

Inside, outside, all around:  
Three perspectives on evaluation capacity building

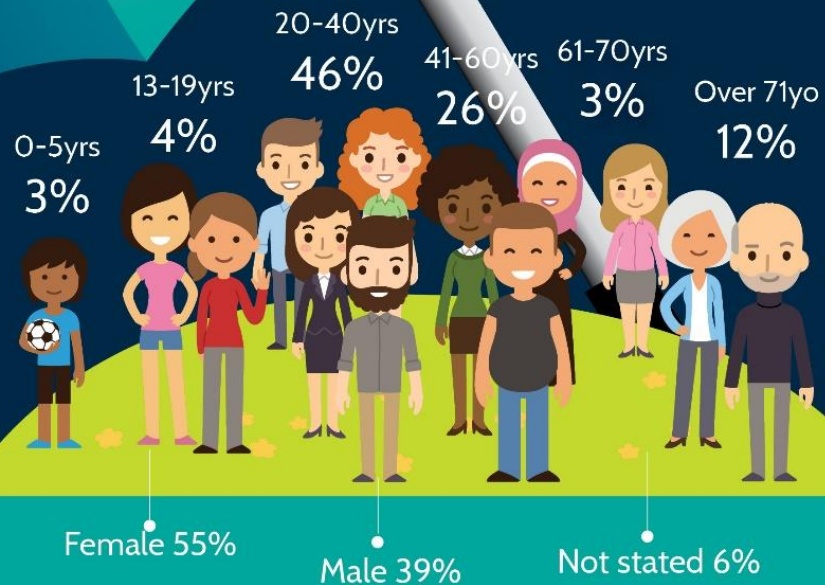
Building a 'data positive' culture from within  
a large community services organisation

We acknowledge this Land as the Traditional Lands of the Gadigal people of the Eora Nation and we respect and support their Spiritual, Physical, Economic, Intellectual and Emotional relationship with their Country.

We also acknowledge the Gadigal people as the custodians of the Sydney Region and their inherent Cultural and Spiritual beliefs continue to sustain the living Gadigal people today.

# About our Clients

15,976 total individual clients  
 11,781 total individuals engaged through PEACE  
 Multicultural Services community work  
**27,757 Total**



# About our Staff



**271** staff members  
 61% Part time  
 29% Full Time  
 10% Casual



**14%**  
Culturally and  
Linguistically  
Diverse



**4%**  
Aboriginal and Torres  
Strait Islander

With acknowledgment to the Kaurna people, the traditional custodians of the Adelaide region

# Data and Evaluation at RASA



Organisation

Service or  
Program

Individual

## Research and Evaluation Team

- Small team working alongside staff
- Wear many hats

## Organisation ECB

- Organisation plans and frameworks
- DOORS and Annual Client Survey

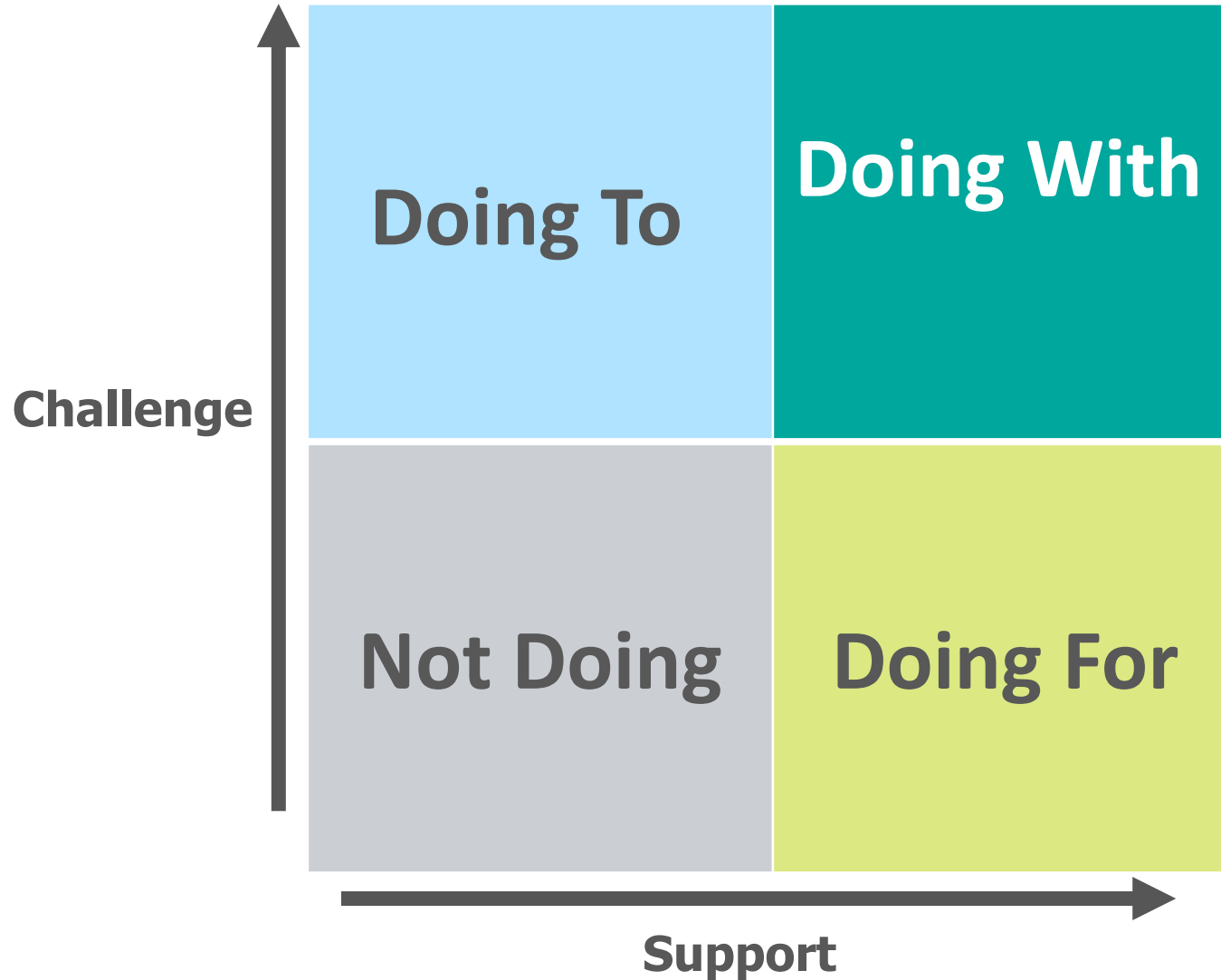
## Service or Program Teams ECB

- Service specific evaluation plans
- Mechanisms for collecting, accessing and using data

## Individuals ECB

- Data: why, what, how
- Identify key knowledge, attitudes, skills, behaviour change

# Relationship Between People and Data



## Not Doing

- Not seeing the benefit
- We already “know” the program works

## Doing To

- Expert says: go forth and do evaluation
- Data ‘for the researchers and funders’
- Lack of feedback loop can be harmful

## Doing For

- Assumption that staff not capable
- Small research and evaluation team- recipe for burnout and bottlenecks

## Doing With

- Coaching
- Feedback Loop
- Process owned with support
- Importance emphasised by leadership: staff days, induction, communication, decision making