

The Lived Experience Evaluators Project: **Building cultural capital in the** **evaluation sector**

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What I'll cover

1. About the ASRC & LEEP
2. The design process
3. Lessons from the design process

About the ASRC & LEEP

About the ASRC

- **Largest independent human rights organisation for people seeking asylum in Australia**
- **5000+ members, 120 staff, 900+ volunteers**
- **Funded by donations & grants**



Image: Kim Landy

How ASRC works



The Lived Experience Evaluators Project (LEEP)

Context:

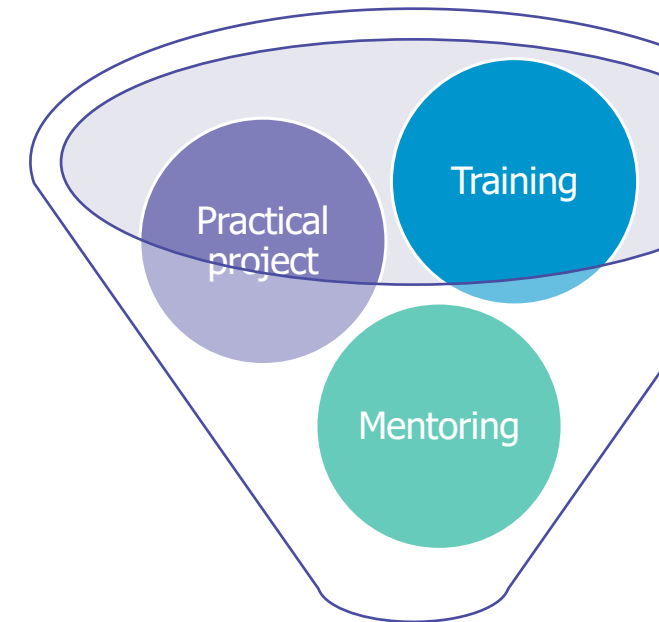
- Members seeking professional career pathways
- Limited capacity to conduct evaluation at ASRC
- Commitment to elevating lived experience within and beyond the ASRC
- Desire to address power imbalances & more meaningfully engage end users within evaluation sector

"We need to empower the powerless to speak for themselves..."

- Sandra Mathison, AES Conf 2017

LEEP – what is it?

- **Six month paid internship**
- **Strong support from evaluation sector**



Job-ready evaluation practitioners



Employment pathways

What we want to achieve

Broader Goals

People with lived experience of seeking asylum have access to paid, stable, fulfilling employment opportunities.

A diverse evaluation sector values lived experience and uses it to help service providers meet the needs of people seeking asylum.

EOP Outcomes

LEEP graduates secure fulfilling employment that utilises their professional skills & expertise

There are more practitioners with lived experience in the evaluation sector

People seeking asylum can access services that best meet their needs

How we designed LEEP

InDEEP

Ideation

Set up the design and evaluation relationship for success

- Scope and frame the design
- Scope the evaluation
- Confirm D&E governance and role clarity

Design phases

Discover

Define

Prototyping

Piloting

Scaling

How might we...?

What if...?

Building design capability

Modelling – e.g. using Theory of Change

Facilitating learning – e.g. having a critical friend

...the golden threads

Developmental evaluation

Formative and summative evaluation

Potential evaluation

Design research

- Literature review
- Positive deviance
- Generative research
- Baseline

Developmental testing

- Rapid feedback/evidence on ideas
- Mapping ideas against ToC

- Eval plans for prototypes
- Prototype ToC
- Negative ToC
- Rapid impact assessment
- EvalC3

Pilot evaluation

- RCTs
- Realist
- QCA
- Decision making tools

Broader impacts

- SIPSI
- End-line measurement
- Trend data
- Contribution analysis

Evaluating the process and or capability building

Clear Horizon and TACSI's InDEEP framework

The design process (taken from InDEEP framework)



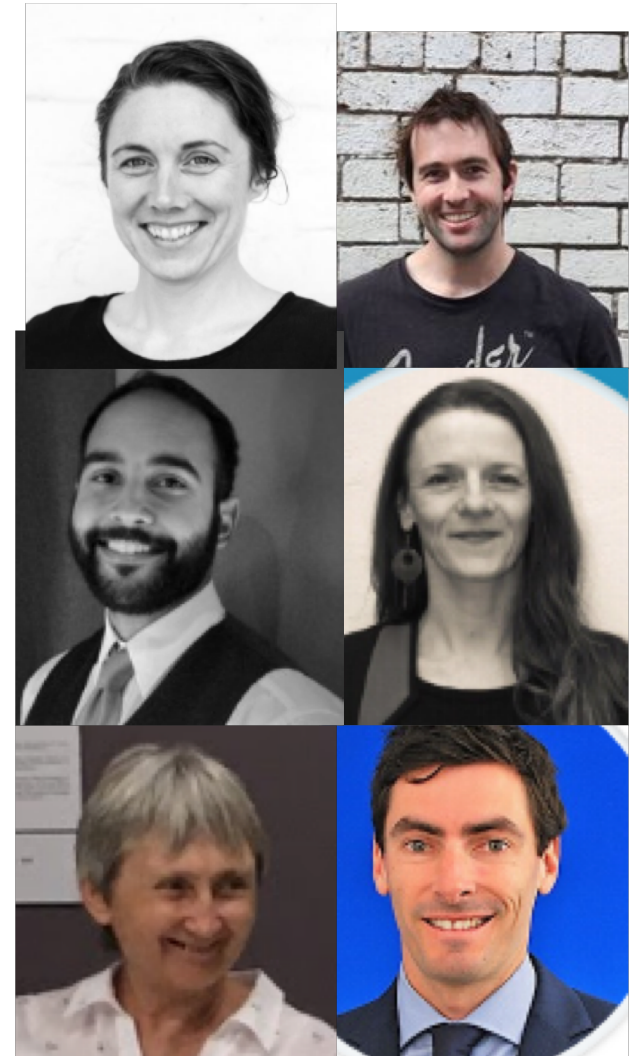
Discover

- **Desktop research**
- **Stakeholder workshops**
 - Workshop 1: people with lived experience
 - Workshop 2: evaluation practitioners
- **Stakeholder consultation 1:1**
- **Established an Advisory Group**



LEEP Advisory Group

- **Zazie Tolmer**, DHHS / Clear Horizon
- **Matt Healey**, First Person Consulting
- **Taimur Siddiqi**, The Incus Group
- **Emma Pritchard**, independent consultant
- **Diane McDonald**, independent consultant
- **Charlie Tulloch**, Policy Performance

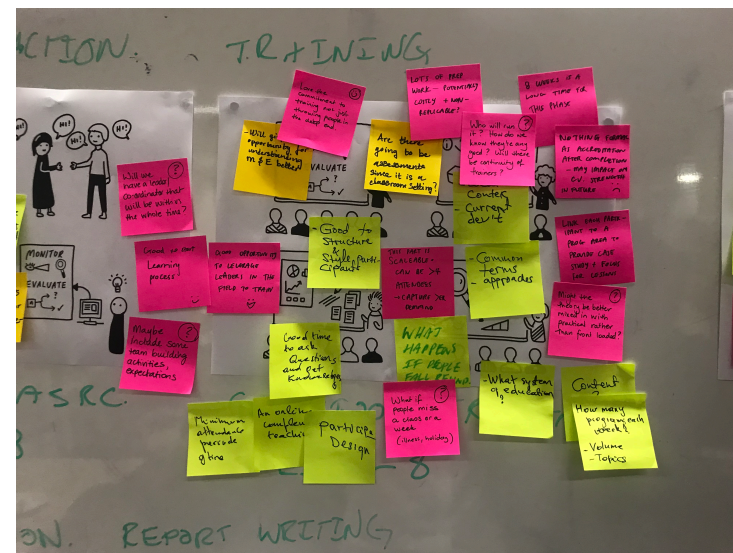


Define

- **Revise concept**
- **Service blueprinting**
- **Develop draft model**



- **Prototyping workshop**
- **Revise / refine model**



Pilot

- **Complete the funding puzzle!**
- **Deliver pilot**
- **Evaluate pilot**

Scaling

- **Social enterprise feasibility study**
 - Business Victoria's 'Boost Your Business': Social Enterprise Capability Voucher Stream
 - Partnering with Social Ventures Australia

Using human-centred service design: what we learnt

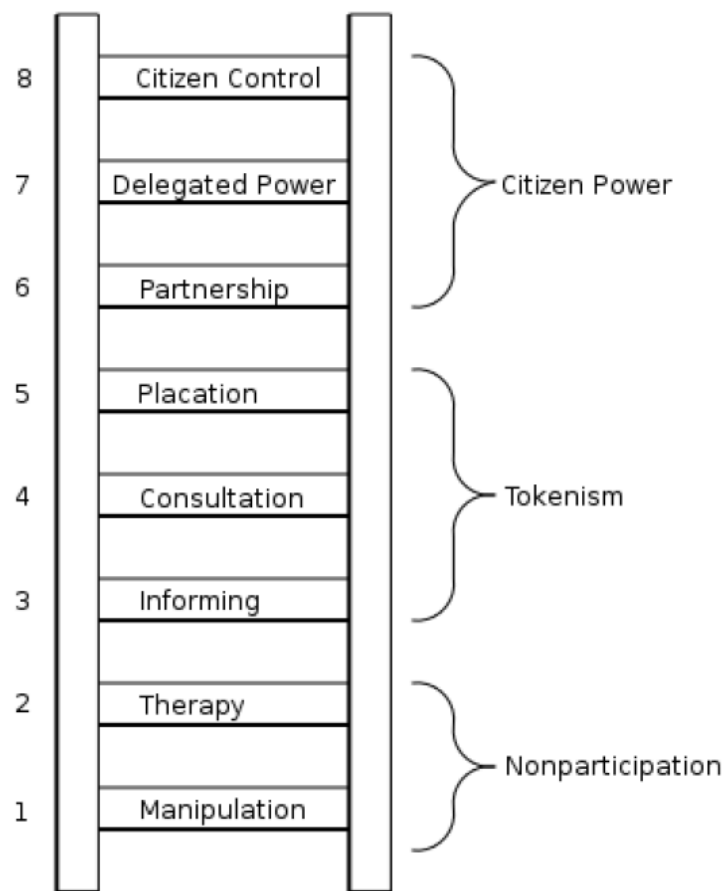
What's been great

- **We (think we) ended up with a better model**
 - Early involvement from range of stakeholders
 - Learnt what wouldn't work at a point where we could still change it
- **We got better at 'killing our darlings'**
- **Added value to the evaluation work**
 - Building a logic model was quicker and easier
 - InDEEP framework helped to clarify roles



What's been challenging

- **Working out how evaluation & design fit**
 - Design swallowed evaluation at first
 - Timing (program logic, M&E plan)
- **Ethics**
 - Managing expectations
 - Designing for who's in the room
 - How much of participants' time can we reasonably demand?
- **Power dynamics**
 - Co-design? Not yet
- **Time and resources**
 - How to fund design?



Sherry Arnstein's 'Ladder of Citizen Participation' 1969

Final thought...

Does AES need a 'Theory of Transformation', and what role could LEEP play in that?



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LEEP Program
Logic Model

BROADER GOAL

People with lived experience of seeking asylum have access to paid, stable, fulfilling employment opportunities.
A diverse evaluation sector draws on lived experience to help service providers meet the needs of people seeking asylum.

End-of-program
outcomes

Intermediate
outcomes

Immediate
outcomes

Influence
activities

