



Social Impact Valuation Statement

This statement certifies the social impact of the Family Violence Referral Training for COVID19 (City of Casey) program delivered by Women's Health in the South East, calculated using the Australian Social Value Bank. The values used in this Cost Benefit Analysis have been derived using the Wellbeing Valuation method from data gathered through the HILDA (Household, Income and Labour Dynamics in Australia) and Journeys Home surveys.

Program name: Family Violence Referral Training for COVID19 (City of Casey)

Description of program: Between 20 May and 4 June 2020, WHISE co-facilitated online family violence training for the City of Casey with a specific focus on understanding family violence – the signs and drivers, the impact of COVID-19 and how Casey leaders and frontline workers can proactively support each other and the Casey community and feel more confident doing this. This program aimed to develop the skills of frontline workers during COVID 19, in the City of Casey. Casey has the highest reports of family violence in the state, and evidence tells us that this is on the increase due to the pandemic - in this situation, the Council frontline workers will be a key point in the community to identify family violence and refer. This training enabled workers to know the signs of family violence, and know what to do if they get a disclosure. It sought to develop greater confidence to respond with confidence and appropriately to disclosures as well as provide skills on how to manage self and wellbeing during and after disclosures have been made. Learning Outcomes: This course will cover: • What is Family Violence and What are the signs to look out for • The impact of COVID 19. • How to ask questions about client safety, and what to do if you get a disclosure? • Support services available to your clients, yourself and your colleagues • Practical scenarios to apply your knowledge to 'real life' situations • Strategies for self care. This course is designed specifically for front line workers. This includes any team member who works directly with the community. This includes but not limited to: • Direct Care Workers • MCH workers • Kindergarden and child care workers • Youth workers • Community Safety team • Customer Service teams • Volunteers • Any other staff member working directly with community members

The program ran until 04 Jun 2020 and the total number of participants was 214. The following outcomes were achieved as a result of the program:

Outcome name: Improved self esteem/ confidence

Outcome description: This outcome shows the social impact of participants having improved self/esteem and a higher level of confidence, in a range of scenarios.

Assumptions: Overall, 12 60-minute online training sessions (four sessions for Casey leaders, four for people managers and four for frontline worker) were held. In total, 214 staff (163 women, 51 men), from across 24 council departments participated in the training . In addition, 14 family violence contacts were trained to assist / support all staff and managers to appropriately manage family violence disclosures at the City of Casey. The social outcome of improved self esteem/confidence is in relation to their improved knowledge and confidence around managing family violence disclosures. As a primary health promotion activity we can demonstrate through evaluation a direct primary benefit to the direct participants. Feedback was collected in-session and through an online survey, average response rate was 52%. Overall, participants' rated the training 4.34 out of 5 stars. Post training 44% of participants reported their understanding of family violence was a lot better, 38% a little better and 18% the same. Post training 39% of participants reported their confidence in managing disclosure was a lot higher, 45% a little higher and 15% the same. Using the program evaluation as supporting evidence, this outcome was chosen as the social impact of participants

having improved self esteem and a higher level of confidence, in a range of scenarios but most particularly their work roles where they now have improved knowledge and understanding including how to ask questions about client safety, and what to do if they receive a disclosure. It has been assumed that the benefits lasted for 12 months, this is an estimate based on the fact that WHISE partnered with the City of Casey to deliver a multi-level capacity building strategy across City of Casey and therefore the participants would have access to leadership as well as peer support. The multi-level capacity involved the (Executive Leadership Team (ELT), Casey Leadership Team (CLT) and Cultural Change Collective (CCC)) from this cohort, 76 leaders (42 women, 34 men) from across 22 council departments participated in the training. Additionally four 60-minute sessions were held for people leaders, staff with direct reports, or any staff member interested in supporting their colleagues. In total, 60 employees (49 women, 11 men) from across 18 council departments participated in the training. A further four 60-minute sessions were held for frontline workers. In total, 78 frontline workers (72 women, 6 men) from across seven council departments (Active Communities, Arts and Cultural Development, Child Youth and Family, Connected Communities, Customer and Digital, People and Culture and Safer Communities) participated in the training. Whilst we believe the training and knowledge received would be beyond 12 months we consider this to be a conservative estimate as this training has also sought to develop leadership within the City of Casey to support stronger sustainability of the strategy beyond the training itself.

Benefits lasted: 12 months.

The number of people achieving the outcomes during or after the intervention are described in the table below:

Number of people	Number of beneficiaries who...
	Improved self esteem/ confidence
Living in a Capital City	214
Living outside of a Capital City	0

Total number of participants: 214

The total cost of the program is \$7,543. This has been adjusted to account for opportunity cost and optimism bias.

Assumptions: Preparation of tailored session material including meetings (Virtual) with the City of Casey lead project officer to design the program. (\$3,100) including handover of program materials (presentation and trainers manual) and on boarding program including one test run of delivery and Zoom fees (\$150) Evaluation of strategy and approach (\$770), extra assistance in delivery of program (\$1,800) The full program costs before adjustment for optimism bias and deadweight factors was \$5,820

The key results of the program are presented below:



The net benefits of the program are \$1,327,826. This represents a benefit cost ratio of 177.04. The net benefit per participant is \$6,205.

By downloading this statement I, Denise Paxinos, of Women's Health in the South East, confirm that this Social Impact Valuation Statement is, to the best of my knowledge, a true and accurate record of the social impact of this program, and that the relevant rules of application have been followed.

The values used in these calculations, provided by the Australian Social Value Bank, are owned by Alliance Social Enterprises (www.asvb.com.au). They have been produced by Simerica, using best practice methodology for policy evaluation. These values are used under licence # [bY3VQ8] expiry date: [2021-06-26 14:24:16]