

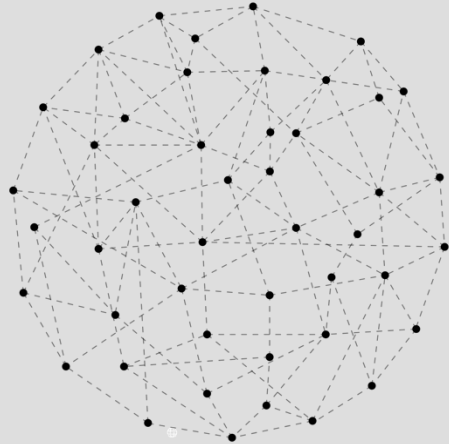
# Systems evaluation to the rescue!

How do we use systems evaluation to  
improve societal and planetary wellbeing?

Grosvenor™



# The what and why of systems evaluation



## What is a system?

... a set of components with an interdependent relationship whose interactions produce changes or results that are greater than the sum of their parts. **A systems view is a view on relationships, not the parts.**

... an abstracted view of a 'thing' nested within a context, that is itself nested in a context, with permeable boundaries that we set for our own benefit of understanding.

## Why evaluate in a system?

Evaluating in a system is about contextualising.

It recognises the interdependency of interactions between people, place, and power. Linear views of cause and effect are avoided, and instead we seek to understand the variety of influences that manifest through relationships, how they self-organise, the emergence that occurs as a result.

# Case study 1 – Victorian veterans’ sector system evaluation

Victorian general population

Victorian veteran community

Veterans living in Victoria

- › veteran-specific services
- › transition out services

Victorian Government

Department of Veterans’ Affairs

Ex-service organisations (ESOs)

General community, social, health, mental health, housing, employment and other services

- › older Australians
- › younger Australians
- › different family structures and supports
- › different conflicts, service types and reasons for service exit
- › women
- › Aboriginal and Torres Strait Islander community members
- › LGBTIQ+
- › DVA/non-DVA supported


Other members of the Victorian veteran community

- › family member, partner or war widow/er-specific services

**External influences:**

- › changing veteran community demographics
- › decreasing number of members of the veteran community
- › Royal Commission into Defence and Veteran Suicide
- › IGADF conduct an inquiry into the behaviour of the armed forces in Afghanistan

# Case study 2 – ACT disability justice system evaluation

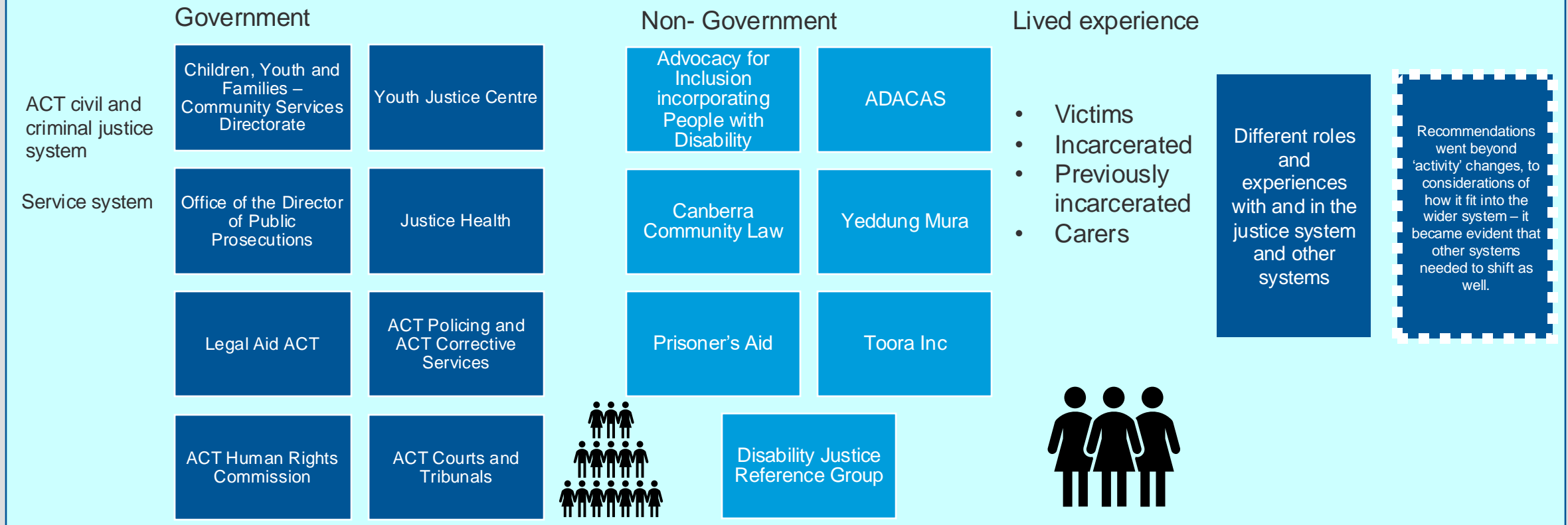
 ACT Disability Justice Strategy (DJS) and people with disability living in the ACT and their carers

External influences:

- Disability Royal Commission (influenced the evaluation)
- COVID (impacting delivery of the Plan / lack of progress)

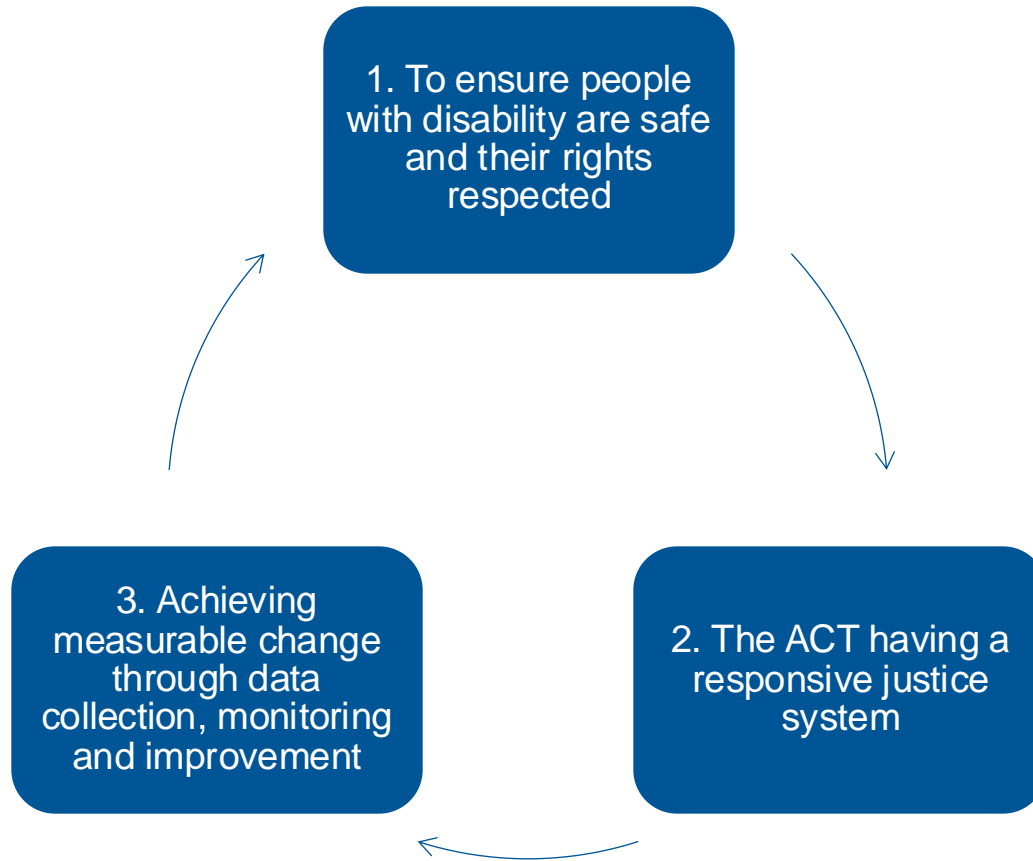
Organisations involved in the First Action Plan (FAP) of the DJS

Staff working in organisations involved in the FAP, and people with disability or carers of people with disability who have come into contact with the system.




Internal influences:

- Explicit understanding / exploration of the individual organisational context (i.e. internal cultures / attitudes, capacity to engage)
- Ideas of power imbalance – we did not diminish / downplay the lived experience perspective due to the low numbers



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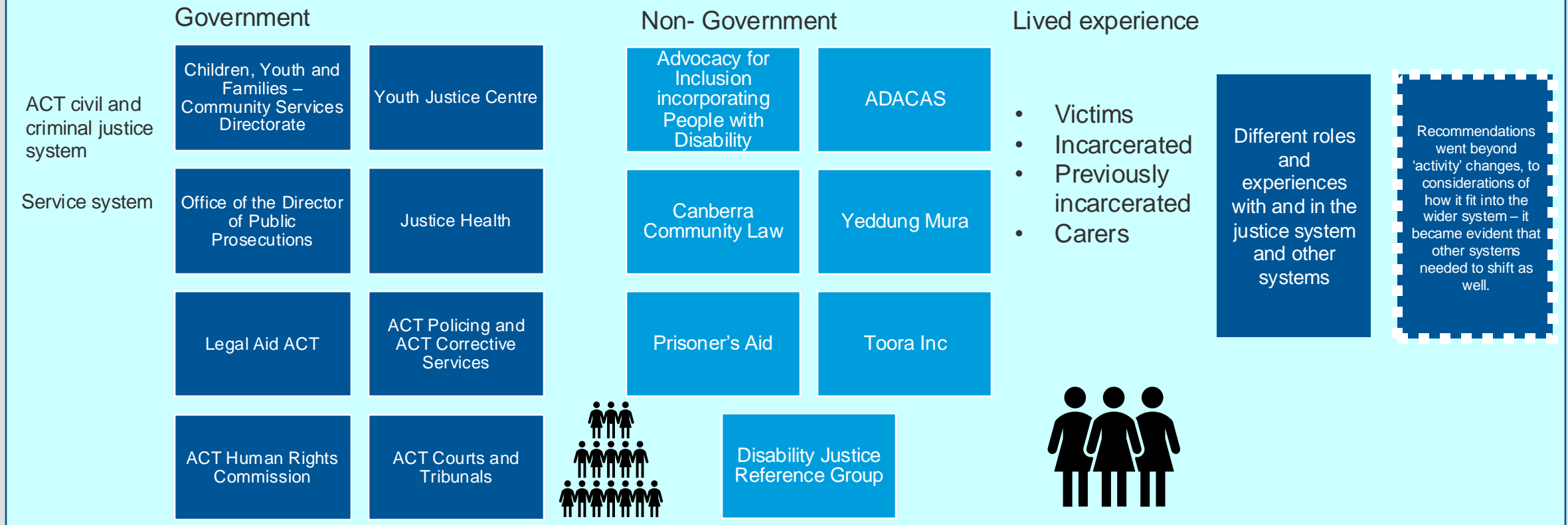
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# Our learnings

- › findings may be indicative rather than being statistically significant, but are no less important for that
- › break down the system into components and its system actors, and assess the efficacy of each component and actor
- › case study methods are invaluable for systems evaluations, to conduct an appropriately suitable realist systems evaluation
- › we don't need to map a system or produce a systems map to use systems thinking
- › systems are rarely designed from scratch with the target cohort in mind; they form over time and through adhoc changes. Systems evaluations can help to look at the 'big picture' to understand what is really working, what isn't, and what must change
- › we need to be aware of how inherent inequalities in existing systems can influence a systems evaluation
- › systems evaluations help you to identify other, unidentified or unaddressed problems, which informs better policy and program ming
- › they can produce uncomfortable truths!



# Any questions?

Come see me at the Grosvenor booth near the coffee cart to chat further, or grab your complimentary 60 minute consulting session



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