



# MISSION AUSTRALIA

Impact Measurement  
Snapshot 2018

**Together we stand**

## What is impact measurement?

Impact measurement is the process that helps us understand how our services are improving the lives of our clients and the communities we work in.

It is the framework Mission Australia has developed to collect, collate and report on outcomes for the clients we assist.

## Why do we do it?

Measuring our impact gives us the evidence to maximise client outcomes and improve our programs for existing and future clients. It allows us to record evidence of their journey in a structured, consistent way. It also helps us to allocate our funding in the most efficient and effective manner.

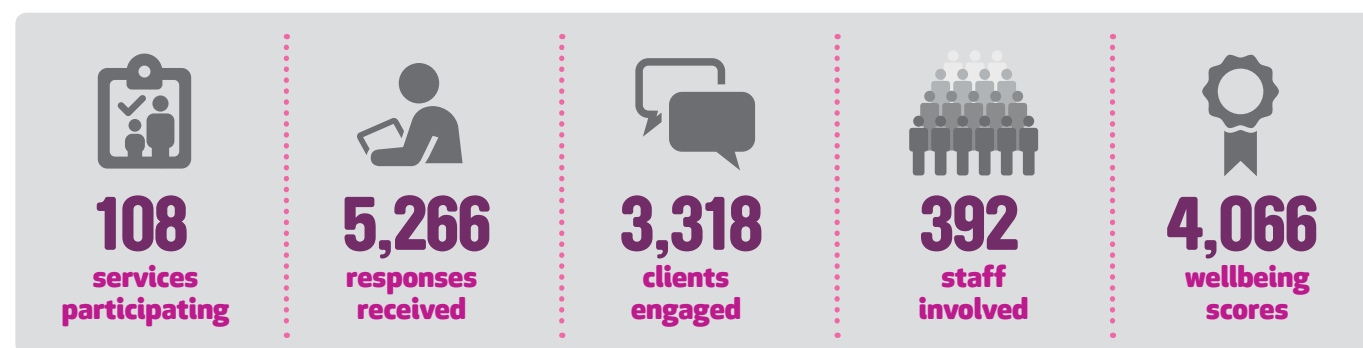
## What do we measure?

We ask our clients questions about their wellbeing at the beginning of their journey with us and over time. This enables us to establish what changes occurred in their overall wellbeing.

We ask each person questions surrounding eight core areas:



## Our journey so far:



As at Feb 2018

Once we know what we've achieved and what we can improve, we are one step closer to our goal of reducing homelessness and strengthening communities.

## Impact measurement in action: a case study

**Going Places - Street to Home in Cairns is a mobile outreach case management service supporting and working with some of the most vulnerable rough sleepers in far north Queensland.**

The program works to assist people often experiencing long-term, chronic homelessness to transition into stable, permanent housing, without the client needing to attend a traditional bricks and mortar service.

Many people sleeping rough need help to build trust before they will interact with support services and often, many different services are required. The Going Places - Street to Home case managers working with this client group noticed that many failed to seek or receive the medical care they needed in a timely manner. This often increased comorbidities when assistance was eventually sought.

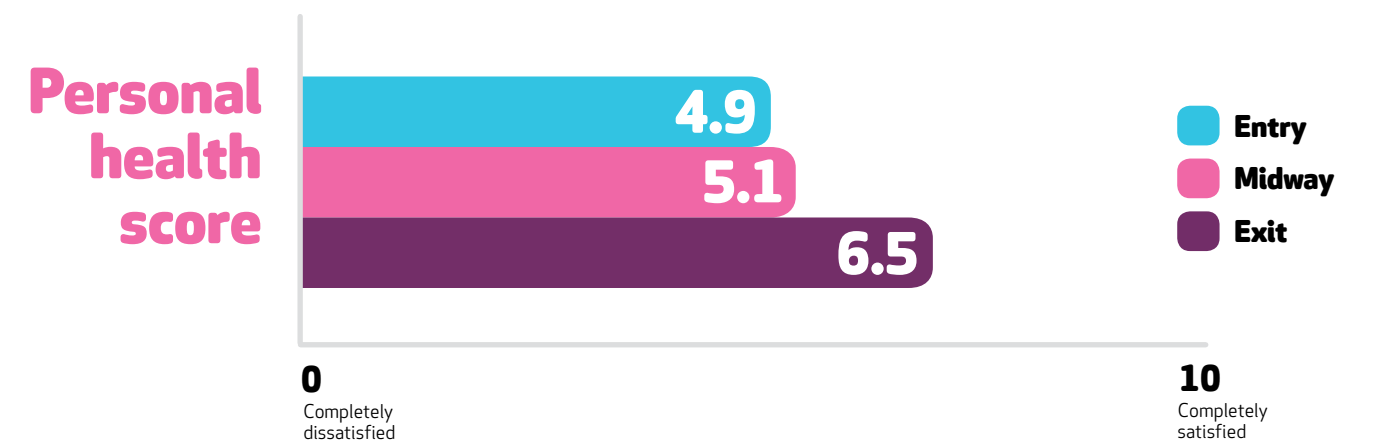
As a complement to our existing case management support, Mission Australia, funded by the Queensland Department of Housing and Public Works, trialled sending mobile nurses out to care for homeless people on the streets. The purpose was to improve the health of those sleeping rough by taking down barriers that prevent them from getting the help they need.

**We used impact measurement to ask:**

Was there an improvement in the clients' view of their own health after receiving mobile nursing care?

**What we learned**

Those who received support from the mobile nursing team in addition to our existing support had an average personal health score<sup>1</sup> of 4.9 when they entered the program. This rose to a score of 6.5 when they exited the program, after receiving ongoing support from the nurses<sup>2</sup>.



The data collected helped us determine that the program was beneficial to the clients' wellbeing. It allowed us to demonstrate that providing mobile nursing care made a significant difference to the people sleeping rough in the Cairns area. Beyond that, it improved our ability to address their holistic ongoing needs.

**"Because of Impact Measurement, we were able to see and evidence the positive impact the mobile nursing service was having on our client health outcomes. This gives us evidence to advocate for offering mobile nursing assistance elsewhere, which in turn will help more people!" – Mark Jentz, Program Manager, Going Places - Street to Home Cairns**

<sup>1</sup> In the Personal Health Life Domain of the Personal Wellbeing Index by Cummins & Lau (2001). For more information on the PWI visit [www.acqol.com.au](http://www.acqol.com.au)

<sup>2</sup> For clients with valid responses who entered and exited between May 2017 and Jan 2018 (n=13)



## How you can stand with us

- ✓ Commit to a regular gift
- ✓ Enter into a corporate partnership
- ✓ Volunteer with us
- ✓ Leave a bequest
- ✓ Donate now

---

### Connect with us



1800 88 88 68



[partnerships@missionaustralia.com.au](mailto:partnerships@missionaustralia.com.au)



[missionaustralia.com.au](http://missionaustralia.com.au)



[@MissionAust](https://twitter.com/MissionAust)



[facebook.com/MissionAust](https://facebook.com/MissionAust)



[instagram.com/mission\\_aust](https://instagram.com/mission_aust)



[linkedin.com/company/mission-australia](https://linkedin.com/company/mission-australia)