EVIDENCE TO ACTION:
PUTTING THE L IN MEL
March 2026

Acknowledgement of Country
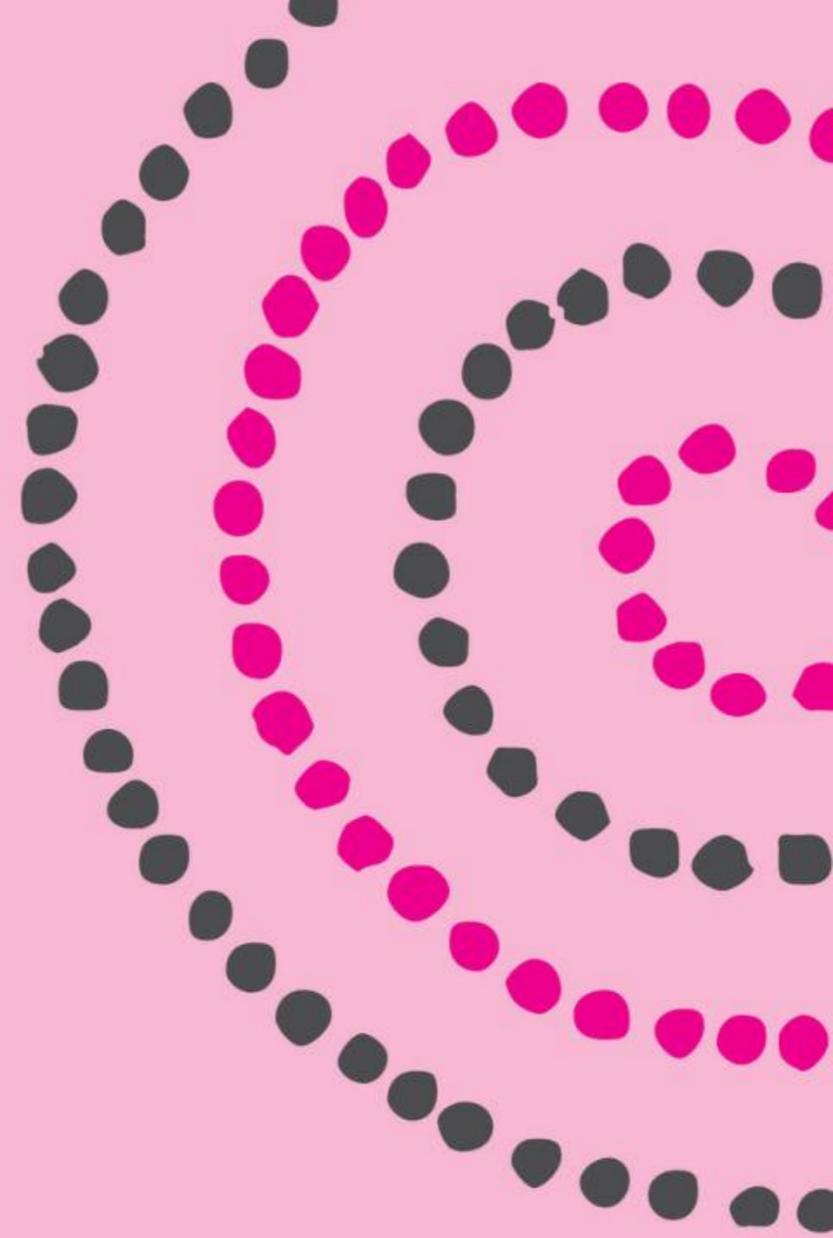
OUR WORK

We welcome and work alongside people and communities who seek our support. We meet them where they are, focusing on their strengths and working together to provide support when going through tough times, so they can lead their best life.

Our Program Pillars:

Housing and homelessness

Outcome: Safe, secure and affordable homes for all

Children, young people and families

Outcome: Safe, resilient and thriving families, children and young people

Mental health

Outcome: Improved mental health and wellbeing

Alcohol and other drugs

Outcome: Building healthier lives

People with disability

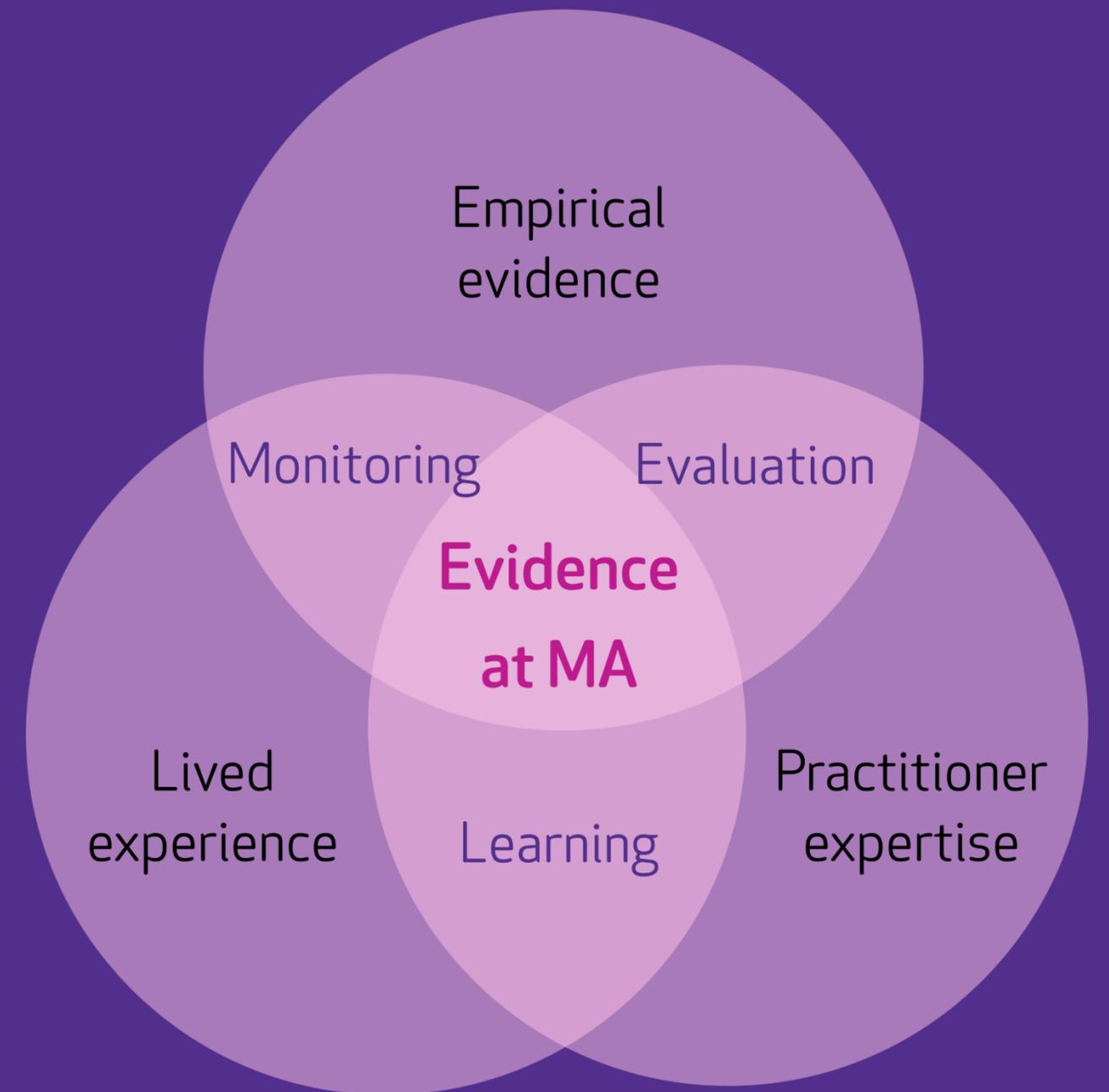Outcome: Inclusive communities and thriving lives

Employment, financial support and community engagement

Outcome: Increased participation and stronger communities

CENTRE FOR EVIDENCE AND INSIGHTS

Our Vision:

To inspire **curiosity for evidence** that leads to **learning** and **action** to increase the impact and effectiveness of Mission Australia's work

Empirical evidence

Monitoring

Evaluation

Evidence at MA

Lived experience

Learning

Practitioner expertise

OUR CHALLENGE

To move away from a **compliance mindset** and create a culture that values evidence as a driver of practice improvement - a **learning mindset**

BRIDGING THE GAP BETWEEN EVIDENCE AND ACTION

Dissemination
- Visual and interesting ways to communicate data, linked to our Homelessness & Stable Housing Support Flagship Service Model
- Meetings with managers or recordings to talk through the data

The Starting Point
Routinely collected data
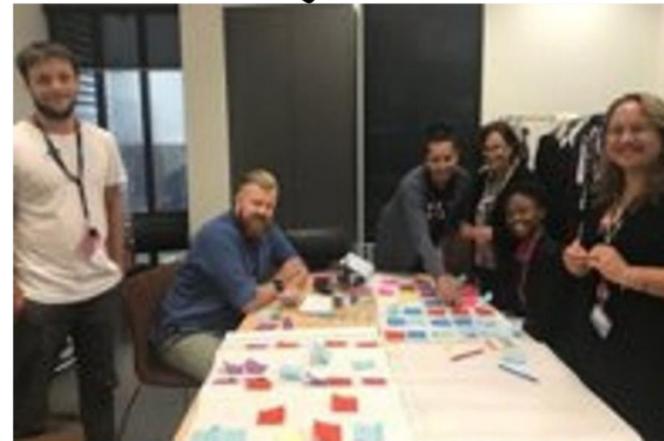
Learning
- 2-hour workshop with front-line staff to unpack insights, contextualise & share practice

Local action
- Identify key priority areas for improvement over the next year
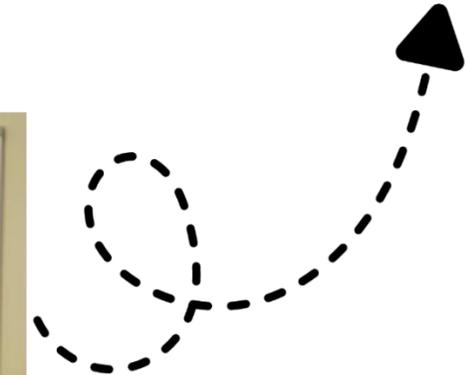- Log identified actions in CQI register

The Impact
Improvements in data quality
Measurable changes in practice
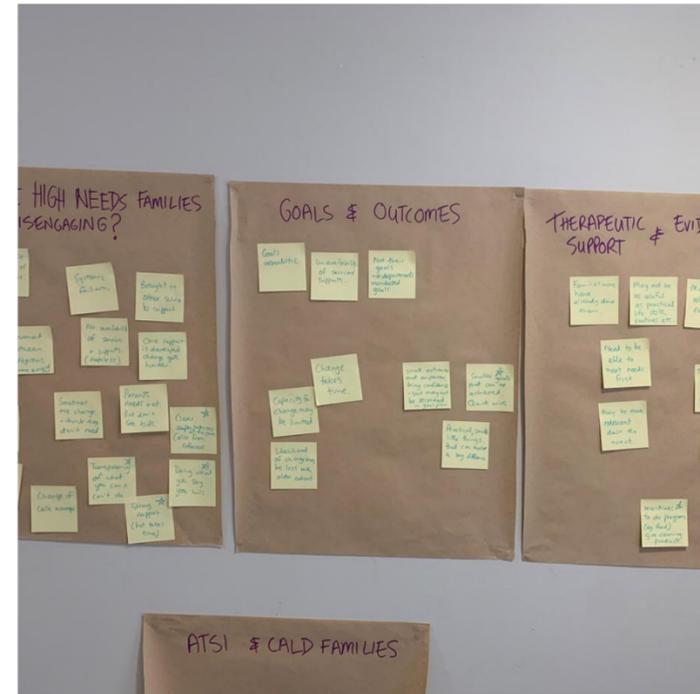Better outcomes

More data & learning
- Dashboards with real time data
- Ongoing support & coaching from Contracts & Service Improvement team to ensure actions are completed

WHAT WE LEARNED ALONG THE WAY

MONITORING EVALUATION LEARNING

Prioritising time for reflective practice is critical

We can't do it alone – we need a **multi-disciplinary approach** to bring the right people together

Knowledge brokers are key to translate evidence, build capacity and facilitate action

A learning approach needs to **align with organisational priorities**

THE LEARNING MINDSET IN FRONTLINE STAFF
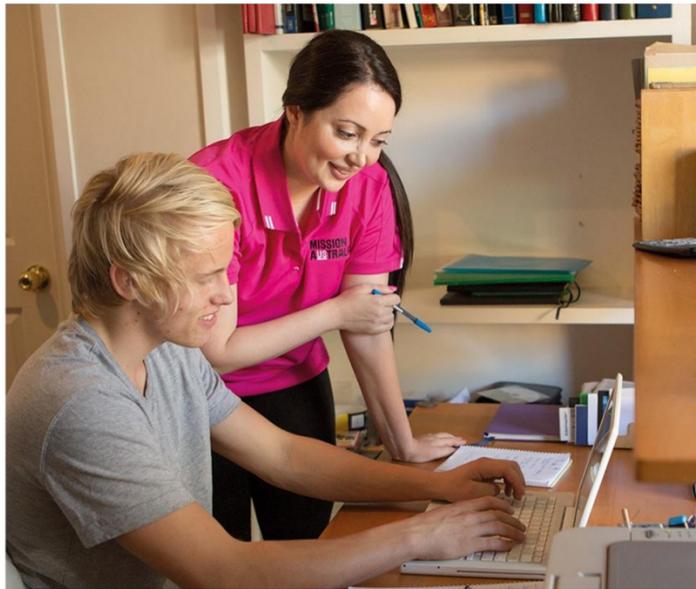
Better understanding of what their data shows about how the service is working

Identifying what's working well, what can improve, and whether the service is delivering what it says it does

Seeing how data feeds into organisational and funder reporting and why this is important

Recognising the value of 'admin' and how data can bring each person's journey to life and reveal overarching trends

WHAT HAS CHANGED IN PRACTICE

- **Increased engagement** with data and focus on data quality

- **Stronger support plans**

- **Improved recording** of referrals out to monitor collaboration and partnerships within local service systems

- **Increased numbers of exit surveys** (impact measurement and satisfaction surveys)

- **Increased staff satisfaction**

LET'S TRY A QUICK
EVIDENCE TO ACTION REFLECTION

REACHING TARGET GROUPS

94,636 support periods	67,824 individuals	59 daily average unassisted requests

GENDER

		Support Periods	Individuals
Women		62%	61%
Men		38%	39%

FIRST NATIONS PEOPLE

		Support Periods	Individuals
		35%	34%

AGE

		Support Periods	Individuals
< 18		30%	31%
18 - 24		18%	16%
25 - 54		43%	43%
≥ 55		9%	10%

REASONS FOR SEEKING ASSISTANCE (Top 5)

Housing crisis	40%
Financial difficulties	38%
Family & domestic violence	37%
Housing affordability stress	36%
Relationship or family breakdown	26%

Homelessness Status When Presenting

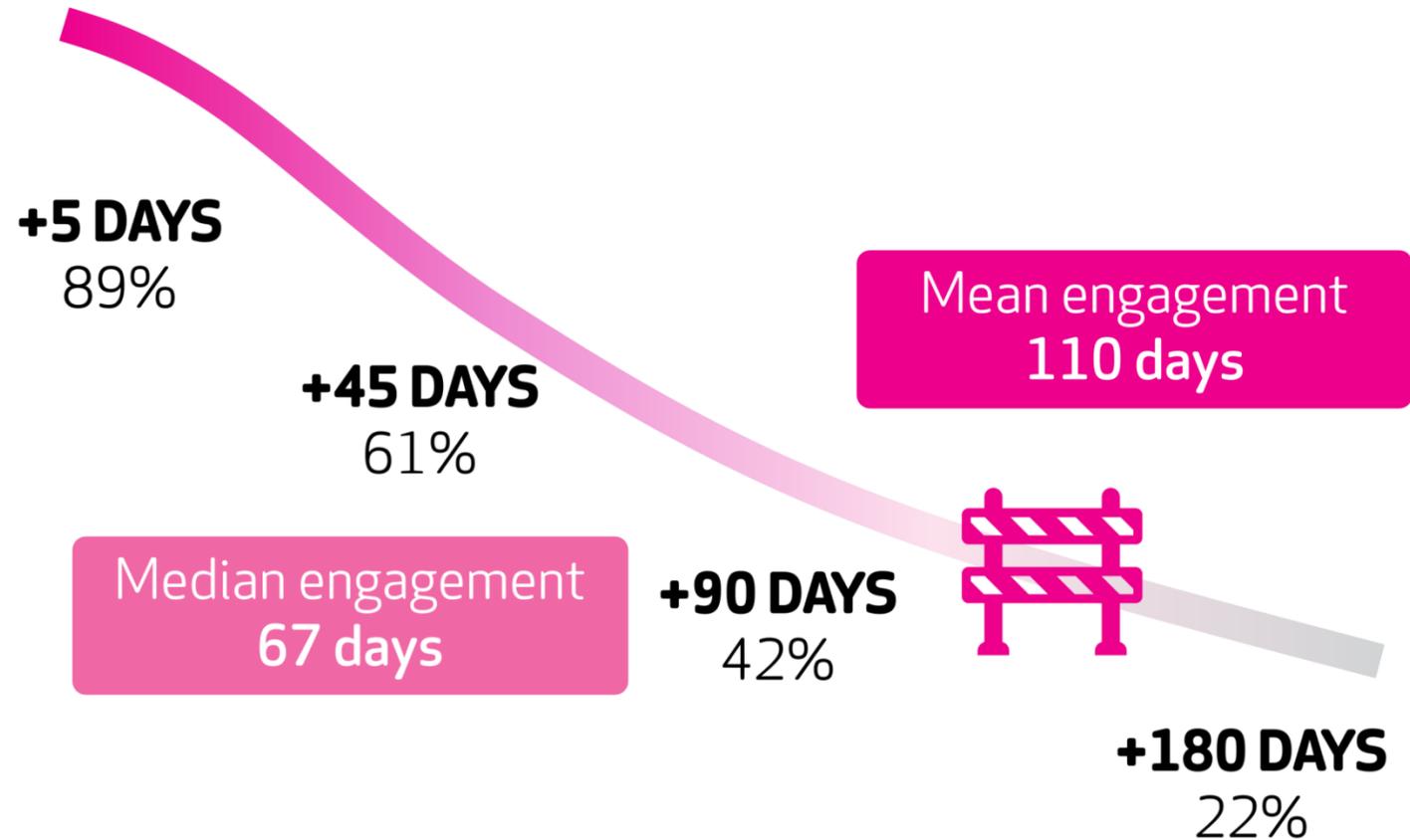| Homeless	At risk of homelessness
54%	46%

■ Homeless   ■ At risk of homelessness
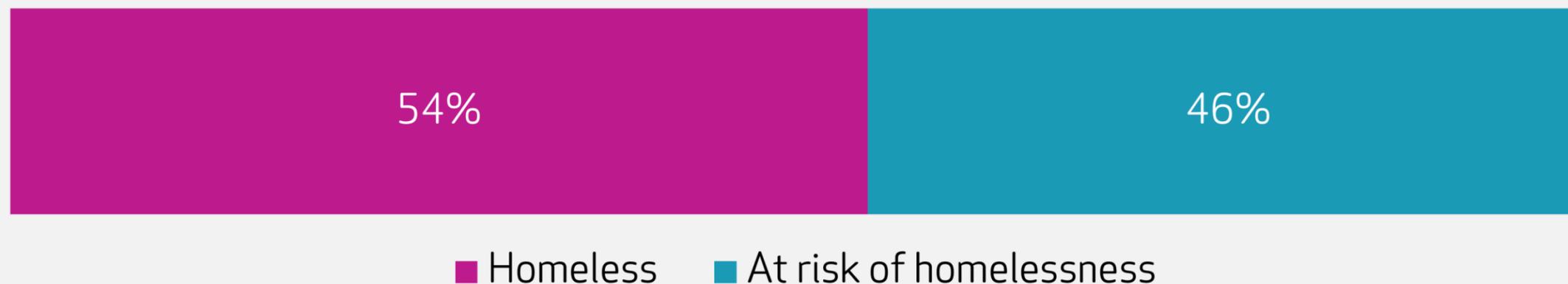
SUPPORT PROVIDED

56% had
case management plan

18% received financial assistance

Average $597

Proportion of people engaged by length of support period

+5 DAYS
89%

+45 DAYS
61%

Median engagement
67 days

+90 DAYS
42%

Mean engagement
110 days

+180 DAYS
22%

Proportion of people with identified need who received relevant support (Top 5 identified needs)

Category	Proportion
General services (n=66,435)	99%
Accommodation (n=43,708)	35%
Assistance to sustain housing (n=22,146)	77%
Other specialist services (n=14,636)	72%
Mental health (n=7,693)	44%
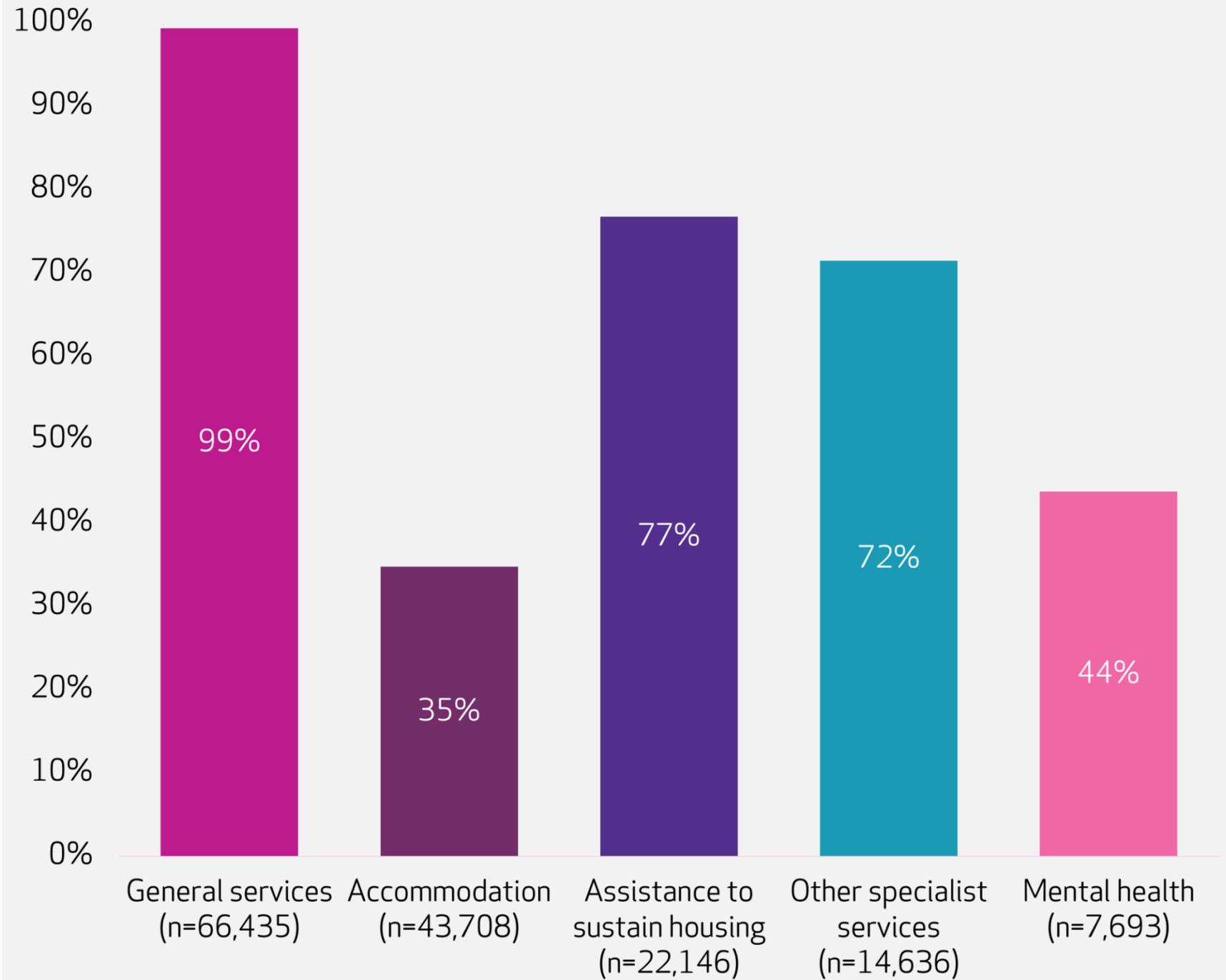
OUTCOMES

MOST COMMON REASONS FOR ENDING SUPPORT

Immediate needs met/ goals achieved — 47%

Lost contact/did not turn up* — 24%

No longer requested assistance — 23%

Referred to another service* — 15%

PEOPLE WITH CASE PLANS

91% made progress towards goals

PEOPLE AT RISK OF HOMELESSNESS AT ENTRY

91% had long-term housing at end of support
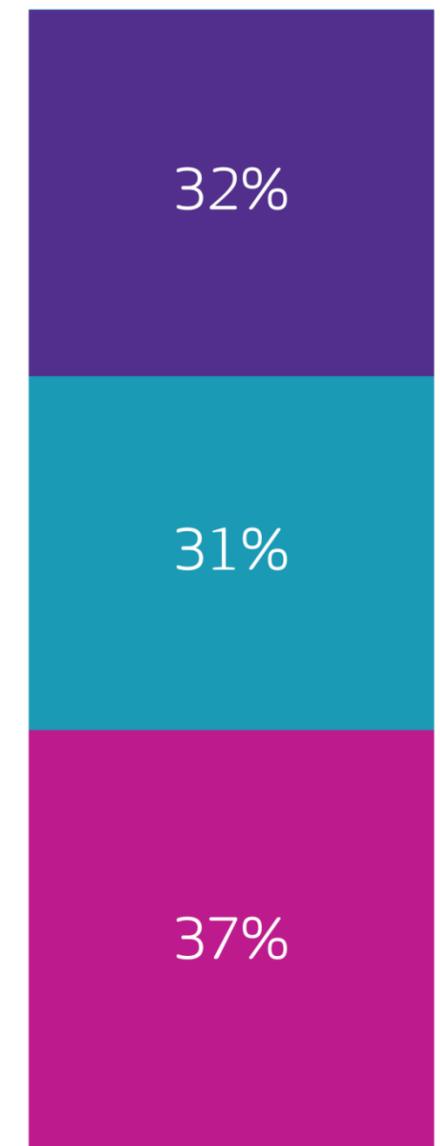
PERSONAL WELLBEING

81% had improved wellbeing

53% scored within or above the normative range

HOUSING SITUATION AT END OF SUPPORT FOR PEOPLE HOMELESS AT ENTRY

- No shelter/ improvised/ inadequate dwelling or couch surfing — 32%
- Short-term temporary accommodation — 31%
- Not homeless — 37%

Thank you

Feel free to approach us if you have any questions

impactevaluation@missionaustralia.com.au

MISSION AUSTRALIA