negative outcomes experienced by themselves. We also sought their perspective about who else experience changes (including clients, partners and children) as well as about discount factors (deadweight, attribution, benefit period) where possible.

A profile of stakeholders involved in the stakeholder engagement and how they were engaged is provided in Table 21. Also see the Stakeholder interview guide - template below.

C.3.6 Engaging Wellsprings staff – semi-structured interviews

Program staff were engaged throughout the evaluation through video-conference meetings, phone conversations, workshops and semi-structured interviews. Program staff engaged included all Women's Support Program staff and the Wellsprings Volunteer Coordinator (who participated in a volunteer verification session).

All six Program staff participated in a semi-structured interview via phone or video-conference. The purpose of the interviews was to better understand the context in which the Program operates as well as identify and understand intended and unintended and positive and negative outcomes experienced by clients, partners, children and volunteers. We also sought their perspective about who else might experience change (for example, extended family of clients) as well as about discount factors (deadweight, attribution, benefit period) where possible.

See interview guide in Section C.4.

C.3.7 Engaging external services – semi-structured interviews

One external service representative was interviewed for this evaluation via video-conference. The purpose of the interview was to better understand the relationship the Program has with external services, the context in which the Program operates, and explore changes experienced by clients, partners, children and potentially other stakeholders.

C.3.8 Quantifying amount of change – survey

Following the identification of outcomes and selection of indicators, a volunteer and client survey were developed in Survey Monkey. The surveys included Likert scale, open questions and multiple-choice questions and were reviewed by Program staff prior to dissemination. Previous SROI reports and stakeholder interviews guided the development of the indicators. The purpose of the surveys was to:

- explore and understand intended, unintended, positive and negative outcomes resulting from the Program's activities.
- quantify the amount of change occurring.
- understand if there were any other outcomes being experienced that were not previously captured in the semi-structured interviews (including for other people).
- gain insight into discount factors (that is, deadweight, attribution and benefit period).

The client survey included questions about the changes they experience as well as their perspective about the changes experienced by their partner and children. Given technology and language barriers, it was determined Program staff and volunteers would be best placed to support clients with survey completion via phone. Involvement of staff and volunteers was also important in obtaining input from as many clients as possible.

To support client welfare and understanding of survey content and purpose, a guidance note was provided to Wellsprings staff and volunteers and an induction workshop was conducted prior to commencement of survey phone conversations to support staff and volunteers to conduct the surveys (see Section C.3 for guidance note). In addition, it was decided the 17 women experiencing family violence would also be excluded from completing the survey to ensure their safety.

81 client responses were recorded in Survey Monkey. An initial analysis of the data revealed there were a number of duplicate responses, incomplete responses and test responses.

This is likely due to a number of reasons. While surveys were being completed by clients via phone with the support of a student on placement or Program case manager, a number of barriers arose that impacted all clients from completing the survey, or resulted in duplicate submissions.

These include:

- Some went in to complete the survey more than once.
- Despite efforts to avoid surveying women living at home with family violence, one woman was still surveyed and did not complete the survey.
- Some women did not feel comfortable speaking to the student on placement and did not finish the survey.

After communicating a fairly low completion rate to Program staff, staff pivoted their approach to gaining responses, including suggesting getting back in touch with clients who did not complete the survey. However, to avoid overburdening both clients and Program staff, we felt we had sufficiently sought to 'involve stakeholders' in this phase and decided to close the survey.

After the data was cleaned to remove duplicate responses, incomplete responses and test responses, **59 responses were used in the final analysis.**

The volunteer survey included questions about changes they experience as well as their perspective about changes experienced by clients. Volunteers were sent the Survey Monkey link by Program staff. **7 out of 14 responses** were recorded and included in the final analysis.

The results of the survey were used to evaluate and quantify the distance travelled (and outcome incidence for some outcomes) and discount factors in SROI model as well as provide qualitative data about the story of change. Refer to Appendix D for the survey results and an explanation of distance travelled and outcome incidence, and Sections D.5 and D.6 for copies of the survey questions.

C.3.9 Valuing outcomes

While a considered effort was applied to get clients to a workshop that would support the process of valuing outcomes, Wellsprings was unable to find clients who were able to join. Factors that may have posed barriers to participation included staff being on leave, summer holidays when the session was being planned and childcare needs. Other possible barriers include the situational distress faced by the clients, including that some are currently experiencing family violence, and COVID-19 is still impacting how people interact face-to-face.

The question '**What are the 3 most valuable differences that the Women's Support Program has made to you?**' asked in the client survey also provided insight into how clients value outcomes. Clients reported the words 'emotional', 'support', 'food' and 'material' frequently, speaking to the social and emotional support offered and the material aid provided. See Section 7.3 in the report for more details.

In the absence of being able to further engage directly with clients about how they value outcomes, however, we pivoted our approach and engaged all of the Women's Support Program staff who were able to provide perspectives about relative value of outcomes on their behalf. See 0 for more details.

C.3.10 Recording stakeholder engagement

All consultation notes were recorded by the interviewer or support scribe in a Microsoft Word document. Survey data was captured through Survey Monkey, an online survey tool. Detailed analysis of the survey results was undertaken using Excel software.

C.3.11 Stakeholder interview guidance note – template

Think Impact is supporting Wellsprings for Women to understand the value and change being created by the Women’s Support Program by completing a social return on investment (SROI) evaluation. The project will help highlight the vital work of Wellsprings and inform future program delivery to better support women and their families.

About this document

A key phase of the Social Return on Investment evaluation involves engaging with diverse stakeholders participating in and experiencing value from the program. This includes speaking with Wellsprings Women’s Support Program participants, their families, staff and volunteers.

This document has been prepared to inform Wellsprings staff involved in co-ordinating the engagement. It outlines the purpose of the engagement, and what participants can expect from the engagement.

Stakeholder involvement and information

Think Impact is seeking to explore and understand the difference that the Women’s Support Program has made to participants, their families and others. To do this, we will be having phone or online video calls. Conversations should take 45 minutes to 1 hour.

Please note:

- Information collected through the process will be used solely for the purposes of the research.
- Involvement in this research is voluntary. At any point, stakeholders can decline to respond to a question or withdraw from the research altogether.
- Personal details will not be identified in the project report. Quotes or case studies may be used in research publications but will be done in a way that stakeholders cannot be identified.
- All information collected will be managed in accordance with Think Impact’s Privacy Policy.

Example questions

- Can you tell me a bit about yourself and your involvement with the Wellsprings Women’s Support Program?
- What has changed for you since becoming involved with the Women’s Support program?
- What do you think is or will be the most important change that occurs for you?
- What might have happened if you hadn’t been involved in Wellsprings?
- Are there any other things that might influence the changes you experience?
- Will anyone else experience changes as a result of the program? If so, what will change for them?
- Is there anything else you would like to mention that we haven’t discussed?

Contact details

This research is being conducted by Think Impact. If you have any questions or concerns, please contact Dalal Smiley at 0419 750 360 or dalal@wellspringsforwomen.com.

C.3.12 Stakeholder interview guide - template

Thank you very much for taking the time to share your experiences and views of the Wellsprings Women’s Support Program.

My name is ----- and I'm from Think Impact. We're working with Wellsprings to help understand what has changed for you and others as a result of being a part of Wellsprings so Wellsprings can use this information to learn and grow to continue helping women.

We're speaking to lots of different people to get a broad perspective of the program.

You can share with us whatever you feel comfortable sharing, everything is anonymous. Your participation is voluntary, you can share whatever you like.

Purpose

The purpose of engagement with key stakeholders is to explore and understand what changes for people who have participated in the Women's Support Program. Outputs of engagement will be used to identify intended/unintended, positive and negative outcomes for inclusion in the Social Return on Investment (SROI) model.

Interview questions

Change can be expressed in many ways, and importantly we want participants to feel heard, empowered and understood in their responses and reflections about change.

Key questions/themes to be explored include:

Stakeholder background and involvement

1. Can you tell me about yourself and how you become involved in program?

Identifying change (clients, partners of clients, and volunteers only)

What changed for you as a result of your participation (positive and negative)?

How and why do you think this happened?

Prompt for negative change: Can you tell me if anything negative has occurred as a result of your involvement in the program?

Have any other people noticed any change? What do they say/notice?

What is the most valuable difference/change that occurred for you?

Can I ask you to rank these things in order of the size of the change, from the most important or biggest change through to the least important to you?

Discount factors

What would have happened if you did not become involved in the program?

Are there any *other* things that have influenced the changes you have experienced (e.g. other family members/services)?

Benefit period – Identifying how long the outcomes last into the future

How long do you expect the changes from the program to last? Do you think these are short-lived or longer *lasting* changes?

Imagine two/five/ten years from now, do you think you will still be experiencing the changes we've talked about resulting from this program?

Identifying change for others

Has anyone else experience changes as a result of the program? If so, what has changed for them? (e.g. children, partners, other family members?)

What is life like for them now and how do you think it has changed as a result of this program?

Why and how do you think these changes happen? What is it specifically about your/their involvement that led to the changes?

- a. Do you anticipate any challenges or negative things that might change for anyone else as a result of this program?
- b. You've mentioned a few changes. What do you think is the most important change that has occurred for other people?

Program recommendations

What is the best thing about the program?

What could be improved/what would you change?

Final reflections

In one word how would you describe the program?

Is there anything else you would like to add?

Closing comments

If anything in this conversation has been triggering, please get in touch with Ayesha from Wellsprings.

C.3.13 Survey data collection guidance note – template

Think Impact is supporting Wellsprings for Women to understand the value and change being created by the **Women's Support Program** by completing a social return on investment (SROI) evaluation. The project will help highlight the vital work of Wellsprings and inform future program delivery to better support women and their families.

About this document

Building upon the stakeholder engagement phase of the evaluation, the next phase of the evaluation is quantifying the changes (or outcomes) being experienced by stakeholders.

This document has been prepared to guide Wellsprings staff or others involved in collecting data from clients via phone survey interviews.

Phone interview script

My name is _____ I am a volunteer/employee/interpreter of Wellsprings. Is now an okay time for you to talk privately?

If yes:

Wellsprings has engaged the external organisation Think Impact to undertake a study about the value that the Women's Support Program creates in the lives of clients and their families.

We would love to hear about the difference that your involvement in Wellsprings has created for you, your children (if applicable) and other people in your life.

The survey should take about 30 minutes to complete. All responses are anonymous and confidential, and your participation is voluntary. If you do not wish to continue at any point, please let me know.

Do you have any questions before we begin?

Things to note

- Please allow enough time between phone conversations. The survey should take about 30 minutes to complete, but may take longer for some clients.
- Please respond from the **client’s perspective** when entering text into open-ended questions.
 - Example: ‘I am feeling better...’ rather than ‘They feel better...’
- Mandatory questions are marked with a teal asterisk (*). This means you cannot move on to the next question in the survey if the question is not completed. Sensitive questions have not been made mandatory.

Frequently Asked Questions (FAQs)

Question	Response
Why are you doing this survey and how will the data be used?	Wellsprings has engaged Think Impact to conduct an evaluation of the Women’s Support Program to understand where value is created and how they can learn from and create more value for women in the community. Participation in the survey is voluntary.
Are the client responses anonymous?	Yes, client responses are anonymous and confidential. No individuals will be identified in any reporting. We may use responses to develop quotes or case studies that do not identify the client.
How will data be stored and used?	The data is entered into an online data tool that safely and securely stores information. The survey tool is called Survey Monkey. You can access their privacy policy here .
What questions will you ask the client?	The survey asks questions about the difference that Wellsprings has created in clients’ lives and other people in their life. This includes questions about the difference made for their children, partner and other household members if applicable. Participation is voluntary. There are some open questions and multiple-choice questions.
Who can the client contact for more information about the survey and how the information will be used?	This research is being conducted by Think Impact. If you have any questions or concerns, please contact Ayesha . ¹⁶
Where can the client get support if completing the survey makes them feel distressed in any way?	Please contact Ayesha OR Call Lifeline on 13 11 14 Beyond Blue on 1300 22 4636

¹⁰ Phone and email details have been excluded.

Appendix D Quantifying outcomes

D.1 Determining extent to which outcomes occur

To determine the extent to which outcomes occur, two surveys were disseminated:

- Client survey, 59 responses
- Volunteer survey, 7 responses¹⁷

Details of survey design and dissemination are outlined in Section C.2.7. Survey results are outlined below in Table 4.

The social value was calculated using two approaches, outcome incidence and distance travelled. An explanation of each method is outlined below.

D.2 Approach to determining outcome incidence

For some outcomes, the social value was calculated using the outcome incidence method. This method extrapolates the survey results to the number of individuals in the stakeholder group that could be experiencing the outcome.

Outcome incidence is calculated as follows:

Outcome incidence (number of individuals experiencing the outcome)

= **Percentage of stakeholders that meet criteria for achieving the full value of the outcome (%) X Number individuals in the stakeholder group (#)**

The social value determined through outcome incidence is thus calculated as follows:

= Outcome incidence (#) X financial proxy per person (\$/year)

For example:

To determine the financial value of the client outcome **'meeting basic household/financial needs'**

- The indicator used to determine the number of stakeholders who achieve this outcome 'meeting basic household/financial needs' was **the number of clients who reported they have accessed external material aid (food and rent relief) as a result of Wellsprings' support in the client survey.**
- In the client survey 31 out of 59 respondents reported accessing external material aid as a result of Wellsprings i.e. (31/59) = 53%
- To account for the value in the whole population group, this value was extrapolated to the client group as follows:

Outcome incidence

= 95 clients X 53 per cent (31/59) those who reported experiencing this outcome in the client survey

= 50 (rounded from 49.9)

49.9 (outcome incidence) X \$36,244 (financial proxy per person \$/year) = \$1,809,128 total social value for the client group before discount per year

¹⁷ Only 4 volunteers responded to Likert scale questions, denoted with (n=4) above the volunteer results table below.

D.3 Approach to determining distance travelled

A distance travelled approach was used to measure change for some client, volunteer and children outcomes. This method asked respondents to indicate **how things have changed on a scale of 1 to 7, where:**

- 1 = A lot LESS now that they are involved with Wellsprings
- 4 = No change
- 7 = A lot MORE now that they are involved with Wellsprings
- N/A = Not relevant

The scale was weighted from -3 to 3 and weighted averages were calculated for each indicator, as illustrated below.

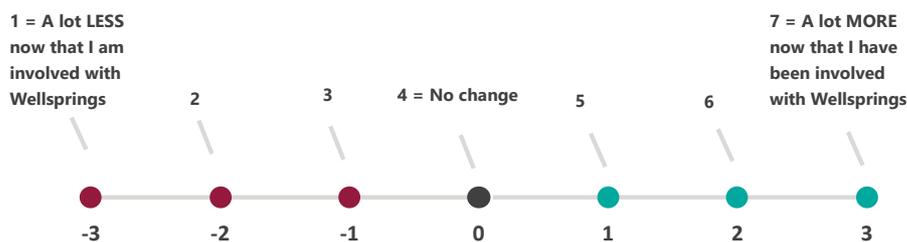


Figure 20 Scale and associated weightings

For example:

The following three indicators were used to evidence the ‘increased capacity to navigate daily life’ outcome.

- I am confident in who I am (weighted average of 2.0)
- I am confident doing things on my own (weighted average of 1.75)
- I know how to get the help I need (weighted average of 1.76)

The weighted averages of Likert statements (2.0, 1.75, 1.76) were then averaged to determine the ‘distance travelled’ for the outcome, which is **1.84**.

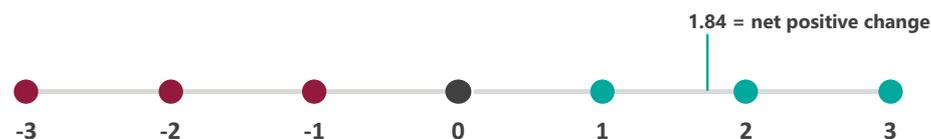


Figure 21 Distance travelled determined by averaging weighted average of Likert statements

To determine the ‘percentage of the value achieved’ for the outcome, the distance travelled was divided by 3, which reveals the percentage of those respondents who indicated a positive net change along the scale. Had all stakeholders selected ‘7’ in response to the Likert statements above, they would be ‘travelling’ the full distance of the outcome, making it to 100 per cent. For this outcome, clients travelled 61 per cent of the journey to realisation of the outcome.

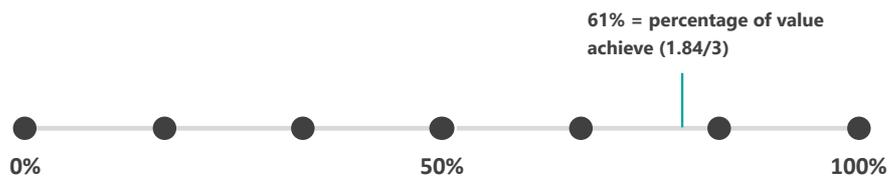


Figure 22 Percentage of value achieved determined by dividing the distance travelled by 3

To determine the **value of distance travelled before discount**, we multiplied the *number of stakeholders per subgroup* x *percentage of value achieved* x *financial proxy*, as outlined below.

78 (number of clients excluding those experiencing family violence) X **61%** (percentage of the outcome value achieved) X **\$24,623** (financial proxy per person \$/yr)] = **\$1,175,505** (total value of the outcome for the client group before discount)

D.3.1 Addressing risks with distance travelled

As outlined above, individual indicator weighted averages were averaged to determine the 'distance travelled' for each outcome. However, a key limitation of the approach is that the 'distance travelled' figure conceals differences between responses by not providing information about the maximum and minimum responses in each Likert question.

It is important to acknowledge that not every client experience positive change with some experiencing no change or negative change. The distance travelled approach provides only the 'net' benefit of the cohort based on each outcome.

We also conducted an analysis of the maximum and minimum weighted average values, which revealed that the averages ranged from 0.63 to 2.17, with no negative weighted averages.

The analysis also revealed the responses to the Likert statements that were used to determine changes experienced for partners were polarised:

- My partner is relaxed (weighted average of 2)
- I rely less on my partner (weighted average of 0.2)

Upon reflection, the statement 'I rely less on my partner' with A lot LESS now or A lot MORE now was likely confusing for respondents and so was excluded from the final analysis.

D.4 Indicators used to evidence outcomes

Table 22 Indicators and results used to evidence client outcomes

Outcome	Indicator/s	Tool	Distance travelled	Percentage of value achieved or outcome incidence if specified
Sense of belonging	7 point Likert scale <ul style="list-style-type: none"> I feel understood I feel I belong to a community I have friendships I trust others 	Client survey – Likert scale	1.72	57% = (1.72/3)
Increased capacity to navigate daily life	7 point Likert scale <ul style="list-style-type: none"> I am confident in who I am I am confident doing things on my own I know how to get the help I need 	Client survey – Likert scale	1.84	61% = (1.84/3)
Hope for the future	7 point Likert scale <ul style="list-style-type: none"> I have hope for my future I am confident I can realise what's possible for me 	Client survey – Likert scale	2.08	69% = (2.08/3)
Meeting basic financial/household needs	<ul style="list-style-type: none"> Number of clients who reported they have accessed external financial aid services as a result of Wellsprings' support (31) 	Client survey – select all that apply	N/A	53% (31/59), outcome incidence
Reduced financial and housing stress	7 point Likert scale <ul style="list-style-type: none"> I feel my housing situation is secure I can pay for basic household needs I am less worried about money 	Client survey – Likert scale	1.44	48% = (1.44/3)

Outcome	Indicator/s	Tool	Distance travelled	Percentage of value achieved or outcome incidence if specified
Increased capacity to parent	7 point Likert scale <ul style="list-style-type: none"> I have energy for my children I feel confident as a parent I have the support I need to parent 	Client survey – Likert scale	1.40	47% = (1.4/3)
Increased capacity for social participation	7 point Likert scale <ul style="list-style-type: none"> I feel motivated to help other women 	Client survey – Likert scale	1.78	59% = (1.78/3)
Better household relationships	7 point Likert scale <ul style="list-style-type: none"> My household is relaxed My family relationships are stronger I have a good relationship with my children 	Client survey – Likert scale	1.66	55% = (1.66/3)
Increased employment	<ul style="list-style-type: none"> # women (3) who reported they have become employed as a result of Wellsprings 	Client survey – Multiple choice	N/A	5% = (3/95 women), outcome incidence
Reduced feelings of isolation managing and living with family violence (only for clients experiencing FV = 17)	<ul style="list-style-type: none"> Through communications with Wellsprings, all those experiencing family violence experience this outcome. 	Conversations with Wellsprings staff	N/A	100%, outcome incidence
Relief from getting on a pathway to resolution	<ul style="list-style-type: none"> # clients (39) who reported they have accessed external services (housing, FV, maternal health, GP, legal aid) as a result of Wellsprings' support. Some 	Client survey – Select all that apply	N/A	66% = (39/59 women), outcome incidence

Outcome	Indicator/s	Tool	Distance travelled	Percentage of value achieved or outcome incidence if specified
	clients accessed more than one external service.			

Table 23 Indicators and results used to evidence partner outcomes

Outcome	Indicator/s	Tool	Distance travelled	Percentage of value achieved
Relief to partner from client getting support	7 point Likert scale <ul style="list-style-type: none"> My partner is relaxed 	Client survey – Likert scale	2.0	67% = (2.0/3)
Meeting basic financial/household needs	<ul style="list-style-type: none"> Number of clients who reported they have accessed external financial aid services as a result of Wellsprings' support 	Client survey – select all that apply	N/A	53% (31/59), outcome incidence
Reduced financial and housing stress	7 point Likert scale <ul style="list-style-type: none"> I feel my housing situation is secure I can pay for basic household needs I am less worried about money 	Client survey – Likert scale	1.44	48% = (1.44/3)
Better household relationships	7 point Likert scale <ul style="list-style-type: none"> My household is relaxed My family relationships are stronger I have a good relationship with my children 	Client survey – Likert scale	1.66	55% = (1.66/3)

Table 24 Indicators and results used to evidence children outcomes

Outcome	Indicator/s	Tool	Distance travelled	Percentage of value achieved
Getting basic needs met	Number of clients who reported they have accessed external financial aid services as a result of Wellsprings' support (31)	Client survey – select all that apply	N/A	53% (31/59), outcome incidence
Improved emotional wellbeing	7 point Likert scale <ul style="list-style-type: none"> • My children are confident • My children have opportunities available to them • I feel good about my children's future 	Client survey – Likert scale	1.89	63% = (1.89/3)
Improved social and emotional development (for children <2)	7 point Likert scale <ul style="list-style-type: none"> • I have energy for my children • I feel confident as a parent • I have the support I need to parent 	Client survey – Likert scale	1.40	47% = (1.4/3)
Better household relationships	7 point Likert scale <ul style="list-style-type: none"> • My household is relaxed • My family relationships are stronger • I have a good relationship with my children 	Client survey – Likert scale	1.66	55% = (1.66/3)

Table 25 Indicators and results used to evidence volunteer outcomes (n=4)

Outcome	Indicator/s	Tool	Distance travelled	Percentage of value achieved
Sense of belonging	7 point Likert scale <ul style="list-style-type: none"> • I feel I belong to a community • I feel understood • I have meaningful relationships 	Volunteer survey – Likert scale	2.17	72% = (2.17/3)
Sense of purpose and fulfillment	7 point Likert scale <ul style="list-style-type: none"> • I feel a part of something bigger than myself • I feel valued for my contribution 	Volunteer survey – Likert scale	2.25	75% = (2.25/3)
Changed perspective (greater appreciation)	7 point Likert scale <ul style="list-style-type: none"> • I have a changed perspective about my own life • I know people that are different to me 	Volunteer survey – Likert scale	2.13	71% = (2.13/3)
Increased skills, knowledge and capability (functional)	7 point Likert scale <ul style="list-style-type: none"> • I have opportunities to challenge myself • I have new skills and knowledge • I feel confident in my volunteer role 	Volunteer survey – Likert scale	2.08	69% = (2.08/3)

Table 26 Indicators and results used to evidence Victorian economy outcome (n=4)

Outcome	Indicator/s	Tool	Distance travelled	Outcome incidence
<p>Unpaid labour and care</p>	<p>Most clients are primary caregivers to their family, which is unpaid labour. Through support provided by the Women's Support Program, they increase their capacity to parent.</p> <p>Percentage of value achieved determined by: Number of clients who selected 'care for my family' (37/59) in response to the question: As a result of Wellsprings I am now able to focus on the following things.</p>	<p>Desktop research and client survey multiple choice question</p>	<p>N/a</p>	<p>63% = (37/59)</p>

D.5 Client survey



Wellsprings for Women - Women's Support Program client survey

About your engagement with Wellsprings

Wellsprings for Women has engaged Think Impact to evaluate the Women's Support Program. This survey seeks to understand the difference the Women's Support Program has made to you and seeks your perspective on the difference the Program has made for your family and others.

Your responses are anonymous and confidential and your participation is voluntary. You can decline to continue any point. Please provide answers relating to your current experience.

It should take about 30 minutes to complete. Thank you for completing this survey.

* 1. How long have you been involved in Wellsprings?

- Between 6 months and 1 year
- Between 1 and 2 years
- Between 2 and 3 years
- More than 3 years
- Other (please specify)

* 2. What support do you receive as part of your involvement with the Women's Support Program? Please select all that apply.

- Emotional support
- Mental health support
- Physical health support
- Disability support
- Family violence support
- Financial support
- Housing support
- Legal support (e.g. referral to legal aid or accompanied in court)
- Parenting support (e.g. education, supplies, maternal health referral, child minding)
- Education support for children (e.g. tutoring)
- Visa support
- Skill building (e.g. language, driving, using public transport)
- Other (please specify)

* 3. As a result of Wellsprings I am now able to focus on the following things. Please select all that apply.

- Take part in a course/qualification/education
- Look for work
- Continue in my job
- Care for my family
- Address my health and wellbeing
- Volunteer/ provide unpaid help
- Other (please specify)

Impact of Wellsprings on you

We would like to understand what has changed for you as a result of your involvement with the Women's Support Program.

* 4. Please describe any **positive** changes you have experienced as a result of becoming involved with the Women's Support Program.

* 5. Please describe any **negative** changes you have experienced as a result of becoming involved with the Women's Support Program.

* 6. Who or what else has contributed to these changes?

* 7. What are the 3 most valuable differences that the Women's Support Program has made to you?

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>

Impact of external services/referrals on you

We would like to understand what has changed for you as a result of accessing external services with Wellsprings' support.

* 12. Please select all that apply to you.

As a result of the Women's Support Program I have accessed the following external services...

- Legal aid (e.g. lawyer)
- Financial assistance (e.g. rent relief)
- Housing support
- General practitioner (GP)
- Emergency services (e.g. emergency department, police)
- Psychologist or counsellor
- Food relief
- Family violence
- Maternal health
- I have not accessed any external services with the support of Wellsprings.
- Other (please specify)

* 13. How likely would have you been to access these external services if it wasn't for Wellsprings?

- Very likely
- Somewhat likely
- Not likely
- I have not accessed any external services with the support of Wellsprings.

14. Please tell us what has changed for you (positive and negative) as a result of accessing these services.

About your household

15. Do you live alone?

Yes

No

The impact of Wellsprings on your household and others

If you feel comfortable, we would now like to ask you some questions to better understand what has changed for your household and partner as a result of your involvement with the Women's Support Program.

16. What has changed (both positive and negative) for your **household** as a result of you being involved with the Women's Support Program?

17. Who or what else has contributed to these changes?

18. What would your household be like if you did not receive Wellsprings' support?

19. Have you noticed any positive or negative changes for OTHER people in your life as a result of you being involved with the Women's Support Program? Please describe this change and who experiences the change.

About your partner

* 20. Do you have a partner who lives with you?

- Yes
 No

The impact of Wellsprings on your partner

* 21. Please indicate how the following things have changed for **your partner** on a scale of 1 to 7, where:

1 = A lot LESS now that I am involved with Wellsprings

4 = No change

7 = A lot MORE now that I am involved with Wellsprings

As a result of your involvement in the Women's Support Program how have the following things changed for **your partner**?

	1. A LOT LESS now	2.	3.	4. NO CHANGE	5.	6.	7. A LOT MORE now
My partner is relaxed	<input type="radio"/>						
I rely less on my partner	<input type="radio"/>						

About your children

* 22. Do you have any children who live at home with you?

Yes

No

* 23. How many children live at home with you?

1

2

3

4

More than 4

Other (please specify)

* 24. What are the ages of your children?

<2 years

2–12 years

13–18 years

18+ years

The impact of Wellsprings on your child/ren

If you feel comfortable, we would now like to ask you some questions to better understand what has changed for your children as a result of your involvement with the Women's Support Program.

25. What has changed (both positive and negative) for your children as a result of you being involved with the Women's Support Program?

26. Who or what else has contributed to these changes?

* 27. Please indicate how the following things have changed for **your children** on a scale of 1 to 7, where:

1 = A lot LESS now that I am involved with Wellsprings

4 = No change

7 = A lot MORE now that I am involved with Wellsprings

N/A = Not relevant in my case

As a result of your involvement with the Women's Support Program how have the following things changed for **your children**?

	1. A LOT LESS now	2.	3.	4. NO CHANGE	5.	6.	7. A LOT MORE now	N/A
I am participating in activities with my children outside of our home	<input type="radio"/>							
My children are confident	<input type="radio"/>							
My children have opportunities available to them	<input type="radio"/>							
I feel good about my children's future	<input type="radio"/>							

The impact of COVID-19

If you feel comfortable, we would now like to ask you some questions to better understand what impact COVID-19 has had on your life and how Wellsprings has supported you during this time.

28. To what extent has COVID-19 negatively impacted the following areas in your life? Please select all that apply.

- Financial
- Mental health
- Physical health
- Family relationships
- Parenting
- Visa status
- Other (please specify)

29. If you feel comfortable, please tell us more about how COVID-19 has impacted your current situation.

30. Please tell us how Wellsprings has supported you to overcome challenges associated with COVID-19.

About you

* 31. Please let us know your current visa status.

- Australian citizen
- Permanent resident (PR)
- Spousal or partner visa
- Student visa
- Bridging visa
- Other temporary visa with no or limited working rights
- Other (please specify)

* 32. Have you been diagnosed with any disability or impairment?

- Yes
- No
- Prefer not to answer

33. If you have been diagnosed with any disability or impairment, which of the following have you been diagnosed with? Please select all that apply.

- A sensory impairment (vision or hearing)
- A mobility impairment
- A learning disability
- A mental health disorder
- A disability or impairment not listed above

* 34. Please select the statement that most closely reflects your current working situation.

- I am working and I would like to be working more hours
- I am working and I am not looking to work more hours
- I am not currently working but I'm ready for work when I find something
- I am not ready to work but am hoping to be in the future
- I am not working or looking for work
- I am a full time parent
- I am not legally able to work
- Other (please specify)

* 35. Please select all of the responses that apply to you.

Because of the support Wellsprings has provided me...

- I have obtained employment
- I have started volunteering
- None of the above apply to me
- Other (please specify)

36. Thinking about money, which of the statements best describes your current situation?

- I am regularly meeting my financial obligations and have some money left over to save if I want to
- I am neither increasing my debt nor saving
- I am getting into debt

* 37. Please tell us about the other adults in your household.

- I live with my partner
- I live alone
- I live with other family members
- I live with housemates
- Other (please specify)

Your feedback about Wellsprings

38. Do you have any other comments or feedback about your experience at Wellsprings for Women?

Thank you for completing this survey. We really appreciate you taking the time to provide your thoughts.

If anything in this survey has been triggering for you, please contact Ayesha from Wellsprings for Women at 0430880671.

39. Name of Wellsprings staff/volunteer or interpreter conducting phone interview (if applicable).

D.6 Volunteer survey

Wellsprings for Women - Women's Support Program volunteer survey

About you

Wellsprings for Women has engaged Think Impact to evaluate the Women's Support Program. This survey seeks to understand the difference that volunteering for the Women's Support Program has made to you and seeks your perspective on the difference the Program has made for clients and their families. Please provide answers relating to your current experience.

Your responses are anonymous and confidential and your participation is voluntary. It should only take about 15 minutes to complete. Thank you for completing this survey.

* 1. What are your reasons for volunteering with Wellsprings? Please select all that apply.

- To use the time I have available productively
- To use skills that I have
- To gain new **job** skills and experience
- To gain new **life** skills or experiences
- To make a difference in the lives of others
- To be part of something bigger than myself
- To be involved with an organisation like Wellsprings
- To gain an educational qualification
- Other (please specify)

* 2. How long have you been a volunteer for Wellsprings?

- Less than a year
- Between 1 and 2 years
- Between 2 and 3 years
- More than 3 years
- Other (please specify)

* 3. How much direct engagement (e.g. phone calls, meeting in person) do you have with clients as part of your role?

- No direct engagement
- Some direct engagement
- A lot of direct engagement

* 4. If you weren't volunteering for Wellsprings, would you be volunteering elsewhere?

- No, I'm only interested in volunteering for Wellsprings
- Yes, I do/would volunteer elsewhere, preferably in the women's support space
- Yes, I do/would volunteer elsewhere, not necessarily in the women's support space
- I'm not sure

* 5. Are your hours volunteering for Wellsprings counting toward an educational qualification?

- No
- Yes (please specify what qualification)

* 6. Please describe your current circumstances.

- Retired
- Working
- Seeking work
- Studying
- Full time parent
- Other (please specify)

* 7. What is your age?

- Under 25 years
- Between 26 and 35 years
- Between 36 and 50 years
- 51+ years

Impact of Wellsprings on you

We would like to understand what has changed for you as a result of volunteering for the Women's Support Program.

* 8. Please describe any **positive** changes you have experienced as a result of volunteering for the Women's Support Program.

* 9. Please describe any **negative** changes you have experienced as a result of volunteering for the Women's Support Program.

* 10. Who or what else has contributed to these changes, if any?

* 11. What are the 3 most valuable differences that volunteering for Wellsprings has made to you?

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>

* 12. Please indicate how the following things have changed for you on a scale of 1 to 7, where:
 1 = A lot LESS now that I am involved with Wellsprings
 4 = No change
 7 = A lot MORE now that I am involved with Wellsprings
 N/A = Not relevant in my case

As a result of volunteering for the Women's Support Program how have the following things changed for you?

	1. A LOT LESS now	2.	3.	4. NO CHANGE	5.	6.	7. A LOT MORE now	N/A
I feel understood	<input type="radio"/>							
I feel I belong to a community	<input type="radio"/>							
I feel part of something bigger than myself	<input type="radio"/>							
I feel valued for my contribution	<input type="radio"/>							
I have meaningful relationships	<input type="radio"/>							
I have a changed perspective about my own life	<input type="radio"/>							
I know people that are different to me	<input type="radio"/>							
I have opportunities to challenge myself	<input type="radio"/>							
I have new skills and knowledge	<input type="radio"/>							
I feel confident in my volunteer role	<input type="radio"/>							

* 13. Please indicate to what extent the following is related to your experience.

	Not at all true	Somewhat true	Completely true
I feel clients are dependent on me, which is a pressure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

About your student status

* 14. Are you a student undertaking a placement?

- Yes
- No

Your ability to complete school

* 15. Please indicate to what extent the following is related to your experience.

	Not at all true	Somewhat true	Completely true
If it wasn't for Wellsprings, I wouldn't have been able to complete my student placement hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If it wasn't for Wellsprings, I would not be able to get a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Please tell us what has changed for your ability to complete your qualification (positive and negative) as a result of securing a student placement with Wellsprings.

Wellsprings' impact on CLIENTS

We would now like to ask your perspective about the changes experienced by CLIENTS in the Women's Support Program.

* 17. From your perspective, what has changed for clients (positive and negative) because of their involvement with the Women's Support Program?

Your feedback about Wellsprings

20. Do you have any other comments or feedback about your experience at Wellsprings for Women?

Thank you for completing this survey. We really appreciate you taking the time to provide your thoughts.

If you have any questions about this survey, please contact Ayesha from Wellsprings for Women at 0430880671.

Appendix E Selection of financial proxies

Financial proxies were selected from a variety of sources:

- Desktop research
- Think Impact's financial proxy database. Think Impact has access to a database of more than 60 SROIs or Social Value Modelling Reports that have been carried out in Australia, some written by Think Impact but many by other organisations. This database includes both assured and non-assured SROIs. In some cases, proxies were selected from this database and in other cases, the database was used to support professional judgements on appropriate proxies by reviewing existing proxies from existing reports where practical and/or testing assumptions made.
- The Australian Bureau of Statistics (ABS)

Multiple types of proxies were used to model the social value created by the Women's Support Program including:

- Revealed preference
- Statistical value of life year
- Income technique
- Avoided costs.

The types of proxies used are outlined in greater detail below. Selected proxies were analysed by the team working on the data and cross referenced with multiple accredited practitioners at Think Impact.

E.1.1 Revealed preference

Many of the financial proxies used are based on the *revealed preference* technique. Revealed preference proxies involve looking at market values of things to reveal the value that people place on an outcome. For example, the proxies used from the ABS use market values to reveal the value people place on recreation, household items, and others.

There are different valuation techniques available, all of which have benefits and limitations. The risks can vary but, in this case, include:

- The risk of under-claiming. The revealed preference proxies show us the transactional value of something but not necessarily all of the intrinsic value it might create, which for some outcomes/stakeholders may be significantly higher than the market rate.
- The risk of inaccuracies (and therefore over- or under-claiming) due to the nature of making assumptions about value on behalf of someone else (the stakeholder). Assumptions have been minimised or informed by the stakeholder engagement and ranking of outcomes using open-ended survey responses, but this does not eliminate the risk fully.

E.1.2 Statistical value of a life year

The *value of statistical life* (VSL) is often used to estimate the benefits of reducing the risk of death. A number of financial proxies in the model use the *value of a statistical life year* (VSLY), which similarly estimates the financial value society places on reducing the risk of premature death, expressed in terms of saving a statistical life year. According to Abelson (2007), the most credible estimate is \$3.5m for the statistical value of a life and \$151,000 for the statistical value of a life year. These estimates represent an average and are based on a healthy person living for another 40 years (Office of Best Practice Regulation 2014). Adjusted for inflation, the figures used in the model for the value of a statistical life year is \$195,357.

Many interventions, such as the work of the Women's Support Program, have the benefit of reducing the risk of injury, disease or disability. One method to value these benefits is to adjust the value of statistical life year (which could be interpreted as the value of a year of life free of injury, disease and disability) by a factor that accounts for the type of injury, disease or disability. Disability weightings used in the model include overcoming mild, moderate or severe depression (weighting ranging from 0.10 for moderate depression to 0.80 for severe depression).

Outcomes using this financial proxy are calculated by multiplying the value of a statistical life year (\$195,357) by the selected disability weighting. The 'reduced feelings of isolation managing and living with family violence' outcome for example is considered equivalent to overcoming the value of moderate depression in this context calculated through the statistical value of a life year (\$195,357 adjusted for inflation) adjusted for the loss attributable to moderate depression 0.3 (disability weighting). Thus the proxy used is $\$195,357 \times 0.3 = \$58,607$.

E.1.3 Income technique

The income technique is used to value a number of outcomes. For example, for the 'increased employment' outcome, the difference in income from working at a minimum wage job and receiving Job Seeker payments was used as a proxy.

E.1.4 Avoided cost technique

A number of financial proxies were based on the avoided cost technique. For example, the avoided cost of a nanny was used as part of the proxy for 'increased capacity to parent'.

E.1.5 Calculation and key assumptions for Victorian economy value

According to Deloitte Access Economics (2018):

- Women are estimated to do an average of **32.9 hours of unpaid work and care per week**
- Household and domestic work is valued at **\$22.91 per hour**
- Errands are valued at **\$34.54 per hour**

We determined that value is created through a *quality uplift* in unpaid labour (difference between hourly rate of errands and household work). This is considered commensurate with women's increased capacity to parent and do household tasks.

The financial proxy calculation is outlined as follows:

32.9 hrs per week of unpaid work X (\$34.54- \$22.91 quality uplift) X 52 weeks per year = **\$19,897**

Key assumptions in calculating the overall value created to Victorian economy are outlined as follows:

- The outcome applies to all women (n=95) who report they can now focus on caring activities as a result of the Program (63%). 95 women X 63% = 60 women
 - Assumed low deadweight (10%), high attribution (80%), 1 year benefit period and no displacement
- Final value = **\$857,979**. See excel attachment of the full SROI model.

Appendix F SROI model

SROI Model 2020 - Wellsprings for Women - Women's Support Program

Stakeholder	Who the outcome applies to	Outcome 2020	# stakeholders	Distance travelled	% of value achieved/ outcome incidence	Value of distance travelled before discount	PROXY	DW	ATTRIBUTION	DISPLACEMENT	Benefit Period/ drop off		Outcome Value (after discount)	BENEFITS			IMPACT VALUE	PRESENT VALUE (discounted)		
							Unit Value per year	%	%	%	%	Years		%	2020	2021		2022	1	2
Client	Women not experiencing family violence	Sense of belonging	78	1.72	57%	\$1,594,224	\$ 35,730	16%	80%	0%	1		\$ 1,072,938	\$ 1,072,938			\$ 1,072,938	\$ 1,072,938		\$1,072,938
		Increased capacity to navigate daily life	78	1.84	61%	\$804,755	\$ 16,857	16%	50%	0%	2	20%	\$ 338,508	\$ 338,508	\$ 270,806		\$ 609,315	\$ 338,508	\$ 261,649	\$600,157
		Hope for the future	78	2.08	69%	\$493,251	\$ 9,100	16%	80%	0%	1		\$ 331,966	\$ 331,966			\$ 331,966	\$ 331,966		\$331,966
		Increased capacity for social participation	78	1.78	59%	\$127,246	\$ 2,750	16%	80%	0%	2	40%	\$ 85,638	\$ 85,638	\$ 51,383		\$ 137,021	\$ 85,638	\$ 49,645	\$135,284
	Women experiencing FV	Reduced feelings of isolation managing and living with FV	17		100%	\$996,321	\$ 58,607	16%	80%	0%	1		\$ 670,540	\$ 670,540			\$ 670,540	\$ 670,540		\$670,540
	Women who are parents	Increased capacity to parent	74	1.40	47%	\$619,593	\$ 18,000	16%	50%	0%	2	20%	\$ 260,623	\$ 260,623	\$ 208,498		\$ 469,121	\$ 260,623	\$ 201,447	\$462,070
	All women	Meeting basic financial/household needs	95		53%	\$1,809,128	\$ 36,244	27%	80%	0%	1		\$ 1,054,814	\$ 1,054,814			\$ 1,054,814	\$ 1,054,814		\$1,054,814
		Relief from getting on a pathway to resolution	95		66%	\$1,436,786	\$ 22,880	27%	80%	0%	1		\$ 837,720	\$ 837,720			\$ 837,720	\$ 837,720		\$837,720

SROI Model 2020 - Wellsprings for Women - Women's Support Program													PROXY			DW	ATTRIBUTION	DISPLACEMENT	Benefit Period/ drop off		Outcome Value (after discount)	BENEFITS			IMPACT VALUE	PRESENT VALUE (discounted)		
Stakeholder	Who the outcome applies to	Outcome 2020	# stakeholders	Distance travelled	% of value achieved/ outcome incidence	Value of distance travelled before discount	Unit Value per year	%	%	%	Years	%	2020	2021	2022	1	2	3										
Partner of client	All partners given material aid provided universally to families	Meeting basic financial/household needs	47		53%	\$895,043	\$ 36,244	27%	50%	0%	1		\$ 326,160	\$ 326,160		\$ 326,160	\$ 326,160		\$326,160									
		Reduced financial and housing stress	47	1.44	48%	\$67,446	\$ 3,000	10%	50%	0%	1		\$ 30,511	\$ 30,511		\$ 30,511	\$ 30,511		\$30,511									
	Partners not considered to be perpetrators of FV	Relief to partner from client getting support	30	2	67%	\$62,400	\$ 3,120	50%	20%	0%	1		\$ 6,240	\$ 6,240		\$ 6,240	\$ 6,240		\$6,240									
		Better household relationships	30	1.66	55%	\$30,596	\$ 1,842	10%	50%	0%	1		\$ 13,841	\$ 13,841		\$ 13,841	\$ 13,841		\$13,841									
Children of clients	Children under 18, including those living at home with FV	Getting basic needs met	150		53%	\$2,856,519	\$ 36,244	27%	50%	0%	1		\$ 1,040,935	\$ 1,040,935		\$ 1,040,935	\$ 1,040,935		\$1,040,935									
		Improved emotional wellbeing	123	1.89	63%	\$772,096	\$ 9,984	50%	20%	0%	1		\$ 77,210	\$ 77,210		\$ 77,210	\$ 77,210		\$77,210									
	Sub-group 3: Children under 2 years old not living with FV	Improved social and emotional development (<2 years)	32	1.40	47%	\$436,187	\$ 29,304	50%	20%	0%	3	20%	\$ 43,619	\$ 43,619	\$ 34,895	\$ 27,916	\$ 106,430	\$ 43,619	\$ 33,715	\$ 26,060	\$103,393							
	Children not experiencing FV	Better household relationships	149	1.66	55%	\$151,960	\$ 1,842	10%	50%	0%	1		\$ 68,744	\$ 68,744		\$ 68,744	\$ 68,744		\$68,744									
Volunteer	No-subgroups	Sense of belonging	14	2.17	72%	\$23,660	\$ 2,340	43%	50%	0%	1		\$ 6,760	\$ 6,760		\$ 6,760	\$ 6,760		\$6,760									
		Sense of purpose and fulfillment	14	2.25	75%	\$264,821	25,221	43%	80%	0%	1		\$ 121,061	\$ 121,061		\$ 121,061	\$ 121,061		\$121,061									
		Expanded perspectives	14	2.13	71%	\$19,090	1,925	43%	20%	0%	3	20%	\$ 2,182	\$ 2,182	\$ 1,745	\$ 1,396	\$ 5,323	\$ 2,182	\$ 1,686	\$ 1,303	\$5,171							
		Increased confidence, skills and knowledge	14	2.08	69%	\$55,417	5,700	43%	20%	0%	3	20%	\$ 6,333	\$ 6,333	\$ 5,067	\$ 4,053	\$ 15,453	\$ 6,333	\$ 4,895	\$ 3,784	\$15,012							
Victorian economy	No-subgroups	Unpaid labour and care	95		63%	\$1,185,365	\$ 19,897	10%	80%	0%	1		\$ 857,979	\$ 857,979		\$ 857,979	\$ 857,979		\$857,979									

Appendix G Materiality assessment

To align with SROI Principle 4: Only include what is material, the materiality of stakeholders and outcomes was assessed, the details of which are outlined below.

G.1 Materiality of stakeholders

The rationale for inclusion or exclusion of stakeholders in the SROI model is based on whether or not they experience material outcomes as a result of the Program's activities. The materiality of stakeholders was determined through findings from the stakeholder engagement and verification with Program staff, which sought to identify both the stakeholders experiencing and influencing change as a result of the Program's activities and the nature and quantity of this change. In total, **five** stakeholder groups were identified to have experienced material change in 2020. These stakeholders include:

- Clients of the Women's Support Program
- Partners of clients
- Children of clients
- Volunteers
- Victorian economy

Appendix C summarises how stakeholders were selected and involved in the evaluation and Table C.1.2 outlines the rationale for which stakeholder groups were included in the model.

G.2 Materiality of outcomes

To determine the materiality of outcomes, each outcome was assessed based on:

- **Relevance:** an assessment of the relevance of the outcome based on research and stakeholder involvement.
- **Significance:** based upon the quantity, duration, value and causality of the outcomes.

10 outcomes were deemed to not be material based on the relevance test. Outcomes that did not pass the relevancy test were not tested for significance.

For the significance test, outcomes were considered not material if their total social value was less than **2 per cent** of the stakeholder group social value determined through modelling. Based on significance test, six outcomes are not material, including:

For clients:

- Employment
- Reduced financial and housing stress
- Better household relationships
- Reduced safety from partner disagreeing with client attending Wellsprings (negative outcome)
- Feelings of guilt from asking for help from Wellsprings (negative outcome)

For partners:

- Increased stress from disagreeing with client attending Wellsprings

The tables below outline a materiality assessment of outcomes for each stakeholder group.

Table 27 Materiality of client outcomes

Outcome	Relevance	Significance	Materiality conclusion
<p>Sense of belonging</p>	<p>Many clients are very isolated before entering the Program, with social isolation, or the need for emotional or mental health support among the reasons for referral for 76 per cent of women in 2020. For some women, Wellsprings is their only source of support.</p> <p><i>‘Because I have no family here, I would have feel so lonely. Even if I have some friends here, it's not the same. The only thing that give me support is Wellsprings.’ – Client</i></p> <p>This outcome was also the most highly valued during verification session with Program staff, who were providing perspectives on behalf of clients.</p>	<p>More than 2% of client stakeholder group value after discount.</p>	<p>Material (relevant and significant)</p>
<p>Positive sense of self</p>	<p>The ‘positive sense of self’ outcome was reframed following a final verification session with Wellsprings staff. It was communicated that the women are already confident and independent, but that many, after moving to Australia, or due to situational distress factors, need support learning new skills or navigating systems and processes that are part of living in Australia. Hence, ‘positive sense of self’ was reframed as ‘increased capacity to navigate daily life’.</p>	<p>Not tested for significance because did not pass relevancy test.</p>	<p>Outcome refined</p>

Outcome	Relevance	Significance	Materiality conclusion
Hope for the future	Wellsprings helps clients understand that they are not stuck in their current situation by offering social and emotional support and increasing their awareness of the resources available to them.	More than 2% of client stakeholder group value after discount.	Material (relevant and significant)
Meeting basic financial/household needs	53% of clients reported accessing financial assistance and food relief services as a result of the Program. This outcome is particularly relevant in the context of COVID-19. Very highly valued during verification session with Program staff, who were providing perspectives on behalf of clients.	More than 2% of client stakeholder group value after discount.	Material (relevant and significant)
Reduced financial and housing stress	This outcome flows from helping women and their families meeting basic financial and household needs. 61 per cent of clients reported that COVID-19 has financially impacted their life.	Less than 2% of client stakeholder group value after discount.	Not material (not significant)
Increased capacity to parent	Wellsprings supports mothers by providing material goods, referral to maternal health organisations, emotional support and education about parenting.	More than 2% of client stakeholder group value after discount.	Material (relevant and significant)
Improved mental health (from access to allied health services)	Reframed as ‘relief from getting on a pathway to resolution’ to better suit the activities included in the evaluation and avoid over-claiming. A more thorough understanding of the activities helped reveal that Wellsprings supports clients to access services, informs them of services available and advocates on their behalf, rather than directly creating legal aid, housing, or physical or mental health outcomes.	Not tested for significance because did not pass relevancy test.	Not material (not relevant)
Improved physical health (from access			

Outcome	Relevance	Significance	Materiality conclusion
to allied health services)			
Access to housing services			
Access to legal aid			
Access to family violence services			
Relief from getting on a pathway to resolution	Wellsprings supports clients to access services, informs them of services available and advocates on their behalf contributing to 'relief from getting on a pathway to resolution'.	More than 2% of client stakeholder group value after discount.	Material (relevant and significant)
Increased capacity for social participation	This outcome has been described as 'feeling motivated to help every woman'. 7% of clients reported in the client survey that they have started volunteering since becoming involved with Wellsprings (4/59).	More than 2% of client stakeholder group value after discount.	Material (relevant and significant)
Better household relationships	This outcome flows from the reduced financial and housing stress experienced as a result of meeting basic needs, and as a result of the clients experiencing positive outcomes. Stakeholders told us that when the woman is feeling better, the whole household feels better.	Less than 2% of client stakeholder group value after discount.	Not material (not significant)

Outcome	Relevance	Significance	Materiality conclusion
Employment	3 women have obtained employment as a result of Wellsprings support (client survey, n=59).	Less than 2% of client stakeholder group value after discount.	Not material (not significant)
Increased independence	The 'increased independence' outcome was refined following a final verification session with Wellsprings staff. It was communicated that the women are already confident and independent, but that many, after moving to Australia, or due to situational distress factors, need support learning new skills or navigating systems and processes that are part of living in Australia. We updated the 'positive sense of self' to address the new information learned.	Not tested for significance because did not pass relevancy test.	Outcome refined
Increased capacity to navigate daily life	Many women, after moving to Australia, or due to situational distress factors, need support learning new skills or navigating systems and processes that are part of living in Australia.	More than 2% of client stakeholder group value after discount.	Material (relevant and significant)
Improved safety	No women experiencing family violence supported by Wellsprings left a relationship in 2020. For this reason, the outcome 'increased personal safety' is not relevant.	Not tested for significance because did not pass relevancy test.	Not material (not relevant)
Reduced feelings of isolation managing and living with family violence	This is key outcome for women experiencing family violence, occurring through building trusted relationships, offering a safe space to disclose issues, and working to educate women about family violence. Wellsprings is unique in that it works with women who are still living at home experiencing family violence. Highly valued in final verification session.	More than 2% of client stakeholder group value after discount.	Material (relevant and significant)

Outcome	Relevance	Significance	Materiality conclusion
Increased stress from partner being unsupportive of client attending Wellsprings (negative outcome)	In some instances, partners of women are not supportive of their involvement with Wellsprings and feel threatened by the support. This may limit the degree to which women are able to engage with Wellsprings and may reduce their safety. This is an unintended and negative outcome for clients.	Determined to only occur for a few clients (out of 95).	Not material (not significant)
Feelings of guilt from asking for help (negative outcome)	Some clients reported feeling guilty for asking for help.	Determined to only occur for two clients (out of 95).	Not material (not significant)

Table 28 Materiality of partner outcomes

Outcome	Relevance	Significance	Materiality conclusion
Relief to partner from client getting support	This outcome flows from the support women get, described by a partner as 'relaxing my mind' and reduced guilt for not being able to support their partner more.	More than 2% of partner stakeholder group value after discount.	Material (relevant and significant)
Meeting basic financial/household needs	52% of clients reported accessing financial assistance and food relief services as a result of the Program. Value flows to partners given they are part of the household.	More than 2% of partner stakeholder group value after discount.	Material (relevant and significant)
Reduced financial and housing stress	This outcome flows from helping women and their families meeting basic financial and household needs. 61 per cent of	More than 2% of partner stakeholder group value after discount.	Material (relevant and significant)

Outcome	Relevance	Significance	Materiality conclusion
	clients reported that COVID-19 has financially impacted their life.		
Better household relationships	This outcome flows from the reduced financial and housing stress experienced as a result of meeting basic needs, and as a result of the clients experiencing positive outcomes. Stakeholders told us that when the woman is feeling better, the whole household feels better.	More than 2% of partner stakeholder group value after discount.	Material (relevant and significant)
Increased stress from disagreeing with client attending Wellsprings	In some instances, partners of women are not supportive of their involvement with Wellsprings and feel threatened by them getting support, potentially increasing their stress.	Of 59 responses, 1 client reported their partner was not supportive of their involvement in Wellsprings in the client survey. This is not considered significant.	Not material (not significant)

Table 29 Materiality of children outcomes

Outcome	Relevance	Significance	Materiality conclusion
Getting basic needs met	52% of clients reported accessing financial assistance and food relief services as a result of the Program. Value flows to children given they are part of the household.	More than 2% of children stakeholder group value after discount.	Material (relevant and significant)
Improved physical and cognitive development	Though research suggested this might be an outcome for children whose mother was getting parenting support, we did not have enough evidence to corroborate this outcome was occurring in the Wellsprings context.	Not tested for significance due to not being relevant.	Not material (not relevant)
Improved emotional wellbeing	This outcome flows from mothers experiencing better mental and physical health, increased capacity to parent, and intrinsic outcomes such as hope for the future – which benefits children. Various activities were also available to children during COVID-19 lockdowns such as arts and crafts.	More than 2% of children stakeholder group value after discount.	Material (relevant and significant)
Improved social and emotional development (for children <2)	Through mothers experiencing an increased capacity to parent, they have more energy for their children, and the confidence and support they need to parent, enabling improved social and emotional development for children <2 years.	More than 2% of children stakeholder group value after discount.	Material (relevant and significant)
Better household relationships	This outcome flows from the reduced financial and housing stress experienced as a result of meeting	More than 2% of children stakeholder group value after discount.	Material (relevant and significant)

Outcome	Relevance	Significance	Materiality conclusion
	basic needs, and as a result of the clients experiencing positive outcomes. Stakeholders told us that when the woman is feeling better, the whole household feels better.		

Table 30 Materiality of volunteer outcomes

Outcome	Relevance	Significance	Materiality conclusion
Sense of belonging	Outcome experienced through the relationships volunteers develop with clients and staff at Wellsprings. Volunteers described as: 'feel so welcome and comfortable ... there are people there that I can talk to if I need to.'	More than 2% of volunteer stakeholder group value after discount.	Material (relevant and significant)
Sense of purpose and fulfillment	This outcome had the highest reported change in the volunteer survey (n=4). It was also described during stakeholder engagement with volunteers and the volunteer coordinator.	More than 2% of volunteer stakeholder group value after discount.	Material (relevant and significant)
Expanded perspectives	Volunteers interact with clients who experience situational distress and barriers to access. Through an increased awareness of the issues faced by clients, volunteer gain expanded perspectives about life in Australia.	More than 2% of volunteer stakeholder group value after discount.	Material (relevant and significant)
Increased confidence, skills and knowledge	Over time volunteers increase their cultural awareness and knowledge of systems and resources available to support clients,	More than 2% of volunteer stakeholder group value after discount.	Material (relevant and significant)

Outcome	Relevance	Significance	Materiality conclusion
	both through working with clients and through Wellsprings volunteer training and time spent with case managers.		
Stress from clients being dependent upon them (negative outcome)	Staff revealed some clients can become dependent upon volunteers. However, after speaking directly with a volunteer, this was not expressed as a negative outcome and therefore not deemed relevant.	Not tested for significance due to not being relevant.	Not material (not relevant)

Table 31 Materiality of Victorian economy outcome

Outcome	Relevance	Significance	Materiality conclusion
Unpaid labour and care	<p>Most clients are primary caregivers to their family, which is unpaid labour. Through support provided by the Women's Support Program, they increase their capacity to parent and take care of their households. The uplift in quality of care they are able to provide creates value for the Victorian economy.</p> <p>Corroborated by research undertaken by Deloitte Access Economics on behalf of the Victorian Government Office for Women, Department of Health and Human Services, published in report entitled 'Modelling the value of unpaid work and care' (2018)</p>	More than 2% of stakeholder group value after discount.	Material (relevant and significant)

Our Community House
North Melbourne, VIC 3051, Australia



552 Victoria Street,
ABN 15 129 607 576

Outcome	Relevance	Significance	Materiality conclusion

Appendix H Verification

SROI Principle 7 is: Verify the result. Throughout the project, the Think Impact team engaged in frequent reflection via phone, video-conference and email with Program team to ensure mutual understanding and fill knowledge gaps as they arose. Additional verification took place through:

- Multiple formal verification workshops with Program staff to test assumptions, review the outcomes, and to assess the relative value of different outcomes. Program staff also acted as proxies for other stakeholder groups as it was not feasible to verify directly with all stakeholders. See Section C.1.2 in Appendix C for information about proxies.
- This report and SROI model were peer reviewed by Women's Support Program staff and an Accredited SROI practitioner within Think Impact.

The table below outlines the stakeholder groups involved in verification and what was verified and subsequently revised in the model or report.

Table 32 Overview of verification

What was verified	When	Engagement approach	Who was engaged?	What we heard	What we changed
Emergent client outcomes	Prior to dissemination of surveys (Stage 2)	Video-conference (during survey induction workshop)	2 Wellsprings staff and 2 students on placement who were supporting clients with completion of surveys	<ul style="list-style-type: none"> • Unintended outcomes for women and partners when partners aren't supportive of clients • Information about parenting support sought from women • Dynamics of the women's household and family connections 	<ul style="list-style-type: none"> • Household outcome indicators included in survey
Client and volunteer surveys prior to dissemination	Prior to dissemination of surveys (Stage 2)	Email correspondence	3 Wellsprings staff	<ul style="list-style-type: none"> • No changes were requested 	<ul style="list-style-type: none"> • No changes were made based on feedback
How representative client survey results are, client subgroups	Following closure of client survey and analysis of results	Video-conference workshop	7 Wellsprings staff	<ul style="list-style-type: none"> • Intersectional understanding of context verified; with emphasis on mental health issues/trauma and inclusion/exclusion from workforce • Differences in case management, how women are engaged depending on identification of family violence • Limitations in survey delivery 	<ul style="list-style-type: none"> • The process of identifying three subgroups – based on the presence of family violence – was undertaken and three subgroups were identified based on this variable. However, this was later revised as it was determined that all women experience situational distress. The final model reflects differences in outcomes for women who are parents and those living with family violence, rather

What was verified	When	Engagement approach	Who was engaged?	What we heard	What we changed
					than modelling discrete subgroups.
Volunteer survey results, volunteer outcomes	Following closure of volunteer survey and analysis of results	Video-conference meeting	Wellsprings Volunteer Coordinator	<ul style="list-style-type: none"> Given increasing complexity of cases, volunteer roles have evolved; volunteers now support case managers Additional content about student and work placements and volunteer program Students on placement would get experience elsewhere if not for Wellsprings Volunteer outcomes were verified and no changes were requested. 	<ul style="list-style-type: none"> Student placements no longer considered material stakeholders
How we understand the context, relative value of outcomes, the SROI, outcomes maps and the value for the Victorian economy	During Stage 3 and 4, Modelling value and Reporting	Video-conference workshop	All Women's Support Program staff	<ul style="list-style-type: none"> 'Sense of belonging' and 'meeting basic financial/household needs' outcomes should have a higher relative value Increased independence has a lower relative value, but should be reframed as women are already independent but often struggle when coming to Australia Women also self-refer to Program (overview of how change occurs) Volunteers don't do referrals (outcomes map) Education provided to external services missing from client outcomes map 	<ul style="list-style-type: none"> Clarified that women are confident and strong – not vulnerable – but experiencing structural barriers Revised proxies for 'sense of belonging' and 'meeting basic needs' Refined 'increased independence' and 'positive sense of self' outcome to 'increased capacity to navigate daily life' to account for functional value Updated outcomes map and overview of how change occurs.

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