



Doing what it takes means continuously evaluating our programs and services and implementing improvements informed by evaluation.

We measure impact across the organisation to understand the change we are making. Here is a sample of our program and organisational outcomes.

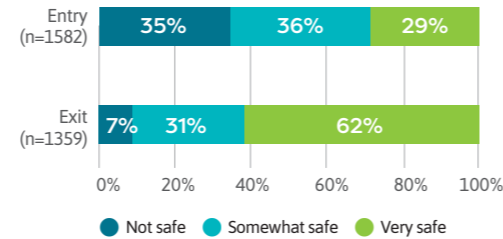


Safety and wellbeing

93% of people across our services felt very or somewhat safe at the end of service, compared to 65% on entry



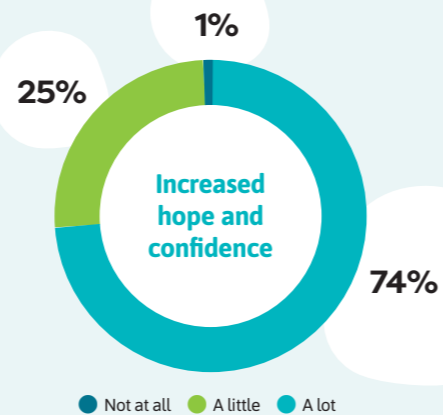
78% of domestic and family violence victim/survivors were better equipped to manage safety



Hope and confidence

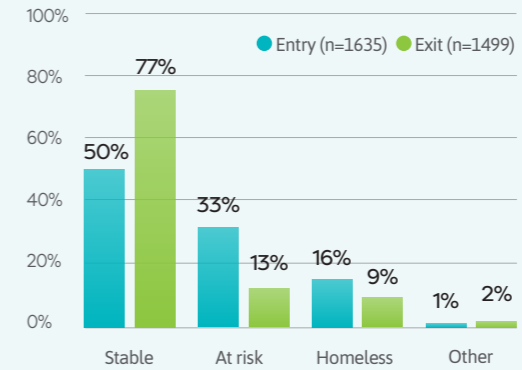
74% of people felt a lot more hopeful about the future at the end of service

73% of people felt more empowered to make decisions



Housing

77% of people were living in stable housing at the end of service, compared to 50% on entry



Financial resilience

61% of people who presented as financially insecure reduced their financial difficulties

88% of financial counselling and capability clients improved financial resilience



Education and employment

90% of people pursuing education and employment goals made progress

432 people engaged in Substation33, ParentsNext or the Spark employment program were supported into education or employment

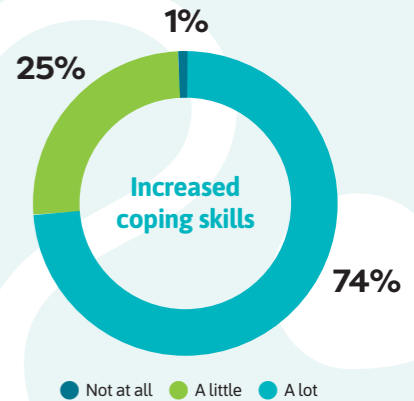


Knowledge and skills

74% of people had a lot better coping skills at the end of service

77% of young people improved life skills

81% of people increased knowledge and access to information



Connections

60% of people expanded their support network

At the end of service:

84% had formal supports such as services in place

83% had informal supports such as friends or family in place

