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SROI evaluation of the Beyond Empathy - Rites of Passage Project

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Report

Report preparation

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Executive Summary

This report presents the results of a Social Return on Investment (SROI) evaluation undertaken on Beyond Empathy's (BE) Rites of Passage project (RoP) that has been jointly funded by the Coca Cola Foundation (CCF) since the project's inception in July 2009 to June 2013.

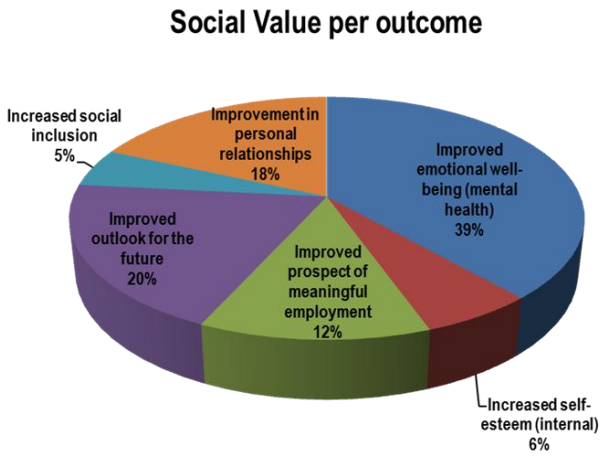
As part of the project, RoP project workers conduct film workshops with participants at local locations or on site. The young people are able to take up a variety of roles such as filming, acting, camera work, scripting and props. Through having this practical on the job learning and training, the young people are predicted to improve their own sense of self and build technical media, personal and other skills over time, thereby laying pathways for further education or other employment in the future. The engagement with participants extends beyond artistic engagement, with the project workers providing 'reaching out' support to the young people to reduce their risky behaviours and to assist them with their journeys of creating change.

The Social Return on Investment (SROI) methodology was used to forecast the social impact of the RoP project. SROI is an internationally recognised approach for understanding and measuring the impacts of a program or organisation from the perspective of material stakeholders. A monetary figure is then used as a proxy to represent the value of outcomes experienced by stakeholders.

From a total investment of **$632,823**[1] over **three years (July 2009-June 2013)**, the evaluation revealed that approximately **$1.94 million** in social value was created for various material stakeholder groups identified. The SROI ratio has been presented both as a single figure and as a range to account for a varying degree of assumptions in modelling the social value. For every dollar that is invested in the RoP program, it is calculated that:

- **As a single ratio: $3.10 in social value is created, and**
- **As a range: between $2.40 and $3.50 of social value is created.**

Social value was distributed across six identified outcomes[2] and is illustrated in the figure below.



Social value created per outcome

[1] CCF have funded $85,000 or approximately 13% of the cost

[2] Improved emotional well-being, Increased self-esteem, Improved prospect of meaningful employment, Improved outlook for the future, Increased social inclusion & Improvement in personal relationships

The key findings and highlights of the report are summarised below.

- High risk participants experienced more than double the amount of positive change in emotional wellbeing than other stakeholder groups. Given that they potentially started off at the most vulnerable state emotionally, this is a strong indicator of the effectiveness of the RoP project.

- High risk participant groups strongly felt that they had an improved prospect of meaningful employment in the future. This is a great outcome for the RoP project as it is likely that these participants had the lowest chance of securing jobs due to their personal backgrounds.

- Stakeholder groups that had the highest level of engagement demonstrated the strongest changes in social inclusion.

- Based on self-reported survey results, highly engaged participants had stated that they would not have achieved the outcomes formulated in this report without being involved in the RoP project. Similarly, these participants also self-reported the highest outcome attribution levels to RoP staff and activities demonstrating that the people involved in running the project had a very high level of influence in promoting positive change.
- The driving forces behind the success of the RoP project have been the:
    - role and experience of the lead project workers,
    - the length of the program, the opportunity given to participants to provide key input into mini projects, and
    - the production of tangible outputs throughout the course of the RoP project.

- Content of stakeholder feedback and results of surveys have indicated that it is important to be able to engage participants over longer periods of time and design programs that offer a wide range of programs suited to participants from various backgrounds in order to maintain and potentially increase the creation of social value across the six identified outcomes.

“Rites of Passage” and Beyond Empathy

This section provides some background to the “Rites of Passage” project, a brief overview of the SROI methodology and the approach taken to conduct this evaluation.

Program Background

Beyond Empathy (BE) is a community, arts and cultural development organisation that “uses the arts to influence change in the lives of individuals and communities experiencing recurring hardship”. It works in regional areas across Australia seeking to break cycles of disadvantage and help individuals to develop new skills. In the Illawarra, BE has used film projects to give young people the opportunity to develop life and technical skills and to use an artistic medium to examine and tell their stories.

One of these projects, “Rites of Passage” (RoP) is the focus of this SROI. The RoP project has involved a group young people in all aspects of filmmaking in relation to the production of a feature film by the same name. The film project was developed and undertaken in a collaborative manner with the director, Phillip Crawford.

As part of the project, BE conducts film workshops with participants at local locations such as the Berkeley neighbourhood centre or on site. The young people are able to take up a variety of roles such as filming, acting, camera work, scripting and props. Through having this practical on the job learning and training, the young people are predicted to improve their own sense of self and build technical media, personal and other skills over time, thereby laying pathways for further education or other employment in the future.

In addition to the work and training on the feature film, participants have had the opportunity to be involved in other film and artistic endeavours. Some participants have had the opportunity to practice their filming skills outside the workshop environment through work experience on short film projects and enterprise activities such as the making of an anti-smoking TV campaign, whilst others have received additional mentoring to pursue careers in acting or directing for example. A number have been involved in local community projects including the painting and repair of murals.

The engagement with participants extends beyond artistic engagement, with the project workers providing ‘reaching out’ support to the young people to reduce their risky behaviours and to assist them with their journeys of creating change. The additional support provided by the BE project workers has included:

- assisting them with employment including preparing job applications and CVs, contacting job network providers and CDEP
- referring to family support services
- providing transport, such as to required support services or to court hearings
- informal mentoring

- providing regular contact and one-on-one support for young persons as needed, such as with mental health or addiction issues
- social outings: skate parks, theatre, fishing, bowling

Over the course of the project participants have seen the results of their labour come to life with the finalisation of the Rites of Passage film, and many have received individual recognition for their involvement as well as the accolades coming from the receipt of film awards and screenings of associated short-film and enterprise projects.

Effectiveness of Arts-Based Interventions

There is a large amount of research linking outcomes on a range of measures for youth growing up in situations of disadvantage. These relate to physical and mental health, high risk behaviours, relationships, education and future prospects. Numerous interventions have been trialled to seek to alleviate the impact of disadvantage on youth. Of particular interest in relation to the current project, a number of research studies have evidenced the impact of using arts based interventions to create positive change such as improvements in academic achievement, self-esteem, motivation, resilience, communication and tolerance and empathy towards others[3]. For example, Australian not-for-profit organisation The Song Room demonstrated that arts-based intervention programs at schools in disadvantaged areas of NSW led to an improvement in self-esteem, student engagement, classroom participation, reading and literacy, and aspects of emotional wellbeing amongst participants. Similarly, the Creative Youth Initiative program run by Mission Australia highlights improvements in self-esteem, social skills, coping mechanisms, a sense of belonging, and improved links with services as being some key outcomes reported by participants on finishing the program[4].

Social Return on Investment

The Social Return on Investment (SROI) methodology was used to assess the social impact of Rites of Passage.

SROI is an internationally recognised approach for understanding and measuring the impacts of a program or organisation. It looks at what changes for key stakeholders, from the perspective of these stakeholders.

Using the SROI approach, it is possible to measure the 'impact' of activities, rather than simply measuring the delivery of activities (such as "number of young people attending workshops" or "number of short films completed"). It also enables organisations to get a better understanding of the processes that affect their stakeholders, by identifying the links between activities and impacts.

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[3] *The Song Room: Bridging The Gap In School Achievement Through The Arts*, http://www.songroom.org.au/wp-content/uploads/2013/06/Bridging-the-Gap-in-School-Achievement-through-the-Arts.pdf

[4] Mission Australia: Creative Youth Initiative http://www.missionaustralia.com.au/document-downloads/category/22-documents?download=364:that-thing-that-changed-everything-using-creativity-as-a-tool-for-positive-change-in-young-people-s-life

Once impacts have been identified, a monetary value is used to represent the outcomes experienced by stakeholders. The value of the outcomes can be compared to the investment required to generate the outcomes, providing an indication of cost effectiveness. SROI thus puts social and environmental impact into a language which is widely understood by investors and decision makers.

Please refer Appendix B for further information about the SROI methodology and an explanation of key terms.

Scope of evaluation

This evaluation covers the entire funded duration of the Rites of Passage project from July 2009 until June 2013. The project was focused on two neighbourhoods (Warrawong and Berkeley), the suburbs where most of the participants resided. Over the three years of the RoP project, over 150 people have been involved, including one-off attendances by family and friends of participants.

This evaluation has focused on the 62 young people who have consistently stayed involved with the project, and with whom BE still have contact. The scope of this SROI extends beyond the workshops and making of the feature film to include the full range of activities, engagement and support provided by the RoP project workers over the three years of the project.

Over 30 stakeholders of the project (see Appendix C for stakeholder engagement schedule) were engaged through one-on-one or group interviews in order to determine the project "theory of change." A bespoke survey was administered to over 30% of the project participants in order to evidence the social outcomes identified in the theory of change.

Considering the varied activities of the RoP project, it was essential to engage with a number of stakeholders in order to determine the range of outcomes for participants and gain a better understanding of the context in which the various social changes were being created.

Stakeholders and the theory of change

This section provides a closer look at the stakeholders for whom social value is created through their involvement with the RoP project and lists the varied activities and outputs accomplished over the three years since the project's inception. The Theory of Change for the RoP project is also depicted, outlining the short, medium and long-term changes the participants benefit from.

Stakeholders

The potential stakeholders of RoP were identified in consultation with the project steering group[5] set up for this project. Based on the input provided by the steering group and interviews conducted with a selection of stakeholders, material stakeholders of Rites of Passage were identified. Only those stakeholder groups deemed material have been included in the SROI calculation. All stakeholders of Rites of Passage and the rationale for the selection of the material stakeholders are presented in Appendix D: Stakeholder details.

In SROI, a stakeholder is deemed 'material' if sufficient social value, in the context of the total social value created by RoP, has been created for that stakeholder to merit their inclusion in the analysis. The aim is to focus the theory of change on those changes which are most significant and which merit being included in the lengthy data collection and modelling process.

The material stakeholders of RoP are described in Table 1: Material stakeholders of Rites of Passage. These stakeholders are split between 5 categories and include 62 young people who have had ongoing involvement in RoP over the three year period. The stakeholders live predominantly in two suburbs of high disadvantage, Warrawong and Berkeley.

> ***Warrawong****: Warrawong has the highest level of socio-economic disadvantage in NSW with a SEIFA[6] Index Score of 747. This index measures the level of disadvantage in terms of income, high unemployment and low levels of education. Warrawong has a high unemployment level of 19.1% compared to 7.6% for the Wollongong LGA. Most of the Warrawong residents in the RoP project live in the Public Housing Estate - Bunderleer ("Lego Land"). Most are from single parent households.*
>
> ***Berkeley****: Berkeley, with its high public housing and many young families, is considered the seventh most disadvantaged community in the Illawarra scoring 882.4 on the SEIFA Index. Most of the Berkeley residents involved in the RoP project are Indigenous males between the ages of 15 and 25 years. All have a history of inter-generational disadvantage, relating to unemployment, substance abuse and mental health issues.*

[5] Beyond Empathy: Kim McConville, Nicola Speden, Gemma Parsons, Phil Crawford, Select project participants, Coca Cola Foundation: Michelle Allan, Lee Findlay

[6] Socio-Economic Indexes for Areas (SEIFA) is a product developed by the ABS that ranks areas in Australia according to relative socio-economic advantage and disadvantage. The indexes are based on information from the five-yearly Census

Table 1: Material stakeholders of Rites of Passage

Stakeholder group	Number of participants	Description
High Risk/ High Engagement Participants	4	Participants who have experienced multiple layers of disadvantage (mental health issues, drug and alcohol addictions, homelessness etc.) and have limited support networks. Have participated in over 130 hours of face-to-face workshops with Beyond Empathy in the past 3 years.
High Risk/ Medium Engagement Participants	8	Participants who have experienced multiple layers of disadvantage (Mental Health Issues, Drug and Alcohol Addictions, Homelessness etc.) and have limited support networks. Have participated in over 50 hours of face-to-face workshops with Beyond Empathy in the past 3 years.
Med-Low Risk/ High Engagement Participants	10	Participants who have experienced disadvantage and ongoing hardship, and have some access to support networks. Have participated in over 130 hours of face-to-face workshops with Beyond Empathy in the past 3 years.
Med-Low Risk/ Medium Engagement Participants	16	Participants who have experienced disadvantage and ongoing hardship, and have some access to support networks. Have participated in over 50 hours of face-to-face workshops with Beyond Empathy in the past 3 years.
Low Engagement Participants	24	Participants who have experienced multiple layers of disadvantage and ongoing hardship and have varied access to support networks. Have participated in less than 50 hours of face-to-face workshops with Beyond Empathy in the past 3 years.

Activities and outputs

Over the three years of the project, the participants took part in a number of activities outlined in the table below. The range of activities and resulting tangible outputs of the project have also been identified in the table below.

Table 2: Rites of Passage Activities and Outputs

Activities	Outputs
Core film work and skills development • Project workshops: activities that involve filming, art production, training, evaluation, and/or planning • Film production and training: script writing, directing, acting, camera, sound, acting, props, editing, sound mix • BE Leadership Camp • Business skills (e.g. contract design and development, permission forms) • "Rites of Passage" feature film project • "Directions" short film project • *Via the Intensive Skills Development Program ten highly engaged young people had their skills assessed and*	**Productions** • Feature film: Rites of Passage • Feature Film trailer • Production of a number of short films e.g. 2506 • 2506 won audience award at the Margaret River Shorts Festival WA and screened in Ireland at the Fastnet Film Festival • Various mural artworks • Publication: Guidelines for Working in Aerosol Art publication • Production of anti-smoking advertisement for Illawarra Area Health Service

Activities	Outputs
recorded on a skills register developed in line with TAFE KPI's to allow for recognised prior learning (RPL) into other courses • Media interviews **Additional film/enterprise work / work experience program** • Paid and unpaid independent projects – offering some participants the opportunity to do extra film work e.g. for Groupwork Solutions, Port Kembla Community Project, White Ribbon Day • Tobacco project – in partnership with NSW Health producing a TV ad about smoking • Illawarra Senior Campus "10 UP" project **Mentoring of young people as emerging artists** • E.g. directing, acting outside of the project • Participation in the project by local actors / artists • *Several young people were invited to participate in the Coca Cola Happiness Ambassadors' visit in July 2010. A team of young people attended the Sydney event from the Illawarra and created an echidna out of Coca Cola bottles. They also painted several bottles, two of which were selected to go to the Coca Cola bottle collection in Atlanta* **Other artistic activities** • Arts workshops • Music workshops • Graffiti projects: repairing / painting murals in the community **Support and advocacy work** • Referral and assistance with support services e.g. counselling • Job search support/assistance • Skill development and course enrolment support • Advocacy to government departments and organisations • One-on-one contact and support • Street work (approximately 200 street work hours) • Transport assistance • Partners and supporters meetings **Events** • Attendance with 4 participants at the CCAF meeting to secure further funding • Attendance at the Aboriginal Health promotions awards for the tobacco advertisement • Attendance at NZ Film Festival with one participant • Launch of the tobacco advertisements (200 people) • Community screenings of short films **Outings** • E.g. to skate parks, theatre, fishing , bowling	• Production of "10 Up – Year 10 Reflections" for Illawarra Senior Campus • 6 young people taken to the SCG as part of the Coca-Cola Expedition including an arts workshop **Workshops** • Over 1600 workshop hours (1602.75 count) **Support and Advocacy** • Over 400 support and advocacy hours (418.75 count) **Community Work** • Approximately 200 street work hours (195.5 count)

These activities and outputs form the foundation for the resulting social outcomes that participants experienced, as outlined in the following sub-section.

The theory of change

SROI is based on the theory of change. This is a description of how inputs are used to deliver activities which, in turn, result in outcomes (changes) for each stakeholder. The theory of change tells the story of how participants are involved with the RoP project and their perception and belief of how their lives have changed as a result.

Interviews were conducted with the identified material stakeholders to formally establish the theory of change. As stated earlier, over 30 stakeholders were interviewed as part of the qualitative stakeholder engagement component of this SROI. This allowed us to get a first-hand perspective on the types of change that clients have been able to make in their lives as a result of the program. Additionally, conversations with family members, friends and project staff gave us third-party perspectives on the changes that they had seen in participants.

Table 3 presents RoP's Theory of Change, with short and medium term changes (those changes that are necessary steps in achieving final outcomes) and final outcomes for all material stakeholders with supporting quotations obtained during the stakeholder engagement. The table also shows quotes from other interviewed stakeholders (family members, friends and project staff) related to each outcome identified in the theory of change.

Table 3: RoP Theory of change

Short Term Changes Skills and Awareness	Medium Term Changes Behavioural Changes	Final Outcomes Long Term Changes	Quotes from various project stakeholders (Source: Stakeholder engagement)
• Having something to look forward to • Have a good experience being involved with the project • Re-engagement with learning informally • Gain new technical skills • Understanding of roles on a film set • Gain artistic knowledge associated with film making • Developed work ready skills - Following instructions - Verbal and written communication - Working in a team - Working to a schedule - Mentoring peers - Carrying out tasks without supervision - Operating special equipment with care and according to instruction - Self-management skills • Taking on responsibilities • Accept and work with constructive criticism of their work • Planning and organisation skills • Build communication skills - able to successfully convey their artistic thoughts and ideas to another person - ability to share and convey their emotions and feelings effectively	• Sense of closure from past hurts or traumas • Reduced paranoia • Reduced anxiety • Reduced incidences of depression	***Improved emotional well-being (mental health)***	*- "It gave them a reason to get out of bed"* *- "Allowed him to open up. He would otherwise have been constantly shy or paranoid"* *- "The carer story in the film – got closure from seeing this in the film (the carer story was her story in the film – she was 14 back then). She watched the film with her mum and they both got closure"*
	• Have more confidence in abilities • Become more comfortable with themselves • Sense of pride • Sense of accomplishment • Reduced shyness • Feel comfortable with self • Have clear direction and purpose in life • Improved prospect of completing education • Improved chances of applying for further qualifications • Increased motivation to return to school	***Increased self-esteem (internal)***	*- "The stereotype of someone from a housing commission estate is all about drugs etc. – but look at us – we've made a film"* *- "The kids aren't being talked at, Phil creates situations where the kids actually do the things so learn things for themselves – creates a better experience and sense of achievement"* *- "They get told that they'll never accomplish anything but they have – look at what they have accomplished"* *- "When someone says 'that's great' (about being involved in the film) it feels good inside"* *"They do things that they would not have thought is normally achievable. Gives them a lot of self-confidence"* *- "Often the younger people look up to them just like they look up to Alias."* *- "Gemma has helped him to be more comfortable with who he is."*

Short Term Changes Skills and Awareness	Medium Term Changes Behavioural Changes	Final Outcomes Long Term Changes	Quotes from various project stakeholders (Source: Stakeholder engagement)
• Develop basic literacy skills • Leadership skills - Directing their own films - Young people speaking in public (at the launch of the tobacco ad and trailer) - Older youth assist in workshops with younger ones as a kind of peer support • Ability to empathize with others • Become outgoing • Opportunity to meet new people • Project has allowed them try new things • Introduced them to new experiences • Helped them make new friends • Get access to appropriate information when needed • Exposure to positive role models • People putting trust in them	• Return to school • Get into work • Feel more involved in school • Have a more positive attitude towards school • Increased motivation • Development of new technical skills • Increased awareness of career opportunities	***Improved prospect of meaningful employment***	*-"They are getting opportunity in life that the average young person wouldn't get. For example, a young person in that film got some work with ABC. He is now a good actor and more confident, and ABC picked him up and gave him a job. This child, who had never had the opportunity, at BE had a life changing experience. His family have been unemployed in the long term."* *- "Having this opportunity that arises in this area – it gives us hope" (seeing Alias get a job)* *- "Learnt new skills – a bit of everything, such as directing, editing, sound fixing, booming, storyboarding, acting and writing"* *- Since the age of 14 he has worked as a kitchen hand – doing it for the money but now he can see that he can go on to do films and stuff*
	• Take own initiative to achieve goals • Increased commitment to complete tasks • Increased hope about the future • Improved productivity • Increased sense of commitment • Reduced risk taking behaviours • Increase sense of responsibility • Willingness to make long-term commitments	***Improved outlook for the future***	*-"Gemma and Phil are significant people to many young people. While young people do relapse, their hearts and minds look at Gemma and Phil, makes them want to do things differently in life based on the inspiration from Gemma and Phil"* *- "If it wasn't for Phil I'd be on my way to the lock-up or I'd already be in the lock-up"* *- "Learnt to be accountable for their process, as they have to stay in the process for quite some time. Other things have happened in their lives, and they had support networks .Hence, behaving well was part of them being accountable"* *- "Any creative process that lets you go somewhere else in your mind, shows different possibilities in future, gives you a sense that you can have a different future"* *- "Helped keep him off the drugs a bit"*

Short Term Changes Skills and Awareness	Medium Term Changes Behavioural Changes	Final Outcomes Long Term Changes	Quotes from various project stakeholders (Source: Stakeholder engagement)
	• Feel more connected with the community • Ability to relate to others from other communities • Feel that they are part of something bigger • Improved ability to form friendships • Increased friendships with different people	***Increased social inclusion***	*-"Get to meet new people as people walk up to you and ask were you in the film"* *- "Feeling that I was a part of something bigger – which felt great"* *- "Feels that he can talk to different types of people"* *- "Made you more connected with the community"* *- Wouldn't have been able to talk to strangers or people that he doesn't know (like now – having the conversation with me – he would not have been able to have done this previously)*
	• Helped them strengthen new friendships • Improve relationships with family members	***Improvement in personal relationships***	*-"One of his brothers praised him about the film, that he made the best film"* *-"Great to see her and all her related family getting on together"* *-"Makes you realise that your son is not the only one out there – it opens your eyes that there are other people out there with issues"* *-"Parents were so proud to have their kids be in this program. This had never happened before"*

By formulating a theory change we can clearly see how the provision of activities and opportunities through the RoP project enable participants to experience various levels of change (short-term, medium-term) over time that ultimately lead to overarching long-term change or social outcomes. The theory of change described in this section is based on qualitative data gained through stakeholder engagement. The next sections discuss the quantification and valuation of these outcomes.

Evidencing Outcomes

This section briefly outlines the process taken to quantitatively evidence the outcomes identified in the theory of change.

Outcome Scales

In order to evidence the outcomes identified in the theory of change, SROI methodology relies on primary data collected directly from stakeholders to *indicate* the occurrence of an outcome for each client. Indicators can be subjective (based on self-reporting by clients) or objective (easy to count activities or behaviours) and are based on the theory of change.

It is also acknowledged that every participant is unique and starts/ends their respective programs at different achievement levels. In order to account for this, Net Balance and the RoP project staff worked together to devise bespoke case -management style "outcome scales" as a survey tool to determine how much change or "distance travelled" had been experienced by each client. The scales were based on aspects of each outcome taken from the Theory of Change and are constructed on a 5-point hierarchy of outcome magnitude. The content of the scales are informed by best-practice outcome measurement descriptors used in the Outcome-Star[7] case-management tools.

Each point on the scale has a unique set of descriptors that can be used by participants to determine where they stood with respect to the context of each outcome when embarking on the project, and again three years after RoP's inception.

Data was also collected on two other essential aspects of SROI (collectively known as impact):

- ***Deadweight****: To what extent the clients thought they would have experienced the outcome if they hadn't been involved with the RoP project.*
- ***Attribution****: What proportion of the outcome they would attribute to the influence of RoP staff and activities as opposed to others.*

The entire survey toolkit is shown in Appendix E. RoP staff utilised the toolkit to gather data from project participants in early July 2013. The results of the data collection (specifically distance travelled per outcome) are shown in the tables in Appendix G.

The data collected during this phase of the project is used in an economic model to determine the magnitude and quantity of social value created through the operations of the RoP project. A summary of these values per stakeholder group are presented and analysed in the following section.

[7] http://www.outcomesstar.org.uk/

Summary of Social Outcomes

This section presents a summary of social value created and the magnitude of outcomes achieved per stakeholder. The impact (in SROI terms) is also analysed and key findings are highlighted.

Valuing outcomes

The social value of the RoP project is calculated by combining the results of the outcome survey and assigning financial proxies to represent the social value created by each outcome. The movement on the outcome scales and self-reported responses to deadweight and attribution dictate what proportion of each proxy is assigned to individual clients while valuing the change. Information on financial proxies (rationale, source, value) and benefit periods of outcomes are included in Appendix E.

Summary of outcomes

In Table 4, for each stakeholder group we have presented:

- the average self-reported movement along the outcome scales,
- the average deadweight and attribution assigned to each outcome as reported by clients, and
- the social value created for each outcome.

Figure 1 contains chart data of RoP participants average distance travelled across the scales.

Figure 2 depicts the average deadweight and attribution per stakeholder.

Table 4 Summary of outcomes for youth

Outcome	# Surveyed	Total # in RoP	Average Distance Travelled	Average deadweight (%)	Average Attribution (%)	Social Value created
Stakeholder	**High Risk/High Engagement**					
Improved emotional well-being (mental health)	4	4	63%	0%	94%	$251,972
Increased self-esteem (internal)			45%	0%	88%	$17,946
Improved prospect of meaningful employment			38%	0%	94%	$48,249
Improved outlook for the future			50%	0%	94%	$105,993
Increased social inclusion			45%	6%	94%	$21,895
Improvement in personal relationships			32.5%	25%	92%	$28,204
Stakeholder	**High Risk/Medium Engagement**					
Improved emotional well-being (mental health)	2	8	63%	50%	88%	$187,443
Increased self-esteem (internal)			50%	38%	75%	$14,887
Improved prospect of meaningful employment			63%	50%	75%	$43,584
Improved outlook for the future			38%	63%	75%	$32,314
Increased social inclusion			13%	33%	63%	$1,495
Improvement in personal relationships			25%	63%	75%	$113,698
Stakeholder	**Med-Low Risk/High Engagement**					
Improved emotional well-being (mental health)	6	10	25%	18%	92%	$133,569
Increased self-esteem (internal)			50%	8%	88%	$47,001
Improved prospect of meaningful employment			58%	25%	75%	$112,582
Improved outlook for the future			33%	4%	79%	$142,960
Increased social inclusion			50%	8%	79%	$51,652
Improvement in personal relationships			25%	29%	92%	$119,653
Stakeholder	**Med-Low Risk/Medium Engagement**					
Improved emotional well-being (mental health)	5	16	25%	10%	85%	$173,056
Increased self-esteem (internal)			50%	25%	85%	$31,442
Improved prospect of meaningful employment			30%	45%	70%	$33,354
Improved outlook for the future			20%	20%	90%	$68,514
Increased social inclusion			70%	30%	75%	$21,093
Improvement in personal relationships			25%	60%	80%	$45,201
Stakeholder	**Low Engagement**					
Improved emotional well-being (mental health)	5	24	25%	55%	45%	$15,928
Increased self-esteem (internal)			55%	35%	75%	$9,196
Improved prospect of meaningful employment			25%	75%	95%	$5,962
Improved outlook for the future			50%	45%	95%	$43,221
Increased social inclusion			40%	30%	100%	$4,332
Improvement in personal relationships			30%	45%	95%	$55,992

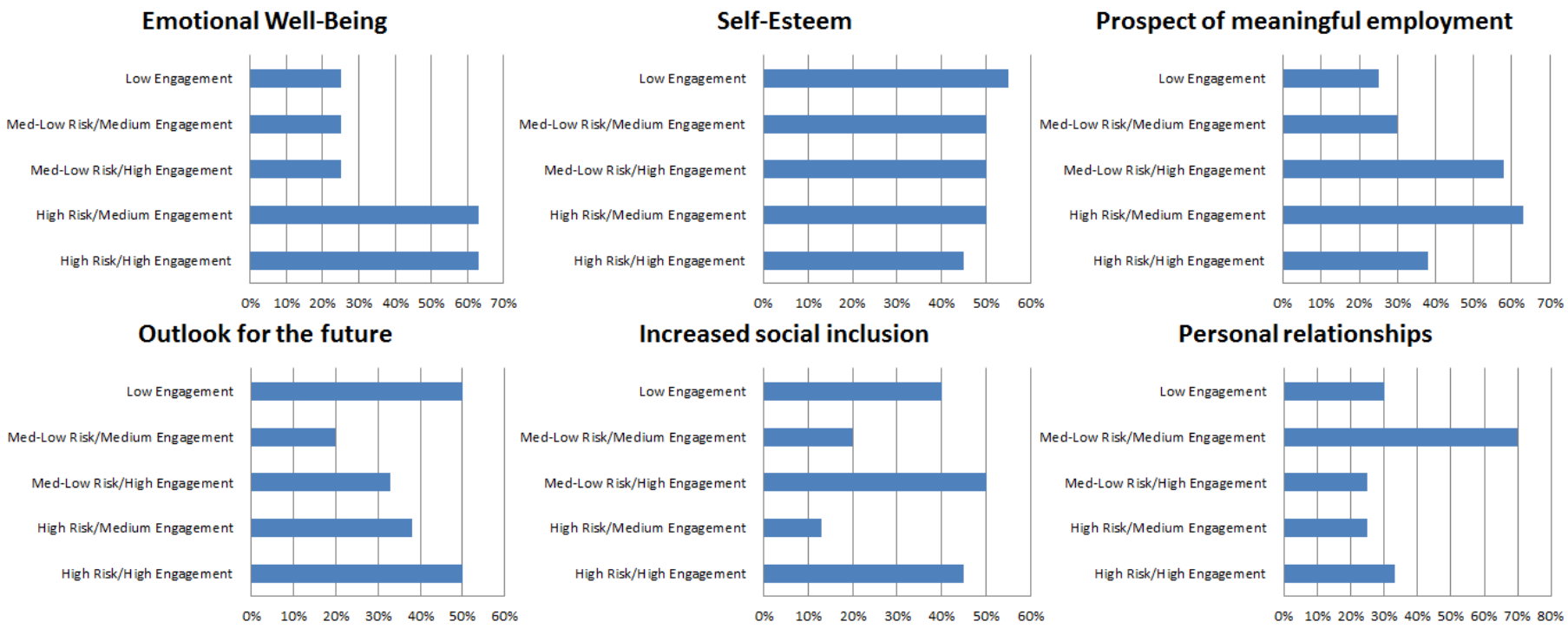

Figure 1: Average distance travelled by stakeholders for each outcome

- In terms of improvement in **emotional well-being**, high risk participants experience more than double the amount of positive change than other groups. Given that they potentially started off at the most vulnerable state emotionally, this is a great indicator of the effectiveness of the RoP project.
- All stakeholder groups experienced approximately a similar magnitude of change in **self-esteem**. Feedback regarding this outcome was unanimous during stakeholder engagement and is represented accordingly in the results.
- Both groups that had the highest level of engagement demonstrated the strongest changes in **social inclusion**. However, the low engagement group had a greater distance travelled for this outcome than medium engagement groups. This could be due to these individuals attending sessions sporadically but still feeling confident of contributing to and connecting with their communities outside of RoP project activities.

- Both high risk participant groups felt that they had an improved **prospect of meaningful employment** in the future. This is a great outcome for the RoP project as it is likely that these participants had the lowest chance of securing jobs due to their personal backgrounds.
- High risk participants had a greater distance travelled in **improving their outlook for the future** than medium to low risk participants. This again demonstrates the strong impact the RoP project has had on changing the previously bleak outlook on life that was held by participants who fell into this group.

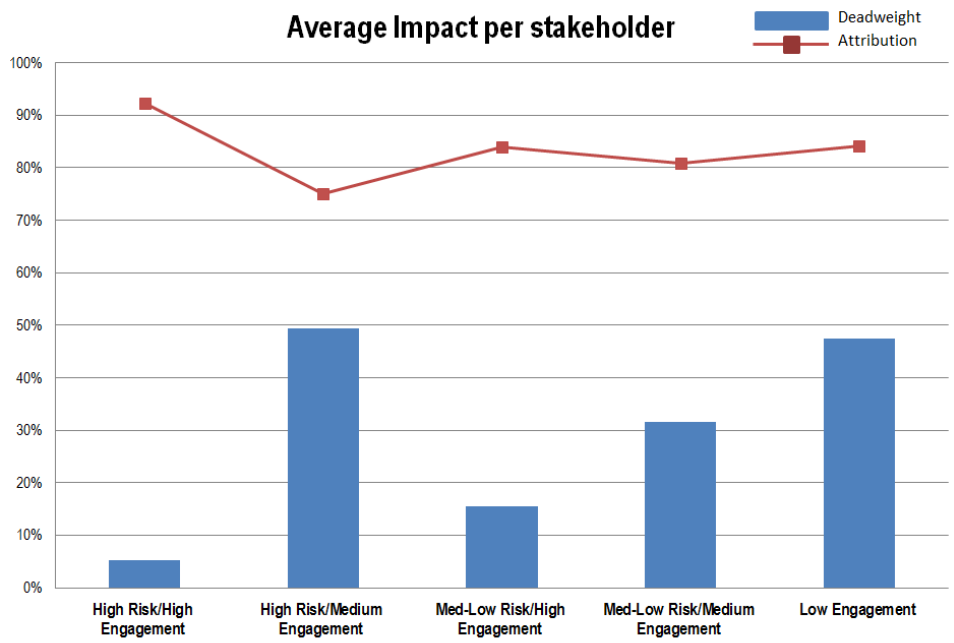

Figure 2: Average deadweight and attribution as reported by each stakeholder

- Highly engaged participants (both high and medium to low risk) had the lowest self-reported deadweight on average across all outcomes. This means these groups would not have achieved the outcomes formulated in this report without being involved in the RoP project.
- Similarly, both the above-mentioned groups self-reported the highest outcome attribution levels to RoP staff and activities. This demonstrates that that the people involved in running and participating in the project had a very high level of influence in promoting positive change for participants falling into these two groups.

The analysis of outcome data collected from RoP participants revealed that the project has been appropriately designed to address the needs of the target groups. Additionally data gathered on SROI "impact" indicate that the RoP project is a vital intervention in creating outcomes for High Risk participants.

Summary of findings

This section presents the overall findings of the SROI forecast for the RoP project. The value of social outcomes per stakeholder group, the spread of outcomes and the social value for participants are discussed.

Investment in RoP

A total investment of **$632,823 over three years** was required to run the RoP project and includes contributions from various sources. The breakdown of costs and sources are shown in Appendix A. CCF have funded **$85,000** or **approximately 13%** of the cost.

Social value created through the RoP project

Utilising an economic model based on stakeholder engagement and data collection, the total social value created by the RoP project was calculated. By monetising these outcomes, the social value to those involved in the RoP project was valued at **$1,939,875**.

For every $1 that was invested in the RoP project, it is calculated that $3.1 in social value is created[8].

Given the subjectivity of proxy valuation, the ratio is also presented as a range based on varying the most sensitive areas of the economic model. After adjusting the relevant parameters we can state that **for every dollar invested in the RoP project a social return of between $2.4 and $3.9[9]** can be expected.

The social value created by the RoP project spans a number of years depending on the stakeholder group (See Table 5). The value that is experienced in the future has been converted to the present value of money today, in order to be able to compare the present value of the outcomes against the present value of the inputs.

The social value created by the RoP project per stakeholder is presented in the following tables and figures below followed by a discussion of the results:

- Figure 3 – Social value creation summary
- Figure 4: Social value created per stakeholder
- Figure 5: Social value created per outcome
- Figure 6: Social value per stakeholder group vs proportion in sample

[8] It is not possible to calculate a ratio based just on the investment made by Coca Cola Foundation as it is not possible to directly link the investment to specific activities and outcomes. However, in the future, where funding is dedicated to providing a particular component of a project, it will be possible to isolate the SROI exclusive to Coca Cola Foundation's funding.

[9] This range was calculated by adjusting the larger proxies used in the model by 25%

- Figure 7: Social value per individual participant

	Social Value ($)					Total Social Value per stakeholder ($)	Present Value of Social Value to stakeholder
	Year 1 of funding	Year 2 of funding	Year 3 of funding	Year 4	Year 5		
High Risk/High Engagement	$ 117,353	$ 117,353	$ 117,353	$ 88,015	$ 44,007	$ 484,082	$ 474,259
High Risk/Medium Engagement	$ 122,140	$ 109,926	$ 87,941	$ 58,920	$ 20,033	$ 398,960	$ 393,421
Med-Low Risk/High Engagement	$ 150,302	$ 150,302	$ 150,302	$ 112,727	$ 56,363	$ 619,997	$ 607,416
Med-Low Risk/Medium Engagement	$ 115,695	$ 104,125	$ 83,300	$ 55,811	$ 18,976	$ 377,908	$ 330,146
Low Engagement				$ 90,155	$ 45,077	$ 135,232	$ 134,632
Total	**$ 505,491**	**$ 481,707**	**$ 438,897**	**$ 405,628**	**$ 184,456.92**	**$ 2,016,179**	**$ 1,939,875**
						Total Value of Inputs	**$ 632,823**
						SROI ratio ($1:$x)	$ 3.1

Figure 3: Social value creation summary

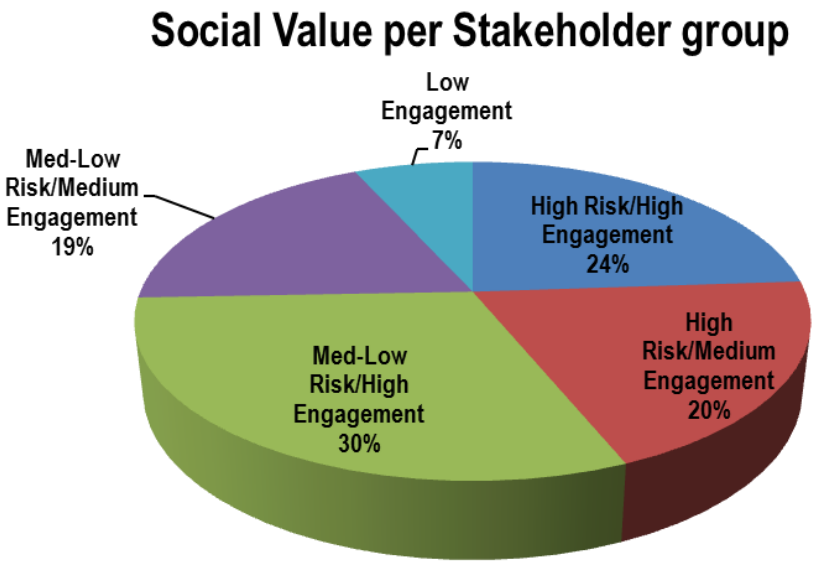

Figure 4: Social value created per stakeholder

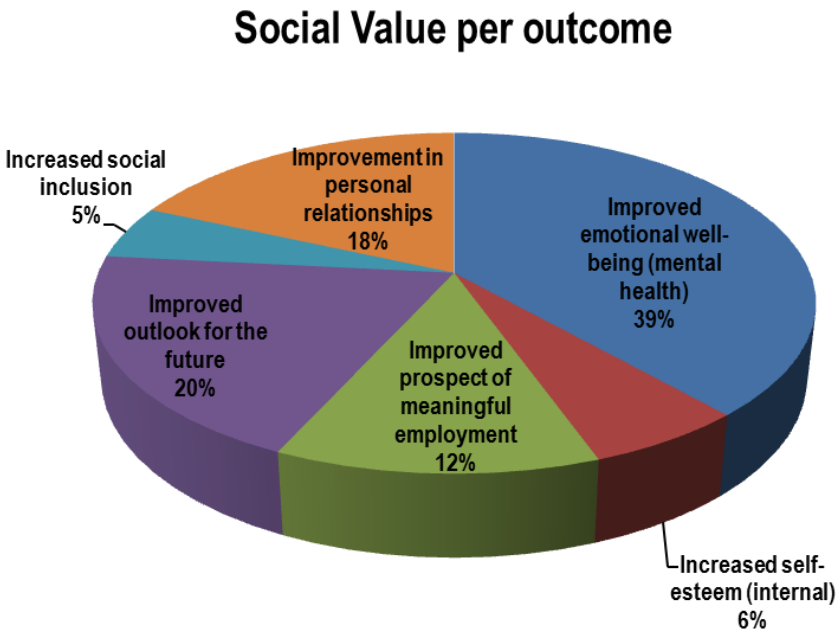

Figure 5: Social value created per outcome

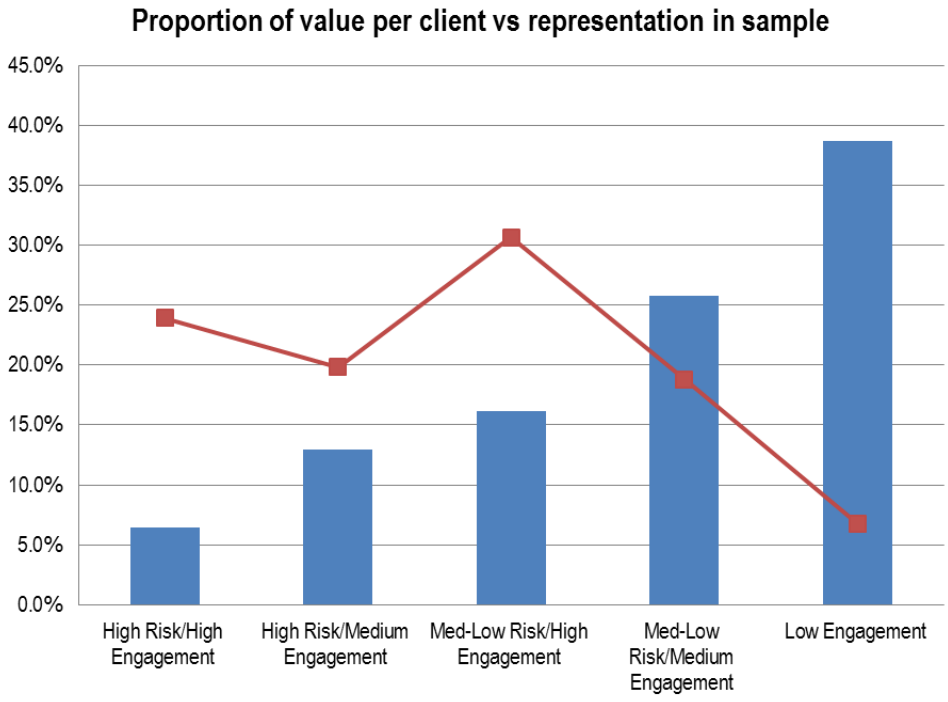

Figure 6: Social value per stakeholder group vs proportion in sample

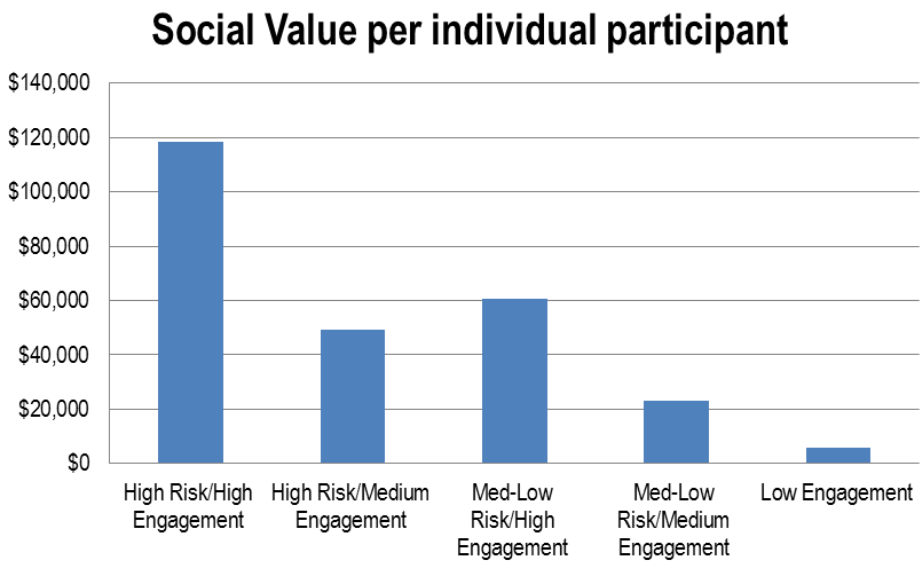

Figure 7: Social value per individual participant

Discussion of results

Stakeholder Groups

The highest amount of social value was created for the medium-low risk with high engagement stakeholder group (30%). Together, both high engagement groups account for more than half of the social value created (54%). Participants with medium engagement receive 39% of the value and low engagement clients only received 7%.

It is interesting to note that even though high risk, high engagement participants only represent a little over 5% of the total group, they receive close to a quarter of the total social value created. Conversely, low engagement participants account for close to 40% of the total participant pool but only receive 7% of the value.

Given the proportion of value created versus representation amongst participants (See Figure 6), there is a substantially higher amount of value created per person in the high risk high engagement participant group (approximately $119,000) relative to the other stakeholder groups. The next highest value per person per stakeholder group is for the medium-low risk with high engagement (approximately $60,000). This shows that the longer the period of engagement with the RoP project, the higher the social value created for the stakeholder. This is further reiterated by the fact that committing to a medium level of engagement more than doubles the amount of social value created per participant than low engagement participants.

Social Outcomes

Improvement in emotional well-being is the outcome area where the largest amount of social value

is created followed by improved outlook for the future (39% and 20% respectively). Combined, these areas contribute to over half of the social value creation.

Though the proportion of social value created for the self-esteem and social inclusion outcomes are relatively low (6% and 5% respectively), they cannot be looked at in isolation.

The sorts of intermediate outcomes (short and medium term) associated with increased social inclusion are also closely linked to improvements in personal relationships. While personal relationships relate to interactions with other individuals, social inclusion looks at a participants' view of the community/society as a whole. As a participant builds their ability to improve personal relationships, it is likely that increased social inclusion will follow as they are better equipped to relate to a larger number of people who may or may not be from similar back grounds.

Improved self-esteem contributes greatly to improving participants' outlook for the future and having confidence in their abilities to enter into employment opportunities in the future. When considered together with these two outcomes, the combination accounts for 38% of the social value created.

The SROI evaluation has resulted in a positive and desirable social return for the RoP project. The importance of dedicated participation in the project in achieving strong social outcomes is reiterated by the fact that High engagement stakeholder groups experience significantly higher social value than medium and low level engagement groups. The next section presents success factors of the RoP project as related to us by key stakeholders and recommendations based on the analysis of results and stakeholder engagement.

Recommendations

In addition to identifying the social value created for stakeholders, an SROI evaluation also yields valuable findings relating to the potential for program improvements. This is because the SROI methodology requires in-depth consultation with stakeholders, during which they are asked to reflect on their experiences and draw connections between activities delivered and outcomes achieved. The following success factors and recommendations are provided, based on the interviews conducted with stakeholders and the analysis of survey data.

Success factors

There are many aspects of the RoP project that are driving the creation of social value. Some of the recurring themes are outlined below:

- Role of the project workers: Phillip Crawford (Director) and Gemma Parsons
    - All stakeholders interviewed expressed their strong appreciation of the roles that Phillip and Gemma played throughout the project, mentoring and supporting the young people in both their film and artistic pursuits, as well as with their individual needs
    - Phillip and Gemma appeared to be known to most of the participants before the project which helped establish a foundation of trust by demonstrating an understanding of the people and the challenges they face. "*Gemma was here 10 years ago, she was doing classes at Bundaleer such as dancing. You can trust Gemma.*"
    - The empathy they displayed towards mental health issues and their confidence in the young people were stated to be important factors.
    - Phillip and Gemma were strong role models in the social learning of the young participants including: treating people with respect, how to interact with and speak to people, personal attitude, communication skills
- Seeing the work Phillip and Gemma do, as well as seeing some of their peers succeed in their own pursuits (e.g. acting, directing) was a strong influence in improving their outlook for the future and their own opportunities and aspirations.
- The young people involved were given significant opportunity to input into the project and its direction giving them a sense of ownership and control.
- The length of time of the project with participants interacting and staying involved over a few years was highlighted as a strength of this intervention.
  "They (the social outcomes) have a lot more potential to last as the relationships gained are long term"
  "The good thing about BE is that it's not fly in fly out, but they actually interact and stay within the project for quite some time"

- The young people benefitted from a focus on both tangible technical skills as well as social skills. *"They (participants) realise that they can do something different, that they have skills"*
- The creation of something tangible such as the feature film, short films, graffiti pieces enables participants to demonstrate what they have achieved and receive recognition from other people.

Recommendations

From analysis of results

There are some key insights that can be taken away from the discussion of the social value creation in the previous section.

- Highly engaged participants receive more social value as a result of their association with the RoP project. As clients move into higher engagement categories, the amount of social value almost doubles.
    - Considering this trend, it is recommended that BE try and develop strategies to entice participants of future projects to be engaged with activities over a longer period of time. This will provide more opportunity to create more social value for participants.
- Social outcomes cannot be looked at in isolation. Some of them are interlinked where, the achievement of one outcome allows participants to go on to experience outcomes that are more highly valued in the SROI model thus representing a higher proportion of social value created
    - It is thus recommended that BE continue to structure future projects that conduct a varied range of activities (much like RoP) for participants in order to address participants with multiple areas of disadvantage and encourage wide social interaction in communities.

Opportunities to create more social value

During stakeholder engagement, participants were asked if they had any suggestions to improve the RoP project. We have compiled a list of their suggestions in this section.

- More consideration to be given to personal safety.
- More staff support during the early stages.
- A sequel to RoP to include the storylines which were cut.
- More community involvement.
- More involvement of 'famous' people working on the project.
- Consider having two paths *"like when Steve was involved"* including the workshops and the film with the workshops focused on areas of interest identified by the young people, *"leads to more*

opportunity when you start off with their interest"

- Timing (could have been quicker – "*peoples hairstyles changed because of the length of time*"), although the length of the project was also seen as a positive from the ongoing engagement perspective with the young people
- Involve more young people in the project *"There are lots of disengaged youth that aren't being captured. Years ago the work was done in a way that was capturing more youth. That's changed and it's a shame as there's lots of youth that need rescuing"*
- Look at whether any additional assistance is needed to support the participants managing their own visibility of the film after the project is over, *"Potential challenges are how they manage their own visibility of the film after the process is over. Hopefully they are at an age and growing up and going into the real world, and hence it will not be an abrupt shift"*

The driving forces behind the success of the RoP project have been the role and experience of the lead project workers, the length of the program, the opportunity given to participants to provide key input into mini projects and the production of tangible outputs throughout the course of the RoP project. Content of stakeholder feedback results of surveys have indicated that it is important to be able to engage participants over longer periods of time and design programs that offer a wide range of programs suited to participants from various backgrounds in order to maintain and potentially increase the creation of social value across various social outcomes.

Limitations

Net Balance Management Group Pty Ltd (Net Balance) has prepared this report in accordance with the usual care and thoroughness of the consulting profession. This report has been prepared for use by Coca Cola Foundation, and only those third parties who have been authorised in writing by Net Balance.

The Report is based on generally accepted practices and standards at the time it was prepared. No other warranty, expressed or implied, is made as to the professional advice included in this report. It is prepared in accordance with the scope of work and for the purpose outlined in the project brief. The methodology adopted and sources of information used by Net Balance are outlined in this report.

Please note that all results have been reported as recorded. Any percentages that do not add up to exactly one hundred percent are the result of rounding errors.

This report was prepared in July 2013 and is based on the conditions encountered and information reviewed at the time of preparation. Net Balance disclaims responsibility for any changes that may have occurred after this time.

This report should be read in full. No responsibility is accepted for use of any part of this report in any other context or for any other purpose or by third parties. This report does not purport to give legal advice. Legal advice can only be given by qualified legal practitioners.

Appendix A: Investment in RoP

The inputs required to deliver RoP from July 2009 to June 2013 is presented in Table 5, and the source of those inputs is presented in Table 6. The total value of these inputs has been used in the calculation of the SROI.

Table 5 Inputs to the RoP project from July 2009 to June 2013 (Source: BE)

Operating Expenses	Value ($)
Employment	$264,976
contractor expenses	$164,506
Operational expenses	$115,883
General & Admin expenses	$36,556
Marketing & Promotion	$16,390
Admin fees	$34,512
Total	**$632,823**
Coca Cola Foundation Contribution	**$85,000**
Percentage of Total	**Approx. 13%**

Table 6 Sources of funding for RoP project from July 2009 to June 2013 (Source: BE)

Income	July 09 to June 10	July 10 to June 11	July 11 to June 13
Brought forward	$ 12,995	$ 21,898	$ 35,405
OZCO	$ 6,000	$ 26,876	$ 140,605
Coca Cola	$ 15,000	$ 30,000	$ 40,000
Perpetual Trustees	$ 8,000		
Vincent Fairfax	$ 2,000		
Admin fees	-$ 4,650		
Unspent 30.6.09	-$ 8,410		
Fees charged	$ 800		
Caledonia			$ 25,000
Philanthropic		$ 40,000	$ 50,000
Crowd funding			$ 39,601
Other		$ 29,545	

Appendix B: SROI explained

SROI methodology

SROI is a framework for measuring and accounting for the broader concept of social value. It tells the story of how change is being created for the people and organisations that experience or contribute to it, by identifying and measuring social outcomes; where appropriate, monetary values are then used to represent those outcomes.

The SROI methodology was developed from social accounting and cost-benefit analysis and it is important to note that the values calculated, although expressed in monetary terms, do not equate to a financial return. It should also be noted that the model is not designed to capture and quantify every outcome for every stakeholder that has benefited from a program or initiative.

SROI methodology consists of the following six stages:

SROI methodology makes an important distinction between *outcomes achieved* and *impact*. It defines impact as the difference between the outcome for participants and taking into account what would have happened anyway (deadweight), the contribution of others (attribution), whether a benefit has simply been moved from one place to another (displacement), and the length of time over which outcomes last (benefit period and drop-off). An appreciation of all of these elements is critical to conducting robust cost-benefit analyses.

Glossary of key terms

Theory of change

A theory of change links the activities of a program, intervention or organisation to the short-term, medium-term and long-term outcomes experienced by service users, and other stakeholders. Gaining an intimate understanding of how an intervention creates an impact on the lives of those affected through qualitative approaches leads to better quantitative analysis and modelling at later stages of an SROI analysis. The theory of change tells the story of how stakeholders are impacted by the program or intervention and their perception and belief of how their lives have changed as a result.

Materiality

Information is material if its omission has the potential to affect the readers' or stakeholders' decisions. Materiality requires a determination of what information and evidence must be included in the accounts to give a true and fair picture, such that stakeholders can draw reasonable conclusions about impact.

Deadweight

Deadweight is an appreciation of what would have occurred anyway, in terms of achievement of outcomes, in the absence of the intervention/activity. In order to determine the deadweight, we must consider each outcome and ask the question; *"How much of this would have happened anyway?"*

Attribution

The concept of attribution in SROI is an 'assessment of how much of the outcome was caused by the contribution of other organisations or people'.[10] A highly subjective element of evaluation, credit is usually claimed in its entirety or completely omitted. In organisations engaged in direct delivery, understanding the amount of credit for outcomes can be relatively straightforward through engaging with beneficiaries and wider stakeholders. It becomes more complex when

[10] Nicholls *et al* (2012)

organisations work in partnership with others to create change to beneficiaries who may be far removed from the partner. In order to determine the attribution, we must consider each outcome and ask the question; *"How much of this happened because of your intervention?"*

In this SROI evaluation where we have had the opportunity to collect primary indicator data through the survey and stakeholder engagement, we have accounted for attribution in how the questions were phrased.

Displacement

This is an assessment of how much of the change is a net benefit (i.e. a new change) or simply the movement of change from one place to another. For example, in employment, if one individual gets a job then they are stopping someone else from getting a job – the benefit is displaced.

Displacement is generally relevant to outcomes related to employment creation or crime prevention. Displacement is not relevant to the outcomes identified in this evaluation.

Benefit period and drop-off

It is acknowledged that outcomes are not static, but instead dynamic and occur at different points in people's lives and have different durations. SROI takes into account that benefits may last beyond the period of the intervention and, as such, takes account for this in the modelling of outcomes over time. This is known as the *benefit period*. Furthermore, SROI acknowledges that outcomes may deteriorate over time and this is also taken into consideration and is known as *drop-off*.

Financial proxies

Non-traded outcomes were valued using standard techniques of economic valuation and triangulated with the descriptions of outcomes derived from existing research and stakeholder engagement. The proxies used in the SROI are a combination of the costs of publically available economic goods and services, secondary research utilizing already present studies that value the impact of appropriate intervention services and the 'willingness to pay' approach.

Appendix C: Stakeholder Engagement Schedule

35 potential stakeholders of the RoP project were engaged in person through group and one-on-one interviews. The following table outlines the stakeholder engagement schedule that was undertaken.

Table 7: Stakeholder engagement schedule

Type of Engagement	Stakeholder Type	Number Involved	Names	Date
Group interview	Participants	3	S, A, K	10/12/12
Group interview	Participants	2	L, T	10/12/12
Interview	Participants	1	DDF	10/12/12
Group interview	Family members (mothers)	3	LC, MS, RP	11/12/12
Group interview	Participants	5	Jundameer, David, Joel, Craig, Josh	11/12/12
Group interview	Participants	5 (+1 observer)	K (observer), St, E, Sa, Sh, C	11/12/12
Group interview	Participants	3	CB, MM, TD	11/12/12
Interview	Project worker	1	GP	11/12/12
Interview	Participant (initially), observer (later)	1	BrM	12/12/12
Group interview	Participant & Family member	2	SH (Participant) & IC (Family member)	12/12/12
Group interview	Participant & Family member (mother)	2	SH (Participant) & LH (Mother of SH)	12/12/12
Group interview	Participant & friend	2	ZS (Participant) & CB (Friend of ZS)	12/12/12
Interview	Support Service – Barnados	1	Jennifer Newton	1/5/13
Interview	External	1	Jenny Briscoe	19/4/13
Interview	External	1	Sandra Stanojevic	22/4/13
Interview	External (other)	1	Steve Rees – proxy for Berkeley Boys	10/4/13

Appendix D: Stakeholder details

The stakeholders of RoP were identified in consultation with the RoP steering group. The stakeholder groups, engagement undertaken and the materiality assessment are presented in Table 8. Only those stakeholder groups deemed material, following discussions with the RoP project workers and interviews with a selection of stakeholders, have been included in the SROI calculation.

Table 8 Stakeholders of RoP

Stakeholder	Valuation assessment	Reason for valuation decision
Core Participants	Material	Participants are the primary and intended beneficiary of the RoP project. Through stakeholder engagement it was evident that they clearly received social value across the 6 outcome areas valued in the SROI analysis.
One-off participants	Non-Material	There were 88 participants who were briefly involved with the project through 1 or 2 workshops over the three year project timeframe. However, relative to the core participants of the RoP project, it wasn't felt that these participants received a material amount of social value.
Family members	Non-material	Stakeholder engagement with family members of participants revealed that the social value created was more substantial for participants than for their family members. However, the input of the families allowed us to get a better understanding of the changes being experienced by program participants.
Project workers	Non-material	Stakeholder engagement with project workers revealed that the social value created was more substantial for participants rather than themselves. They were the "agents of change" rather than the recipients of social value. However, the input of the project workers enabled us to get a better understanding of the changes being experienced by program participants.
External Services (Barnados)	Non-material	Stakeholder engagement with external services staff revealed that the RoP project was of great value to the project participants but it did not create any significant social value for them as an organisation. It did help raise youths' awareness of support services but this is captured in the social value assigned to the participants.
Friends of participants	Non-material	Friends of participants were invited to contribute to group interviews conducted by Net Balance. They provided a good third party perspective on the changes that had taken place for their friends, however did not articulate any significant changes for themselves. Some did briefly attend RoP sessions but did not participate long enough to be deemed material to value in the SROI analysis.

Appendix E: Data and assumptions

Descriptions of the data and assumptions used in the calculation of the SROI are provided in the tables below. These descriptions are provided so that the rationale behind the SROI is transparent and all inputs can be verified.

Participants were asked to identify outcomes associated with RoP in particular and directly account for deadweight and attribution and through the survey questions. Therefore, the values for deadweight and attribution are all based on the participants' survey responses and the rationales provide some context from the stakeholder interviews. Benefit periods for the outcomes were based on feedback gained during stakeholder engagement.

Table 9 Outcomes for stakeholders

	Description	Value	Rationale	Source
Improved emotional well-being (mental health)				
Indicator	Self-reported by participants on data collection scales		n/a	Directly collected from participants
Proxy	Averted value of Disability Adjusted Life Year (DALY) for mild depression – Value adjusted based on stakeholder category High Risk / High Engagement:100% High Risk / Medium Engagement:100% Med-Lo Risk / High Engagement:66.7% Med-Lo Risk / Medium Engagement:66.7% Low Engagement:33%	 $26,602 $26,602 $17,558 $17,558 $8,779	The ability to deal with day to day issues, overcome disadvantage and have aspirations for the future are key elements of this outcome. From stakeholder engagement and the literature on this topic, inability to do so can cause individuals to get major symptoms of clinical depression and anxiety. The value we use for this proxy is the averted value of mild depression based on the DALY weight and statistical value of a life year as prescribed by the Australian Office of Best Practice Regulation.	Calculated with data from Global Burden of Disease Study and Office of Best Practice regulation
Benefit period	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	5 years 5 years 5 Years 5 Years 2 Years	This benefit period takes into account the three funded years of the project plus projecting two years into the future. It is highly likely (informed by stakeholder engagement and limited instances in available literature) that the effects of such interventions are likely to last well beyond the life of the project. We have taken a conservative approach to applying a benefit period so as to not risk overvaluing the value of the outcomes. In the case of the Low Engagement group, we have not valued the entire funding period as it has been revealed that those who fell in this group were only sporadically involved with the project. We thus value the future value of benefits for two years	NB assumption
Drop off	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	0%,0%,25%,50% 10%,20%,33%,66% 0%,0%,25%,50% 10%,20%,33%,66% 50%,75%	Where Engagement was high stakeholder engagement revealed that the magnitude of outcomes was greater and thus we have applied no drop off during the life of the project and a gradual decrease after project completion. With medium engagement, we have applied a slight drop off during the course of the project to account for differing amounts of participation and a slightly more rapid drop off than high engagement participants. For low engagement participants, drop off gets cut by half after the first year of funding and 75% the year after to account for a restricted intervention.	NB assumption

	Description	Value	Rationale	Source
Increased self-esteem (internal)				
Indicator	Self-reported by participants on data collection scales		n/a	Directly collected from participants
Proxy	Tuition fee for Certificate III in Media – Value adjusted based on stakeholder category High Risk / High Engagement:100% High Risk / Medium Engagement:85% Med-Lo Risk / High Engagement:100% Med-Lo Risk / Medium Engagement:66.7% Low Engagement:33%	$2,900 $2,465 $2,900 $1,914 $957	Undertaking the Certificate III in Media would give individuals a similar opportunity to develop new skills and therefore increase their confidence in their own abilities. Successful completion of the course could similarly provide the sense of accomplishment and pride described by participants as being experienced through involvement with RoP. BE were originally seeking to have the RoP program accredited for the Certificate III award which suggests that this would be seen as a reasonable equivalent.	Participate Film Academy http://participate.com.au/film-courses/course-fees
Benefit period	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	5 years 5 years 5 Years 5 Years 2 Years	This benefit period takes into account the three funded years of the project plus projecting two years into the future. It is highly likely (informed by stakeholder engagement and limited instances in available literature) that the effects of such interventions are likely to last well beyond the life of the project. We have taken a conservative approach to applying a benefit period so as to not risk overvaluing the value of the outcomes. In the case of the Low Engagement group, we have not valued the entire funding period as it has been revealed that those who fell in this group were only sporadically involved with the project. We thus value the future value of benefits for two years	NB assumption
Drop off	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	0%,0%,25%,50% 10%,20%,33%,66% 0%,0%,25%,50% 10%,20%,33%,66% 50%,75%	Where Engagement was high stakeholder engagement revealed that the magnitude of outcomes was greater and thus we have applied no drop off during the life of the project and a gradual decrease after project completion. With medium engagement, we have applied a slight drop off during the course of the project to account for differing amounts of participation and a slightly more rapid drop off than high engagement participants For low engagement participants, drop off gets cut by half after the first year of funding and 75% the year after to account for a restricted intervention	NB assumption

	Description	Value	Rationale	Source
Improved prospect of meaningful employment				
Indicator	Self-reported by participants on data collection scales		n/a	Directly collected from participants
Proxy	Average Youth Allowance income per annum - Value adjusted based on stakeholder category High Risk / High Engagement:100% High Risk / Medium Engagement:85% Med-Lo Risk / High Engagement:100% Med-Lo Risk / Medium Engagement:66.7% Low Engagement:33%	 $8,490 $7,217 $8,490 $5,603 $2,802	Young people aged 16 to 24 years who are studying full-time, undertaking a full-time Australian Apprenticeship, training, or looking for work are eligible for Youth Allowance (financial support from the Government in the form of fortnightly payments). We assume that participating in the program will help participants be eligible to receive the Youth Allowance by encouraging them to remain in school, undertake training or seek employment.	Department of Human Services
Benefit period	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	5 years 5 years 5 Years 5 Years 2 Years	This benefit period takes into account the three funded years of the project plus projecting two years into the future. It is highly likely (informed by stakeholder engagement and limited instances in available literature) that the effects of such interventions are likely to last well beyond the life of the project. We have taken a conservative approach to applying a benefit period so as to not risk overvaluing the value of the outcomes. In the case of the Low Engagement group, we have not valued the entire funding period as it has been revealed that those who fell in this group were only sporadically involved with the project. We thus value the future value of benefits for two years	NB assumption
Drop off	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	0%,0%,25%,50% 10%,20%,33%,66% 0%,0%,25%,50% 10%,20%,33%,66% 50%,75%	Where Engagement was high stakeholder engagement revealed that the magnitude of outcomes was greater and thus we have applied no drop off during the life of the project and a gradual decrease after project completion. With medium engagement, we have applied a slight drop off during the course of the project to account for differing amounts of participation and a slightly more rapid drop off than high engagement participants For low engagement participants, drop off gets cut by half after the first year of funding and 75% the year after to account for a restricted intervention	NB assumption

	Description	Value	Rationale	Source
Improved outlook for the future				
Indicator	Self-reported by participants on data collection scales		n/a	Directly collected from participants
Proxy	Graduate premium placed by employers on students who have an Advanced Diploma degree over students who have only completed Year 10 - Value adjusted based on stakeholder category High Risk / High Engagement:100% High Risk / Medium Engagement:85% Med-Lo Risk / High Engagement:100% Med-Lo Risk / Medium Engagement:66.7% Low Engagement:33%	$13,988 $11,890 $13,988 $9,232 $4,616	Every school year that students are able to successfully complete raises their academic and interpersonal skills. It additionally raises their confidence and aspirations of further pursuing educational opportunities. The wage difference placed on graduates as opposed to school leavers is used to value this outcome	ABS statistics in "Mapping Australian Hager Education" - Grattan Institute, 2012
Benefit period	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	5 years 5 years 5 Years 5 Years 2 Years	This benefit period takes into account the three funded years of the project plus projecting two years into the future. It is highly likely (informed by stakeholder engagement and limited instances in available literature) that the effects of such interventions are likely to last well beyond the life of the project. We have taken a conservative approach to applying a benefit period so as to not risk overvaluing the value of the outcomes. In the case of the Low Engagement group, we have not valued the entire funding period as it has been revealed that those who fell in this group were only sporadically involved with the project. We thus value the future value of benefits for two years	NB assumption
Drop off	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	0%,0%,25%,50% 10%,20%,33%,66% 0%,0%,25%,50% 10%,20%,33%,66% 50%,75%	Where Engagement was high stakeholder engagement revealed that the magnitude of outcomes was greater and thus we have applied no drop off during the life of the project and a gradual decrease after project completion. With medium engagement, we have applied a slight drop off during the course of the project to account for differing amounts of participation and a slightly more rapid drop off than high engagement participants For low engagement participants, drop off gets cut by half after the first year of funding and 75% the year after to account for a restricted intervention	NB assumption

	Description	Value	Rationale	Source
Increased social inclusion				
Indicator	Self-reported by participants on data collection scales		n/a	Directly collected from participants
Proxy	Value of volunteering hours (varies by stakeholder group) based on ABS rate and national volunteering stats High Risk / High Eng:136hrs (ntnl avg) High Risk / Medium Eng:43hrs (130/3years) Med-Lo Risk/High Eng: 136hrs (ntnl avg) Med-Lo Risk / Med Eng: 43hrs (130/3years) Low Engagement:17hrs (50/3years)	$3,522 $1.114 $3,522 $1,114 $432	Volunteering in your community is a good indicator of social inclusion as reported in "How is Australia faring" by the Australian Social Inclusion Board.	http://www.ourcommunity.com.au/boards/boards_article.jsp?articleId=1622
Benefit period	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	5 years 5 years 5 Years 5 Years 2 Years	This benefit period takes into account the three funded years of the project plus projecting two years into the future. It is highly likely (informed by stakeholder engagement and limited instances in available literature) that the effects of such interventions are likely to last well beyond the life of the project. We have taken a conservative approach to applying a benefit period so as to not risk overvaluing the value of the outcomes. In the case of the Low Engagement group, we have not valued the entire funding period as it has been revealed that those who fell in this group were only sporadically involved with the project. We thus value the future value of benefits for two years	NB assumption
Drop off	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	0%,0%,25%,50% 10%,20%,33%,66% 0%,0%,25%,50% 10%,20%,33%,66% 50%,75%	Where Engagement was high stakeholder engagement revealed that the magnitude of outcomes was greater and thus we have applied no drop off during the life of the project and a gradual decrease after project completion. With medium engagement, we have applied a slight drop off during the course of the project to account for differing amounts of participation and a slightly more rapid drop off than high engagement participants For low engagement participants, drop off gets cut by half after the first year of funding and 75% the year after to account for a restricted intervention	NB assumption

	Description	Value	Rationale	Source
Improvement in personal relationships				
Indicator	Self-reported by participants on data collection scales		n/a	Directly collected from participants
Proxy	The unit cost of providing one hour of Kids Helpline phone and web counselling service access to for youth a week for a year 10 - Value adjusted based on stakeholder category High Risk / High Engagement:100% High Risk / Medium Engagement:85% Med-Lo Risk / High Engagement:100% Med-Lo Risk / Medium Engagement:66.7% Low Engagement:33%	 $11,074 $9,413 $11,074 $9,413 $3,654	Kids Helpline is a youth helpline targeted at 5-25 year olds who are undergoing various forms of distress, depression and personal & relationship issues. Callers can call or webchat with trained counsellors in order to get help through phone counselling, get directed to referral services or be managed on a case basis over time. We assume that accessing such a service would allow clients to experience a similar type of change.	"National review of tele counselling and web counselling services" (2002) Study conducted by Department of Health and Ageing
Benefit period	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	5 years 5 years 5 Years 5 Years 2 Years	This benefit period takes into account the three funded years of the project plus projecting two years into the future. It is highly likely (informed by stakeholder engagement and limited instances in available literature) that the effects of such interventions are likely to last well beyond the life of the project. We have taken a conservative approach to applying a benefit period so as to not risk overvaluing the value of the outcomes. In the case of the Low Engagement group, we have not valued the entire funding period as it has been revealed that those who fell in this group were only sporadically involved with the project. We thus value the future value of benefits for two years	NB assumption
Drop off	High Risk / High Engagement High Risk / Medium Engagement Med-Lo Risk / High Engagement Med-Lo Risk / Medium Engagement Low Engagement	0%,0%,25%,50% 10%,20%,33%,66% 0%,0%,25%,50% 10%,20%,33%,66% 50%,75%	Where Engagement was high stakeholder engagement revealed that the magnitude of outcomes was greater and thus we have applied no drop off during the life of the project and a gradual decrease after project completion. With medium engagement, we have applied a slight drop off during the course of the project to account for differing amounts of participation and a slightly more rapid drop off than high engagement participants For low engagement participants, drop off gets cut by half after the first year of funding and 75% the year after to account for a restricted intervention	NB assumption

Appendix F: Participant survey scales

These scales were used in the data collection survey to measure the 'distance travelled' by the participants for each outcome. Distance travelled refers to the progress that the participant has made. It is a comparison of the position of the participant before and since the program.

#	Outcome	Scale Level	Level Descriptors and Guidance
1	**Improved emotional well-being (mental health)**	*Very Low*	**I feel low or anxious most or all the time and I don't know what to do to feel better** - I don't believe it is possible to feel more positive because of my situation.
		Low	**I feel low or anxious a lot of the time but I'm looking into or thinking about how to deal with difficulties and to feel better** - You might be talking to a health worker or someone else who has been through the same situation
		Medium	**I am trying out ways to help myself feel calmer or more positive**
		High	**I have found some ways to relax or feel more positive and I put those into practice some of the time** - Sometimes it's difficult and sometimes I don't feel able to help myself.
		Very High	**I know what helps me feel positive or relaxed and I make sure I do those things.** - I still feel low or anxious at times but I don't stay there for too long
Impact Questions			
Deadweight **To what extent do you feel that you would have been able to achieve this change had you not been involved with the "Rites of Passage Project"**		*Very Low*	The change would not have occurred without my involvement with the Rites of Passage
		Low	The change would have occurred but only to a limited extent
		Medium	The change would have occurred in part anyway
		High	The change would have occurred mostly anyway
		Very High	The change would have occurred anyway
Attribution **How much have other organisations and/or individuals apart from Beyond Empathy contributed to you being able achieve this change**		*Very Low*	The change is completely a result of my interaction with the staff of the project
		Low	Other organisations and people have some minor role to play in making the change possible
		Medium	Other organisations and people have a role to play in making the change to some extent
		High	Other organisations and people have a significant role to play in making the change possible
		Very High	The change is completely a result of other people or organisations

#	Outcome	Scale Level	Level Descriptors and Guidance
2	Increased self-esteem (internal)	*Very Low*	**I don't feel confident** - I am easily led - I am not the sort of person who achieves things
		Low	**I want to be more confident** - Don't know how to start being this way
		Medium	**I try to be my own person but often end up going along with what others say or do (even though it's not what I want)**
		High	**I believe in myself most of the time and I can see when I'm doing well** - Sometimes I lack confidence or feel under pressure
		Very High	**I'm confident even when my ideas are different from other people's ideas** - I know there are things that I'm good at and I can overcome challenges
Impact Questions			
Deadweight **To what extent do you feel that you would have been able to achieve this change had you not been involved with the "Rites of Passage Project"**		*Very Low*	The change would not have occurred without my involvement with the Rites of Passage
		Low	The change would have occurred but only to a limited extent
		Medium	The change would have occurred in part anyway
		High	The change would have occurred mostly anyway
		Very High	The change would have occurred anyway
Attribution **How much have other organisations and/or individuals apart from Beyond Empathy contributed to you being able achieve this change**		*Very High*	The change is completely a result of my interaction with the staff of the project
		High	Other organisations and people have some minor role to play in making the change possible
		Medium	Other organisations and people have a role to play in making the change to some extent
		Low	Other organisations and people have a significant role to play in making the change possible
		Very Low	The change is completely a result of other people or organisations

#	Outcome	Scale Level	Level Descriptors and Guidance
3	**Improved prospect of meaningful employment**	*Very Low*	**I don't know what I want to do. There is nothing I can do** - Nobody will employ me - I don't trust myself or expect too much from myself - I don't think I have anything useful to offer
		Low	**I would like to work but don't think I can get a job** - I don't know what I want to do or could do bit I will look into actions if it is helpful - Maybe there is something out there for me
		Medium	**I want to work and am taking steps in the right direction** - I have some clear ideas about what I want to do and feel hopeful - I am doing some things that will help me move in the right direction (eg: volunteering, training, or seeking out information)
		High	**I know what I want an I'm keen to do well but I would like some help** - I am ready to work or study but I need some support - My aspirations are ambitious and realistic - I am doing well but still want help to keep going
		Very High	**I am working or learning. I am motivated and confident that I can do well** - I am in work or learning but may need some support
Impact Questions			
Deadweight **To what extent do you feel that you would have been able to achieve this change had you not been involved with the "Rites of Passage Project"**		*Very Low*	The change would not have occurred without my involvement with the Rites of Passage
		Low	The change would have occurred but only to a limited extent
		Medium	The change would have occurred in part anyway
		High	The change would have occurred mostly anyway
		Very High	The change would have occurred anyway
Attribution **How much have other organisations and/or individuals apart from Beyond Empathy contributed to you being able achieve this change**		*Very High*	The change is completely a result of my interaction with the staff of the project
		High	Other organisations and people have some minor role to play in making the change possible
		Medium	Other organisations and people have a role to play in making the change to some extent
		Low	Other organisations and people have a significant role to play in making the change possible
		Very Low	The change is completely a result of other people or organisations

#	Outcome	Scale Level	Level Descriptors and Guidance
4	**Improved outlook for the future**	*Very Low*	**I can't be bothered** - There's nothing around that I want to do
		Low	**There may be some interesting things out there for me to do, but I don't know where to start**
		Medium	**There are things I'd like to do and I give new things a go** - I either find it hard to stick with things or I don't have the time
		High	I am doing a lot of interesting things and I like achieving my goals - Sometimes when things go wrong I can't find a solution and give up - Sometimes I can't find the time
		Very High	**I enjoy the things I am taking part and I make the most of my opportunities** - I'm determined to achieve my goals now and in the future
Impact Questions			
Deadweight **To what extent do you feel that you would have been able to achieve this change had you not been involved with the "Rites of Passage Project"**		*Very Low*	The change would not have occurred without my involvement with the Rites of Passage
		Low	The change would have occurred but only to a limited extent
		Medium	The change would have occurred in part anyway
		High	The change would have occurred mostly anyway
		Very High	The change would have occurred anyway
Attribution **How much have other organisations and/or individuals apart from Beyond Empathy contributed to you being able achieve this change**		*Very High*	The change is completely a result of my interaction with the staff of the project
		High	Other organisations and people have some minor role to play in making the change possible
		Medium	Other organisations and people have a role to play in making the change to some extent
		Low	Other organisations and people have a significant role to play in making the change possible
		Very Low	The change is completely a result of other people or organisations

#	Outcome	Scale Level	Level Descriptors and Guidance
5	**Increased social inclusion**	*Very Low*	- I know that other people look down on me because of where I live and who I associate with - I don't really have any hope because people who come from where I live don't achieve much in life - I have nothing to contribute to society - My social life is mainly related to people in social housing or the same social group as I am in - Maybe you feel others are different to you, that they don't accept you and / or you don't want to get to know them
		Low	- As above except; - You would like to feel part of the community, just don't know where to start
		Medium	- I have started to feel hopeful of achieving things in life despite other people's thoughts - I feel like I have something to contribute to the community - I can now see that people have a lot more in common than I thought
		High	- I feel that others are starting to understand me - I can communicate confidently with people from other parts of the community - I have been to new places and can appreciate the different types of people in my community
		Very High	- I feel respected and valued by others - I can do some things that others are of good value to others - I can talk to people from different social groups to me - I would like to get out of my area more and interact with other groups of people
Impact Questions			
Deadweight **To what extent do you feel that you would have been able to achieve this change had you not been involved with the "Rites of Passage Project"**		*Very Low*	The change would not have occurred without my involvement with the Rites of Passage
		Low	The change would have occurred but only to a limited extent
		Medium	The change would have occurred in part anyway
		High	The change would have occurred mostly anyway
		Very High	The change would have occurred anyway
Attribution **How much have other organisations and/or individuals apart from Beyond Empathy contributed to you being able achieve this change**		*Very High*	The change is completely a result of my interaction with the staff of the project
		High	Other organisations and people have some minor role to play in making the change possible
		Medium	Other organisations and people have a role to play in making the change to some extent
		Low	Other organisations and people have a significant role to play in making the change possible
		Very Low	The change is completely a result of other people or organisations

#	Outcome	Scale Level	Level Descriptors and Guidance
6	**Improvement in personal relationships**	*Very Low*	**I have no closeness or intimacy** You have no clear sense of what a satisfying relationship would be like You have no sense of what is appropriate to expect from another, or to ask of another or be demanded by another
		Low	**I would like more closeness or intimacy** You recognise that your relationships aren't working, but you have no idea of how to change it You recognise that you want a relationship but have no idea of how to start You will go along with help if offered (e.g. to make contact with someone or to meet a possible partner) but don't feel able to take the initiative
		Medium	**I'm taking action to have a satisfying close relationship** You are exploring what you would like in relationships. What are your hopes and needs, and what would a satisfying relationship be like? You are thinking about how you might need to change to make your relationships work or meet someone
		High	**I have some of the closeness I want** You are learning what works when initiating a new relationship or how to make an existing relationship with partner or family or close friend more satisfying You are learning about your own priorities in this relationship, how to ask for things, how to say no, taking small risks and building trust You are building a new relationship but it still feels very new
		Very High	**I have the closeness and intimacy that I want in my relationships** Your new relationships are strengthening or your existing relationships are giving you more of what you want You know what you want and need in relationships, you know how to express your needs and respond to others and have a good sense of what is appropriate to ask and to give
Impact Questions			
Deadweight **To what extent do you feel that you would have been able to achieve this change had you not been involved with the "Rites of Passage Project"**		*Very Low*	The change would not have occurred without my involvement with the Rites of Passage
		Low	The change would have occurred but only to a limited extent
		Medium	The change would have occurred in part anyway
		High	The change would have occurred mostly anyway
		Very High	The change would have occurred anyway
Attribution **How much have other organisations and/or individuals apart from Beyond Empathy contributed to you being able achieve this change**		*Very High*	The change is completely a result of my interaction with the staff of the project
		High	Other organisations and people have some minor role to play in making the change possible
		Medium	Other organisations and people have a role to play in making the change to some extent
		Low	Other organisations and people have a significant role to play in making the change possible
		Very Low	The change is completely a result of other people or organisations

Appendix G: Distance travelled tables

High Risk / High Engagement

Outcome 1

Improved emotional well-being (mental health)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium	1				
High	2				
Very High			1		
Sample S	4				
Total	**4**				

Outcome 2

Increased self-esteem (internal)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium					
High	1	1	1		
Very High				1	
Sample S	4				
Total	**4**				

Outcome 3

Improved prospect of meaningful employment

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium		1	1		
High			1		
Very High	1				
Sample S	4				
Total	**4**				

Outcome 4

Improved outlook for the future

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium			1		
High	1				
Very High	1			1	
Sample S	4				
Total	**4**				

Outcome 5

Increased social inclusion

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium	1				
High		1			
Very High			1	1	
Sample S	4				
Total	**4**				

Outcome 6

Improvement in personal relationships

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium			1		
High		2			
Very High				1	
Sample S	4				
Total	**4**				

High Risk / Medium Engagement

Outcome 1

Improved emotional well-being (mental health)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium	1				
High	1				
Very High					

Sample S 2
Total 8

Outcome 2

Increased self-esteem (internal)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium	1				
High		1			
Very High					

Sample S 2
Total 8

Outcome 3

Improved prospect of meaningful employment

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium					
High	1	1			
Very High					

Sample S 2
Total 8

Outcome 4

Improved outlook for the future

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium	1	1			
High					
Very High					

Sample S 2
Total 8

Outcome 5

Increased social inclusion

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low	1		1		
Medium					
High					
Very High					

Sample S 2
Total 8

Outcome 6

Improvement in personal relationships

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium					
High					
Very High				2	

Sample S 2
Total 8

Medium – Low Risk / High Engagement

Outcome 1

Improved emotional well-being (mental health)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium					
High		2		1	
Very High				2	1
Sample S	6				
Total	**10**				

Outcome 2

Increased self-esteem (internal)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium	1				
High					
Very High	1	1	1	1	1
Sample S	6				
Total	**10**				

Outcome 3

Improved prospect of meaningful employment

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium					
High		1	1		
Very High		3	1		
Sample S	6				
Total	**10**				

Outcome 4

Improved outlook for the future

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium					
High		1	1		
Very High			2	1	1
Sample S	6				
Total	**10**				

Outcome 5

Increased social inclusion

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium					
High	1	2			
Very High			2	1	
Sample S	6				
Total	**10**				

Outcome 6

Improvement in personal relationships

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium			1		
High		1	1		
Very High			1	1	1
Sample S	6				
Total	**10**				

Medium – Low Risk / Medium Engagement

Outcome 1

Improved emotional well-being (mental health)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium			1		
High		2		1	
Very High				1	
Sample S	5				
Total	**16**				

Outcome 2

Increased self-esteem (internal)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium		2			
High		1			
Very High	1		1		
Sample S	5				
Total	**16**				

Outcome 3

Improved prospect of meaningful employment

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low		1			
Medium					
High		1			
Very High			2		1
Sample S	5				
Total	**16**				

Outcome 4

Improved outlook for the future

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium			1		
High	1		1	1	
Very High					1
Sample S	5				
Total	**16**				

Outcome 5

Increased social inclusion

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium					
High		1			
Very High	1	2	1		
Sample S	5				
Total	**16**				

Outcome 6

Improvement in personal relationships

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium	1	1	1		
High					
Very High			1		1
Sample S	5				
Total	**16**				

Low Engagement

Outcome 1

Improved emotional well-being (mental health)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium				1	
High		1		1	
Very High			1	1	
Sample S	5				
Total	**24**				

Outcome 2

Increased self-esteem (internal)

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium	1				
High	1	1			
Very High			2		
Sample S	5				
Total	**24**				

Outcome 3

Improved prospect of meaningful employment

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium		3		1	
High					
Very High			1		
Sample S	5				
Total	**24**				

Outcome 4

Improved outlook for the future

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium		1			
High		2			
Very High	1			1	
Sample S	5				
Total	**24**				

Outcome 5

Increased social inclusion

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low					
Medium			1	1	
High	1	1			
Very High		1			
Sample S	5				
Total	**24**				

Outcome 6

Improvement in personal relationships

Clients End Position	Client's Initial Position: Very Low	Low	Medium	High	Very High
Very Low					
Low		1			
Medium			1		
High		1			
Very High			2		
Sample S	5				
Total	**24**				