

Department of Communities

Home Stretch WA Program

Summative Evaluation Report

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Contents

Executive Summary	1
1. Evaluation Aim and Objectives	10
2. Overview of the Home Stretch Program	10
2.1 Background	10
2.2 Evaluation Stakeholders	11
2.3 Service Level Outcomes	11
2.4 Program Elements and Logic	12
3. Methodology	15
3.1 Summative Evaluation Scope	15
3.1.1 Evaluation Regions and Service Providers	15
3.1.2 Key Principles	15
3.1.3 Program Logic Outcomes	16
3.1.4 Key Evaluation Questions	17
3.1.5 Ethics Application and Approval	17
3.2 Evaluation Approach	18
3.2.1 Mixed Methods	18
3.2.2 Most Significant Change	18
3.2.3 Personal Wellbeing Measurement	19
3.2.4 Longitudinal Data and The Unique Identifier	20
3.2.5 Young Person Interview Development and Pilot Testing	20
3.2.6 Service Tracking Tool and the Minimum Data Set	21
4. Evaluation Findings	22
4.1 Survey and Interview Results and Related Findings	22
4.1.1 Home Stretch Young People	22
4.1.2 Home Stretch Carers	36
4.1.3 Service Providers	41
4.1.4 Department of Communities Stakeholders	47
4.1.5 Community of Practice and Youth Advisory Group	51
4.1.5.1 Community of Practice Role and Value	56
4.1.5.2 Kimberley Housing Solutions Forum	57
4.1.5.3 Concluding Remarks: The Impact of the CoP	59
4.2 Young Person Case Studies	59

4.2.1	Case Study 1 - Dee	59
4.2.2	Carer Case Study 2 - David.....	62
4.2.3	Case Study 3 - Isaac	64
4.2.4	Case Study 4 – Katie.....	66
4.2.5	Program Impact from Case Studies	68
4.3	Evaluation of Interview, Survey and Case Study Findings	68
4.3.1	Young People	68
4.3.2	Carers.....	69
4.3.3	Service Providers	70
4.3.4	Communities Staff	70
4.3.5	CoP/YAG	70
4.3.6	Case Studies.....	71
4.4	Service Level Outcome (SLO) Assessment.....	71
4.5	Service Data	73
4.6	Value for Money Evaluation	74
4.6.1	Summary.....	74
4.6.2	Cost Benefit Analysis	77
4.6.3	Assumptions	78
4.6.4	Benefits Statement.....	80
4.6.5	CBA Results	82
4.6.6	Value for Money Overall Findings	86
4.6.7	Kimberley Specific Assessment.....	87
5.	Conclusion	90
5.1	Opportunities for Improvement.....	90
	Appendices	98
6.1	Home Stretch WA: Young Person Interview Form	98
6.2	Distress Protocol.....	106
6.3	Home Stretch WA: Information Sheet – Home Stretch Participants (Young People)	108
6.4	Home Stretch WA: Consent Form – Home Stretch Participants	113
6.5	Home Stretch WA: Withdrawal of Participation – Home Stretch Participants	114
6.6	Carers Survey Proforma.....	115
6.7	Service Providers Survey Proforma	116
6.8	COP and YAG Survey Proforma.....	118

6.9	Department of Communities Staff Survey Proforma	119
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Figures

Figure 1	Home Stretch Program Logic.....	14
Figure 2	Present Value of Benefits, by Benefit, at 7% Discount Rate.....	76
Figure 3	Present Value of Benefits, by Discount Rate	83
Figure 4	Present Value of Benefits, by Benefit, at 7% Discount Rate.....	83
Figure 5	Share of Present Value of Benefits, by Benefit Category, at 7% Discount Rate.....	84
Figure 6	Net Present Value, by Discount Rates	84
Figure 7	Benefit Cost Ratios, by Discount Rates.....	85
Figure 8	Benefit Cost Ratios, Main Scenario and Sensitivity Test, by Discount Rate	86
Figure 9	Present Value of Benefits, by Discount Rate	88
Figure 10	Present Value of Benefits, by Benefit, at 7% Discount Rate	88
Figure 11	Present Value of Benefits at 7%, Kimberley and Total Program.....	89

Tables

Table 1	Indicative Key Statistics for Program Participants.....	2
Table 2	Opportunities for Improvement.....	7
Table 3	Home Stretch Program Logic Initial Outcomes	16
Table 4	PWI Conversion	19
Table 5	Minimum Data Set.....	21
Table 6	Young Person Agreement with Home Stretch Elements.....	22
Table 7	Young Parent Agreement with Statements - Young Parents	25
Table 8	Young Carer Agreement with Statements - additional carer responsibilities.....	26
Table 9	Satisfaction with Personal Wellbeing	29
Table 10	Personal Items and Training Completed	30
Table 11	Young Person Experience with Home Stretch	31
Table 12	Aboriginal Young Person Identity	32
Table 13	CaLD Young Person Identity	32
Table 14	Aboriginal Young Person Experience with Home Stretch	33
Table 15	Young Person General Feelings	33
Table 16	Young Person Feelings of Safety.....	34
Table 17	Overall degree to which Home Stretch is meeting participants' needs.....	35
Table 18	Region in which Carers live.....	37
Table 19	Carer Ratings of Home Stretch Effectiveness.....	38
Table 20	Degree to which Carers feel appropriately supported by Home Stretch financially.....	39
Table 21	Service Provider Ratings of Home Stretch Effectiveness.....	43
Table 22	Service provider confidence in their organisation's ability to deliver Home Stretch.....	45
Table 23	Communities Staff Ratings of Home Stretch Effectiveness	47
Table 24	Communities' assessed performance in the Home Stretch Program	48
Table 25	Confidence in Communities' ability to deliver positive outcomes for participants	50
Table 26	Community of Practice and Youth Advisory Group Ratings of Home Stretch Effectiveness	53
Table 27	Summary of Benefits by Category	75

Table 28	Summary of Results	76
Table 29	Assumptions	78
Table 30	Benefits Statement for the Home Stretch Program	80
Table 31	Overall Results Summary.....	85
Table 32	Kimberley Results Summary	87

Acronyms and Abbreviations

Acronym	Definition
ACCO	Aboriginal Community Controlled Organisation
BCR	Benefit-Cost Ratio
CaLD	Culturally and Linguistically Diverse
CBA	Cost Benefit Analysis
Communities	WA Department of Communities
CoP	Home Stretch WA Community of Practice
CPFS	Child Protection and Family Services (within Department of Communities)
ERR	Economic Rate of Return
Home Stretch	Home Stretch WA Program
HSWA	Home Stretch WA Program
IIM funding	Invest In Me funding
MEF	Home Stretch WA Monitoring and Evaluation Framework
M&E Framework	Monitoring and Evaluation Framework
MSC	Most Significant Change
NDIS	National Disability Insurance Scheme
NPV	Net Present Value
OFI	Opportunity for Improvement
PWI	Personal Wellbeing Index
Quantum	Quantum Consulting Australia Pty Ltd, contracted to complete the evaluation
SLO	Service Level Outcome
TAFE	Technical and Further Education
WAHEC	Western Australian Aboriginal Health Ethics Committee
YAG	Home Stretch WA Youth Advisory Group (of which members have lived experience of out-of-home-care)
YP	Young Person/s; Young People

Acknowledgement

Quantum Consulting Australia Pty Ltd (Quantum) acknowledges the people of the many traditional countries and language groups of Western Australia. It acknowledges the wisdom of Elders past, present and future and pays respect to the Aboriginal communities of today.

The Evaluation Team at Quantum would like to acknowledge the commitment of the Department of Communities (Communities) to the children, young people and families of Western Australia.

Terminology

Recognising that Aboriginal people are Western Australia's original inhabitants, the term Aboriginal is used throughout this document. The term Aboriginal and Torres Strait Islander may be preferred in other, including national, contexts and no disrespect is intended.

Disclaimer

The information contained within this Report has been compiled from a variety of external sources and has not been subject to an internal independent verification. Although every care has been taken to ensure that the information and opinions are correct, Quantum specifically disclaim any responsibility for the use or interpretation of this report.

Findings within this Report can be influenced by a number of unforeseen events that may occur outside of our control. Therefore, no assurance can be given that the findings contained within the Report will remain as such in the future.

This is an internal document for use by the Department of Communities and its key stakeholders.

Executive Summary

The Evaluation

Young people who have experienced out-of-home care face complex life challenges and are among the most vulnerable groups in society.

After an extensive and consultative trial period, the Department of Communities Home Stretch WA Program (Home Stretch/the program) was developed to support young people transitioning out of Western Australia's child protection system at the age of 18, extending its assistance until they reach the age of 21. Commencing service in late 2022, Home Stretch provides continuing support and resources to help young people (participants) successfully transition towards interdependence.

The full evaluation period extends from late 2022 to late 2023. A formative evaluation of Home Stretch was conducted in the first half of 2023, focusing on the Perth, Peel, South West and Great Southern regions. This report now presents the findings of the summative evaluation, which encompasses these regions and also includes the Kimberley. Other service locations were not included in the evaluation as they were not fully operational during this period.

The scope of this evaluation was to:

- Investigate the extent of achievement of the program's Service Level Outcomes (SLOs);
- Determine what program elements contribute to positive outcomes for young people;
- Provide evidence of the program's appropriateness, effectiveness and cost effectiveness/value for money to inform Government decision-making on extending the program beyond 2024-25.

The evaluation incorporated the following data collection and review methods:

- Interviews with current program participants (undertaken by Service Providers).
- Surveys:
 - service providers;
 - participating carers;
 - the Community of Practice/Youth Advisory Group; and
 - Department of Communities staff.
- Case Studies: Completion of a selection of case studies of program participants (led by Service Providers).
- Review of reporting and administrative data via the Home Stretch Service Tracking Tool and Minimum Data Set.

Key Findings

The summative evaluation revealed a common acknowledgment of the transformative impact that Home Stretch has on the lives of young individuals transitioning from full-time care to adulthood. Participants across various cohorts, including young people, carers, service providers, the Community

of Practice/Youth Advisory Group (CoP/YAG), and Communities staff, consistently highlighted the program's positive influence.

Findings from interviews conducted with 138 current program participants underline a program that is consistently providing a safe, constructive and impactful experience. A significant majority of respondents conveyed their satisfaction with stable accommodation, the presence of robust social support networks and a sense of assurance in accessing key services including healthcare. Positive trends in personal development were apparent, with a substantial proportion expressing appreciation for the coaching and additional supports available. Empowered by the program, these young people express a proactive drive to seek out training opportunities and are making significant progress toward realising their individual goals and aspirations.

Overall satisfaction with personal wellbeing among program participants was consistently positive. In particular, young people expressed strong feelings of safety, contributing to an affirmative assessment of their overall wellbeing.

A selection of key statistics associated with responses from program participants is summarised in Table 1.

Table 1 Indicative Key Statistics for Program Participants

Young Person Agreement with Home Stretch Elements	Fully	Mostly	Sometimes	A Little Bit	Not at All
I am able to access stable and safe accommodation if needed	64%	24.5%	7.5%	1.5%	2.5%
My living arrangements are stable and safe	66%	19.5%	8%	2%	4.5%
If I have a problem, I can talk to someone	65%	23 %	9%	2%	1%
I am well-connected to people who can support me	59.5%	28.5%	10.5%	1.5%	0
I am working towards the things that are important to me	48%	36%	13.5%	1.5%	1%
I can access education opportunities	59%	24%	12%	3%	2%
I can access employment opportunities	58%	24.5%	12%	3%	2.5%
I feel that I have good control over my life	41.5%	34.5%	20.5%	3.5%	0

Young Person Experience with Home Stretch	Fully	Mostly	Sometimes	A Little Bit	Not at All
Is respectful	86%	11%	2%	1%	0
Takes my strengths and potential into account	74.5%	22.5%	3%	0	0
Helps me get things done (e.g. encourages me, provides useful information, helps develop skills)	76.5%	18%	5.5%	0	0
Works with me to identify my dreams and ambitions	69%	24%	7%	0	0
Provides support when I'm feeling down or when I'm feeling happy	70%	22%	6.5%	1.5%	0
Overall, is available when needed	73.5%	18.5%	8%	0	0
Aboriginal Young Person Experience with Home Stretch	Fully	Mostly	Sometimes	A Little Bit	Not at All
Makes time to listen to my story	71.5%	14.5%	12%	2%	0
Encourages me to express my culture	66%	19%	15%	0	0
Young Person Satisfaction with Personal Wellbeing	Fully	Mostly	Sometimes	A Little Bit	Not at All
Your standard of living?	44.5%	35%	15%	2.5%	3%
How safe you feel?	58.5%	27%	10.5%	4%	0

These findings collectively underscore the Home Stretch Program's effectiveness in fostering a sense of connection, control and self-efficacy among participants, contributing to their overall well-being and life satisfaction.

The survey of 35 'staying on' carers revealed an appreciably positive perception of the program's value. This cohort commended the program for its holistic support, stability, mentorship and financial assistance during the challenging transition to adulthood. While generally expressing their appreciation, some carers suggested program improvements, including more trained Aboriginal coaches, enhanced training in trauma and disabilities, increased peer programs, and extended support until the age of 25.

All 24 service provider representatives who participated in the evaluation unanimously confirmed the program's transformative impact. Its person-centred and trauma-informed approach was praised, including its effectiveness in supporting young Aboriginal people. While providers highlighted positive outcomes and existing and growing demand to enter the program, challenges such as regional specificity¹ and the need for increased housing supply were identified.

¹ 'Regional specificity' refers to the distinct characteristics, conditions or needs that are unique to a specific geographic region.

All nine participants from the Home Stretch Community of Practice and Youth Advisory Group (CoP/YAG) unanimously acknowledged the program's efficacy. They highlighted positive feedback, a discernible demand and a consistent expansion of waitlists. Additionally, the collaborative approach of the CoP received recognition for fostering teamwork among providers. This collaboration eases the load on individual service providers and significantly enhances the overall integrity of the program.

Challenges in the North (including the Kimberley) region were acknowledged, emphasising the need for nuanced program delivery and sustained strong relationships with providers. As examples, some participants live in remote communities without transport for medical and other appointments. Many live with neurodevelopmental, intellectual and/or physical disabilities, intergenerational trauma, chronic health conditions and limited basic life skills.

Overall positive perceptions were evident among participating Communities staff, with the program's cultural responsiveness and collaborative approaches highlighted. While the staff confidently expressed their organisation's capability to deliver positive outcomes, they also identified a critical area requiring focused attention: addressing challenges associated with securing stable accommodation.

Four case studies are presented which underscore the program's instrumental role in providing personalised and continuous assistance to participants, with each facing a variety of significant challenges. The positive outcomes, including educational achievements, employment success and ongoing support, serve as evidence of the program's impact in effectively addressing the unique needs of each individual.

While the feedback on the Home Stretch Program was resoundingly positive, areas for improvement and challenges were identified across all cohorts. As examples, the need to cater for regional specificity and facilitate the realisation of increased stable accommodation options (noting the external and systemic nature of this challenge) emerged as common themes. The program's early achievements, including in remote regions, emphasise the significance of sustained collaboration, efficient resource allocation and continuous efforts to address specific needs to ensure a universally positive support experience.

Value for Money

Home Stretch demonstrates strong value for money characteristics. The overall benefits profile is diverse, reflecting the intentionally structured nature of the suite of services and support of the program. The program elements are broadly complementary and targeted, offering a diverse range of passive and active support. The combination of soft skills and social capital development and accommodation solutions provides participants with a comprehensive package of support that drives self-reliance, social and community integration and economic participation.

The cost-benefit analysis yielded a positive Net Present Value (NPV) between \$7.71 million and \$15.46 million over 20 years, translating to a favourable Benefit-Cost Ratio (BCR) ranging from 2.06 to 3.06. With a BCR above 1.0 and notably positive results at or above 2.0, the findings underscore the

program's potential for significant positive impact, emphasising the calculated value of long-term benefits notwithstanding associated risks.

The sensitivity tests confirmed the importance of realising long term benefit estimates while also demonstrating their lack of sensitivity to downside risks. It also confirmed the direct consumption and participation value of services and supports provided in the program.

Focusing specifically on the Kimberley, positive BCRs were also evident (ranging from 1.07 to 1.50); however, the value for money outcomes appear lower than those of the overall program - primarily due to having comparatively fewer participants and resulting higher operating costs per participant. Additionally, while the same basic assumptions as the overall assessment were used, certain ones including accommodation costs and social and economic participation may be conservative when applied to the Kimberley context. It is also recognised the program is not currently operating at full capacity. This is important, as increased participant numbers would have the effect of simultaneously increasing the value of benefits while also amortising costs across a larger cohort. As a result, the Kimberley CBA results are considered conservative, with potential for the value for money to surpass the estimated values.

To achieve this, more participant activity is likely needed to lower per-participant costs. Such expansion could not only bolster short-term and long-term economic participation benefits but also decrease the cost per participant, potentially aligning the BCRs in the Kimberley with those observed in the broader program.

Service Level Outcome (SLO) Assessment

The evaluation demonstrated that the Home Stretch Program is successfully achieving its designated Service Level Outcomes (SLOs), thus reflecting its impact on supporting young individuals in their transition to adulthood. Evaluation findings reveal favourable assessments of personal wellbeing, satisfactory levels of engagement and a substantial level of trust in transition coaches. Feedback from program participants consistently reflects high overall satisfaction, providing evidence regarding the program's efficacy in facilitating a successful transition to adulthood.

As outlined further in section 4.4, Home Stretch is successfully meeting SLO 1 – facilitating a successful transition to adulthood for young people. This is demonstrated, in part, by positive assessments of personal wellbeing, along with high levels of trust and satisfaction with transition coaches. Additionally, SLO 2 – Home Stretch is responsively addressing service users' needs and expectations – is evidenced through service user interviews, case studies, surveys of various stakeholders, the assessment of Most Significant Change (MSC), and overall satisfaction ratings.

In alignment with SLO 3, numerous service users have successfully secured access to stable housing, healthcare, and education, training and employment opportunities. The outcomes are substantiated by interviews, satisfaction measures and case studies, highlighting the program's responsiveness to the diverse needs of its participants.

Additionally, Home Stretch has shown cultural responsiveness, place-based services and the delivery of a person-centred approach, therefore meeting criteria outlined in SLO 4.

The collaborative efforts of service providers with the Community of Practice, along with their confidence in delivering the program, further underscore the program's success against defined outcomes most specifically SLO 5.

Opportunities for Improvement

Below, Table 2 provides a summary of Opportunities for Improvement identified during the evaluation.

Table 2 Opportunities for Improvement

Finding Theme	Finding	Opportunities for Improvement
Training Enhancement	Stakeholders highlighted the need for enhanced training for transition coaches, particularly in key areas such as trauma and disabilities. This training was deemed necessary to better equip coaches in supporting individuals facing complex challenges during the transition.	1 Strengthen the capabilities of transition coaches by providing advanced training in areas including trauma and disabilities, ensuring comprehensive support for participants. Strengthening these crucial skills ensures a more empathetic and tailored approach, aligning with the program's commitment to holistic development.
Collaboration and Adaptability	Enhance program adaptability through strengthened staff guidance, communication and increased coach availability. This aligns with the pivotal role of transition coaches in providing essential clarity, support and stability for young individuals. Another crucial aspect is fostering ongoing collaboration among providers. A corresponding recommendation suggests creating a comprehensive theory of change to sustain collaboration as the Community of Practice concludes or continues its role.	2 Emphasise ongoing improvement by supporting the continuing operation of the CoP. Increase coach availability and promote continued collaboration among providers to enhance adaptability and ensure sustained collaboration as the Community of Practice completes its role.
Regional Specificity	Stakeholders identified challenges related to regional specificity, emphasising the need for tailoring program components to address the unique needs of diverse regions.	3 Conduct needs analyses and customise program approaches to effectively address the unique challenges and requirements of different regions to ensure targeted and effective support. E.g. Consistent coverage of key positions and establish contingency plans to ensure uninterrupted services to program participants, exploring flexible service commissioning methods and engaging local “mentors” (in addition to transition coaches) etc.

Finding Theme	Finding	Opportunities for Improvement
Cultural Responsiveness	Carers and other evaluation participants raised the need to increase the number and presence of trained Aboriginal coaches to meet the cultural needs of all Aboriginal young people participating in Home Stretch.	4 Enhance cultural responsiveness by increasing the number of Aboriginal coaches, particularly in relation to non-ACCO service providers. Enriching the program in this way would better address the unique needs of Aboriginal young people.
Program Funding	Survey and interview data indicated recommendations to implement refinements in program structure and delivery based on feedback, coupled with the need for adequate funding to support more transition coaches and broaden program possibilities.	5 Address the identified need for increased funding to support program expansion, allowing for the recruitment of additional transition coaches and increased program offerings.
Peer Support	- The suggestion was made to introduce increased peer programs to foster a sense of community and support, involving current or past program participants when possible. - Acknowledging the invaluable support provided by current Support Circles, enhanced program effectiveness can be achieved by placing increased emphasis on these circles, specifically incorporating insights from peers with lived experience.	6 Implement additional peer programs to enhance community-building and support mechanisms within the Home Stretch Program.
Accommodation Shortages	In seeking to ensure a more supportive experience for program participants, challenges associated with securing stable accommodation were acknowledged, indicating the necessity to improve access and explore accommodation options, particularly in regions facing shortages.	7 Develop and implement measures to enhance access to stable accommodation, explore strategies to increase accommodation options and address region-specific accommodation needs through targeted measures.
Data Enhancement	Variations in data set structures, inconsistencies in geographic references and limitations in time series data have been identified	8 Implement a uniform structure and format across all data sets to enhance data integration and analysis.

Finding Theme	Finding	Opportunities for Improvement
	within the CoP's data collation processes, principally as held within the Service Tracking Tool.	Ensure all data sets include consistent and relevant geographic references to improve region-specific data extraction and analysis. Incorporate columns specifying the calendar or financial year/quarter in all data sets to support comprehensive time series analysis and the tracking of inter-year trends and outcomes.

In conclusion, the Home Stretch summative evaluation underscores its pivotal role in supporting young people transitioning from Western Australia's child protection system. Positive feedback from all stakeholders, including young people, carers, service providers, and Communities staff, highlights the program's effectiveness, including for Aboriginal young people.

Furthermore, a cost-benefit analysis indicates positive outcomes, indicating the program's potential long-term impact. The assessment of service level outcomes demonstrates success in facilitating young people's transition to adulthood, emphasising factors such as high levels of trust in transition coaches and access to stable accommodation and education opportunities.

Some often place-based challenges such as ensuring regional specificity and accommodation shortages were noted, indicating opportunities for improvement. To enhance the program's effectiveness and meet the diverse needs of participants across Western Australia's regions, opportunities include enhancing cultural responsiveness, strengthening transition coaches' capabilities, and securing increased funding for program expansion.

1. Evaluation Aim and Objectives

The Home Stretch WA Program (Home Stretch) monitoring and evaluation has followed a three-stage approach, with the present Stage 3 comprising a summative evaluation focusing on the program's outcomes, overall effectiveness and impact.

Stages 1 and 2 involved the development and implementation of a Monitoring and Evaluation Framework (MEF) and a Process/Formative Evaluation, which were completed in March 2023 and May 2023, respectively.

This report documents presents the findings of a summative evaluation of the Home Stretch WA Program.

The scope of the summative evaluation has focused on the following:

- Investigate the extent of achievement of Service Level Outcomes (SLOs).
- Determine what program elements contribute to positive outcomes for young people.
- Provide evidence of the program's appropriateness, effectiveness and cost effectiveness/value for money to inform Government decision-making on extending the Program beyond 2024-25.

The evaluation utilised the Home Stretch Program Logic as a framework when assessing program progress (Refer to Figure 1).

2. Overview of the Home Stretch Program

2.1 Background

Young people who have experienced out-of-home care face significant and complex issues and are considered among the most vulnerable and disadvantaged groups in society.

Additionally, while making up only three percent of the state's total population, more than 57 percent of WA children and young people in state care are Aboriginal.

Launched in August 2016, the Home Stretch National Campaign sought to extend leaving care arrangements for young people in state care to age 21. Anglicare WA subsequently initiated the Home Stretch WA campaign in February 2017. The decision to formally trial a program of this nature was made by the WA Minister for Child Protection in November 2018.

The subsequent trial has provided the opportunity to design and test an extension-of-care model involving a significant number of key stakeholders, including young people with lived experience, carers and community service organisations. As is occurring, the model is now considered ready for scaling across WA.

The State Government committed \$37.2 million in the 2021-22 State Budget to expand the program via a staged roll out to a permanent, State-wide investment. Implementation commenced in August and September 2022.

The ensuing Department of Communities' (Communities) Home Stretch Program provides ongoing support and resources to enable young people to successfully transition towards interdependence.² The service delivery model involves new ways of collaborating with the community services and government sectors, including partnerships with Aboriginal Community Controlled Organisations (ACCOs) to design and deliver services to Aboriginal young people and their families.

A Community of Practice, led by Anglicare WA in partnership with Yorganop, plays a crucial role in providing essential practice support to Communities staff and program service providers, including ACCOs, ensuring integration of the service offering into their respective local community contexts.

2.2 Evaluation Stakeholders

Identified evaluation stakeholders include the following cohorts.

- Young people currently participating in Home Stretch.
- Young people with lived experience of the Child Protection system including members of Youth Advisory Groups (YAGs) in each district.
- Home Stretch WA Community of Practice member organisations including Anglicare WA and Yorganop.
- Current service providers operating in metropolitan Perth, and the Peel, South West and Great Southern regions – Yorganop; Wanslea; Mission Australia; the Salvation Army.
- Kimberley Service Providers – Broome Youth and Families Hub; Jungarni Jutiya; Marra Worra Worra; MG Corporation.
- Participating foster carers.
- Communities staff with some level of involvement for program oversight or delivery.

2.3 Service Level Outcomes

The formally established Service Level Outcomes (SLOs) for Home Stretch Program are as follows.

1. Young people are better prepared and supported (via continuing support and resources) to successfully transition to interdependent adulthood.
2. The service meets young people's needs and expectations and responds to their circumstances.
3. Young people:
 - Have access to stable accommodation and health care,

² While transitioning to or *towards independence* has been widely used including in other Home Stretch documentation, it is noteworthy that the Home Stretch WA Community of Practice and service providers are increasingly promoting an approach which aspires to achieve an outcome of "*interdependent*" living.

- Have their employment, training and educational opportunities met,
 - Have (and maintain and further build) a robust sense of identity and are connected to community and culture (and country and kin).
4. Services are culturally responsive and place-based, with a person-centred approach.
 5. Service providers work with the Home Stretch WA Community of Practice (CoP), share data and collaborate to enable systemic reform.

2.4 Program Elements and Logic

Home Stretch is centred on providing personalised, one-to-one support that is adaptable to each young person's goals and priorities, fostering their journey towards interdependence. This approach allows for flexibility and responsiveness over time, encompassing actions such as securing stable accommodation, pursuing further education, exploring work opportunities, locating community assistance, accessing health services, building support networks and enhancing financial skills.

Formally defined elements of the Home Stretch Program are noted as follows:

- **A Smooth Transition** – Working with young people (and their caseworker) from 17 ½ years of age to ensure a smooth transition into the program and provide a seamless continuation of support until age 21.
- **Transition Coach** – works with the young person to provide flexible, one-to-one coaching support (a maximum caseload of 12 clients per coach). Coaches work closely with their young person, providing regular contact and assistance in various aspects of their lives, including accommodation, developing life skills and pursuing personal and vocation goals.
- **Invest in Me Fund** – A safety net fund (\$2,500 per person per annum) created to ensure a young person has access to resources to support them to meet their goals, as well as relief in times of crisis. Invest In Me Funding is accessed through the Transition Coach who works with the young person to plan/request funding to meet their desired goals.
- **Staying On Agreement and Subsidy** – The young person can be supported by the Transition Coach and a Staying on Facilitator (separate role) to continue 'staying on' with a carer to ensure they have a stable living arrangement until age 21. This includes a payment and support to the foster or family carer.
- **Housing Allowance** – The Transition Coach can support the young person to access a Housing Allowance to assist them to afford a broader range of living arrangements.
- **Support Circles** – The Transition Coach will support the young person to establish an enduring network of personal, family and community connections.³

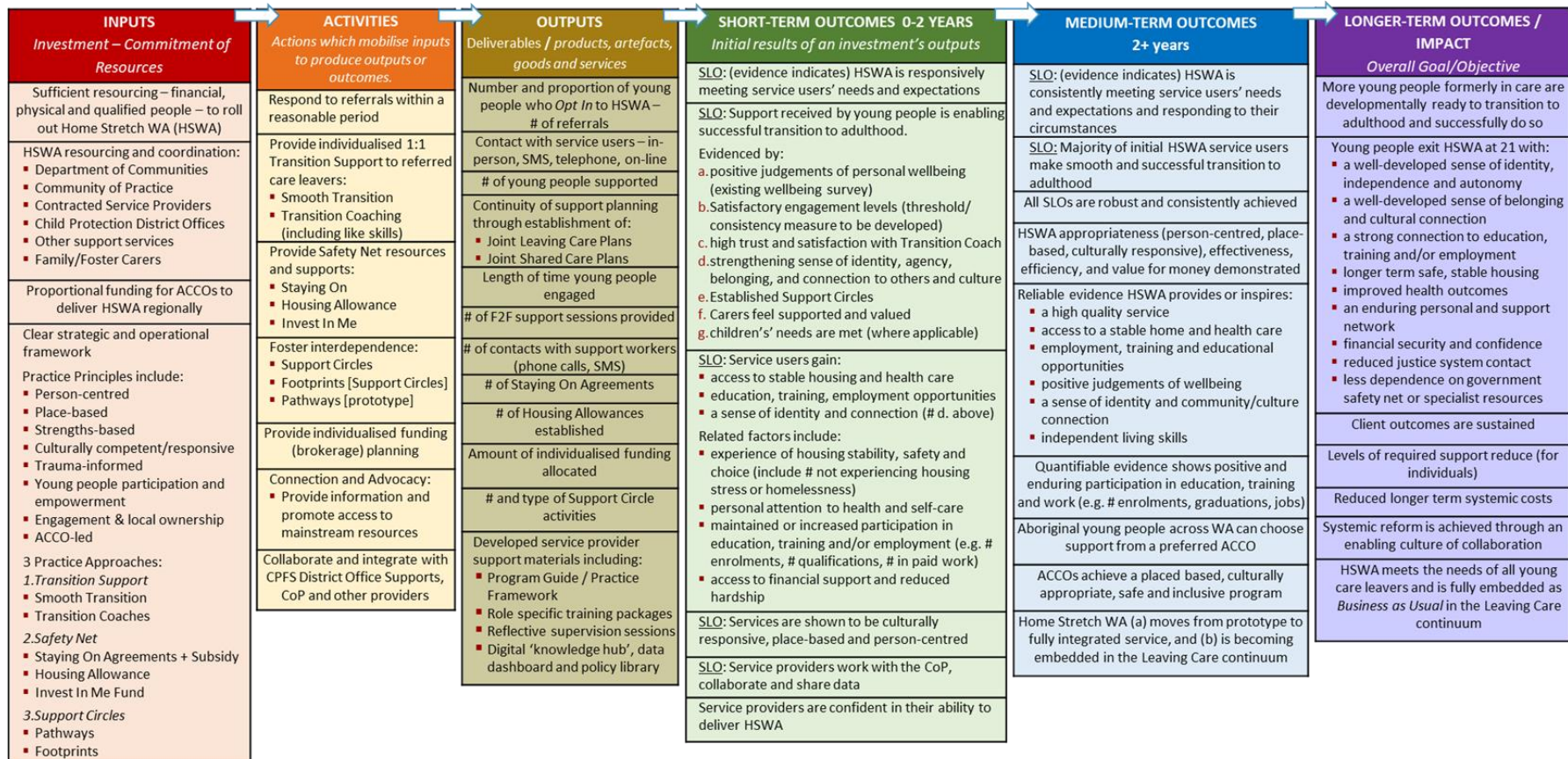
Quantum developed a Program Logic for the Home Stretch Program, based on input from stakeholders and building on an initial logic produced during the Home Stretch Trial.

³ WA Department of Communities (2023) Home Stretch WA: About the Program accessed at <https://www.wa.gov.au/organisation/departments-of-communities/home-stretch-wa-about-the-program>

Figure 1 displays the Program Logic, illustrating how Home Stretch is designed for intended outcomes and the progression towards long-term objectives. Beneficial outcomes, as indicated in the diagram, become more measurable over time, extending beyond the initial rollout and concise evaluation timeframes. The included Theory of Change statement acts as a complementary roadmap, detailing how program activities align with objectives and contribute to the overall effectiveness of Home Stretch. The Program Logic incorporates various measurement areas aligned with the program's SLOs.

Figure 1 Home Stretch Program Logic

Theory of Change Statement: in providing an enhanced support system for young people (17.5-21) based on established practice principles, including a trusting relationship with a dedicated Transition Coach and access to financial resources, Home Stretch will improve outcomes for young people leaving care in Western Australia.



3. Methodology

3.1 Summative Evaluation Scope

Summative Evaluation examines the overall effectiveness, outcomes and impact of a program at specific stages or upon completion. This type of 'outcome' evaluation is conducted when a program has been in operation long enough to generate results, aiming to assess the extent to which the program has successfully attained its predetermined objectives and goals.

This evaluation represents the final component of a three stage approach comprising:

Stage 1	Develop and implement a Monitoring and Evaluation Framework (MEF) for the Home Stretch Program.
Stage 2	Undertake a Process/Formative Evaluation of the Program
Stage 3	Undertake a Final (summative) Evaluation of the Program.

Stages 1 and 2 were completed in March and May 2023 respectively.

The scope of the current evaluation focused on the following:

- Investigate the extent of achievement of SLOs.
- Determine what program elements contribute to positive outcomes for young people.
- Provide evidence of the program's appropriateness, effectiveness, cost effectiveness/value for money to inform Government decision-making on extending the program beyond 2024-25.

3.1.1 Evaluation Regions and Service Providers

The summative evaluation included a focus on the implementation of Home Stretch in metropolitan Perth, the Peel, South West and Great Southern regions, and in the Kimberley Region.

- Interim (or original) Service Provision Region (Perth, Peel, South West, Great Southern) – Yorganop; The Salvation Army; Wanslea; Mission Australia; Albany Youth Support Association (sub-contract with Mission Australia)
- Kimberley - Broome Youth and Families Hub; Jungarni Jutiya; Marra Worra Worra; MG Corporation.

3.1.2 Key Principles

The summative evaluation was underpinned by the following principles.

- A program-wide perspective.
- Engagement and local ownership.
- Youth Participation – The evaluation incorporates an opportunity for young people with lived experience of the care system (including Lived Experience Consultants) to participate.

- Cultural sensitivity – Culture is understood as underpinning and integral to wellbeing and safety.
- Trauma-informed – assumes that young people could have a trauma history and adopts a ‘do no harm’ approach.
- Build staff capacity.
- Avoid overburdening – the evaluation will apply efficient practices in data collection and reporting requirements.

3.1.3 Program Logic Outcomes

The evaluation utilised the Home Stretch Program Logic (Refer Figure 1 above) as a framework when assessing Program outcomes.

Aligned with the Program Logic, the assessed key outcomes encompass short-term results within the first two years of program implementation, illustrating the initial impact of the Home Stretch Program's outputs. These outcomes, along with the corresponding supporting evidence, were cross-referenced with the Home Stretch Monitoring & Evaluation Framework Template (developed in Stage 1) and are presented below.

Table 3 Home Stretch Program Logic Initial Outcomes

SHORT-TERM OUTCOMES 0-2 YEARS	
<u>SLO 1:</u> Support received by young people is enabling successful transition to adulthood. Evidenced by: a. positive judgements of personal wellbeing (existing wellbeing survey) b. satisfactory engagement levels c. high trust and satisfaction with Transition Coach d. strengthening sense of identity, agency, belonging, and connection to others and culture e. Carers feel supported and valued f. children's' needs are met (where applicable) Gauge whether YP meet outcomes and possess documents that address identity, skill set and developing autonomy; case studies	
<u>SLO 2:</u> (evidence indicates) Home Stretch WA is responsively addressing service users' needs and expectations. Evidenced by: ▪ Service User Interview, case studies, separate surveys of service providers, carers and CoP/YAG ▪ Assess Most Significant Change (MSC) ▪ User overall satisfaction ratings on meeting overall needs and expectations – 18 indicators ▪ Also refer to (a) satisfaction indicators identified for SLO1, (b) access and identity indicators created for SLO3	

<u>SLO 3:</u> Service users gain: ▪ access to stable housing and health care ▪ education, training, employment opportunities ▪ a sense of identity and connection (# d. above) Related factors include: ▪ experience of housing stability, safety and choice (include # not experiencing housing stress or homelessness) ▪ personal attention to health and self-care ▪ maintained or increased participation in education, training and/or employment (e.g. # enrolments, # qualifications, # in paid work) ▪ access to financial support and reduced hardship Interview service users (including satisfaction measures) and review service reports; case studies Additional questions for Aboriginal and Culturally and Linguistically Diverse background (CaLD) participants who wish to participate
<u>SLO 4:</u> Services are shown to be culturally responsive, place-based and person-centred – interview and survey data, including Most Significant change and service users’ self-assessment of being supported, understood and treated with respect; various evaluation measures (e.g. surveys, interviews); case studies
<u>SLO 5:</u> Service providers work with the CoP, collaborate and share data – interview and survey data
Added Outcome Measure from Monitoring and Evaluation Framework: Service providers are confident in their ability to deliver Home Stretch. Surveys

3.1.4 Key Evaluation Questions

In addition to reviewing the achievement of Service Level Outcomes, the following key questions were formulated to provide guidance throughout the evaluation process:

- Is the Home Stretch Program achieving its stated Service Level Outcomes?
- What is the overall impact of the program on the target population (young people in the program)?
- How satisfied are participants and other stakeholders with the program?
- What lessons can be learned from program delivery so far?
- What factors are influencing program accomplishments?
- What program activities, if any, could be improved or done differently?

3.1.5 Ethics Application and Approval

The Summative Evaluation was conducted pursuant to Ethics Approval from the Western Australian Aboriginal Health Ethics Committee (WAHEC).

Ethics Approval was obtained on 28 July 2023 for the evaluation of Home Stretch in the service provider locations of Perth, Peel, South West and Great Southern.

An extension to include the Kimberley Region in the scope of ethics approval, was subsequently lodged as an amendment form in October 2023. Approval was based on the receipt of support letters from all participating service providers and the Kimberley Aboriginal Health Planning Forum, which

acts as the peak regional health forum for improving health outcomes for Aboriginal people in the Kimberley. Kimberley approval was gained on 1 November 2023.

The engagement of program participants applied the information sheet, consent form, withdrawal process and Distress Protocol as outlined in Appendix 6.

3.2 Evaluation Approach

3.2.1 Mixed Methods

Given the Home Stretch Program is still in early stages of implementation, a combination of evaluation approaches and methods was considered to provide more complete and useful responses to key evaluation questions.

Adopting a mixed methods approach, the evaluation included a range of data collection and analysis methods, principally:

- Surveys/Interviews of all key stakeholders including service recipients.
- Qualitative and quantitative survey data augmented by complementary methods including interviews.
- Case Studies – supported by service providers, the evaluation includes a sample of case studies of young people outlining their experiences and outcomes in the Home Stretch Program.
- Review of reporting and administrative data, principally via the Home Stretch Service Tracking Tool and Minimum Data Set.

Applying complementary data triangulation processes ensured evaluation findings are valid and instructive. Triangulation involves (a) comparing and integrating information obtained from different methods and sources (e.g. comparing service user responses to survey questions with a similar line of questioning of service providers), and (b) forming conclusions and recommendations including those based on the 'weight of evidence'.

3.2.2 Most Significant Change

In consultation with the Community of Practice, the evaluation team saw the merit of including 'Most Significant Change' (MSC) questioning in the evaluation. As a participatory monitoring and evaluation technique which focuses on program improvement, MSC helps to identify changes in people's lives from their own perspectives.⁴

Generally used through the program cycle as an ongoing, rather than 'one-off', activity, MSC provides a useful qualitative tool for collecting data on hard-to-measure indicators such as empowerment or enhanced confidence.

MSC is also promoted as a means for ensuring that monitoring and evaluating outcomes reflect Aboriginal values and measures of change and success.

⁴ See Davies and Dart 2005 for detailed information about MSC, <https://www.mande.co.uk/wp-content/uploads/2005/MSCGuide.pdf>

The evaluation asked participating young people one primary MSC question couched in terms of positive experience, namely: ‘What has been the most positive experience you have had since joining the Home Stretch Program?’ After responding, the young person was asked to expand on why the experience was important to them and how it came about.

The Home Stretch Service Tracking Tool documents significant stories of change for some program participants, currently numbering fewer than 40. These narratives, alongside the interview findings, are detailed in section 4.1.1. The valuable qualitative data provided by these narratives holds potential for further analysis in the future, especially as the database expands.

3.2.3 Personal Wellbeing Measurement

Given the person-centred emphasis of Home Stretch and the salience of participant wellbeing as an indicator of program effectiveness, the formative and summative evaluations have utilised a well-known and validated Personal Wellbeing Index (PWI International Wellbeing Group; PWI-SC, Robert Cummins and Anna Lau, Deakin University Victoria).⁵

The standard PWI uses an 11-point bipolar scale and is designed for self-administration. It comprises seven items corresponding to satisfaction with the following life domains: standard of living, health, life achievements, personal relationships, personal safety, community connectedness and future security. These domains theoretically represent deconstruction of the global question “How satisfied are you with your life as a whole?”

For the purposes of the Home Stretch evaluation, the PWI was simplified into a 5-point scale where satisfaction with the life domain areas was assessed as either: *Fully, Mostly, Sometimes, A Little Bit* or *Not at All*.

The concept of future security was intentionally excluded during the co-design and pilot testing stages due to the consensus, including feedback from the Community of Practice, that addressing this area might pose challenges for young individuals.

Several service providers are currently employing the standard PWI with their clients. In cases where necessary, these providers can translate the 5-point scale utilised in the Home Stretch young person interview into the 11-point scale. Providers have been informed of the specific conversion table for this purpose.

Table 4 PWI Conversion

1-5 point scale	0-11 point scale
1	0
2	2.5
3	5
4	7.5
5	10

⁵ International Wellbeing Group (2013). Personal Wellbeing Index: 5th Edition. Melbourne: Australian Centre on Quality of Life, Deakin University ; Personal Wellbeing Index – School Children 3rd Edition, Robert A. Cummins and Anna L. D. Lau, 2005.

This will allow Home Stretch results to be integrated into an organisation's overall reporting system where the standard PWI is used.

3.2.4 Longitudinal Data and The Unique Identifier

The Home Stretch Monitoring and Evaluation Framework has the capability for longitudinal data collection to track the individual progress of young people over time, which will prove important for understanding the unique journey and outcomes for each participant.

To ensure confidentiality, a unique identifier system was created using a combination of the first three initials of the participant's last and first name and their birth month. For instance, "Graham Jones" born in August is coded as "JONGRA08." The identifier, rather than personal names, is used in all monitoring and evaluation data, including the Community of Practice Service Tracking Tool and interview data. This method protects privacy and also facilitates the accurate tracking of each participant's engagement and progress within the program. Additionally, it offers potential for future evaluations and integration with other databases, including ones within the Department of Communities, Health, and Justice.

The evaluation noted that six young people who were interviewed had also participated in interviews for the formative evaluation approximately nine months prior. Given the small sample size, it was challenging to ascertain definitive conclusions regarding longitudinal changes. The results between the two evaluations appeared relatively comparable and consistently positive. Notably, participants highlighted feeling supported, satisfaction with their transition coach, enhanced confidence, and increased opportunities as their most positive experiences.

3.2.5 Young Person Interview Development and Pilot Testing

Formulated in Stage 1 in preparation for the formative evaluation, the development of the young person interview proforma underwent an iterative co-design process, engaging the Community of Practice, lived experience consultants, service providers, and Communities. The Community of Practice, hosting a 'Pilot Evaluation Reference Group' inclusive of lived experience consultants and trial coaches, facilitated two mini-workshop meetings to formulate and validate the survey.

Throughout the pilot-testing period in late January-February, the survey instrument underwent substantial development and refinement. Yorganop's specific involvement further validated the interview proforma with Aboriginal young people and transition coaches, leading to visual enhancements and simplification.

It was collectively decided that the Young Person Interview would ideally be conducted in person by Service Providers, generally transition coaches. Additionally, both 'Paper and Pencil' and electronic versions of the proforma were generated, allowing for private and confidential completion if preferred.

The final Young Person Interview Proforma is included at Appendix 6.1.

3.2.6 Service Tracking Tool and the Minimum Data Set

In working with the Community of Practice Social Impact Project Officer, service providers and Communities staff, Quantum identified a series of important monitoring measures that were principally sourced from the Home Stretch Service Tracking Tool/Reports.

Having been confirmed during the formative evaluation phase as the Minimum Data Set (i.e. information that needs to be captured and supplied on every reporting occasion), the identified measures are obtained quarterly from service providers through their routine reporting requirements.

The refined Minimum Data Set includes the following data fields.

Table 5 Minimum Data Set

Referral and Intake	Transition Coach	Invest In Me	Staying On	Housing Allowance
Unique Identifier (see below)	Ongoing level of support	Invest in Me - Investment type	Carer Type	Housing option
Date of Birth	Support frequency	Life domain	Subsidy Status (+ start and end date and year)	Allowance status
Identified Gender	Support or action plan in place?	\$ Amount		Allowance start date
Cultural ID (Aboriginal and/or Torres Strait Islander or CaLD)	Current progress towards identified goals	Status		Allowance end date
Child Protection District	Engagement status			Current allowance year
Date referral received	Onboarding Date			
Allocation date	Exit Date			
If applicable, onboarding date	Current living arrangement			
Referral status	Education & training status			
If applicable, declined/transfer date (+ reason)	Employment status			
Living arrangement				
Young parent?				
NDIS eligible?				
Support needs rating				

4. Evaluation Findings

4.1 Survey and Interview Results and Related Findings

4.1.1 Home Stretch Young People

Supported by their transition coaches, 138 young people completed the Home Stretch interview. An additional six participants declined to provide their consent to participate in the completing the interview.

Eight program participants in the Kimberley completed the interview.

Remarkably, the 138 completions account for around 60% of the 233 Home Stretch WA participants in the Kimberley and Perth/Peel/South West/Great Southern regions during the evaluation period.

The records of completed interviews were forwarded electronically to Quantum in December 2023 or completed using the online version of the interview instrument.

Unique Identifier Codes (UICs) for the participating young people was provided via their transition coach. Some young people may have completed the survey instrument independently, potentially resulting in the omission of fifteen UICs (11%).

At least 53 participants (38.5%) identified as Aboriginal, with the actual number potentially higher due to some relevant questions that were not responded to.

Young participants were asked to indicate: ***How much do you agree with the following statements about your experience with Home Stretch from '1' Not at All to '5' Fully.***

In descending order of strength of agreement, young people provided the following responses to the options provided. Response percentages are stated (rather than numbers to avoid confusion as the number of respondents varied across the statements).

Between 128 and 134 participants provided a rating for each statement.

The survey results presented under the 'Statement' heading in Table 6 feature percentages in red font to indicate levels of 'full' or 'mostly' agreement for all participants. Additionally, percentages in blue provide a point of comparison for Kimberley participants only.

Table 6 Young Person Agreement with Home Stretch Elements

Statement	Fully	Mostly	Sometimes	A Little Bit	Not at All
I can access health care if needed 93.5% 87.5%	65%	28.5%	4.5%	1%	1%
I am able to access stable and safe accommodation if needed 88.5% 62.5%	64%	24.5%	7.5%	1.5%	2.5%
If I have a problem, I can talk to someone 88% 62.5%	65%	23 %	9%	2%	1%

Statement	Fully	Mostly	Sometimes	A Little Bit	Not at All
I am well-connected to people who can support me 88% 75%	59.5%	28.5%	10.5%	1.5%	0
My living arrangements are stable and safe 85.5% 75%	66%	19.5%	8%	2%	4.5%
I can access training opportunities 84.5% 50%	52.5%	32%	11.5%	2.5%	1.5%
I am working towards the things that are important to me 84% 75%	48%	36%	13.5%	1.5%	1%
I am confident to seek out services to support me with any issues or goals I want to work towards 83.5% 62.5%	46%	37.5%	13.5%	2%	1%
I can access education opportunities 83% 50%	59%	24%	12%	3%	2%
I can access employment opportunities 82.5% 28.5%	58%	24.5%	12%	3%	2.5%
I am developing my skills and abilities 82.5% 75%	38.5%	44%	15%	1.5%	1%
I look after my health and wellbeing 82.5% 100%	43%	39.5%	16%	1.5%	0
I feel that I have good control over my life 76% 62.5%	41.5%	34.5%	20.5%	3.5%	0
I can connect with my family/families 74.5% 62.5%	52.5%	22%	13%	8.5%	4%
I have an open connection to my carer family/families 72% 62.5%	52.5%	19.5%	15.5%	10%	2.5%
I feel more confident 69% 37.5%	36%	33%	25%	4.5%	1.5%
I am less stressed about money and getting by 64% 50%	33%	31%	24%	8%	4%

The survey results, highlighted above in red font to show 'fully' or 'mostly' agreement, present a positive overview of the participants' experiences with the Home Stretch Program. A significant majority, 93.5%, feel fully or mostly confident in their ability to access health care when needed, highlighting a positive outcome in ensuring their healthcare needs are met. Moreover, 88.5% express satisfaction with their ability to access stable and safe accommodation, demonstrating a substantial level of success in addressing housing concerns, a critical factor for overall well-being.

It is noteworthy that the item receiving the highest percentage of full agreement from participants (66%) relates to their perception that their living arrangements are stable and safe. With two out of every three participants expressing full agreement, this outcome, denotes a highly positive result.

Also contributing to a sense of security and safety, the ability to access stable and safe living

arrangements was reported by 85.5% of participants, which is particularly notable during the current period of housing stress and often long wait times.

The results also reflect the existence of strong social support networks, with 88% feeling well-connected to people who can provide them with support. Additionally, 88% affirming the availability of someone to talk to when facing problems suggests a supportive environment within the program.

Furthermore, a significant portion of respondents (84.5%) felt empowered to access training opportunities, indicating positive strides in skill development. The results also highlight positive trajectories in personal development, as evidenced by high agreement percentages in categories such as working towards personal goals (84%) and confidence in seeking support services (83.5%).

While the results were slightly more variable, around two in three participants (64%-69%) felt that they were less stressed about money and getting by, and also felt more confident.

These findings collectively underscore the Home Stretch Program's effectiveness in fostering a sense of connection, control and self-efficacy among participants, contributing to their overall well-being and life satisfaction.

Comparison with Kimberley Participants

Notwithstanding a relatively small number of participants (8), the survey outcomes, highlighted in Table 5 in blue font for Kimberley participants, present a distinct perspective on their engagement with the Home Stretch Program. A comparison with the overall participant pool reveals notable variations in agreement levels, with shared levels of agreement in areas like health and wellbeing (82.5% overall, 100% in Kimberley) but significant differences, particularly regarding confidence levels and access to employment, education and training opportunities.

Agreement regarding access to employment opportunities stands out as a key distinction, with a substantial gap between overall participants (82.5%) and those in the Kimberley (28.5%). This suggests a potential challenge or limitation in the Kimberley regarding the availability or accessibility of employment options for program participants. Similarly, access to education opportunities shows a significant difference, with 83% agreement overall compared to 50% in the Kimberley.

Comparing these findings with Home Stretch service data from December 2023 (refer to section 4.5), education engagement stands out as notably low, with 84% currently disengaged. In terms of employment, 60% are not currently employed, while 32% are involved in casual, part-time, or, for one participant, full-time work.

Returning to the interview findings, the confidence level to seek out services or support is notably lower among Kimberley participants (62.5%) compared to the overall average (83.5%). This difference suggests that there may be unique barriers or challenges in the Kimberley that impact participants' confidence in accessing necessary services. The notable difference in responses between the overall program participants (69%) and those specifically in the Kimberley (37.5%) regarding the statement "I feel more confident" also suggests a potential disparity in the impact of the Home Stretch Program on

participants' confidence levels.

Overall, these variations highlight the importance of tailoring program approaches to address specific regional challenges and nuances. Understanding and addressing the unique needs of participants in the Kimberley, particularly in the realms of employment, education and confidence levels, could conceivably contribute to a more effective and regionally responsive program.

The evaluation received additional information highlighting that recent efforts to ensure the adaptation of the Kimberley model are beginning to yield positive outcomes, although it initially lacked the infrastructure to support care leavers. The Kimberley Pathways Pilot is addressing this gap, albeit with mixed results. Significantly, the introduction of Community Referral pathways and a By Name List has proven effective in enhancing engagement with the Department for young individuals who previously had limited interaction. This, in turn, has improved both accountability and performance in district referrals.

The following question was only for Young Parents. It asked: ***If you are a parent, how much do you agree with the following statements?*** Thirteen young people, around 9.5% of interview participants, responded. Response percentages are noted in the columns.

Table 7 Young Parent Agreement with Statements - Young Parents

Statement	Fully	Mostly	Sometimes	A Little Bit	Not at All
I feel that I can call on family to help me	23%	23%	15.5%	23%	15.5%
I feel I can reach out for parenting support if needed (e.g. day-care, cultural play groups)	54%	23%	23%	0	0
My child is connected to family	38.5%	15%	8%	15.5%	23%

As the findings indicate, seeking assistance from family, reaching out for parenting support, and maintaining child-family connections exhibited generally positive trends but also showed varying levels of agreement among participants.

Being connected to family, and able to call on family for help, were seen as low or non-existent for five participants (38.5%)

More positively, a significant majority of respondents (77%) feel mostly or fully confident in their ability to access parenting support.

The next question was only for Young People who hold additional carer responsibilities for a family member such as a sibling, nephew, niece or cousin. It asked: ***If you hold additional carer responsibilities, how much do you agree with the following statements?*** Ten young people, around 7% of interview participants, responded. Response percentages are noted in the columns.

Table 8 Young Carer Agreement with Statements - additional carer responsibilities

Statement	Fully	Mostly	Sometimes	A Little Bit	Not at All
I feel I have a support network I can rely on	20%	30%	10%	30%	10%
I feel I can reach out for carer support if needed (e.g. day-care, in-home support, NDIS)	20%	30%	30%	10%	10%
I am getting enough help being a carer	10%	30%	30%	10%	20%

In line with the previous question, the findings indicate that a significant proportion of participants experienced a sense of feeling supported and receiving adequate help. However, the presence of varying and, in some cases, low levels of agreement indicates that there are individuals facing challenges or dissatisfaction in this regard.

When asked what supports would be helpful, responses included increased financial assistance, requests for after-school care for siblings, assistance with meal preparation, help in getting to medical appointments, and more support from a parent.

Moving to consideration of Most Significant Change, all participants were next asked: ***What has been the most positive experience you have had since joining the Home Stretch Program?***

The comments received underscore the program's important role in addressing the needs and aspirations of the participants. As anticipated, the responses from participants revealed a wide spectrum of perspectives. Some young people pointed out the significance of stable accommodation and the satisfaction of having their needs met. Others mentioned specific achievements, such as completing educational programs and obtaining a learner's permit and machine licence. The positive influence of mentoring and support from coaches was also emphasised.

Responses further touched upon the impact of the program on participants' motivation, confidence and career pursuits. In addition, financial support, assistance with personal documents and help with daily tasks were recurring themes. Overall sentiments included gratitude for support, achievement of personal goals, positive coach relationships and the program's impact on participants' well-being.

Specific positive experiences, placed under the following three broad category headings and noted verbatim, included:

Accommodation and Basic Needs

- "Stable long-term accommodation, needs met."
- "Getting my house."
- "Having a smooth transition and Homestretch helping put me in the Independent living program."

Career and Personal Development

- "Feel more motivated and confident to pursue my own career a lot more than I used to."
- "Home Stretch has helped me look for employment, helped with my resume. Always supports me when I need it. Kind and respectful all the time."
- "Very helpful with Centrelink & help getting documents for TAFE."
- "Doing the [name of] program at TAFE."
- "Completing my Cert II in general education."
- "Having help with being a new mum."
- "Trying new things, such as art classes, going to different events and meeting new people."

Mentoring and Coach Relationship

- "Having a case manager/transition coach that actually listens ... and hears what I have to say."
- "Having a coach to check in, support, and help me with life."
- "Has helped me heaps, I did not know what I wanted to do with my life, could not decide."
- "Home Stretch being there for me in my difficult times."
- Knowing I am not alone and have support to help find jobs and training opportunities."
- "The support offered gained my confidence."
- "Chats, just being able to talk to someone fresh who is not from DCP and hasn't known me my whole life."

A follow up question was: ***Why was this experience important to you?***

Participants provided various reasons explaining the significance of their most positive experiences with the program. Responses highlighted the program's comprehensive impact, encompassing the establishment of a secure and supportive environment, the promotion of independence, the cultivation of meaningful connections, and the facilitation of personal growth and future planning. These were categorised into several key themes.

Safety and Support

Many young people mentioned that the experience made them feel safe, providing a sense of security and comfort. Having someone to turn to and knowing that support was always available was crucial for their well-being.

Independence and Life Skills

Gaining independence and acquiring life skills were common themes. Participants conveyed that the program helped them progress in living skills, seize opportunities and develop the ability to live on their own.

Avoidance of Homelessness and Financial Struggles

A few respondents noted that the program prevented them from facing homelessness or financial difficulties. Assistance with rent, support for future home loans and guidance in financial matters were

highlighted.

Support for Personal Goals and Growth

The additional support provided by Home Stretch was seen as instrumental in helping participants achieve their goals, including in education, career and personal development. Engaging in new activities and exploring personal growth opportunities, interests and passions were also mentioned.

Furthermore, the support to pursue future plans, including obtaining photo ID, passports and a driver's license, was appreciated.

Building Relationships and Connections

Several respondents emphasised the significance of building relationships with coaches and fellow participants, highlighting the crucial role of a connected and supportive community, akin to a family. This communal atmosphere served as a platform for open communication.

Listening and Understanding

For some, significance lay in being heard and understood. Home Stretch was contrasted with past experiences where, for young people interviewed, other organisations or departments did not listen or provide the necessary support.

Participants described various pathways through which their experience with Home Stretch unfolded, including conversations with transition coaches and program representatives. Some sought support or clarification, while others were prompted by specific needs. The importance of supportive relationships, proactive conversations and collaborative planning consistently emerged across the various initiation experiences.

Home Stretch Service Tracking Tool

Alongside the interview data gathered during the evaluation, the Home Stretch Service Tracking Tool documents impactful stories of change for a subset of participants, currently numbering under 40 (as at December 2023).

As the stories indicate, Home Stretch has been key in creating positive changes for participants, especially in areas like stable housing, mental health, education, and employment. Participants have seen significant improvements in their lives, showing how effective the program is in helping young people transition from care.

One key success is providing stable housing for those facing homelessness or unsafe living conditions. Many who were previously homeless have now found secure housing, giving them stability to focus on personal and professional goals.

Additionally, the program has been vital in supporting participants' mental well-being. Through counselling and emotional support, many have made progress in managing anxiety and depression. For

instance, one person who struggled with anxiety has greatly benefitted from participating in driving lessons and group activities.

The program has also helped participants pursue education and work opportunities. By offering guidance, individuals have explored careers, attended training and found employment. For example, one participant has enrolled in vocational courses and landed a full-time job.

Finally, data from the Service Tracking Tool highlights the program's emphasis on cultural identity and community ties. Through learning and celebrating cultural heritage, participants have strengthened their sense of belonging.

Overall, the Home Stretch program's focus on individual needs and holistic support is leading to real improvements in participants' lives. By addressing challenges and fostering personal growth, the program equips young people with skills needed to overcome obstacles and create fulfilling futures.

Presenting the personal wellbeing index measures, participating young people were next asked: ***How satisfied are you with the following areas of your life on a scale from '1' Not at all satisfied to '5' Fully satisfied?*** At least 127 young people addressed the item, with response percentages noted in the columns.

Table 9 Satisfaction with Personal Wellbeing

Personal Well Being Statement	Fully	Mostly	Sometimes	A Little Bit	Not at All
Your standard of living?	44.5%	35%	15%	2.5%	3%
Your personal health?	38%	34.5%	25%	2.5%	0
What you're achieving in life? (e.g. your goals)	31.5%	35%	24.5%	6.5%	2.5%
Your personal relationships?	40.5%	36.5%	17.5%	4%	1.5%
How safe you feel?	58.5%	27%	10.5%	4%	0
Feeling part of your community?	38%	28%	23.5%	5.5%	5%

Satisfaction levels with personal wellbeing were generally positive, with at least two out of three participants (66%) noting they were 'mostly' or 'fully satisfied' across the six wellbeing items. Averaging 'mostly-to-fully satisfied', this figure was as high as 85.5% for feelings of safety which is encouraging.

Overall, the average response across the items indicated a satisfaction level just above 'mostly satisfied'.

While results were generally positive and consistent, lower levels of satisfaction were reported in terms of feeling part of the community and satisfaction with achievements in life, but still averaging close to 'mostly satisfied' across the participants.

The next question asked participating young people to: ***indicate which of the following items you have***

and which training you have completed. Response percentages are listed in the following table.

Table 10 Personal Items and Training Completed

Item or Training	Yes	No	Not Applicable
Birth Certificate	96%	3%	1%
Child's Birth Certificate (if applicable)	16%	10.5%	73.5%
Drivers Licence / Proof of Age Card	81%	17.5%	1.5%
Proof of Citizenship	35.5%	8.5%	56%
Smart Rider (for Public Transport)	63%	27.5%	9.5%
Resume / CV	86%	12.5%	1.5%
Job readiness training/skills	76%	17.5%	6.5%
Department of Communities (Housing) housing application	74%	12%	14%
Personal Bank Account	100%	0	0
Health Care Card	84%	12%	4%
Medicare Card	95%	4%	1%
Student Card	32%	32%	36%
White Card (for working on building sites, issued by RTOs)	16%	54.5%	29.5%
Centrelink Income	79%	12.5%	8.5%
Passport	65.5%	26.5%	8%
How to manage and save money	73%	24%	3%

On average, 124 participants responded to each item.

It is noteworthy that all participating young people had a personal bank account and 96% had a birth certificate. Encouragingly high results were observed for other essential documents, with 95% having a Medicare Card, 84% holding a Health Care Card, and 81% possessing a resume/CV and a driver's licence/proof of age card. Additionally, around three in four (75%) of the young participants received job readiness training/skills, secured Centrelink income, submitted a Department of Communities application for social housing, and completed training on managing and saving money. Lastly, almost two-thirds of the participants reported having a passport.

Participants were next asked: ***How much do you agree with the following statements about your experience with Home Stretch?***

No ratings were provided for *Not at All*, hence this column was omitted from the table.

Table 11 Young Person Experience with Home Stretch

Statement	Fully	Mostly	Sometimes	A Little Bit
Is respectful	86%	11%	2%	1%
Takes my strengths and potential into account	74.5%	22.5%	3%	0
Helps me get things done (e.g. encourages me, provides useful information, helps develop skills)	76.5%	18%	5.5%	0
Works with me to identify my dreams and ambitions	69%	24%	7%	0
Provides support when I'm feeling down or when I'm feeling happy	70%	22%	6.5%	1.5%
Overall, is available when needed	73.5%	18.5%	8%	0

At least 127 young people responded to each item.

The clear majority of participants fully agreed that Home Stretch provides a service that is respectful, helps them to get things done and takes strengths and potential into account. There was also clear agreement that Home Stretch is available when needed, provides support at all times and works with the participant to identify personal dreams and ambitions.

Overall, a significant majority of more than nine in ten participants (90%) either fully or mostly agreed with all statements assessing their experience with Home Stretch, indicating a significant result.

Comparison with Kimberley Participants

Unanimous full agreement was expressed by Kimberley young people that Home Stretch is respectful and assists them in accomplishing tasks. Other areas of high agreement (100% fully or mostly agreed) included “takes my strengths and potential into account”, “works with me to identify my dreams and ambitions” and “overall, is available when needed.”

The following identity-related question was only for the consideration of Aboriginal young people who agreed to participate. The question presented was: ***how much do you agree with the following statements about your identity?***

Fifty-three young people responded to each statement associated with the question, with response percentages presented in the following table.

Table 12 Aboriginal Young Person Identity

Statement	Fully	Mostly	Sometimes	A Little Bit	Not at All
I feel I belong to my home community, culture and country	38%	22.5%	24.5%	7.5%	7.5%
Being connected to my home community is important to me	49%	26.5%	15%	4%	5.5%
I have a family member or trusted person I can contact if needed	56.5%	15%	22.5%	6%	0

For more than three in five participants, the majority of the responses mostly or fully agreed with all provided statements. This was most pronounced for the statement emphasising the importance of being connected to one's home community.

This notwithstanding, signaling the need for ongoing focused efforts due to observed levels of disconnection from family and home community, at least one in four participants did not agree, or only sometimes agreed, with these significant statements related to Aboriginal identity.

The same question was asked only for Culturally and Linguistically Diverse (CaLD) young people. Nine participants responded to each statement associated with the question, with response percentages are presented in the following table.

Table 13 CaLD Young Person Identity

Statement	Fully	Mostly	Sometimes	A Little Bit	Not at All
I feel I belong to my home community, culture and country	33.25%	22.25%	22.25%	22.25%	0
Being connected to my home community is important to me	33.5%	44.5%	11%	11%	0
I have a family member or trusted person I can contact if needed	44.5%	33.5%	22%	0	0

At least half of the participants mostly or fully agreed with the statements, with this percentage increasing to 78% (7 out of 9) for statements related to the importance of being connected to one's home community and having a family member or confidant that could be contacted if needed.

The response to the statement, I feel I belong to my home community, culture and country had the most variability.

The following question was only for the consideration of Aboriginal young people who agreed to participate. Addressing the importance of culture and connection, the question presented was: ***how much do you agree with the following statements about your experience with Home Stretch?***

Between 45 and 49 young people addressed the statements in the question with response percentages

appearing in the following table.

Table 14 Aboriginal Young Person Experience with Home Stretch

Statement	Fully	Mostly	Sometimes	A Little Bit	Not at All
Makes time to listen to my story	71.5%	14.5%	12%	2%	0
Encourages me to express my culture	66%	19%	15%	0	0
Helps me to learn my family's culture and history	51%	20%	16%	11%	2%
Organises cultural opportunities (e.g. connecting with family or Elders) and attendance at cultural events (e.g. for Aboriginal YP – such as NAIDOC, Sorry Day, Reconciliation Week, Survival Day)	54%	16.5%	12.5%	8.5%	8.5%
Has supported me to return to country and/or participate in important family events, e.g. sorry business, men and women's business, connecting with family	35.5%	25%	14.5%	4%	21%

The bulk of the responses mostly or fully agreed with the five statements provided. For example, a high majority of participants noted that the program mostly or fully took the time to listen to their story and encouraged them to express their culture (86% and 85% respectively). Demonstrating more variability in responses obtained, at least three out of five participants (60%+) noted that the program helped them learn about their family's culture and history, organised cultural opportunities and supported return to country and/or family participation.

While not possible to determine definitively, lower levels of agreement could be attributed to personal and situational factors and impediments that limit the ability to learn about family, organise cultural opportunities and support return to country visits.

The next interview question was: ***how have you been generally feeling over the last 6 months?***

Between 125 and 126 participating young people addressed the question, and their responses appear in the following table.

Table 15 Young Person General Feelings

Feeling	Really Good	Mostly OK	Sometimes OK	Not that Great	Bad
Mentally (mind)	17%	40%	28%	11%	4%
Physically (body)	26%	30%	29%	12%	3%
Emotionally (heart)	23%	37%	27%	10%	3%
Spiritually (spirit)	29%	37%	28%	5%	1%

Compared with other measures including personal wellbeing and experiences with the Home Stretch Program, general feelings appear to indicate somewhat lower assessed ratings and more variation. As an example, other than feeling part of the community and life achievements (averaging slightly below mostly OK), all other personal wellbeing items shown in Table 9 gained an average score higher than four (i.e. corresponding with mostly and, for feelings of safety, approaching fully satisfied). In comparison, general mental and emotional feelings averaged sometimes OK to mostly OK (around 3.5).

As indicated in the table above, none of the four areas of general feelings had more than 66% of the participating young people reporting that they generally felt really good or mostly OK. On average, approximately 40% of those interviewed expressed that their general feelings were at best only sometimes OK.

The variability in general feelings may be attributed to their more labile nature compared to personal wellbeing and experiences with the Home Stretch Program. General feelings can fluctuate more frequently due to immediate circumstances, daily experiences, and transient emotional states. In contrast, measures of personal wellbeing and program experiences appear to be more stable and reflective of longer-term circumstances and structured support.

The next interview question was: ***how safe do you feel currently?***

Between 127 and 128 participating young people addressed the question with response percentages appearing in the following table.

Table 16 Young Person Feelings of Safety

Feeling	Really Safe	Mostly Safe	Sometimes Safe	Not very Safe	Not Safe
Mentally (mind)	40.5%	36.5%	19%	3%	1%
Physically (body)	40%	36.5%	19.5%	3%	1%
Emotionally (heart)	37%	39%	16%	6%	2%
Spiritually (spirit)	39%	38%	20%	3%	0

Compared with general feelings, feelings of safety tended to be higher. All feeling types were rated as mostly or fully safe by at least three in four participants (76%+), aligning with personal wellbeing scores, including the specific measure “how safe do you feel?”

This generally positive finding noted, it would naturally be hoped that feelings of safety improved over time particularly, for example, for people who expressed that they only sometimes feel safe or not very safe across the four feeling types. This cohort represents close to one in four participants (23%+).

Participants were next asked to consider: ***overall, is the Home Stretch Program meeting your needs?***

A total of 127 participants responded to the question. Presented with the choices - *Not at All, A Little Bit, Sometimes, Mostly* and *Fully*, 88 participants (69%) stated that Home Stretch was fully meeting

their needs, and a further 33 participants (26%) stated that Home Stretch was mostly meeting their needs. As Table 17 indicates, this corresponds to 95% of the interview sample, resulting in an average score indicating that overall needs are largely being met by the program.

Table 17 Overall degree to which Home Stretch is meeting participants' needs

	Responses	Percent
1. Not at All:	0	0%
2. A Little Bit:	0	0%
3. Sometimes:	6	4.72%
4. Mostly:	33	25.98%
5. Fully:	88	69.29%
Total Responded to this question:	127	92.03%
Total who skipped this question:	11	7.97%
Total:	138	100%

In the Kimberley, 100% of young participants stated that Home Stretch was fully or mostly meeting their needs.

As classed below, 115 participants responded overall, offering various reasons and diverse perspectives on how they benefit from the program:

- **Confidence in Support Availability:** Respondents felt confident in the availability of support when needed, contributing to feelings of emotional support and a sense of security.
- **Consistent and Reliable Delivery:** Delivering on promises and punctual appointments were cited as positive aspects.
- **Collaborative Problem-Solving:** Participants valued the collaborative problem-solving approach, particularly in addressing accommodation needs, as it fostered a sense of support and assistance.
- **Positive Coach Relationship:** Multiple respondents mentioned feeling heard and supported by their transition coach, emphasising the importance of this relationship.
- **Cultural Safety and Identity:** Positive feedback was provided regarding the program providing a culturally safe experience, particularly for Aboriginal participants.
- **Independent Goal Achievement:** Positive comments were made regarding progress toward personal goals and achieving independence.

The impact of the Home Stretch Program on meeting participants' needs is evident in the highly positive feedback received. Participants frequently expressed satisfaction with the program's ability to deliver on its promises, offering timely support, problem-solving assistance and a sense of security. Many highlighted the invaluable role of their transition coaches in providing support and understanding. The program's impact extends beyond practical assistance, fostering emotional well-being, personal growth and independence. Participants appreciate the program's reliability, responsiveness and its role in helping them achieve various life goals.

Additionally, a total of eight participants (7%) explicitly mentioned wanting more support from the Home Stretch Program, indicating potential areas for improvement.

When next asked: ***What, if anything, do you think needs to be done to improve the Home Stretch Program?***, 42 of the 104 respondents (40%) indicated that nothing was required, or were not sure about what needed to be done to effect improvements.

Otherwise, the feedback reflected a mix of positive sentiments and constructive ideas for potential enhancements.

Finally, when asked to provide any final thoughts or comments before ending the interview, 70 young people provided a response. The final thoughts and comments reflect a mix of sentiments. Some expressed gratitude for the program, highlighting the positive impact and support they have received. Participants appreciate the relationships with their coaches, the program's helpfulness in achieving goals, and the respectful environment. On the other hand, a few participants mentioned specific areas for improvement, such as the desire for more group activities or concerns about lack of accommodation availability in certain regions.⁶

Overall, the responses convey a sense of appreciation for the Home Stretch Program and its positive influence on the lives of the participants.

Longitudinal Data

As noted in section 3.2.4, the Home Stretch Monitoring and Evaluation Framework has the capability for longitudinal data collection to track the individual progress of young people over time.

The evaluation noted that six young people who were interviewed had also participated in interviews for the formative evaluation approximately nine months prior. Given the small sample size, it was challenging to ascertain definitive conclusions regarding longitudinal changes. The results between the two evaluations appeared relatively comparable and consistently positive. Notably, participants highlighted feeling supported, satisfaction with their transition coach, enhanced confidence, and increased opportunities as their most positive experiences.

4.1.2 Home Stretch Carers

Home Stretch 'Staying On' Carers were approached to complete the carers survey through the Home Stretch service providers. Quantum sent emails to service providers operating in metropolitan Perth, and the Peel, South West and Great Southern regions on 15 November 2023, outlining the evaluation's purpose and introducing the developed carer survey. Kimberley service providers received initial contact by email on 23 November 2023, followed by a second email on 27 November 2023, confirming ethical approval for the evaluation. Providers were then given the green light to proceed, including

⁶ While Home Stretch Service Level Outcome #3 states that young people have access to stable accommodation, a lack of housing availability is an issue for many people across the nation and particularly in regional areas including those in WA. A lack of housing should therefore generally be viewed not as specific to the Home Stretch Program but rather as a systemic challenge that is external to the program's delivery outcomes.

reaching out to participating carers.

Participants had until 15 December 2023 to complete the carer survey.

Thirty-five carers completed the survey. The Carers Survey Form is attached at Appendix 6.6.

Eight of the carers (23%) noted that they identified as Aboriginal or Torres Strait Islander.

Carers reside in the following regions.

Table 18 Region in which Carers live

	Responses	Percent
Perth Metropolitan Area: 	21	61.76%
Peel (including Mandurah): 	6	17.65%
South West: 	4	11.76%
Great Southern: 	2	5.88%
Kimberley: 	1	2.94%
Total who responded to question:	34	97.14%
Total who skipped question:	1	2.86%
Total:	35	100%

Carers were asked: ***In your view, is the Home Stretch Program working as intended for your participant?***

Displaying a notably favorable reaction, 30 (86%) participants responded in the affirmative. One stated it was not working as intended and four participants expressed uncertainty. The following comments were provided.

- It assists young people to be continually supported during the transition period.
- There is a need for this program, and it supports the holistic needs of the participant.
- It is the extra that any child leaving full-time care at home needs to establish their adult life. It helps them to remain on even ground throughout the transition and provides a backstop for bumps in the road.
- It is good making sure the kids have support in addition to the support that I provide.
- Has been a great help when the going was tough, and the extra payments are helping with the shopping.
- Our young person has benefited greatly from the “mentor's” wise, calm and practical, level headed support. The program enables the young person to develop skills for independence rather than depending on handouts one crisis to the next. We are so grateful.
- For me, it is also giving support if needed and financially it is helping to buy what [the young person] needs.
- It gives my participant a home until he is able to make his own way. It gives him security as he begins to navigate life as an adult.
- It has provided us with financial assistance which contributes to the cost of providing ongoing

board to our foster child. It has also provided financial assistance for our foster child which has made it easier for him to commit to full-time study.

- Amazing support workers who explain things really clearly and are there for my young person.

Additional feedback from four participants suggests that the program has shown effectiveness to a certain extent, contingent upon the individual's cooperation with the team. Concerns also existed regarding the perceived inadequacy of mentoring opportunities and unclear support possibilities. Early stages of the process were also stated to have encountered some teething problems, indicating a need for refinement.

Overall, however, feedback on the Home Stretch Program from the majority of carers underscores its crucial role in supporting young individuals during the transitional period from full-time care to adulthood. Participants emphasised the program's holistic support, citing its instrumental role in providing stability, mentorship and financial assistance. The positive impact on skill development for independence and the gratitude expressed by participants highlight the program's effectiveness in fostering a secure foundation for young people as they navigate the challenges of adulthood. The dedicated transition coaches were particularly praised for their clear explanations and unwavering presence, contributing to the overall success of the program.

Participants were next asked: ***How effective do you consider the Home Stretch Program is in achieving its intended Service Outcomes?***

In descending order of assessed effectiveness, Carers provided the following response selections to the options provided.

Table 19 Carer Ratings of Home Stretch Effectiveness

Option	Effective	Moderately Effective	Neither / Neutral	Moderately Ineffective	Ineffective	Not Sure
Young people have access to stable accommodation and health care	77%	14%	0	6%	0	3%
Young people are better prepared and supported to successfully transition to adulthood	66%	20%	5.5%	3%	0	5.5%
The service meets young people's needs and expectations and responds to their circumstances	60%	25.5%	3%	3%	0	8.5%
Young people have their employment, training and educational opportunities met	60%	20%	5.75%	5.75%	0	8.5%
Young people have (and maintain and further build) a robust sense of identity and are connected to community, culture and kin	54%	23%	8.5%	3%	3%	8.5%

Option	Effective	Moderately Effective	Neither / Neutral	Moderately Ineffective	Ineffective	Not Sure
Services are culturally responsive and place-based, with a person-centred approach	45.5%	20%	3%	3%	3%	25.5%

All intended service outcomes were seen as Effective or Moderately Effective by at least two-thirds of participating Carers, with this figure being 80 percent or higher for the first four outcomes listed. The outcome of providing young people with access to stable accommodation and health care was considered the most effective outcome.

All outcomes are viewed as highly impactful in preparing and supporting young individuals during this transitional phase. Moreover, the positive perceptions extend to the service's ability to meet the diverse needs and expectations of young people, emphasising a person-centred approach. Ensuring that employment, training and educational opportunities are met further reinforces the comprehensive support provided, contributing to the holistic development of the participants.

Additionally, the positive perspective on the ability to maintain and build a robust sense of identity, along with fostering connections to community, culture and kin, highlights the Program's commitment to the broader socio-cultural aspects of a young person's life. The recognition of culturally responsive and place-based services also underscores the importance of tailoring support to individual circumstances, enhancing the program's efficacy in promoting a successful transition to adulthood.

Carers were next asked: ***To what degree do you feel appropriately supported by Home Stretch financially?***

The following responses were obtained.

Table 20 Degree to which Carers feel appropriately supported by Home Stretch financially

	Responses	Percent
High Degree: 	23	65.71%
Moderate degree: 	10	28.57%
Low Degree: 	2	5.71%
Not at all: 	0	0%
Not sure: 	0	0%
Total who responded to question:	35	100%
Total who skipped question:	0	0%
Total:	35	100%

Positively, approximately two-thirds of Carers (66%) feel supported to a high degree, with over nine in ten (94%) expressing support to a high or moderate extent.

Two Carers (6%) feel less supported, highlighting the need to address individual variations and tailor

interventions. While most Carers feel supported, being able to identify and address the concerns of this minority will be important in striving for a universally positive support experience in the caregiving community.

Carers were then asked: ***To what degree do you feel appropriately supported by Home Stretch in other (non-financial) ways?***

Similar to the previous question, the results are encouraging. Sixty percent of Carers feel highly supported, and an impressive 91.5% express support to a high or moderate degree. A small minority, one Carer (3%), feels less supported, and two (6%) are uncertain.

Participating carers were finally asked: ***Please provide any suggestions or ideas for how the Home Stretch Program could be improved.***

A selection of provided suggestions and ideas, noted verbatim, included:

- This program aligns with the aspects that I work on with the kids so it is great to not be a lone voice. It has also helped to ensure some financial support at home.
- I'm very confident that they are doing great work ... and very grateful for the service.
- Home Stretch needs to continue. My only suggestion is to employ more amazing staff with the life experience of our young person's coach. There have been times where our young person wasn't able to see her coach at arranged times when other young people's emergencies came up.
- Budgeting skills is an important focus for our young person and am glad that this is one of the goals to be addressed in the future with regular meetings. We are very grateful.
- I believe there should be more identified positions to allow Aboriginal staff to be directly involved in Home Stretch.
- Need more trained Aboriginal males as coaches. Coaches need more training in trauma and disabilities.
- I feel more contact between the person transitioning and her support person would help.

This and other feedback received, underscores the positive impact being provided by Home Stretch, with participants expressing gratitude for its alignment with their work, financial support at home, and confidence in the support organisation's effectiveness. The collaborative goal-setting approach, the focus on priorities and the dedication of the staff were highly commended. Participating Carers appreciate a clear plan being developed with young people and the program's overall effectiveness, with several expressing the sentiment that it should continue unchanged.

Overall, while acknowledging the program's benefits, some participants offered constructive suggestions for enhancement. The need for more Aboriginal coaches (cultural responsiveness) particularly in relation to non-ACCO service providers, improved training in trauma and disabilities and increased peer programs were mentioned. Concerns about challenges in arranging suitable meeting times and the suggestion for more extended support until the age of 25 were also raised.

4.1.3 Service Providers

On 15 November 2023, emails were sent to the participating service providers operating in metropolitan Perth, and the Peel, South West and Great Southern regions (Yorganop, Mission Australia, the Salvation Army and Wanslea), outlining the purpose of the evaluation and highlighting the availability of the developed survey.

Kimberley service providers (Broome Youth and Families Hub; Jungarni Jutiya; Marra Worra Worra; MG Corporation) were initially contacted by email on 23 November 2023 and again on 27 November 2023, with the latter date confirming that the evaluation had now gained ethical approval to proceed, and providers could commence as soon as able.

Key elements as follows:

- Participants were given until 15 December 2023 to complete the service provider survey.
- The Service Provider Survey Form is attached at Appendix 6.7.
- Twenty-four service provider representatives completed the survey, three of whom were from the Kimberley.
- Four representatives (17%) noted that they identified as Aboriginal or Torres Strait Islander.
- Positions and roles that were stated as undertaken included Transition Coaches, Staying On Facilitators, Coordinators, and Program and Operations Managers.

Participants were asked: ***In your view, is the Home Stretch Program working as intended for Young People?***

All 24 participants responded to the question, with all (100%) responding in the affirmative. This finding represents a highly positive result for the program still in its early stages of implementation.

Clarifying comments were analysed and summarised under the following headings.

Positive Impact and Empowerment

Service providers expressed the Home Stretch Program's success in bridging a historical gap in services, particularly in helping young people transition from care. The Program was commended for achieving, empowering and supporting young people into adulthood. Transition Coaches were highlighted for their engagement, commitment and professionalism, demonstrating a specialised skill set in areas such as budgeting, mental health and trauma-informed support.

Several providers noted positive outcomes, including young people thriving in ways they might not have otherwise. The program was also described as culturally strong, navigating a balance between cultural obligations and real-world policies, promoting independence and capacity building.

Person-Centred, Trauma-Informed and Holistic Approach

Feedback highlighted the person- and strengths-centred approach of the program, prioritising immediate needs and establishing onboarding intentions early. The Homestretch framework received

praise for its trauma-informed communication, which proved adaptable across different settings and encouraged engagement.

Additionally, providers lauded the program for its valuable extra support and holistic approach, describing it as indispensable for providing individualised and intensive support, fostering healthy relationships and facilitating the exploration of self-worth and character within a secure environment.

Aboriginal Focus and Choice-Based Model

The program's effectiveness for young Aboriginal people was emphasised, highlighting trust and the consultative, choice-based approach at the core of the model. The Program's success was attributed to being purposefully designed, allowing for intentional work with young people and building connections and circles/networks of support.

Young Person Feedback on Program Need

Service providers highlighted the positive feedback from young people and the program's evident demand, suggesting that Home Stretch not only works well but addresses a significant need. The program was acknowledged for assisting clients in obtaining safe and stable accommodation, navigating support services and fostering a sense of community belonging.

Young people were portrayed as grateful for the program's assistance and multitude of services, enhancing their confidence to become active community members. Additionally, the significance of Aboriginal involvement in the program's inception was underscored as a key element in its success.

Several quotes are provided below to provide a direct insight into the sentiment of service providers.

- "We have seen our young people achieve amazing goals, through their own drive as their coaches walking alongside them in their journey to independence."
- "The amount of young people who have come onboard and the demand for the service shows that the program is working well. I feel as though it offers an invaluable opportunity for young people to receive support from their transition coach"
- "Most importantly, the feedback from young people has been positive, our records and long waiting list of young people gives me reason to believe that not only is Homestretch working but there is a major need for it."
- "It is working well in terms of assisting clients get safe and stable accommodation, help them with Centrelink, Legal Aid, Family support, food etc. Young people feel heard and appreciated. Gives them confidence to become part of the community."

Challenges

Some ongoing challenges were also identified, including the need for regional specificity in the program model (including for remote areas), greater housing options for young people, and greater efforts where able from the Department of Communities to address incomplete case management work with young people in care, including referrals, assessments and supports.

Service providers were next asked: ***How effective do you consider the Home Stretch Program is in achieving its intended Service Outcomes?***

In descending order of assessed effectiveness, service providers provided the following response selections to the options provided.

No ratings were provided for *Ineffective* or *Unsure*, hence these columns were omitted from the table. Apart from one statement, all 24 participants responded to the statements and response percentages are noted in the columns.

Table 21 Service Provider Ratings of Home Stretch Effectiveness

Option	Effective	Moderately Effective	Neither / Neutral	Moderately Ineffective
Young people are better prepared and supported to successfully transition to adulthood	79%	21%	0	0
Services are culturally responsive and place-based, with a person-centred approach (<i>responses = 23</i>)	78%	22%	0	0
Service providers work with the Home Stretch WA Community of Practice (CoP), share data and collaborate to enable systemic reform	75%	25%	0	0
The service meets young people's needs and expectations and responds to their circumstances	62.5%	37.5%	0	0
Young people have their employment, training and educational opportunities met	62.5%	25%	4%	8.5%
Young people have (and maintain and further build) a robust sense of identity and are connected to community, culture and kin	58.5%	37.5%	0	4%
Young people have access to stable accommodation and health care	25%	54%	12.5%	8.5%

The results indicate a general consensus among service providers that all service level outcomes are being effectively achieved. From the ratings provided, young people are considered unequivocally better prepared and supported to successfully transition to adulthood. The services provided are also culturally responsive, place and person-centred, and providers collaborate productively with the Home Stretch WA Community of Practice.

One notable variation was observed regarding the perception of young people's access to stable accommodation and health care. Only one in four participants viewed it as highly effective, although close to four in five participants still considered the service outcome as effective or moderately effective.

This finding again represents positive sentiments about the program early on in its implementation.

The next question asked of service provider participants was: ***How effective would you consider your own organisation's performance in delivering Home Stretch?***

Of the 24 participants who responded to the question, 17 (71%) believed their organisation's performance was effective while the remaining seven participants (29%) stated the performance to be moderately effective.

Clarifying comments were analysed and summarised under the following headings.

Positive Outcomes and Dedication of Staff

Service providers highlighted the positive outcomes achieved, attributing success to dedicated staff, effective engagement, and support for young people and their families. Transition coaches were commended for their competence, resourcefulness, strong connections and commitment.

Active Outreach and Proactive Engagement

Service providers expressed a proactive approach in actively seeking referrals from the Department and engaging with young people, including those who may initially be ambivalent or disengaged.

Holistic Support

Organisations stress their responsive, passionate and professional approach, offering holistic support with expertise in mental health, housing, leaving care and other areas. They expressed pride in their proactive attitude, strong working relationships with other services, and the positive impact on young people.

Team Collaboration and Achieving Objectives

Several providers stressed effective teamwork, collaboration and a can-do attitude in achieving objectives for program participants.

Several quotes are provided below to provide a direct insight into the sentiment of service providers, particularly in terms of the dedication of teams, expertise, holistic support and effective teamwork.

- "[Organisation] is well-placed to deliver Homestretch due to the quality and quantity of strong Aboriginal governance and leadership."
- "We have an amazing team of transition coaches who all really love their jobs, the program, and supporting the young people that we work with."
- "We are responsive, passionate, professional and have a range of expertise that offer a great hub of holistic support."
- "Dedicated team of workers. Good team environment, lots of training provided. Team always support each other and help out each other."
- "Great team working together to achieve objectives for participants."

Challenges and Continuous Improvement

Some existing challenges were acknowledged by providers, such as the need to understand operational procedures and provide ongoing training for new staff. Additionally, there were mentions of the need to move away from old practices and paperwork to more contemporary approaches.

A similar follow-on question was: ***How confident are you in your organisation's ability to deliver Home Stretch?***

Of the 24 participants who responded, 19 (79%) stated they were fully confident, with the remaining five participants (21%) being mostly confident.

Table 22 Service provider confidence in their organisation's ability to deliver Home Stretch

	Responses	Percent
Not at All:	0	0%
A Little Bit:	0	0%
Moderately:	0	0%
Mostly:	5	20.83%
Fully:	19	79.17%
Not sure:	0	0%
Total Responded to this question:	24	100%
Total who skipped this question:	0	0%
Total:	24	100%

Participants were then asked: ***To what degree does your organisation work with the Community of Practice (CoP) and the Department of Communities to collaborate and share data?***

Of the 24 participants who responded, 19 (50%) stated a high degree of collaboration and five (21%) stated a moderate degree of collaboration was evident.

The penultimate survey question asked: ***To what degree do you feel supported by a collaborative peer network?***

Of the 24 participants who responded, 19 (79%) stated they felt a high degree of support and four (17%) stated they felt a moderate degree of support. The remaining participant (4%) only felt a low degree of support.

Participating service provider representatives were finally asked: ***Please provide any suggestions or ideas for how the Home Stretch Program could be improved.***

The recommendations and ideas presented were scrutinised and condensed as outlined below.

Enhanced Funding and Resources

Several suggestions emphasised the need for additional funding, particularly for the transition coach role, to ensure broader accessibility for young people transitioning from care. The importance of stable resourcing, including for senior roles, was highlighted to maintain sustainability as the program expanded. Related suggestions included increasing the number of coaches to meet the growing demand and ensuring full program funding to address past capacity/waitlist issues.

Additional funding was also seen as vital for expanding opportunities and experiences for young people, including camps, cultural events and other new experiences.

Community Engagement and Collaboration

A call was made for the government and communities to continue listening through the community of practice, stressing the importance of collaboration over past departmental control. ACCOs and the community of practice were seen as experts in leaving care, with an appeal for the Department to align with the Home Stretch way of working.

Structural Governance Improvements

Recommendations included adopting a structure similar to a Care Team in Child Protection and Family Support (CPFS), ensuring better governance over the client base and a more robust service.

Departmental Support

Several suggestions underscore the imperative for the Department of Communities to proactively tackle case management challenges, allocate essential funding and uphold responsibility for any pending tasks related to children in care. While a systemic issue external to the program, the pivotal area of concern identified is facilitating access to stable accommodation, where an urgent appeal for expanded accommodation alternatives was made.

Additionally, emphasis was placed on the need for the Department to enhance its efforts regarding referrals, assessments and support. It is noted that Communities is in the process of actioning this matter in terms of policy change

Program Refinements and Updates

Recommendations included refining the Home Stretch explainer video, improving referral forms, consent and signup forms, and regularly updating the data tracking tool.

Professional Development and Workload Considerations

Concerns were raised about staff workload, with requests for a thorough examination of pay levels due to the intensity of the role and potential exposure to trauma.

In sum, significant emphasis was placed on the need for financial resources, staffing and infrastructure improvements to better meet the demands of the program and the young people it serves. A review of comments provided by service providers collectively convey a strong sentiment for increased funding,

additional staffing, improved ability to facilitate access to stable accommodation options, and enhanced support for young people transitioning out of care.

4.1.4 Department of Communities Stakeholders

On 3 December 2023, emails were distributed to 45 designated Department of Communities employees, including key staff and district champions. These emails outlined the purpose of the evaluation and drew attention to the developed online survey.

Participants were asked to complete the survey on or before 15 December 2023. Twenty six responses, indicating a 58% response rate, were noted. One individual opted not to participate in the survey.

The Department of Communities Survey Form is attached at Appendix 6.9.

Communities staff who participated in the survey were from a number of regions/districts including Perth, Fremantle, Armadale, Cannington, Midland, Bunbury, Broome, Kununurra, Fitzroy Crossing, Geraldton and Roebourne. Twelve of the 26 participants (46%) worked at the Fremantle Head Office.

Participants hold a range of positions contributing to the Program's oversight, support and delivery including director, team leader, case manager and project officer. The roles encompass district champions, leaving care champions, and implementation and engagement leads. Additionally, some staff are involved in negotiating grant agreements, rewriting templates and providing project support. Case managers play a central role in facilitating program rollout, ensuring timely referrals and maintaining strong relationships with program coordinators. Other roles include overseeing leaving care teams, managing contracts, and coordinating projects related to Home Stretch and Leaving Care Reform. The staff also contribute to data support, commissioning and project management, collectively forming a multifaceted team dedicated to the success of the Home Stretch Program.

No Communities participants identify as Aboriginal or Torres Strait Islander.

In descending order of assessed effectiveness, Communities staff provided the following response selections to the options provided.

Table 23 Communities Staff Ratings of Home Stretch Effectiveness

Option	Effective	Moderately Effective	Neither / Neutral	Moderately Ineffective	Ineffective	Not Sure
Services are culturally responsive and place-based, with a person-centred approach	56%	32%	4%	0	0	8%
Service providers work with the Home Stretch WA Community of Practice (CoP), share data and collaborate to enable systemic reform	48%	36%	8%	0	0	8%
Young people are better prepared and supported to successfully transition to adulthood	40%	36%	4%	4%	0	16%

The service meets young people's needs and expectations and responds to their circumstances	36%	40%	12%	0	0	12%
Young people have (and maintain and further build) a robust sense of identity and are connected to community, culture and kin	32%	32%	8%	0	4%	24%
Young people have their employment, training and educational opportunities met	32%	28%	16%	0	4%	20%
Young people have access to stable accommodation and health care	16%	40%	16%	8%	8%	12%

Overall, all intended service outcomes were seen as Effective or Moderately Effective by the majority of participating Communities staff, with this figure being 75 percent or higher for the first four outcomes listed – summarised as cultural responsiveness and person-centred approach; strong collaborative platform; better preparation for transition; and meets specific needs and expectations.

Providing young people with services that are culturally responsive, place-based and person-centred was considered the most effective outcome by close to nine in ten staff.

Of interest, Communities staff were least likely to regard access to stable accommodation and health care as effective (16%). Highlighting differences in perspective (e.g. program-level – individual level), this compares significantly with Carers who considered this service outcome to be the most effective (77%). Communities staff also demonstrated a higher level of uncertainty concerning outcome effectiveness particularly around participants holding a robust sense of identity and being connected to community, culture and kin, and having their employment, training and educational opportunities met.

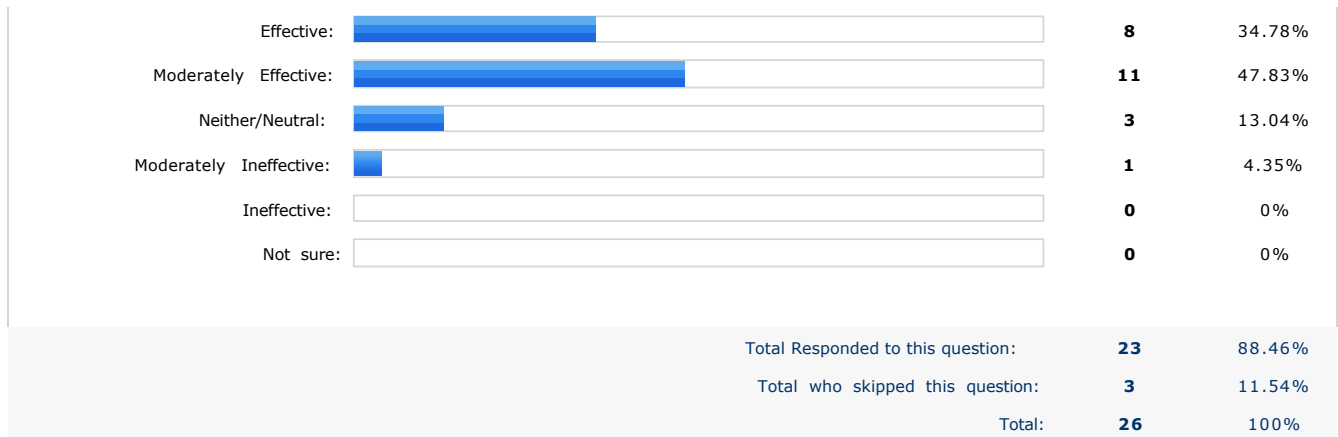
As one observation from these results, it would appear that there is strong confidence in the Home Stretch Program providing services that are culturally responsive, place-based and person-centred, however somewhat less confidence that this is (as yet) translating into possessing a robust sense of identity and being connected to community, culture and kin.

Participants were next asked: ***How effective would you consider your own organisation's performance in the Home Stretch Program?***

The following responses were obtained.

Table 24 Communities' assessed performance in the Home Stretch Program

	Responses	Percent
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As can be observed, more than four out of five participants (83%) stated that the Department's performance was Effective or Moderately Effective, with the bulk of these (48%) opting for the latter.

Clarifying reasons for the responses provided are summarised as follows:

Positive:

- Communities encourages regular and positive engagement with service providers, offering support at any time to help deliver services.
- There has been successful implementation despite initial challenges in allocating suitable transition coaches.
- Improvements have been made over time in various processes, such as the Registration of Interest process, grant agreements and budgeting. The Community of Practice effectively facilitates knowledge sharing.
- Implementation has been successful, with any concerns primarily related to metropolitan demand and funding limitations.
- Overcoming staffing issues and rebuilding faith in the program's effectiveness through rapport building.
- Acknowledgment of more work to be done, but with positive milestones being achieved.

More circumspect:

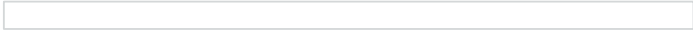
- Initially rushed, the Registration of Interest process caused problems, especially during discussions on country. Subsequent improvements were made over time in both the registration process and discussion clarity.
- Similarly, the initial Grant Agreements were deemed complicated and unwieldy, but as a clearer understanding developed, adjustments were made, resulting in improvements.
- Concerns about the timing of the Home Stretch project commencement and the need for more leaving care teams in every district.
- Implementation delays, hurdles in commissioning with service providers and some contract management challenges.

- Initial hesitancy among staff in making timely referrals.
- Challenges in funding, service capacity and necessary enhancements to the program model, particularly related to long-term funding.
- Kimberley locations tend to have very limited housing/accommodation options for young people that are affordable and suitable.

Participating staff were asked: ***How confident are you in your organisation's ability to deliver positive outcomes for Home Stretch participants?***

The following responses were received.

Table 25 Confidence in Communities' ability to deliver positive outcomes for participants

	Responses	Percent
Fully: 	6	26.09%
Mostly: 	11	47.83%
Moderately: 	5	21.74%
A Little Bit: 	0	0%
Not at All: 	0	0%
Not sure: 	1	4.35%
Total Responded to this question:	23	88.46%
Total who skipped this question:	3	11.54%
Total:	26	100%

As indicated, all but one staff member (96%) recorded confidence in their organisation's ability to deliver positive outcomes for Home Stretch participants, with close to three in four participants being fully or mostly confident.

Positively, an overwhelming majority of government staff express confidence in their organisation's ability to deliver positive outcomes for Home Stretch participants. The results underscore a strong collective belief in the Program's efficacy and success.

The next question for Communities' staff was: ***To what degree does your organisation work with the Home Stretch Community of Practice (CoP) and Service Providers to collaborate and share data?***

Around three out of five participants (58%) noted the level of collaboration was high, and one in three (33%) felt it was moderate. In total, close to nine in ten staff (92%) regarded the degree of collaboration as high or moderate.

As a final question, participants were asked to provide any suggestions or ideas for how the Home Stretch Program could be improved. Responses are summarised into the following higher order themes and categories. Capturing the diverse recommendations and insights shared by participants, these cover program enhancements and support, financial and operational aspects, and organisational structure and communication.

Program Enhancements and Support

- *Increased Staffing:* Employ more staff to meet the growing demand of young people leaving care.
- *Continuous Evaluation:* Regularly evaluate program effectiveness through collaboration with the Community of Practice (CoP) and data analysis. Use evaluations to inform necessary changes and improvements.
- *Robust Reporting:* Implement an efficient reporting tool, replacing manual spreadsheet processes, to streamline data management.
- *Definitions and Expectations:* Establish clearer definitions and service expectations, including funded capacity, identified case management/service transition processes, and feasible longer-term service agreements aligned with State Government budget processes.
- *Continuous Improvement and Acknowledgement:* Recognise the program's newness, commit to continuous improvement, and recognise the dedication of workers contributing to positive change.
- *Community of Practice:* Maintain the effectiveness of the Community of Practice model (e.g. organise regular forums, workshops or virtual practice meetings to facilitate knowledge-sharing, problem-solving and the exchange of best practices).

Financial and Operational Aspects

- *Adequate Funding:* Ensure appropriate funding for Home Stretch to meet the growing demand; emphasise the need for significant funding increases to ensure program effectiveness and equal access for all care leavers.
- *Increase Coach Availability:* Acknowledge the program's excellence and positive impact while emphasising the need for more coaches to reduce waiting times.
- *Procurement:* Implement a well-researched procurement process for Service Agreements, emphasising a shift from Grants.
- *Contract Adherence:* Ensure strict adherence to service contract parameters to maintain the program's focus as a leaving care support service.
- *Regional Support:* Provide greater contract flexibility and support to regional locations which experience high staff turnover rates.

Organisational Structure and Communication

- *Centralised Liaison:* Designate a primary liaison per district, particularly with service providers.
- *Co-location Protocol:* Establish a standardised co-location process, ensuring confidentiality through an MOU, without relying on individual districts for development.

4.1.5 Community of Practice and Youth Advisory Group

On 15 November 2023, emails were sent to members of the CoP outlining the purpose of the evaluation and highlighting the availability of the developed survey. The CoP members then invited other CoP and YAG team members participate in the survey.

The CoP/YAG Information Sheet and Survey Form are attached at Appendix 6.8.

Nine CoP/YAG staff participated in the survey. Participants stated their relevant organisation to be the Community of Practice, Anglicare, or Yorganop. Positions included Lived Experience Consultants, Managers, Coordinators, Transition Coach Consultant and Workforce Development Coordinator.

Two participants (22%) confirmed that they identified as Aboriginal or Torres Strait Islander.

Participants were asked: ***In your view, is the Home Stretch Program working as intended for Young People?***

All nine participants responded to the question, and all (100%) responded in the affirmative.

Clarifying comments were analysed and are summarised as follows:

Program Effectiveness

- The Home Stretch Program is showing to be effective, particularly in metropolitan area and the south-west, where positive feedback from both young people and providers has been reported.
- The high demand and sign-up, with all Home Stretch Providers at capacity and waitlists in the metro area, indicate a substantial need for the extended support offered by the program.
- The program's success in the North region is to date more variable based on provider organisations, high staff turnover and engagement with local District Offices.
- The engagement of key staff in the Community of Practice (CoP) and policy/practice forums underscores a commitment to model integrity and good practice.

Challenges and Regional Disparities

- Challenges in workforce development and recruitment in some regions, notably the Kimberley, are contributing to variations in program implementation. Staff turnover in Kimberley teams and District Offices has led to knowledge gaps and the need for additional training and support. The high turnover has impacted maintaining knowledge and strong relationships with the providers, which is key to Home Stretch working successfully in a region and the smooth transition with warm referrals.
- While the program is making significant progress, some systemic challenges remain, including facilitating access to stable accommodation and issues with NDIS intersectionality. In instances where feasible, the benefit of shared decision-making between the Department and the sector, as well as young people, was emphasised as beneficial.
- Achieving a balance between fidelity to the program model and necessary adaptations will be crucial for the continued success of the Home Stretch Program.

Despite these challenges, positive outcomes have been observed in all areas, including significant improvements in the journey and experiences of young people, as reflected in reported data and anecdotal evidence.

In summary, CoP and YAG participants reported that the Home Stretch Program is proving effective, especially in metropolitan and south-western areas where it has been established for a longer duration. Presenting challenges including workforce issues and high turnover, highlight the necessity of maintaining strong relationships with providers, the importance of shared decision-making and a well-

balanced/flexible approach for sustained success.

CoP and YAG participants were next asked: ***How effective do you consider the Home Stretch Program is in achieving its intended Service Outcomes?***

In descending order of assessed effectiveness, a subset of eight participants responded to the questions with response percentages noted in the columns.

No ratings were provided for *Moderately Ineffective* or *Ineffective*, hence these columns were omitted from the following table.

Table 26 Community of Practice and Youth Advisory Group Ratings of Home Stretch Effectiveness

Option	Effective	Moderately Effective	Neither / Neutral	Not Sure
Young people are better prepared and supported to successfully transition to adulthood	55.5%	44.5%	0	0
The service meets young people's needs and expectations and responds to their circumstances	55.5%	44.5%	0	0
Young people have their employment, training and educational opportunities met	55.5%	44.5%	4%	8.5%
Services are culturally responsive and place-based, with a person-centred approach (<i>responses = 23</i>)	55.5%	44.5%	0	0
Service providers work with the Home Stretch WA Community of Practice (CoP), share data and collaborate to enable systemic reform	44.5%	55.5%	0	0
Young people have (and maintain and further build) a robust sense of identity and are connected to community, culture and kin	33.5%	66.5%	0	4%
Young people have access to stable accommodation and health care	33.5%	44.5%	11%	11%

As demonstrated, Home Stretch is widely regarded as achieving positive effects across all outcome areas, noting that responses were distributed between effectiveness and moderate effectiveness. Only one outcome – *Young people have access to stable accommodation and health care* – received additional ratings but was still deemed effective or moderately effective by seven out of nine respondents (78%), with the remaining respondents expressing either neutrality or uncertainty.

The next question asked of CoP and YAG participants was: ***How effective would you consider your own organisation's performance in supporting the delivery of Home Stretch?***

All nine participants responded to the question, with seven (78%) and two (22%) stating that their organisation's performance was effective or moderately effective respectively.

As one participant noted, “I feel that the supportive elements developed by the COP (practice guides, resources, training, practice hours, etc.) have been developed to a high degree within a short time frame and amongst a small team.”

Clarifying comments were analysed and are summarised as follows:

Community of Practice Impact and Recognition

- The CoP, spearheaded by Anglicare WA, significantly contributed to the systematic rollout of Home Stretch by maintaining program integrity and providing essential support to providers. Trial Coaches played a vital role in capacity building, resource development and relaying flexible aspects of the program.
- The CoP's collaborative approach has allowed providers to share strengths, fostering reciprocal learning and reducing the burden on individual providers for resource development.
- The program received acclaim with an award for best collaboration in the sector. Positive feedback on the CoP's support, access to program manuals and the establishment of peer networks highlighted the benefits of a collaborative approach, additional to that provided by the Department of Communities, promoting good practice and aligning with the program's original design.

Anglicare WA's Role

- Anglicare WA played a pivotal role in both the Home Stretch Trial and the statewide rollout, involving young people with lived experience at every stage. Their flexible trial, guided by feedback, showcased a commitment to advocacy, cooperation and service expansion. As the backbone of the CoP, Anglicare WA facilitated positive feedback and effective collaboration among providers, ensuring support and resources for quality and consistent service delivery.

Addressing and Overcoming Challenges

- The CoP faced challenges in bridging gaps between the Department of Communities, providers and young people. While addressing concerns around understanding implications of contracting and policy decisions, the CoP aimed to establish a culture of shared decision-making through policy/practice working groups and a guiding panel, ensuring ongoing commitment to a balanced perspective.
- Some providers initially displayed reluctance to fully embrace support from the CoP, possibly due to trust issues or resistance to adapting established leaving care services. Efforts were made by the CoP to foster unity across providers, especially in remote areas, where resources are limited. Despite initial challenges, there has eventually been stability in the delivery of services.

From the comments received, it is affirmed that that CoP has played a pivotal role in the successful and systematic rollout of the Home Stretch Program, demonstrating a significant impact on maintaining program integrity, fostering collaboration and addressing implementation challenges. The CoP's recognition, coupled with positive feedback and an award for best collaboration, underscores its

contribution to promoting good practice and aligning with the program's original design, ultimately ensuring quality and consistent service delivery.

Participants were then asked: ***To what degree does your organisation work with Service Providers and the Department of Communities to collaborate and share data?***

All nine participants responded, with eight (86%) expressing a high level of collaboration, while one person noted a moderate level of collaboration.

The penultimate survey question asked: ***To what degree do you feel supported by a collaborative peer network?***

Indicating a little more variability, of the eight participants who responded, five (62.5%) expressed a high level of perceived support, while three participants noted a moderate level of support.

Participating CoP and YAG representatives were finally asked: ***Please provide any suggestions or ideas for how the Home Stretch Program could be improved.***

Provided suggestions and ideas, in no particular order, included:

- Addressing current issues like waitlisting young people and managing demand is a priority. Ensuring appropriate resources and support for District staff, particularly in regional areas, is crucial to overcoming operational challenges.
- Recognise the need for more Aboriginal staff, which aligns with the goal of creating a more culturally responsive program.
- Increase emphasis on support circle and family work to enhance program effectiveness, recognising their pivotal role in providing comprehensive assistance to young people.
- Ensure consistency in how organisations support their Home Stretch teams, emphasising the need for auditing service delivery or measuring the integrity of the program model.
- Continue efforts for information sharing and opportunities to reflect on the model's effectiveness. Establishing strong support for the CoP and dedicated resourcing for communication and community building are essential to prevent the development of silos and preserve the diverse knowledge within the Home Stretch network.
- There's a need for focused attention on providers in the Kimberley to ensure appropriate adaptation of Home Stretch. Exploring team configurations and ways to share support across organisations are considered important steps to meet the diverse needs of young people.
- The Department of Communities is urged to reconsider funding contracts for Home Stretch WA service delivery based on regional demand. The need for proper funding alignment with the numbers of young people aging out in each region is stressed to prevent waitlists and maintain program integrity.
- As the Home Stretch CoP's work concludes in December 2024, there's a call for a theory of change to describe and align all parts of the continuum of support for care leavers. The fear of reverting to historic ways of working necessitates an understanding of what functions of the CoP need to continue to maintain collaboration.

In summary, these suggestions aim to strengthen the Home Stretch Program by addressing operational challenges, ensuring consistency and fostering ongoing collaboration and adaptability.

4.1.5.1 Community of Practice Role and Value

Although the evaluation did not explicitly centre on the role of, and value provided by, the Community of Practice, increasing interest is evident in leveraging CoPs to improve complex social programs, engaging both government and non-government service providers, including Aboriginal Community Controlled Organisations (ACCOs). In this regard, it is worth considering the factors behind the success of the Home Stretch CoP and identifying potential next steps.

From information gained, the evaluation highlights the significant role that the Home Stretch CoP has played in enhancing service delivery. The CoP appears to have been instrumental in bridging the gap between government and non-government service providers, including ACCOs, by fostering a collaborative environment that supports the integration of services tailored to local community needs. Its capacity for self-direction and self-regulation has been underscored as a crucial success factor, facilitating open collaboration and wide-ranging stakeholder engagement without conflicts of interest (e.g. the Department of Communities also serves as the program owner, funder and contract manager).

Detailed Insights Include:

The CoP has played a significant role in advancing national Closing the Gap reforms by fostering partnerships and shared decision-making between government and Aboriginal communities, leading to improved collaboration and outcomes.⁷

Providing Practical Support: The CoP offers essential support, including program resources like the Service Tracking Tool, which promotes accountability and collaboration among service providers, aiding in integrating services into diverse community settings.

Achieving Service Outcomes: The CoP's collaborative framework, additional to that provided by the Department of Communities, has been instrumental in achieving specific service outcomes, particularly through data sharing and systemic reform efforts.

⁷ On face value, the CoP function supports all Closing the Gap Priority Reforms, including:

- Priority Reform 1 "Formal Partnerships and Shared Decision Making", by fostering collaboration between government and Aboriginal organisations and communities. It helps establish effective partnerships, acknowledges existing decision-making structures, and promotes joint efforts in key priority areas. Through the CoP, stakeholders work together to empower Aboriginal people in decision-making roles, enhancing progress towards Closing the Gap objectives.
- Priority Reform 3 "Transforming Government Organisations" by fostering collaboration and knowledge-sharing among stakeholders. The CoP serves as a platform for mainstream organisations to engage with Aboriginal organisations and communities, gaining insight into their needs and acknowledging their skills. Moreover, it assists governments in addressing cultural competency requirements, confronting unconscious biases and sharing effective engagement strategies.

Recognised Collaborative Approach: The CoP's collaborative approach has been formally recognised for reducing the burden on service providers and enhancing program integrity and impact.

Systematic Rollout and Empowerment: The CoP ensures consistent and effective service delivery through systematic rollout and stakeholder empowerment, promoting trust and professionalism.

When considering the matter of whether the evaluation was able to form any views on the usefulness/effectiveness of information and data currently facilitated/collated by the CoP, the following points are presented:

- Overall, the data collected by the CoP in the Service Tracking Tool was comprehensive, detailed and presented in an accessible and useful format. The data required no reformatting or 'cleaning' to facilitate use and the tables were structured to enable creation of pivot tables and filtering for ease of analysis.
- Three minor suggestions have been identified for the CoP in terms of data collation moving forward. These are:
 - Consistency in Data Set Structure: Variation was observed across different element data sets regarding data capture, collation, and structure. While the raw data remains reliable and easily extracted, standardising the structure and format of element-specific data sets is advised. This standardisation would facilitate cross-tabulation and integration of data for multi-element or whole-of-program analysis. Key elements include initial columns related to date/time, participant/recipient numbers, geographies, and organisations.
 - Need for Consistent Geographies: Some datasets lack references to relevant, consistent geographies, making it challenging to extract region-specific data uniformly. Some data sets referenced the Child Protection regions while in other cases, the organisation had to be used as proxies for their participation and activity in a specific region. Establishing a consistent geographical reference across all datasets would facilitate timely analysis at the region and sub-region levels.
 - Time Series Data: Data analysed for the value for money assessment only covered the 2023 calendar year. It is anticipated that additional data will be incorporated into the datasets moving forward. To facilitate future analysis of time series and inter-year trends, it is suggested that all datasets include a column specifying the calendar or financial year or quarter. This inclusion will enable the extraction of annual or quarterly indicators for reporting purposes and facilitate time series analysis of performance and outcomes over time.

Further evidence of the value of the CoP is demonstrated by the following overview of an important forum held in Kimberley in 2023.

[4.1.5.2 Kimberley Housing Solutions Forum](#)

The Kimberley Housing Solutions Forum, convened by the Home Stretch Community of Practice on August 31, 2023, served as an important gathering for key stakeholders invested in addressing the significant housing challenges faced by young people transitioning out of the care system in the

Kimberley.⁸ The forum brought together Aboriginal Community Controlled Organisations (ACCOs) actively engaged in delivering Home Stretch, alongside representatives from the Department of Communities and the Home Stretch Community of Practice (CoP). Central to the discussions was the recognition of the unique hurdles faced by Home Stretch in the Kimberley, notably housing shortages and limited housing options, among other factors.

The forum's primary objective was to cultivate genuine partnerships and understanding among stakeholders, with the overarching goal of adapting the service offering to meet local needs. Central to these discussions was the pivotal role played by the CoP, which serves as a facilitator for collaboration, knowledge sharing and collective problem-solving. By bringing together Kimberley stakeholders, including ACCOs, government agencies and frontline workers, the CoP provided a platform for exchanging insights, identifying challenges and creating innovative solutions.

The event underscored the stark realities of housing shortages and limited options in the Kimberley, which can significantly hamper the effectiveness of existing services including Home Stretch. Key insights highlighted the necessity for locally-led, community-based solutions rather than one-size-fits-all approaches. Participants emphasised the importance of integrating housing options into the Home Stretch service and providing flexibility to accommodate different needs, including short-stays and cultural considerations. The preference for smaller-scale, community-led initiatives was evident.

Despite challenges, the forum outlined actionable next steps, with two primary solutions emerging:

- Village 21 Trial: Initiate an adaptation and trial of the Village 21 model in both West and East Kimberley within the next 12 months.⁹ Convene a working group to identify a trial site and necessary resources, with Broome shaping as a favourable location due to existing demand, resource accessibility and community readiness.
- Flexible Use Policy: Implement a flexible use policy within Home Stretch WA, allowing the Housing Allowance to be repurposed to stabilise transient young people and cover living costs associated with moving between housing options.

Following the Forum, stakeholders have been invited to regular meetings to implement identified solutions for youth housing in the Kimberley Region, with a focus on peer support and delegating project leadership to respective organisations and communities.

Broome Youth and Families Hub is exploring a Village 21 Trial in Broome, with significant interest from various stakeholders. Efforts are underway to source funding or assets for this project.

⁸ The Kimberley's housing crisis, marked by the highest homelessness rate in WA at 13.7% in 2021, is a complex systemic issue beyond traditional support and subsidy measures. A shortage of housing stock results in up to ten-year waits for public housing, with vast distances and associated costs also hindering maintenance services. Supported housing options, particularly for young people, remain extremely limited.

⁹ Village 21 offers young individuals studio apartments, providing them with a secure and stable home environment. Alongside this, it offers comprehensive wrap-around support services and fosters a sense of community through shared living spaces. This supportive setting is designed to assist young people as they transition out of care, offering them stability and guidance for up to three years.

The Department of Communities Northwest Aboriginal Housing Fund (NWAHF) is currently exploring insights from the Home Stretch WA rollout to inform future youth housing projects. Seeking to incorporate solutions from the Housing Forum into future funding considerations, the NWAHF is organising a Youth Housing Continuum Workshop scheduled for February 2024.

4.1.5.3 Concluding Remarks: The Impact of the CoP

In sum, the Home Stretch WA CoP's success lies in maintaining self-direction and self-regulation while fostering a constructive relationship with the Department of Communities, allowing for adaptability to meet emerging challenges. Its accomplishments in promoting a collaborative service delivery model, offering practice support and supporting Closing the Gap reforms, underscore its potential as a blueprint for improving various social programs.

In this context, the CoP has emerged as a robust forum and pivotal hub for program development and realisation of outcomes. It serves as a unifying platform, fostering collaborative information exchange and enhancing program integrity. Given the evident benefits, critical support and value added by the CoP, its ongoing operation is encouraged. In addition to Home Stretch, there is a clear rationale for its integration into other Departmental and government programs addressing complex social phenomena.

4.2 Young Person Case Studies

Given sensitivities around Quantum interviewing young people in Home Stretch directly, the following three case studies were undertaken by Yorganop.

4.2.1 Case Study 1 - Dee

This young person's name has been changed to protect their privacy.

Participant Information

Dee is 18 years old and has been participating in the Homestretch Program for approximately 7 months.

Background and History

Dee is a young person who has been in Department of Communities CEO care for several years. She has recently aged out of care and has agreed to participate in the Homestretch Program as a pathway to achieving her goals and aspirations. Dee is receiving tailored one-on-one support to address barriers such as a lack of access to secure housing.

Program Involvement

Education

Dee has built an education plan with TAFE to further opportunities for career development and Community engagement. She has completed a key program as a pathway to ongoing education with TAFE in 2024. It is her goal that she will enrol in an accredited course in Community Services.

Housing

Dee has completed a housing application with the Department of Communities (Housing) and is actively seeking alternative accommodation to address transiency. Home Stretch has advocated for her around the application and waitlist processes as well as legal education on tenancy agreements and obligations.

Links to other service providers delivering in the housing space has also been progressed.

Identity and culture

Through counselling, Dee is addressing hindered connections to family/culture due to time away in Department care. Dee is also currently receiving medical services independent to the Program, with support provided when required.

Support circles

Dee has identified a network of support to draw on when in a crisis. This includes family members, close friends and other case workers. Dee 's long-term boyfriend also is a backbone of support at the current time.

Life skills

Dee has engaged relevant support to address gaps in life skills and experience with budgeting. She has demonstrated that she is unable to budget at this point and has required emergency funding on occasions. Going forward, she has agreed to receive assistance in this area and her engagement will be supported by the Program.

Achievements and Progress

Since commencing Home Stretch, Dee has progressed in areas including social interaction with Service providers and Program staff, which has helped her to enhance and build on skills in areas of personal growth and development, goal setting, and lifestyle solutions. She has also been able to complete housing applications, manage medical needs and explore pathways to further education.

Dee has plans to work one-day work as an advocate for others; her passion is to help others. She would like to develop skills in areas of social work and early childhood education.

Any other reflections on Program impact

Dee has often expressed that she prefers to work with female staff, in a culturally appropriate environment. The Program has been impactful to her recent participation by catering to these preferences. She has responded well to this service arrangement and was able to gain successes on a personal level. She now looks forward to shaping an independent and meaningful future by bringing her goals to fruition.

In Summary:

Through tailored one-on-one support, Dee has developed an education plan with TAFE, completed a key program, and aspires to enrol in an accredited course in Community Services. The Home Stretch Program has assisted Dee to apply for social housing and facilitated connections with other service providers. With counselling support, Dee is addressing issues regarding her family and culture. Dee has also established a strong support network.

While she has encountered some challenges (e.g. in budgeting), the program continues to provide support, aligning with Dee's goals of working in advocacy and social work. The program's cultural sensitivity and female staff preference have positively influenced Dee's participation, shaping her journey toward an independent and meaningful future.

In all, Dee's progress highlights the program's impact on personal growth and development.

4.2.2 Carer Case Study 2 - David

This young person's name has been changed to protect their privacy.

Participant Information

David is 19 years old and was onboarded to Home Stretch in February 2023.

Background and History

David and his twin brother were placed with his foster family in August 2005 and remain in this placement, supported by a Staying on Agreement.

David's foster father passed away in 2016 affecting David's mental health. He has previously experienced suicidal ideation, however this has reduced since his involvement with Home Stretch. David was previously diagnosed with ADD and general anxiety. He received a further diagnosis of Autism in April 2023 which has also impacted his mental health.

Program Involvement

At the time of onboarding David expressed an interest in Martial Arts after being assaulted by another student at school the previous year. He was also supported by his transition coach to enrol in a Certificate III in Visual Arts at TAFE.

David was able to access his Invest In Me (IIM) funding for a new iPhone, contributing \$600 towards the cost, to support social connectedness and employment. He also accessed IIM funding for driving lessons and successfully gained his P plates in May 2023.

Achievements and Progress

With the view to entering the workforce, David worked with his transition coach to complete a career quiz and resume at a training services provider. In the process of exploring career options, David and his transition coach investigated a Civil Construction Traineeship and despite David finding this interesting, he decided not to pursue it.

David talked enthusiastically with his Transitional Coach about car detailing and after exploring this option, which included a visit to an auto retail store, he decided that he would like to start his own car detailing business.

Initially David tried to teach himself how to clean cars by watching YouTube videos, until his transition coach found a car detailing course in Perth. Apprehensive at first, David eventually found the confidence to complete an IIM application to help pay for this course and agreed to contribute \$100 towards the cost. During this process, David purchased car detailing equipment and asked friends and family if he could detail their cars. Monies earned from this provided him with fuel money required to attend the course.

David was keen to explore information about running his own business with his transition coach supporting him to engage with a Small Business Development Cooperation. Due to his anxiety, David was unsure about attending the course until he discovered it was being facilitated online. During this

period, David was gaining customers and consequently accessed IIM funding to purchase a pressure washer, again contributing \$100 from his earnings.

With a goal to get into paid employment, David's transition coach assisted him to complete a resume and setup a Seek account. David applied for auto retail positions to gain more experience with customers and learn about car parts. He practiced interview questions with his transition coach in preparation for any upcoming interviews and was offered a part-time position with a well-known auto parts company.

Any other reflections on Program impact

With support from his transition coach, David has been able to access the NDIS and engage with new supports to improve his overall well-being. He engages with his transition coach at least once a week.

In Summary:

Despite facing a number of preceding challenges, David has experienced significant positive outcomes since joining the Home Stretch Program. Utilising Invest In Me (IIM) funding, he acquired an iPhone, completed driving lessons and, after exploring various career options, was offered a part-time position with an auto parts company. He has also accessed NDIS support through weekly interactions with his transition coach. The program has empowered David to pursue his goals, highlighting the impactful support provided by Home Stretch in various aspects of his life.

4.2.3 Case Study 3 - Isaac

This young person's name has been changed to protect their privacy.

Participant Information

Isaac is a 17-year-old young male who is in the care of the Department of Communities CEO until March 2024.

Background and History

Isaac lives with his aunt and younger sister. He has a part-time job working at a fast food store and helps a senior community member maintain their home in his spare time. Isaac participated in a three-month traineeship through school last year with a national logistics services company, which resulted in him being offered him a full-time position when he turns 18 in March 2024.

Isaac has his driving license and owns a car.

Program Involvement

One of Isaac's goals was to have the ability to independently travel to visit friends and family in Perth. Isaac and his transition coach previously discussed putting a little money away each week so that he was prepared for any unexpected vehicle expenses. When his car needed repairs last month, he was able to book it in straight away as he had already saved for this expense.

Isaac's transition coach gave him a lift to pick up his vehicle from the mechanic which provided a great opportunity for his transition coach to have a yarn and catch up on how things were going. He was excited about driving to Perth himself and going to see his family during the holiday season. He also discussed plans to go camping at a local dam for a week with his aunt and sister after Christmas.

The Home Stretch transition coach and Staying on Facilitator met with Isaac and his aunt in November 2023 to discuss how safe and secure accommodation for Isaac could be supported via a Staying On agreement. At this meeting, it was agreed that supporting Isaac to continue to live in his aunt's home would be beneficial while he prepares for full-time employment and increases his interdependent skills.

Other Achievements and Progress

Isaac continues to work with his transition coach to look at ways he can improve his employment skills. He has expressed a desire to have his White Card and First Aid Certificates prior to starting his full-time position. Enrolling and attending this training is one of his goals for early in 2024.

Isaac has expressed that he would also like to know more about his culture. Collecting information on his family's country, language and practices is an ongoing goal, and with the help of his aunt and an Aboriginal Practice Leader, Isaac's support circle is dedicated to supporting him to develop his understanding of kin and country.

Any other reflections on Program impact

Isaac is supported by his aunt, who will continue to provide a safe and secure environment for the foreseeable future. He continues to achieve his goals with the support and practical assistance of his aunt and his transition coach, and knows he has a community of people in his corner who are prepared to help him if he needs it.

In Summary:

Isaac has experienced positive outcomes and steady progress through his involvement in the Home Stretch Program. Balancing a part-time job, aiding a senior community member and completing a successful three-month traineeship with a national logistics services company, Isaac has since secured a full-time position starting in March 2024. With a driving license and his own car, he achieved his goal of independently traveling to visit friends and family in Perth. Financial planning with his transition coach enabled him to promptly address unexpected vehicle repairs. The program's support extends to securing safe and secure accommodation through a Staying On agreement, allowing Isaac to prepare for full-time employment and enhance his interdependent skills. Additionally, he is actively pursuing employment skills improvement, aiming to obtain his White Card and First Aid Certificates. Inquisitive about his cultural heritage, Isaac, with support from his aunt and an Aboriginal Practice Leader, strives to deepen his understanding of kin and country, reflecting the positive impact and ongoing support provided by Home Stretch.

4.2.4 Case Study 4 – Katie

This young person's name has been changed to protect their privacy.

Participant Information

Katie, an 18-year-old Aboriginal young woman, was referred to a metropolitan provider of Home Stretch in February 2023 and was onboarded by another provider in August 2023 when she moved into the district. Katie secured a Department of Communities unit next to her ex-carer.

Background and History

Katie presented as a quiet and anxious person, who was wary and reluctant to engage with anyone. She is fluent in several languages, including her native tongue Martu Wangka, and identifies as speaking English as her second language. She has been diagnosed with longstanding anxiety and depression, and was also previously diagnosed with schizophrenia; however, this condition has now been re-diagnosed as Complex PTSD.

Katie has also sustained a head trauma in the past and has a history of self-harming injuries, solvent abuse and suicidality, requiring medical care as a younger teenager. She has a parental history of alcoholism and substance abuse and was consequently exposed to significant psychosocial trauma from early childhood. Katie was pregnant at the time of onboarding and has since given birth to a healthy baby boy.

Program Involvement

Katie was reluctant to engage with Home Stretch at the beginning of the relationship. Therefore it was important to ensure that regular and consistent engagement occurred between Katie and the Home Stretch team to build rapport prior to onboarding. Home Stretch staff engaged in her pre-birth meetings and advocated on her behalf. Once onboarded, Home Stretch assisted Katie with her Centrelink issues and assisted her in applying for the Disability Support Pension including sourcing the required medical assessments to have sufficient evidence for the claim to be approved. Home Stretch linked Katie to receive midwife support. She was also assisted with claiming for Parenting Payment Single and Family Tax benefit once her baby was born. Her Home Stretch transition coach has also consulted with NDIS to arrange further assessments to increase her support.

Achievements and Progress

Katie has flourished as a parent and her and baby are thriving. Katie's choice to stay close to her ex-carer has enabled her to further develop her independence and find her voice. She was previously underweight and is now eating healthy, wholesome meals. She also enjoys regular visits including from her transition coach.

Katie, navigating early motherhood and seeking independence, has chosen to create some distance from certain family members. Her goal is to return to her community after gaining strength, and she is

pursuing a Certificate II in Community Services to help contribute to healing and support her community and culture.

Katie has a challenging relationship with her mother and historically there were many conflicts between them. However, she has made the conscious choice to develop positive relationships with other biological family members, including her aunt. She feels that she is getting stronger within herself and is one step closer to having the capacity to live closer to her mob on country.

Building the relationship with Katie throughout the course of 2023 has made an enormous difference in her ability to communicate with others and make important decisions for herself and her baby. She is not as anxious as she was, and the development of her people skills has allowed her to make, develop and sustain some beneficial connections.

Katie has blossomed into an independent young woman, who has really embraced motherhood and the responsibilities that comes with it. She and her son are thriving and their future is looking bright.

Home Stretch will support Katie and her son whenever she needs it while she continues to grow stronger so that she can return home and help others in her community.

In Summary:

Katie, an 18-year-old Aboriginal woman, has faced significant challenges with anxiety, depression and a history of psychosocial trauma. Diagnosed with Complex PTSD, she was initially reluctant to engage with Home Stretch. However, through consistent efforts, Home Stretch has provided crucial support during her pregnancy, addressing Centrelink issues and advocating for the Disability Support Pension.

Katie, now a thriving parent, has created a healthy distance from certain family members and is actively working towards her independence. With a newfound strength, she is pursuing a Certificate II in Community Services, aiming to contribute to her community and culture. Despite historical conflicts, she has developed positive relationships with supportive family members and is on a path towards returning to her community. Throughout 2023, Home Stretch played a vital role in Katie's transformative journey, fostering her independence, reducing anxiety and helping her build beneficial connections. The program remains committed to supporting Katie and her son as she continues to grow stronger and looks forward to her return home to contribute to her community.

4.2.5 Program Impact from Case Studies

The case studies collectively demonstrate that the most critical aspect of Home Stretch support is its capacity to offer personalised, ongoing assistance to participants facing new and diverse challenges. Participants are overcoming individual and unique challenges to achieve significant positive outcomes and progress, showcasing the impactful nature of the program.

Despite initial reluctance, crucial support from Home Stretch aided one participant during pregnancy, addressing issues and fostering independence. Now a thriving parent, this individual is pursuing educational goals in order to contribute to their community and culture.

Facing challenges, one participant discovered crucial support through Home Stretch, engaging in educational courses, securing employment and seeking continuous assistance. Despite setbacks, the ongoing support from Home Stretch staff remains integral in navigating this person's complex circumstances. Another participant enjoyed positive outcomes and steady progress, securing employment, achieving financial goals and deepening their understanding of cultural heritage with the program's assistance. A further success story involved completing essential training and securing employment.

In summary, a participant's journey encompasses personalised and dependable support through Home Stretch, evident in achievements such as educational milestones being attained, accommodation needs being addressed, and the establishment of a robust support network. The program's cultural sensitivity significantly shapes the path towards an independent and meaningful future, underscoring its impact on personal growth and development.

4.3 Evaluation of Interview, Survey and Case Study Findings

4.3.1 Young People

Results from the interviews, completed by a noteworthy 138 young people, underscore a positive and impactful experience for young people participating in the Home Stretch WA program. A significant majority, 93.5%, express confidence in accessing healthcare, and 88.5% report satisfaction with stable and safe accommodation. Notably, two-thirds fully agree that their living arrangements are stable and safe, demonstrating a highly positive outcome.

The findings reveal evidence of robust social support networks, with 88% feeling well-connected and 88% having someone to talk to during challenges. Positive trajectories in personal development are also apparent, with 84.5% empowered to access training opportunities and high agreement percentages in working towards personal goals (84%) and seeking support services confidently (83.5%). While slightly more variable, two-thirds of young people feel more confident and less stressed about money.

The comparison with Kimberley participants, based on a smaller sample size, reveals strong satisfaction with Home Stretch and indicates some significant differences. Access to employment opportunities in the Kimberley is notably lower (28.5% vs. 82.5% overall), indicating potential regional challenges. Confidence levels and access to education/training opportunities also show disparities, which supports the need for region-specific program adaptations.

The Most Significant Change section highlights positive experiences across various domains, from stable accommodation to career development and coach relationships. Participants note the program's significance in achieving personal goals, fostering independence and offering crucial support.

Overall satisfaction with personal well-being is positive, with at least 66% mostly or fully satisfied. The possession of essential documents like bank accounts and Medicare cards was prevalent, while satisfaction levels indicate program effectiveness, especially in financial and job readiness aspects.

Young people overwhelmingly agree that Home Stretch is respectful and meets their needs, with Kimberley participants unanimously endorsing its positive impact.

The final thoughts from participants convey gratitude, citing positive transition coach relationships, program reliability, and the impactful role of Home Stretch in achieving personal growth and independence.

4.3.2 Carers

The survey, completed by 35 carers, offers comprehensive insights into the program's impact. When asked about the program's effectiveness, 30 participants (86%) affirmed its success. Comments highlight the program's role in providing holistic support, stability, mentorship and financial assistance during the challenging transition to adulthood. Furthermore, transition coaches received commendation for their dedication, clear communication style and unwavering presence.

Carers widely believe that the program is effective in achieving its intended service outcomes, with stable accommodation considered the most impactful. The positive perceptions extend to the program's ability to meet diverse needs, emphasising a person-centred approach, comprehensive support and holistic development opportunities.

Notwithstanding the predominantly positive feedback, some carers suggested room for program improvement. Specific recommendations include the need for more Aboriginal coaches particularly for non-ACCO service providers, enhanced training in trauma and disabilities, increased peer programs, and extended support until the age of 25.

Carers appreciate the financial support provided by Home Stretch, with 33 participants (94%) expressing support to a high or moderate extent. Regarding non-financial support, 60% of carers feel highly supported, and 91.5% express support to a high or moderate degree.

In conclusion, the majority of carers express gratitude for the positive impact of the Home Stretch Program, commending its alignment with their own efforts, financial support and overall effectiveness. The feedback, while clearly positive, also emphasises the importance of ongoing improvements to address specific needs, enhance cultural responsiveness and ensure a universally positive support experience in the caregiving community.

4.3.3 Service Providers

All 24 participating service provider representatives unanimously affirmed the positive impact of the Home Stretch Program on young people, marking a highly positive response evident during the early stages of implementation. Critical areas of impact are outlined in section 4.1.3.

Several suggestions for improvement were provided, emphasising enhanced funding including for more transition coaches and to increase the breadth of program possibilities, structural governance improvements and increased departmental accountability. Recommendations included program refinements, a direct referral pathway for housing, staffing and capacity improvements, and professional development.

In conclusion, the Home Stretch Program garnered overwhelmingly positive feedback from service providers, acknowledging its transformative impact on young people while recognising some areas for refinement and future growth.

4.3.4 Communities Staff

The evaluation revealed overall positive perceptions among participating Communities staff, with a majority considering the intended service outcomes effective or moderately effective. Notably, a strong consensus exists regarding the program's cultural responsiveness, collaborative approach and ability to better prepare young people for transition.

The least effective outcome, as perceived by Communities staff, is access to stable accommodation and health care. This differs significantly from the perspective of Carers, ostensibly highlighting variations in viewpoints identified at the program and individual case levels.

While most staff expressed confidence in their organisation's performance in the program, various challenges and areas of improvement were identified. Despite these, staff members remain confident in the Department's ability to deliver positive outcomes for Home Stretch participants. Collaboration with the Community of Practice and service providers is generally regarded as high, reinforcing a collective commitment to program success.

Key recommendations include ensuring adequate funding, increasing staffing to meet growing demand and maintaining the effectiveness of the Community of Practice model.

4.3.5 CoP/YAG

All nine Community of Practice/Youth Advisory Group (CoP/YAG) participants who participated in the evaluation survey affirmed the success of the Home Stretch Program attested by positive feedback, high demand and waitlists. Challenges faced in the North region were associated with workforce issues and turnover, underscoring the need for sustained strong relationships with providers. Despite systemic hurdles, Home Stretch has showcased positive outcomes, highlighting the imperative for shared decision-making and a well-balanced approach for continued success.

Participants unanimously acknowledged their organisation's effective performance in supporting the delivery of Home Stretch. Despite initial reluctance from some providers, efforts were made to foster unity, resulting in eventual stability in service delivery. Suggestions for improvement centred on

addressing operational challenges, ensuring consistency, fostering ongoing collaboration and adaptability, and preparing for the conclusion of the CoP with a comprehensive theory of change to sustain collaboration and prevent a return to historical working methods.

4.3.6 Case Studies

Four case studies of Home Stretch participants are presented in the report. They underscore the pivotal role of Home Stretch in providing personalised and continuous assistance to participants facing diverse challenges. These individuals have overcome unique obstacles to achieve significant positive outcomes, showcasing the program's impactful nature. Despite initial reluctance, one participant, now a thriving parent, has pursued educational goals with Home Stretch's crucial support. Others, facing challenges like homelessness, have secured employment and sought continuous assistance, demonstrating the integral role of ongoing support from Home Stretch staff in navigating complex circumstances. The program's tailored and reliable support has contributed to educational achievements, addressed housing issues, and established strong support networks, positively influencing participants' journeys toward independence and personal development.

4.4 Service Level Outcome (SLO) Assessment

As outlined below, the summative evaluation revealed achievements in meeting Service Level Outcomes (SLOs). Across the various cohorts, evidence consistently indicates that Home Stretch is responsively addressing participants' needs and expectations. Positive judgements of personal well-being, successful transitions to adulthood, and access to stable housing and health care underscore the program's efficacy.

The results also align with the program's commitment to being culturally responsive, person-centred and collaborative, as demonstrated by the positive feedback from stakeholders and service providers.

SLO 1: Support received by young people is enabling successful transition to adulthood.

- a. Positive judgments of personal well-being (existing wellbeing survey): The findings consistently indicate positive outcomes in personal well-being, with at least 66% expressing satisfaction, aligning with the goal of enabling successful transitions.
- b. Satisfactory engagement levels: Engagement levels are evidenced by high agreement percentages, for example, in accessing training opportunities, working towards personal goals and confidently seeking support services.
- c. High trust and satisfaction with transition coach: The widespread commendations for transition coaches and acknowledgement of their crucial role in the program contribute to meeting this outcome.
- d. Strengthening sense of identity, agency, belonging and connection to others and culture: Positive feedback from participants underscores the program's impact on personal growth, independence and coach relationships.
- e. Carers feel supported and valued: Carer feedback emphasises the program's effectiveness and its alignment with their own efforts, indicating positive support for the young people they are accommodating.

SLO 2: Home Stretch WA is responsively addressing service users' needs and expectations.

Service user interview, case studies, separate surveys of service providers, carers, and CoP/YAG collectively affirm the program's responsiveness to user needs and expectations.

Most Significant Change (MSC) narratives highlight positive experiences and transformative impacts across various domains.

User overall satisfaction ratings on meeting overall needs and expectations, supported by diverse indicators, consistently reflect positive outcomes.

SLO 3: Service users gain:

Access to stable housing and health care: High satisfaction rates with stable and safe accommodation (88.5%) and robust social support networks contribute to meeting this outcome.

Education, training, employment opportunities: Strong agreement percentages in accessing training opportunities (84.5%) and employment satisfaction (82.5%) support the achievement of this outcome.

A sense of identity and connection: Positive feedback on personal growth, coach relationships, and overall program impact align with this outcome.

SLO 4: Services are shown to be culturally responsive, place-based, and person-centred.

Interview and survey data, including Most Significant Change and participants' self-assessment of being supported, understood and treated with respect, consistently reflect positive experiences and highlight the program's culturally responsive and person-centred approach.

SLO 5: Service providers work with the CoP, collaborate, and share data.

Interview and survey data confirm a high degree of collaboration with the Community of Practice (CoP) and the Department of Communities, indicating effective collaboration and data-sharing practices.

Added Outcome Measure from Monitoring and Evaluation Framework: Service providers are confident in their ability to deliver Home Stretch.

Surveys reveal that a majority (19 out of 24 service provider participants) express full confidence in their organisation's ability to deliver Home Stretch, supporting positive organisational performance.

In summary, the evaluation findings align positively with the specified service level outcomes, indicating the effectiveness of the Home Stretch Program in addressing the diverse needs of young individuals transitioning to adulthood. The evidence from various cohorts consistently reflects satisfaction, positive outcomes and alignment with program goals.

4.5 Service Data

Working with the Community of Practice, service providers and Communities staff, Quantum identified a series of key monitoring measures that were principally sourced from the Home Stretch Service Tracking Tool.

Having been confirmed as the Minimum Data Set, measures are gained quarterly from service providers via their routine reporting requirements.

Prominent data points from the Service Tracking Tool are noted as follows. For analytical convenience and accessibility, the data is collectively examined across the entire tracking tool, encompassing all regions involved in the Home Stretch Program as of December 2023.

Demographic Overview

- Among current onboarded participants, 56.5% are female, 41.5% are male, and 2% identify as gender diverse.
- The average age of participants was approximately 18 years and 4 months.
- 53% of participants are Aboriginal.
- Only 2% come from a Culturally and Linguistically Diverse background.
- 18% of participants had a recognised disability, with the majority being NDIS participants or having an NDIS application in progress.

Living Arrangements

- The current living arrangement for 37% of participants is through a Staying on Agreement.
- A smaller proportion, 5.5%, were either couch surfing/transient or staying in crisis/temporary accommodation.

Education and Employment:

- 23% were noted as studying full-time or part-time.
- 39% of participants were working casually, part-time, or full-time.

Home Stretch Engagement and Support

- The engagement status of 93% of participants has been defined as 'Active'.
- 68% of participants possessed a Support or Action Plan, while an additional 22% were in the process of developing their plan.
- The level of current progress towards identified goals was defined as significant (30%), some (51%), and none (19%).
- Participants demonstrate a generally balanced distribution of low (27%), moderate (41%), or high (32%) support needs.
- Support frequency varies, ranging from multiple times a week (8%, generally for high support participants) to weekly (36%). Other frequencies include fortnightly (28%), monthly (19%), and less than monthly (9%, generally for low support participants).

- To date, Invest in Me Funding to the value of \$182,874 had been provided to participants to support life domains including education and training, employment, health, housing, life skills, and support networks.

Of interest, the overall data set demonstrates that young people with high support needs require a longer time to build trust and readiness to address their issues with a coach. This underscores the critical role of coaches in fostering trust and preparing these individuals to address and resolve issues once onboarded into the program.

Additionally, the data reveals a variance in onboarding durations for those with high versus low support needs. Insights from transition coach data demonstrate some early but noteworthy advancements in engagement and goal achievement for young people with high needs, as evidenced by their narratives.

Kimberley

Service data information specific to participants in the Kimberley Region is outlined as follows:

- All participants are Aboriginal.
- The gender distribution is balanced, with a nearly equal representation of male and female participants.
- Participants exhibit a diverse range of support needs, with 24% categorised as low, 52% as moderate, and 24% as high.
- Slightly more than half of the participants, 52%, receive support on a weekly or more frequent basis.
- A significant majority, 84%, are currently not engaged in education.
- 60% of participants were not currently employed whereas 32% were engaged in casual, part-time, or full-time work. It's notable that only one participant was working full-time.
- 24% were a current NDIS participant or needed to be supported to complete a NDIS application.

As noted in section 4.1.1, agreement gained from the young person interviews regarding having access to employment opportunities stands out as a key distinction, with a substantial gap between overall participants (82.5%) and those in the Kimberley (28.5%). This suggests a potential challenge or limitation in the Kimberley regarding the availability or accessibility of employment options for program participants. Similarly, access to education opportunities shows a significant difference, with 83% agreement overall compared to 50% in the Kimberley.

Comparing these findings with Home Stretch service data, education engagement stands out as notably low, with 84% currently disengaged. In terms of employment, 60% are not currently employed, while 32% are involved in casual, part-time, or, for one participant, full-time work.

4.6 Value for Money Evaluation

4.6.1 Summary

The Home Stretch value for money assessment utilised three primary data sets provided by the Department of Communities in a Cost Benefit Analysis. The data used extends across two different financial years (2022/23 and 2023/24) for a full calendar year. Where possible, activity and related

benefit calculations have been divided into these two financial years. This division has also been applied to costs, ensuring a general alignment between activity/benefit and cost values.

Note 1: For analytical convenience and accessibility, the data is collectively examined across the entire service database, encompassing all regions involved in the Home Stretch Program as of December 2023, inclusive of the Kimberley.

Note 2: A separate sensitivity analysis specifically for the Kimberley Region was conducted and is detailed in section 4.6.6.

The evaluation assessed two broad categories of benefits for consideration in the Benefit Statement and wider cost benefit analysis:

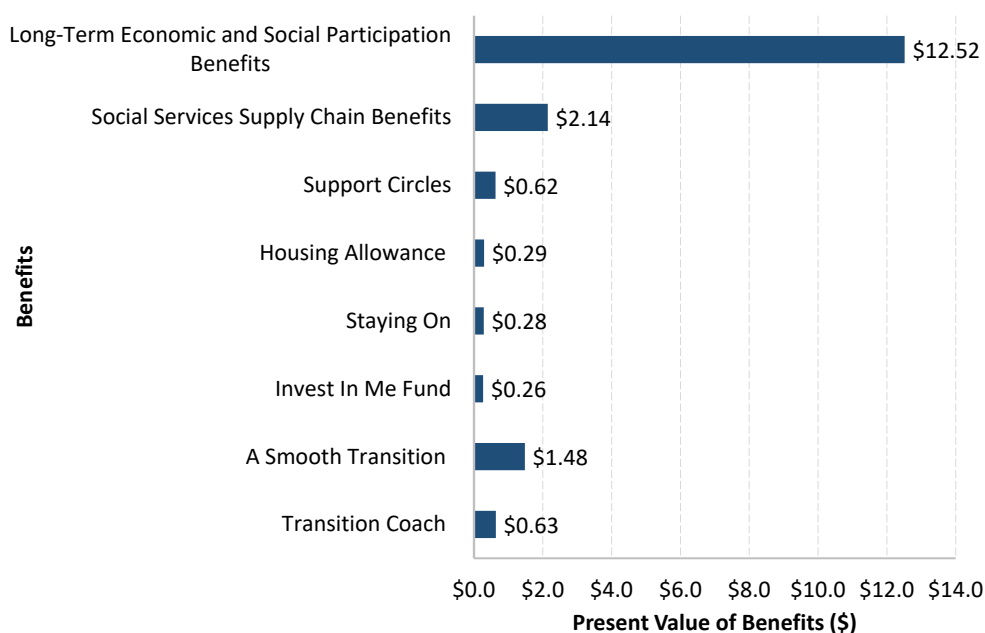
- **Element-Related Benefits** – program benefits that are accrued primarily to participants during its operation (also referred to as concurrent, in-program or consumption benefits); and
- **Indirect and Long-Term Benefits** – benefits that accrue to stakeholders and the wider community and economy through flow on effects of program expenditure or post the operation/participation in the program.

Specific Benefits include:

Table 27 Summary of Benefits by Category

ELEMENT-RELATED BENEFITS	
Transition Coach	Transition Coaching Participation Benefit
	Soft Skills Development Benefits
A Smooth Transition	Support Service Access Benefits
Invest In Me Fund	Consumer Surplus of Personal Investment
Staying on Agreement and Subsidy	Living and Housing Benefits
	Personal and Social Wellbeing Externality Benefits
Housing Allowance	Living and Housing Benefits
	Personal and Social Wellbeing Externality Benefits
Social Circles	Social Interaction and Loneliness Prevent Benefits
INDIRECT AND LONG-TERM BENEFITS	
Whole of Program	Social Services Supply Chain Benefits
	Economic and Social Participation Benefits

Overall, the program is estimated to generate between \$15.00 and \$22.96m in present value benefits across the 20-year assessment period.

Figure 2 Present Value of Benefits, by Benefit, at 7% Discount Rate

A summary of the CBA results are outlined in the following table.

Table 28 Summary of Results

Summary	4%	7%	10%
Costs	\$7.51	\$7.40	\$7.29
Benefits	\$22.96	\$18.23	\$15.00
NPV	\$15.46	\$10.84	\$7.71
BCR	3.06	2.47	2.06

A positive NPV translates into a BCR ranging from 2.06 to 3.06 across the 20 years. Any result above 1.0 is regarded as positive, with results at or above 2.0 viewed very favourably. This reflects the fact that even when accounting for the use of discount rates, the realisation of long-term benefits has a higher perceived risk of not eventuating.

4.6.2 Cost Benefit Analysis

This section outlines the CBA methodology utilised, assumptions, benefits assessed and results of the CBA.

Methodology

A CBA is the most used, and most comprehensive, of the economic evaluation techniques. Essentially, a CBA compares the monetised benefits and costs of a project to evaluate the value for money and return on investment of a program or project.

The CBA steps include:

- Identify the quantifiable benefits that can be monetised - Calculate the value (in monetary terms) of the quantified incremental benefits and capital costs in net present value (NPV) terms using the discount rates.
- Calculate the benefit cost ratio (BCR) – the total present value of all net benefits compared to the present value of capital costs to determine the ratio to which incremental net benefits exceed (or undershoot) incremental costs related with the upgrade.
- Undertake a sensitivity assessment.

Discount Rates

Discounting is the reverse of adding (or compounding) interest. It reduces the monetary value of future costs and benefits back to a common time dimension – the base date. Discounting satisfies the view that people prefer immediate benefits over future benefits (social time preference), and it also enables the opportunity cost to be reflected (opportunity cost of capital). Recognising the potential for multiple audiences for the business cases, real discount rates of 4, 7 and 10% were applied to the assessment. This complies with recommendations set by the Office of Impact Analysis (OIA) at the Federal Government level and WA Treasury Project Evaluation Guideline and Standard Business Case template. Modelling of quantifiable benefits and costs are developed over a 20-year timeframe (plus the initial year which is not subject to discounting).

Incremental and Comparative benefits

For this assessment, the evaluation undertook a cost benefit assessment of the net additional benefits and costs above and beyond the base case for each project. NPVs and BCRs generated as part of the Cost Benefit Analysis are reflective of the net increase in economic and social benefits beyond the status quo in each location and for each project.

4.6.3 Assumptions

The evaluation made the following additional assumptions applicable across one or more of the projects assessed.

Table 29 Assumptions

Assumption	Value
Assessment Period	20 years (post initial year)
Cost per Hour of Counselling and Coaching	\$100 ¹⁰
Cost per Hour of Training	\$250 ¹¹
Soft Skills and Informal Training Weighting on Training	25% ¹²
Annual Lone Person Expenditure	\$45,547 ¹³
Health, Social and Personal Care Share Lone Person Expenditure	16.3%
Consumer Surplus Share of Social Assistance Expenditure	80%
Median Weekly Rent One Bedroom Apartment	\$450.00 ¹⁴
Externality Cost Savings for Lower Income Households Securing Accommodation (per hour)	\$50.7 ¹⁵
Per Person Value of Loneliness	\$1,565 ¹⁶
Social Assistance Services Supply Chain Multiplier	29.6 ¹⁷
Average Gross Value Added Per Worker in WA (2021/22 excluding Mining)	\$201,040 ¹⁸

¹⁰ Psychotherapy and Counselling Federation of Australia (2021) PACFA Survey 2021 accessed at <https://pacfa.org.au/portal/Portal/Community/Therapy-Costs.aspx>

¹¹ Based on desktop research of non-certificate training costs per hour for soft skills such as communication, teamwork, problem solving, adaptability, critical thinking, time management and interpersonal skills.

¹² Recognises that reduced per hour value of soft skills developed through informal processes and training.

¹³ ABS (2017) Household Expenditure Survey 2015/16, Lone Person Household, adjusted 2022/23 by CPI, www.abs.gov.au

¹⁴ REIWA (2024) Median Rents, reiwa.om.au

¹⁵ SGS (2023) Give Me Shelter, Cost Benefit Analysis Report accessed at https://sgsep.com.au/assets/main/SGS-Economics-and-Planning_Give-Me-Shelter.pdf

¹⁶ KPMG (2022) Connections Matter accessed at <https://www.groundswellfoundation.com.au/post/connections-matter-a-report-on-the-impacts-of-loneliness-in-australia>

¹⁷ IO models and economic multipliers are derived using the latest Australian Input/Output Multipliers from <https://www.abs.gov.au/statistics/economy/national-accounts/australian-national-accounts-input-output-tables/latest-release>. WA transaction tables are developed based on employment/industry location quotient estimates from ABS for the State, concordance with Input/Output Product Groups. Program expenditure is then multiplied by the first round GVA multiplier to estimate the value of the expenditure that will be captured in regional supply chain benefits.

¹⁸ REMPLAN (2023) EDA WA Worker Productivity accessed at <https://app.remplan.com.au/?search=eda-westernaustralia>

Data Sources

This value for money assessment utilises three primary data sets provided by the Department of Communities:

- Final Master Home Stretch WA Service Data December 2023
- Final Master – Communities – Staying on and Housing Allowance – December 2023
- HS Summary of Grants – Demand Data Service Providers, Funding Client Numbers

These data sets were provided on 25 January 2024, and were complemented by a review of Grant Agreements and the results of the Formative Evaluation from 2023.

The data provided on the program expenditure and element activities on 25 January 2024 covered all regions within the Home Stretch Program.

Many of the data sets included disaggregation of the data down to individual sub regions, though this was not the case universally.

In this regard, the value for money assessment is based on the latest valuable data that included all regions rather than base it on more spatially limited but less current data sets (dated from February 2023)¹⁹.

By utilising whole of program data, it also likely makes the results of the value of money assessment more representative of the program concept as a whole, and the results more statistically reliable.

Timeframes

Data relating to activity, participation and referrals in the first of the two data sources listed above were available for all four quarters of the 2023 calendar year. In particular, reporting periods included:

- 1 January 2023 to 28 February 2023
- 1 March 2023 to 31 March 2023
- 1 April 2023 to 30 June 2023
- 1 July 2023 to 30 September 2023
- 1 October 2023 to 31 December 2023.

This data extends across two different financial years (2022/23 and 2023/24). Where possible, activity and related benefit calculations have been divided into these two financial years. This has also been done for the costs to ensure that activities/benefits and cost values broadly align.

¹⁹ Whole of program data is utilised as it would have required significant effort to disaggregate the sub regions out of the data.

4.6.4 Benefits Statement

This section provides a statement of the identified benefits, their relevance to the scenarios and the method of calculation.

Categories of Benefits

The evaluation assessed two broad categories of benefits for consideration in the Benefit Statement and wider cost benefit analysis:

- Element-Related Benefits – benefits that are accrued primarily to participants during the operation of the program (also referred to as concurrent, in-program or consumption benefits); and
- Indirect and Long-Term Benefits– benefits that accrue to stakeholders and the wider community and economy through flow on effects of program expenditure or post the operation/participation in the program.

Identified Benefits

The evaluation identified a diverse range of economic, social, safety and environmental benefits associated with the Home Stretch Program. The benefits are associated with each element of the program as well as for the program as a whole.

Table 30 Benefits Statement for the Home Stretch Program

Corresponding Element	BENEFIT	DESCRIPTION	CALCULATION METHOD
ELEMENT-RELATED BENEFITS			
Transition Coach	Transition Coaching Participation Benefit	Benefits to participants from dedicated coaching support. Includes informal education and training benefits and associated support.	Measure based on 4 hours per coaching participant and valued based on Perth/WA hourly rate counselling/coaching cost benchmarks. Applied to all accepted referrals.
	Soft Skills Development Benefits	Benefits to participants from the development of essential soft skills as part of transition coaching activities.	Measured based on transition coast participants and valued using average per hour non-certificate level training costs, adjusted down to 25% to reflect informal training environment.
A Smooth Transition	Support Service Access Benefits	Benefits to participants in accessing otherwise separate and disparate support services. Includes benefits from accessing free and accessible services as well as securing services of which participants may otherwise have not been aware.	Measured using share of annual lone household expenditure on Health, Social and Personal Care for a lone person household. Multiplied by number of users with a 50% attribution.

Corresponding Element	BENEFIT	DESCRIPTION	CALCULATION METHOD
Invest In Me Fund	Consumer Surplus of Personal Investment	Empowerment of young people to pursue education, training, or entrepreneurship opportunities leading to higher future earnings. Provision of a safety net for crisis situations, reducing the likelihood of negative outcomes such as homelessness or involvement in crime.	Valued based on estimated consumer surplus of 80% of value of investment across relevant participants.
Staying on Agreement and Subsidy	Living and Housing Benefits	Housing security benefits to the participants from both the extension of foster care living arrangements from 17 to 21 and/or the provision of housing allowances.	Valued using private rental costs (affordable levels) as a proxy for housing security benefits. 100% savings to Participants maintaining current living arrangement.
	Personal and Social Wellbeing Externality Benefits	Benefits of the fostering of personal wellbeing to participants by maintaining familial and social networks during transition. Includes social, psychological and physical wellbeing benefits.	Value based on health care, social assistance, justice, education and other costs savings due to the participants securing accommodation/housing (based on low income household profile).
Housing Allowance	Living and Housing Benefits	Same as Staying On Agreement and Subsidy. Private rental cost proxy halved due to fortnightly subsidy paid to landlord.	
	Personal and Social Wellbeing Externality Benefits		
Social Circles	Social Interaction and Loneliness Prevent Benefits	Prevent of loneliness among the participants due to a lack of social connections, resulting in cost savings relating to mental and physical health and other services.	Valued based on KPMG estimates of per person loneliness costs to the individual and community. Applied to all accepted referrals.
INDIRECT AND LONG-TERM BENEFITS			
Whole of Program	Social Services Supply Chain Benefits	Economic benefit to the Western Australian social assistance and services sector due to Program related expenditure.	Measured based on first round and industry support GVA economic multipliers. Applies to year in which expenditure is incurred.
	Economic and Social	Benefit to the economy and community of increased long-	Applies a 2 increase in the long-term economic productivity of

Corresponding Element	BENEFIT	DESCRIPTION	CALCULATION METHOD
	Participation Benefits	term participation by the participants post program in the	participants based on non-mining GVA per worker average for WA. Commences 5 years after participation.

4.6.5 CBA Results

This section provides an overview of the present value and composition of costs and benefits for the project. It includes an outline of the Benefit Cost Ratios and Net Present Value results for each project.

Costs

The cost estimates that have been used in this CBA have been derived by examining the total value of grant agreements across all providers and estimating a monthly value. This is then applied to the number of months within the 12 months from 1 January 2023 to 31 December 2023 in which the specific provider was operational.

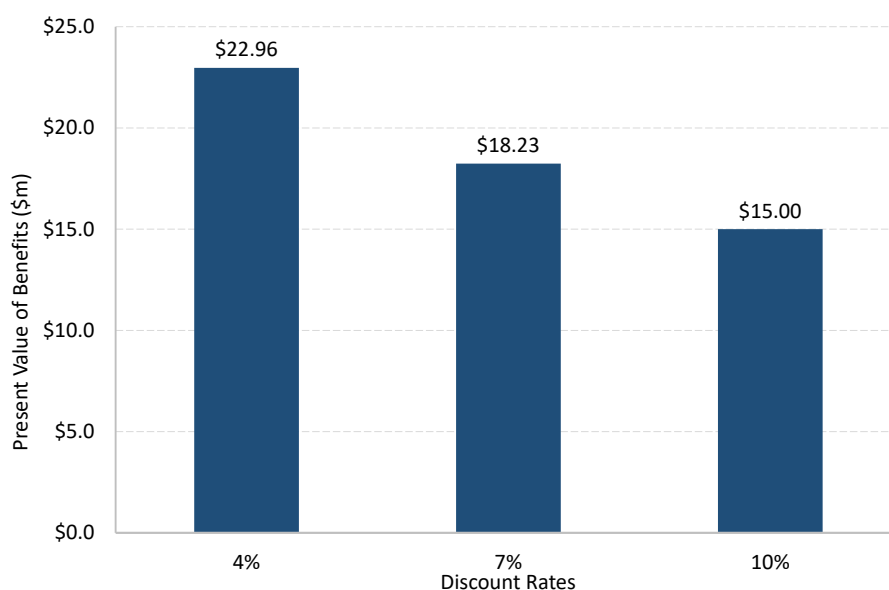
This equates to total cost estimates of:

- \$3,546,284.13 for the 6 months to 30 June 2023.
- \$4,119,446.29 for the 6 months to 31 December 2023.

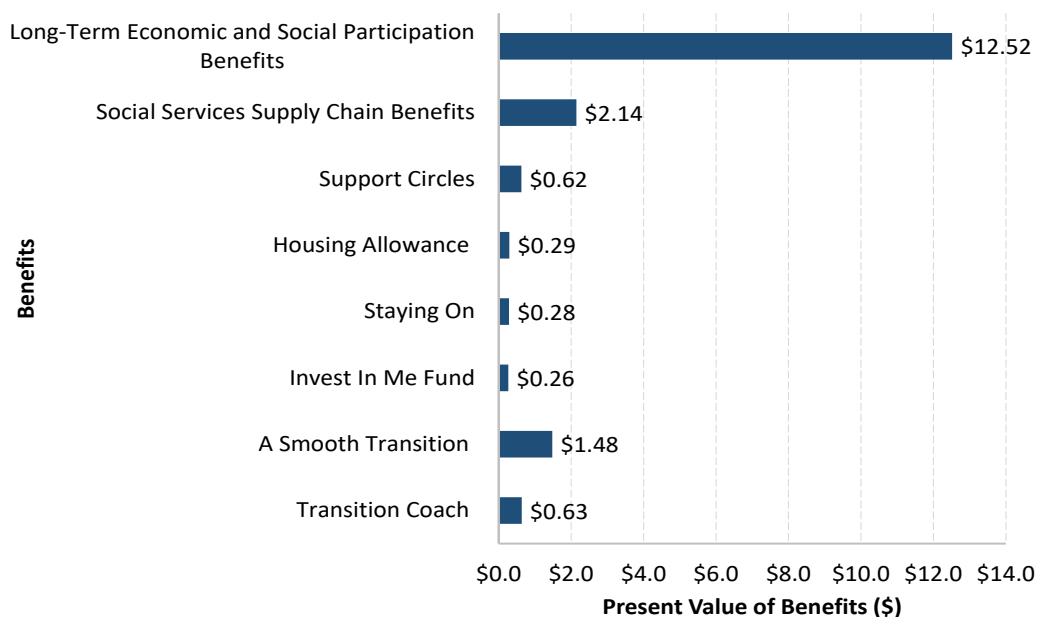
These values were applied to their corresponding financial years for the analysis.

Benefits

Overall, the program is estimated to generate between \$15.00 and \$22.96m in present value benefits across the 20-year assessment period.

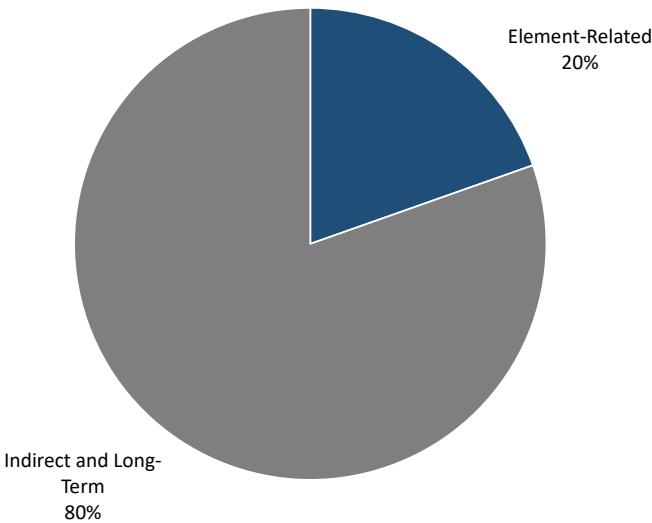
Figure 3 Present Value of Benefits, by Discount Rate

This is principally driven by long-term economic and social participant benefits, with supply chain/indirect benefits and Smooth Transition the next largest contributors. Element-related benefits are generally small, reflecting the comparatively small size of the benefiting cohort.

Figure 4 Present Value of Benefits, by Benefit, at 7% Discount Rate

This mix between Element-Related/Concurrent and Indirect and Long-Term Benefits at 7% discount rate is illustrated below.

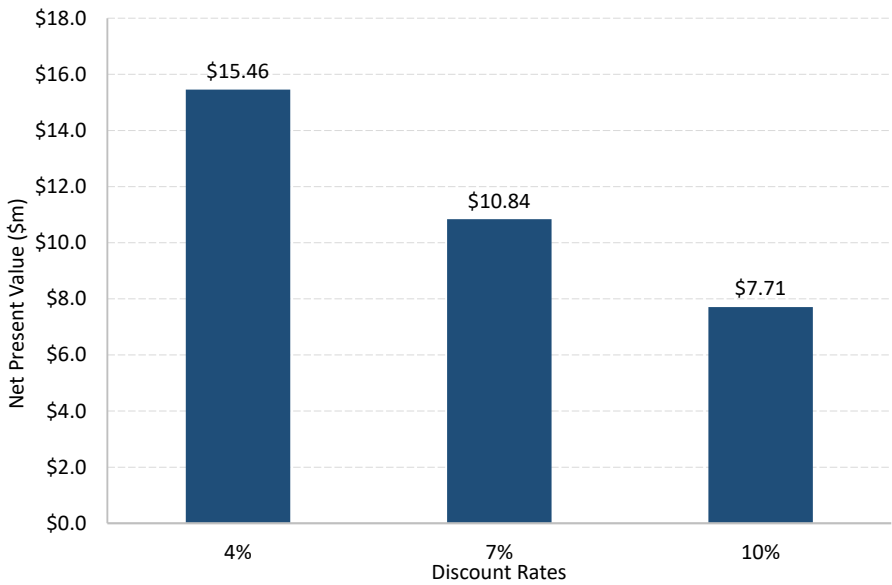
Figure 5 Share of Present Value of Benefits, by Benefit Category, at 7% Discount Rate



Results

The comparison of benefits and costs results in a Net Present Value of between \$7.71 and \$15.46m. Any result above \$0.00 means benefits exceed costs in present value terms over the 20 year assessment period.

Figure 6 Net Present Value, by Discount Rates

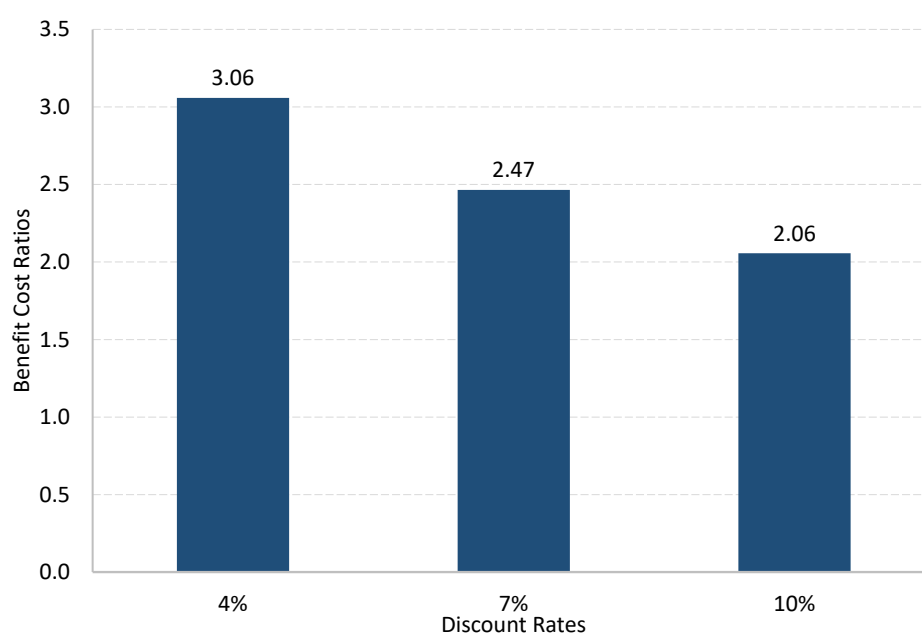


A summary of the results of the CBA are outlined in the following table.

Table 31 Overall Results Summary

Summary	4%	7%	10%
Costs	\$7.51	\$7.40	\$7.29
Benefits	\$22.96	\$18.23	\$15.00
NPV	\$15.46	\$10.84	\$7.71
BCR	3.06	2.47	2.06

A positive NPV translates into a BCR ranging from 2.06 to 3.06 across the 20 years. Any result above 1.0 is regarded as positive, with results at or above 2.0 viewed very favourably. This reflects the fact that even when accounting for the use of discount rates, the realisation of long-term benefits has a higher perceived risk of not eventuating.

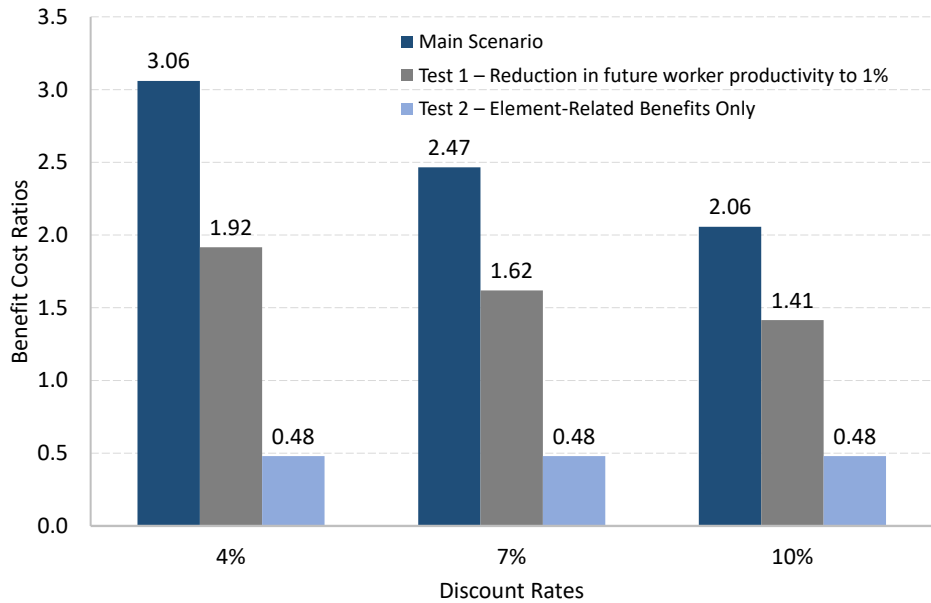
Figure 7 Benefit Cost Ratios, by Discount Rates

Sensitivity Tests

The following sensitivity tests have also been undertaken as part of this value for money assessment.

- Test 1 – Reduction in future worker productivity to 1%
- Test 2 – Element-Related Benefits Only

Figure 8 Benefit Cost Ratios, Main Scenario and Sensitivity Test, by Discount Rate



The sensitivity tests confirm the reliance on the realisation of long-term outcomes in achieving positive value for money for the program. While concurrent element-related benefits have a BCR of 0.48 across all discount rates when assessed alone, this increases by almost 2.0 when indirect and long-term benefits are considered. However, the Test 1 also confirmed that even if long-term economic and social participation rates among program participants are halved to only a 1% above the norm, then the BCRs remain above 1.5 at 4% and 7% discount rates.

4.6.6 Value for Money Overall Findings

Home Stretch demonstrates strong value for money characteristics. This value is driven principally by estimates of long-term economic and social participation benefits for former foster care young people transitioning into adult hood. This aligns with a fundamental purpose and objective of the program.

The overall benefits profile is diverse, reflecting the intentionally structured nature of the suite of services and support. The program elements are broadly complementary and targeted, offering a diverse range of passive and active support. The combination of soft skills and social capital development and housing solutions provides participants with a comprehensive package of support that drives self-reliance, social and community integration and economic participation.

The sensitivity tests confirmed the importance of realising long term benefit estimates while also demonstrating their lack of sensitivity to downside risks. It also confirmed the direct consumption and participation value of services and supports provided in the Program.

The analysis also confirmed the importance of long-term post program outcome monitoring to validate the estimates of economic and social participation of former program participants.

4.6.7 Kimberley Specific Assessment

This section evaluates the cost-effectiveness and value for money of the Home Stretch Program, focusing specifically on the Kimberley Region. The evaluation applied the use of the same benefits and costs as used in the main scenario, to the specific activity and other contexts of the Kimberley Region.

The cost estimates used in this CBA were derived by examining the total value of grant agreements across relevant providers and estimating a monthly value. This monthly value was then applied to the number of operational months for each specific provider within the period spanning from January 1, 2023, to December 31, 2023.

Note, it is acknowledged that the costs for Kimberley to date are not representative of the total costs for the region. While adjustments have been made to align the costs proportional to the period of time of the activity measures provided, this factor should be recognised when interpreting the results.

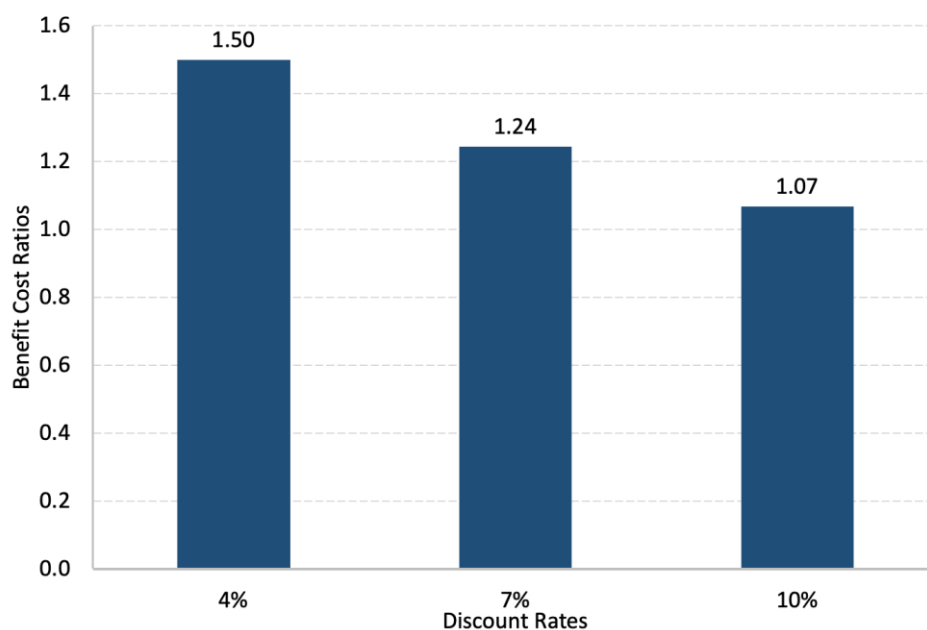
Results

A summary of the results of the Kimberley Cost Benefit Analysis are outlined in the following table.

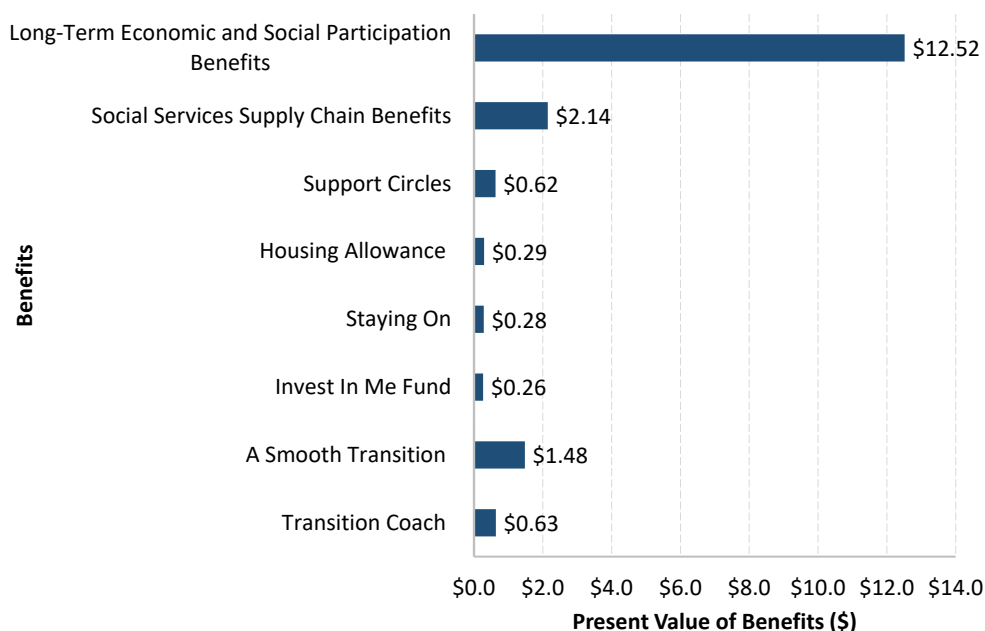
Table 32 Kimberley Results Summary

Summary	4%	7%	10%
Costs	\$1.74	\$1.71	\$1.69
Benefits	\$2.60	\$2.13	\$1.80
<i>NPV</i>	<i>\$0.87</i>	<i>\$0.42</i>	<i>\$0.11</i>
<i>BCR</i>	<i>1.50</i>	<i>1.24</i>	<i>1.07</i>

A positive NPV translates into a BCR ranging from 1.07 to 1.50 across the 20 years. Any result above 1.0 is regarded as positive, with results at or above 2.0 viewed as highly favourable.

Figure 9 Present Value of Benefits, by Discount Rate

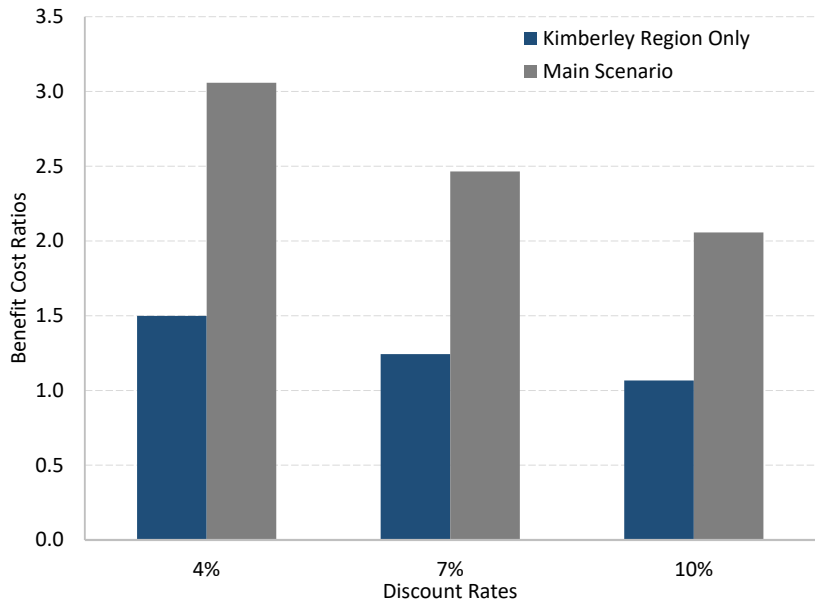
This outcome is principally driven by long-term economic and social participant benefits, with supply chain/indirect benefits and Smooth Transition the next largest contributors. Element-related benefits are generally small, reflecting the comparatively small size of the benefiting cohort.

Figure 10 Present Value of Benefits, by Benefit, at 7% Discount Rate

In the Kimberley, Benefit-Cost Ratios (BCRs) vary from 1.50 to 1.07. Although moderate, these figures highlight the program's positive impact. In comparison, the Total Program BCRs (covering the entire

State) are higher. Despite regional variations, both assessments affirm the program's overall value for money.

Figure 11 Present Value of Benefits at 7%, Kimberley and Total Program



Kimberley Summary

While the Home Stretch Program in the Kimberley demonstrates positive Benefit-Cost Ratios, the value for money outcomes appear to be below that of the overall program for the 12 month period ending December 2023. This is primarily attributed to the comparatively smaller number of participants in this region, several program elements and higher operating costs per participant.

It is important to note that in developing the Kimberley-specific assessment, the core assumptions for the CBA model used in the overall value for money assessment remained unchanged. This decision was made to facilitate direct comparison of results. However, given the unique attributes of the region, several assumptions – particularly those related to housing cost and availability benefits, social isolation, and economic and social participation – may be conservative when applied to the Kimberley context.

Based on this, the results of the CBA for the Kimberley are considered conservative with the potential for the value for money to be greater than estimated. Additionally, the relatively small participant cohort size, in contrast to the underlying cost of delivering Home Stretch in the Kimberley, suggests potential for further enhancing value for money in the medium term.

Achieving this likely requires an increase in participant numbers. Such expansion would not only contribute to short-term concurrent and long-term economic participation benefits of the program but also reduce the cost per participant. Both an increase in benefits and a reduction in per participant costs would likely support a convergence of the BCR of the Kimberley program with the outcomes observed in the broader program during the 2023 calendar year.

5. Conclusion

Quantum Consulting's comprehensive evaluation of the Home Stretch WA Program confirms its effectiveness in assisting young individuals during their crucial transition from full-time care to adulthood. Using diverse data collection methods, the evaluation highlights the program's success in achieving Service Level Outcomes, demonstrating its appropriateness, effectiveness and cost-effectiveness.

Positive feedback from program participants/service users, carers, service providers, and the Community of Practice/Youth Advisory Group reinforces the program's crucial role in offering holistic support, including stability, mentorship and financial assistance. As a result, the findings indicate the benefits for the Department of Communities to maintain support and integration of the Home Stretch Program as part of its standard operations. If at all possible, the continuation of the CoP will also offer considerable value.

Interviews with 138 participants yielded noteworthy outcomes, including high confidence in accessing healthcare, satisfaction with stable accommodation and positive trajectories in personal development. Notwithstanding identified challenges, such as the need for greater regional specificity and expanded housing options, the program's overall positive impact is clearly apparent.

In addition, the value for money assessment demonstrated the program's robust financial outlook, with a positive NPV and a strong BCR indicating that benefits surpass costs. This affirms the program's potential for substantial positive impact, particularly considering the calculated value of long-term benefits. Despite the inherent uncertainty surrounding the realisation of these long-term benefits, the conservative assessment approach and sensitivity test suggest a likelihood that young people exiting foster care may exceed assumptions, accentuating the program's efficacy and value.

Positive results were also evident specifically in the Kimberley, albeit with lower value for money outcomes. This suggests potential for enhanced value for money by increasing participant activity to lower per-participant costs, increase benefits and align BCRs with those of the broader program.

Overall, while stakeholders express confidence in the program, some insights highlight opportunities for enhancement. These include a focus on addressing specific needs, improving cultural responsiveness, and ensuring a universally positive support experience. Outlined in more detail below, these insights provide a foundation for ongoing improvements and sustained success in facilitating the transition of young individuals from care to adulthood.

5.1 Opportunities for Improvement

Evidence supporting the summative evaluation indicates that Home Stretch is progressing positively, serving as a crucial safety net for young individuals transitioning out of State care.

The formative evaluation findings from 2023 also indicate that there is no requirement for significant alterations to the existing Home Stretch service delivery approach. While acknowledging the need to

consider regional variations, opportunities for improvement aim to provide insights for potential enhancements without altering the core service model.

The identified opportunities for improvement correspond to seven broad themes, presented below in no particular order of priority:

Cultural Responsiveness:

- Enhance cultural responsiveness by increasing the presence of trained Aboriginal coaches.
- Enriching the program with more culturally aware coaches would better address the unique needs of Aboriginal young people.

One opportunity for improvement identified in the evaluation centres on the cultural responsiveness of Home Stretch. Stakeholders emphasised the need to boost the presence of trained Aboriginal coaches within the program. By increasing this number, it was affirmed that the program would be more adept at addressing the distinctive cultural requirements of Aboriginal young people.

Training Enhancement

- Provide enhanced training for transition coaches, focusing on trauma-informed communication and disability awareness.
- Strengthening these crucial skills ensures a more empathetic and tailored approach, aligning with the program's commitment to holistic development.

The evaluation identified an opportunity for enhanced training for transition coaches, emphasising the necessity of equipping them with specialised skills to effectively support participants navigating complex challenges. Trauma-informed communication and disability awareness emerged as key focal points for training enhancement. Strengthening the skills of transition coaches in these critical areas will build a more empathetic and tailored approach, aligning with the program's commitment to holistic development and comprehensive support.

Collaboration and Adaptability

- Highlight the ongoing improvement potential by supporting the continuing operation of the Home Stretch Community of Practice.
- Ensure coach availability to enhance adaptability during significant changes.
- Foster ongoing collaboration among providers and develop a comprehensive theory of change for sustained collaboration as the current Community of Practice concludes or is enabled to continue its role.

Given the evident benefits, critical support and value added by the CoP, its ongoing operation is encouraged. In addition to Home Stretch, there is a clear rationale for its integration into other Departmental and government programs addressing complex social phenomena.

To bolster adaptability amid changing circumstances, Home Stretch's effectiveness relies on staff guidance and communication. The call for increased coach availability aligns with the pivotal role

transition coaches play, providing essential clarity, support and stability during significant changes for young individuals.

While a growing culture of collaboration is evident, fostering ongoing collaboration among providers forms another critical aspect of enhancing adaptability. A corresponding recommendation suggests creating a comprehensive theory of change to sustain collaboration as the Community of Practice concludes its role. This strategic approach underscores a keen awareness of the dynamic nature of support services, emphasising the need for continuous flexibility.

Regional Specificity

- Recognise the need for regional specificity and tailor the program to local contexts.
- Address service delivery challenges, such as geographical remoteness, by exploring flexible service commissioning methods and engaging local “mentors” (in addition to transition coaches).

Recognising the need for regional specificity acknowledges that a one-size-fits-all program may not adequately address nuanced challenges in diverse locations. Strategies to enhance this approach involve gaining a focused understanding of local contexts and ensuring the program's adaptability to each region.

The hurdles of geographical remoteness, low population density and challenging social contexts in isolated regions are compounded by small community and organisation scale, high staff turnover, limited workforce capacity and the transient nature of young people.

Addressing these challenges is crucial to ensuring consistent coverage of key positions and establishing redundancy for uninterrupted services to program participants. This could, for example, involve (a) exploring flexible and systemic service commissioning methods, like clustering contracts, to help service providers achieve critical mass in staffing, or alternatively, (b) the nominated Home Stretch service provider establishing an agreement with another service provider (in that regional location) to provide “back up” staff if the existing coach or other key staff in that location resign from the role – the objective being to ensure continuity of service to the young person.

Additionally, considering the engagement of skilled local “mentors” in specific communities could significantly contribute to service continuity. While maintaining the coach's engagement, these mentors could assume certain coaching responsibilities, thereby complementing and supporting the coaching role.

Positively, the evaluation highlighted that recent adaptations to the Kimberley model are showing positive outcomes. The introduction of Community Referral pathways and a By Name List has enhanced engagement with the Department of Communities for young individuals with limited prior interaction, improving both accountability and performance in district referrals.

Program Funding

- Ensure ongoing funding adequacy to support more transition coaches and broaden program possibilities.
- Align funding with the program's expansion trajectory and the critical role of financial sustainability in meeting growing demand and expectations.

The evaluation revealed an opportunity associated with ensuring ongoing funding adequacy. There was a clear call for ensuring sufficient program funding to support more transition coaches and broaden program possibilities. This stated requirement gains further significance from the affirmation of the program's impact, notably illustrated by the positive feedback from 95 percent of young people and 86 percent of carers. This opportunity aligns with the program's expansion trajectory and reinforces the critical role of financial sustainability in addressing the evolving demand and expectations of young people navigating their transition through the program.

Peer Support

- Enhance the value of peer or lived experience support, involving current or past program participants when possible.
- Foster a sense of community among participants by building supportive networks for sharing experiences, challenges, and successes.

Further recognising the value of peer or lived experience support emerged as an opportunity for meaningful enhancement. Acknowledging the importance of fostering a sense of community among program participants, stakeholders stressed the need to keep building supportive networks where participants can share experiences, challenges and successes with their peers. This opportunity aligns with the broader understanding that peer connections can be instrumental in navigating the complexities of the transition period and contribute to a more positive and empowering experience.

This improvement opportunity acknowledges the invaluable support from current Support Circles while promoting the value of placing increased emphasis on broader support networks. This includes incorporating insights from peers with lived experience, composed where feasible of other current or past program participants.

Accommodation Shortages

- Address challenges related to accommodation by exploring strategies to increase housing options.
- Develop measures to ensure a consistent and supportive housing experience, considering availability, suitability, affordability and accessibility.

A specific area related to the challenge of regional specificity centres on accommodation. Stakeholders underscored the need for improvements in access to stable accommodation and the exploration of strategies to increase housing options. This highlights the critical role stable housing plays in the overall success of the program. Addressing accommodation challenges involves developing measures to

ensure a consistent and supportive housing experience for program participants. The multifaceted nature of these challenges includes considerations of availability, suitability, affordability and accessibility of housing options.

Data Enhancement

- Implement a uniform structure and format across all data sets to enhance data integration and analysis.
- Ensure all data sets include consistent and relevant geographic references to improve region-specific data extraction and analysis.
- Incorporate columns specifying the calendar or financial year/quarter in all data sets to support comprehensive time series analysis and the tracking of inter-year trends and outcomes.

The examination of the CoP's data collation processes, particularly within the Service Tracking Tool, has brought to light opportunities for improvement. This includes variations in data set structures, some inconsistencies in geographic references and limitations in time series data. Addressing these issues will enhance the overall effectiveness of the data management system. These challenges are manageable and, once addressed, will significantly improve the coherence and reliability of the CoP's data collation processes.

The following matrix sets out key evaluation findings and associated opportunities for improvement.

Finding Theme	Finding	Opportunities for Improvement	Report Section/s
Training Enhancement	Stakeholders highlighted the need for enhanced training for transition coaches, particularly in key areas such as trauma and disabilities. This training was deemed necessary to better equip coaches in supporting individuals facing complex challenges during the transition.	1 Strengthen the capabilities of transition coaches by providing advanced training in areas including trauma and disabilities, ensuring comprehensive support for participants. Strengthening these crucial skills ensures a more empathetic and tailored approach, aligning with the program's commitment to holistic development.	4.1.1 4.3.2
Collaboration and Adaptability	Enhance program adaptability through strengthened staff guidance, communication and increased coach availability. This aligns with the pivotal role of transition coaches in providing essential clarity, support and stability for young individuals. Another crucial aspect is fostering ongoing collaboration among providers. A corresponding recommendation suggests creating a comprehensive theory of change to sustain collaboration as the Community of Practice concludes or continues its role.	2 Emphasise ongoing improvement by supporting the continuing operation of the CoP. Increase coach availability and promote continued collaboration among providers to enhance adaptability and ensure sustained collaboration as the Community of Practice completes its role.	4.1.3 4.1.5
Regional Specificity	Stakeholders identified challenges related to regional specificity, emphasising the need for tailoring program components to address the unique needs of diverse regions.	3 Conduct needs analyses and customise program approaches to effectively address the unique challenges and requirements of different regions to ensure targeted and effective support. E.g. Consistent coverage of key positions and establish contingency plans to ensure uninterrupted services to program participants, exploring flexible service commissioning methods and engaging local “mentors” (in addition to transition coaches) etc.	4.1.1 4.1.3 4.1.4

Finding Theme	Finding	Opportunities for Improvement	Report Section/s
Cultural Responsiveness	Carers and other evaluation participants raised the need to increase the number and presence of trained Aboriginal coaches to meet the cultural needs of all Aboriginal young people participating in Home Stretch.	4 Enhance cultural responsiveness by increasing the number of Aboriginal coaches, particularly in relation to non-ACCO service providers. Enriching the program in this way would better address the unique needs of Aboriginal young people.	4.1.2 4.1.4 4.1.5 4.3.2
Program Funding	Survey and interview data indicated recommendations to implement refinements in program structure and delivery based on feedback, coupled with the need for adequate funding to support more transition coaches and broaden program possibilities.	5 Address the identified need for increased funding to support program expansion, allowing for the recruitment of additional transition coaches and increased program offerings.	4.1.3 4.1.5
Peer Support	- The suggestion was made to introduce increased peer programs to foster a sense of community and support, involving current or past program participants when possible. - Acknowledging the invaluable support provided by current Support Circles, enhanced program effectiveness can be achieved by placing increased emphasis on these circles, specifically incorporating insights from peers with lived experience.	6 Implement additional peer programs to enhance community-building and support mechanisms within the Home Stretch Program.	4.1.1 4.1.2 4.1.4
Accommodation Shortages	In seeking to ensure a more supportive experience for program participants, challenges associated with securing stable accommodation were acknowledged, indicating the necessity to improve access and explore accommodation options, particularly in regions facing shortages.	7 Develop and implement measures to enhance access to stable accommodation, explore strategies to increase accommodation options and address region-specific accommodation needs through targeted measures.	4.1.1 4.1.3 4.1.5

Finding Theme	Finding	Opportunities for Improvement	Report Section/s
Data Enhancement	Variations in data set structures, inconsistencies in geographic references and limitations in time series data have been identified within the CoP's data collation processes, principally as held within the Service Tracking Tool.	8 Implement a uniform structure and format across all data sets to enhance data integration and analysis. Ensure all data sets include consistent and relevant geographic references to improve region-specific data extraction and analysis. Incorporate columns specifying the calendar or financial year/quarter in all data sets to support comprehensive time series analysis and the tracking of inter-year trends and outcomes.	4.1.5.1

Appendices

6.1 Home Stretch WA: Young Person Interview Form

Interviewer Discussion Sheet

Interviewer Opening Comments

The Evaluation

Thank you for your time today.

Quantum Consulting Australia has been contracted to independently evaluate the Home Stretch WA Program. The main goal is to understand how well the Program meets the needs of the young people involved.

I am helping the evaluation by interviewing young people I am supporting within the Program. The aim is to make this experience as comfortable and uncomplicated as possible. This noted, it is entirely up to you whether or not you participate.

Your input is needed to ensure the best possible outcomes for everyone in the Program. Please feel free to be completely honest in your responses. Even if you have criticisms or rate yourself or Home Stretch low on a particular question, your genuine feelings are what we are interested in. So please be as direct as you like.

Before we start, I want to confirm that you have received a copy of the *Home Stretch WA: Information Sheet – Home Stretch Participants (Young People)* document. (Interviewer to ensure the Information Sheet has been provided).

I also want to confirm that you agree to participate in the evaluation. Have you provided a signed Consent Form? (Interviewer to ensure that the participant has provided a signed *Home Stretch WA: Consent Form – Home Stretch Participants* document).

If you want to withdraw from the evaluation you can – including at any time during this interview. A form is available for you to complete (*Home Stretch WA: Withdrawal of Participation – Home Stretch Participants*).

Gateway decision – Subject to confirmation of the above, proceed as per below:

There are also different ways to complete the survey – either with (a) me asking the questions and filling in your responses (b) me asking the questions and you filling in your responses on a paper copy or (c) me asking the questions and you filling in your responses yourself on an electronic copy of the interview – *show link on computer/lap top*.

All responses will be treated confidentially and no links will be made to specific comments made by individuals.

Home Stretch Brief Overview (If needed/relevant)

Launched back in 2016, the Home Stretch National Campaign sought to extend leaving care arrangements for young people in out-of-home-care to age 21. The subsequent trial in WA has provided the opportunity to design and test an extension-of-care approach which is now underway.

Home Stretch is based around flexible one-to-one individualised support and is guided by a young person's identifying their own goals and priorities. In addition to coaching, it can include obtaining stable accommodation, enrolling in further education, progressing to employment, identifying where to get assistance, accessing health services, building support networks and money management.

For Interviewer:

The interview will generally take around 30-45 minutes (feel free to communicate this).

Present Annexure 2 *Interview Consent Form* for consideration and signing, emphasising that the young person can stop or pause the interview at any time if they wish. Also be familiar with the *Distress Protocol*.

For fixed response questions, please Circle the young person's stated answer.

Young Person (YP) Characteristics		
1.	Does YP Consent to participate?	Yes or No – <i>if No, do not proceed with the interview</i>
2.	YP's Unique Identifier Code (UIC) <i>Note: the UIC is formed by combining, in order, the first 3 letters of a person's <u>last</u> name, <u>first</u> name and their month of birth (2 digits). The UIC of a (fictional) person called Graham Jones born in August would be JONGRA08.</i>	
3.	Name of Service Provider	
4.	Interviewer Name	

5. How much do you agree with the following statements about your experience with Home Stretch from '1' Not at All to '5' Fully. (Pick one per statement only)

				
1. Not at All	2. A Little Bit	3. Sometimes	4. Mostly	5. Fully

The full choices are:

Since joining the Home Stretch Program:

a) I am able to access stable and safe accommodation if needed	1	2	3	4	5
b) I can access health care if needed	1	2	3	4	5
c) I can access education opportunities	1	2	3	4	5
d) I can access training opportunities	1	2	3	4	5
e) I can access employment opportunities	1	2	3	4	5
f) My living arrangements are stable and safe	1	2	3	4	5
g) If I have a problem, I can talk to someone	1	2	3	4	5
h) I am less stressed about money and getting by	1	2	3	4	5
i) I am developing my skills and abilities	1	2	3	4	5
j) I look after my health and wellbeing	1	2	3	4	5
k) I feel more confident	1	2	3	4	5

l) I am working towards the things that are important to me	1	2	3	4	5
m) I am confident to seek out services to support me with any issues or goals I want to work towards	1	2	3	4	5
n) I am well-connected to people who can support me	1	2	3	4	5
o) I can connect with my family/families	1	2	3	4	5
p) I have an open connection to my carer family/families	1	2	3	4	5
q) I feel that I have good control over my life	1	2	3	4	5

6. Is the Young Person a parent? **Yes** or **No** (If No – proceed to question 7)

For Young Parents Only: (Pick one per statement only)

				
1. Not at All	2. A Little Bit	3. Sometimes	4. Mostly	5. Fully

The choices are:

r) I feel that I can call on family to help me	1	2	3	4	5
s) I feel I can reach out for parenting support if needed (e.g. day-care, cultural play groups)	1	2	3	4	5
t) My child is connected to family	1	2	3	4	5

7. Does the Young Person hold additional carer responsibilities for a family member such as a sibling, nephew, niece or cousin? **Yes** or **No** (If No – proceed to question 9)

For Young People who hold additional carer responsibilities Only: (Pick one per statement only)

				
1. Not at All	2. A Little Bit	3. Sometimes	4. Mostly	5. Fully

The choices are:

u) I feel I have a support network I can rely on	1	2	3	4	5
v) I feel I can reach out for carer support if needed (e.g. day-care, in-home support, NDIS)	1	2	3	4	5

w) I am getting enough help being a carer	1	2	3	4	5
---	---	---	---	---	---

8. If your answer to the previous statement was *Not at All*, *A Little Bit* or *Sometimes*, what supports would you find helpful? (*Otherwise skip this question*)
9. What has been the most positive experience you have had since joining the Home Stretch Program?
Example: I have stable, long-term accommodation.
10. Why was this experience important to you? *Example: I feel safe and closer to family.*
11. How did the experience come about?

12. Personal wellbeing

How satisfied are you with the following areas of your life on a scale from '1' Not at all satisfied to '5' Fully satisfied? (*Pick one per question only*)

				
1. Not at All	2. A Little Bit	3. Sometimes	4. Mostly	5. Fully

The full choices are:

a) Your standard of living?	1	2	3	4	5
b) Your personal health?	1	2	3	4	5
c) What you're achieving in life? (e.g. your goals)	1	2	3	4	5
d) Your personal relationships?	1	2	3	4	5
e) How safe you feel?	1	2	3	4	5
f) Feeling part of your community?	1	2	3	4	5

13. Possession of Documents - the following documents/certificates are considered relevant in terms of supporting the young person's transition to interdependence and adulthood.

Please indicate which of the following items you have and which training you have completed (*Pick all things that you have – Y = Yes, N = No, NA = Not Applicable*)

Y / N / NA	Birth Certificate	Y / N / NA	Personal Bank Account
Y / N / NA	Child's Birth Certificate (if applicable)	Y / N / NA	Health Care Card
Y / N / NA	Drivers Licence / Proof of Age Card	Y / N / NA	Medicare Card
Y / N / NA	Proof of Citizenship	Y / N / NA	Student Card
Y / N / NA	Smart Rider (for Public Transport)	Y / N / NA	White Card (for working on building sites, issued by RTOs)
Y / N / NA	Resume / CV	Y / N / NA	Centrelink Income
Y / N / NA	Job readiness training/skills	Y / N / NA	Passport
Y / N / NA	Department of Communities (Housing) housing application	Y / N / NA	How to manage and save money

14. How much do you agree with the following statements about your experience with Home Stretch from '1' Not at All to '5' Fully. (*Pick one per statement only*)

				
1. Not at All	2. A Little Bit	3. Sometimes	4. Mostly	5. Fully

The full choices are:

The Home Stretch Program:

a) Is respectful	1	2	3	4	5
b) Takes my strengths and potential into account	1	2	3	4	5
c) Helps me get things done (e.g. encourages me, provides useful information, helps develop skills)	1	2	3	4	5
d) Works with me to identify my dreams and ambitions	1	2	3	4	5
e) Provides support when I'm feeling down or when I'm feeling happy	1	2	3	4	5
f) Overall, is available when needed	1	2	3	4	5

The next question is only for Aboriginal young people who wish to participate: (If Not Aboriginal or CaLD – proceed to question 18. If CaLD, proceed to question 16)

15. How much do you agree with the following statements about your identity? (Pick one per statement only)

				
1. Not at All	2. A Little Bit	3. Sometimes	4. Mostly	5. Fully

The choices are:

a) I feel I belong to my home community, culture and country	1	2	3	4	5
b) Being connected to my home community is important to me	1	2	3	4	5
c) I have a family member or trusted person I can contact if needed	1	2	3	4	5

The next question is only for Culturally and Linguistically Diverse (CaLD) young people:

16. How much do you agree with the following statements about your cultural group? (Pick one per statement only)

				
1. Not at All	2. A Little Bit	3. Sometimes	4. Mostly	5. Fully

The choices are:

a) I feel I belong to my community, culture and country	1	2	3	4	5
b) Being connected to my home community is important to me	1	2	3	4	5
c) I have a family member or trusted person I can contact if needed	1	2	3	4	5

The next question is only for Aboriginal and CaLD young people:

17. How much do you agree with the following statements about your experience with Home Stretch?
(Pick one per statement only)

				
1. Not at All	2. A Little Bit	3. Sometimes	4. Mostly	5. Fully

The choices are:

The Home Stretch Program:

a) Makes time to listen to my story	1	2	3	4	5
b) Encourages me to express my culture	1	2	3	4	5
c) Helps me to learn my family's culture and history	1	2	3	4	5
d) Organises cultural opportunities (e.g. connecting with family or Elders) and attendance at cultural events (e.g. for Aboriginal YP – such as NAIDOC, Sorry Day, Reconciliation Week, Survival Day)	1	2	3	4	5
e) Has supported me to return to country and/or participate in important family events, e.g. sorry business, men and women's business, connecting with family	1	2	3	4	5

18. How have you been generally feeling over the last 6 months? (Pick one for each area)

				
1. Bad	2. Not that great	3. Sometimes OK	4. Mostly OK	5. Really Good

The choices are:

a) Mentally (mind)	1	2	3	4	5
b) Physically (body)	1	2	3	4	5
c) Emotionally (heart)	1	2	3	4	5
d) Spiritually (spirit)	1	2	3	4	5

19. How safe do you feel currently? (*Pick one for each area*)

					
The choices are:	1. <i>Not safe</i>	2. <i>Not very safe</i>	3. <i>Sometimes safe</i>	4. <i>Mostly safe</i>	5. <i>Really safe</i>

a) Mentally (mind)	1	2	3	4	5
b) Physically (body)	1	2	3	4	5
c) Emotionally (heart)	1	2	3	4	5
d) Spiritually (spirit)	1	2	3	4	5

20. Overall, is the Home Stretch Program meeting your needs? (*Pick one only*)

					
The choices are:	1. <i>Not at All</i>	2. <i>A Little Bit</i>	3. <i>Sometimes</i>	4. <i>Mostly</i>	5. <i>Fully</i>

21. Please tell us why you chose your answer:

22. What, if anything, do you think needs to be done to improve the Home Stretch Program?

23. Please provide any final thoughts or comments before we finish the interview.

Many thanks, that completes the interview. We very much appreciate your time.

As per the attached Distress Protocol Question #5, ask the following questions at the end of the interview:

- I'm aware that some of the things we talked about today might have been distressing, do you feel that you would like some help today or in the coming week to talk about these things?
- Would you like me to contact you in a day or two and see how you are going?

6.2 Distress Protocol

Interviewer Actions:

1. If the interview participant demonstrates observable signs of distress during the interview, immediately pause (or end) the interview, ask the following questions and note the responses and related concern.

Screening Questions	Yes	No	If YES, follow up questions	Distress or Safety Concern
Do you feel that you would like some help today or in the coming week to talk about these things?			1. Offer support. 2. Assess mental state: a. <i>What thoughts are you having?</i> b. <i>How do you feel right now?</i> c. <i>Are you able to go on about your day?</i> d. <i>Do you feel safe?</i> 3. Determine if person is experiencing emotional distress beyond that normally expected in an interview about a sensitive topic or experience.	
Would you like me to contact you in a day or two and see how you are going?			1. Offer support. 2. Assess mental state: a. <i>What thoughts are you having?</i> b. <i>How do you feel right now?</i> c. <i>Are you able to go on about your day?</i> d. <i>Do you feel safe?</i> 3. Determine if person is experiencing acute emotional distress beyond that normally expected in an interview about a sensitive topic or experience.	

2. If a participant's distress reflects an emotional response akin to what would be expected in an interview about a sensitive topic or experience, offer support and extend the opportunity to:
 - i. Stop the interview [if during interview];
 - ii. Pause to allow participant to regroup and compose themselves;
 - iii. Continue and monitor level of distress.
3. If a participant's distress reflects acute emotional distress or a safety concern beyond what would be expected in an interview about a sensitive topic or experience, but not imminent danger, take the following actions:
 - a. Stop the interview;
 - b. Obtain permission for interviewer to make contact in the next day to see if they are okay.
 - c. Advise that if they would like to speak to some else about anxiety or concerns that Lifeline has a 24 hour contact number 13 11 14; online option - <https://www.lifeline.org.au/>

4. If a participant's distress reflects imminent danger:
 - a. Stop the interview;
 - b. Seek permission to contact mental health provider/GP to notify of concerns.
 - c. If mental status indicates high level of concern, arrange for urgent mental health assessment through ED or Mental Health Services (e.g., Mental Health Emergency Response Line (MHERL) 1300 555 788 (Perth) 1800 676 822 (Peel region). or Rural link 1800 552 002 (4.30pm – 8.30am weeknights; 24 hours on weekends and public holidays).
 - d. If life is in danger, call 000.

5. If the interview is completed – that is; the participant (i) had no observable signs of distress or (ii) their distress reflected an emotional response akin to what would be expected in an interview about a sensitive topic or experience – then ask the following questions and note the responses at the end of the interview:
 - a. I'm aware that some of the things we talked about today might have been distressing, do you feel that you would like some help today or in the coming week to talk about these things?

 - b. Would you like me to contact you in a day or two and see how you are going?

6.3 Home Stretch WA: Information Sheet – Home Stretch Participants (Young People)

Title	Home Stretch WA Program Outcome Evaluation
Protocol Number	HREC1259
Project Sponsor	WA Department of Communities
Principal Investigator	Simon Hood (Quantum Consulting Australia)
Associate Investigators	James Butterworth, Joslyn Eades-Tass, John Gardiner and Mark Wallace (Quantum Consulting Australia)
Location	Perth metropolitan area, and service delivery locations in the Peel, South West and Great Southern WA Regions

Part 1 What does my participation involve?

1. Introduction

You are invited to take part in this evaluation project, which is called the 'Home Stretch WA Program Outcome Evaluation'. You have been invited because you are a young person who is currently participating in the Program.

This Participant Information Sheet/Consent Form tells you about the evaluation project. It explains the processes involved with taking part. Knowing what is involved will help you decide if you want to take part in the evaluation.

Please read this information carefully. Ask questions about anything that you don't understand or want to know more about. Before deciding whether or not to take part, you might want to talk about it with your Home Stretch Transition Coach, a relative or a friend.

Participation in this evaluation is voluntary. If you don't wish to take part, you don't have to.

If you decide you want to take part in the evaluation project, you will be asked to sign the consent section. By signing it you are telling us that you:

- Understand what you have read
- Consent to take part in the evaluation
- Consent to be involved in the evaluation described.

You will be given a copy of this Participant Information and Consent Form to keep.

2. What is the purpose of this evaluation?

This evaluation has been initiated and is funded by the Department of Communities, who want to know how well the Home Stretch WA Program is working and what it has achieved. The evaluation is being conducted by Simon Hood, James Butterworth, Joslyn Eades-Tass, John Gardiner and Mark Wallace who work for a company called Quantum Consulting Australia.

The main aim of the evaluation is to understand the extent to which Home Stretch meets the needs of young people in the Program. We want to hear your thoughts about how well the Program is working

and what could be done better. The goal of the evaluation is to understand what makes Home Stretch well so that young people are provided with the supports that they need up to the age of 21.

The views of young people are needed to help support the best outcomes for all people in the Home Stretch Program. In this way, if you are OK to participate, we are hoping you will respond as honestly as you can; for example, rating yourself or Home Stretch low on a particular question is absolutely fine – your true feelings are what we are seeking. So please be as open and direct as you like.

3. What does participation in this evaluation involve?

Service Provider Transition Coaches will be interviewing young people they are supporting within the Home Stretch Program. The aim is to ensure this experience is as safe and comfortable as possible for participants and for them to discuss their views with someone who they know and have built rapport and trust with. The venue for the interview will be at a place of the participant's choosing.

The evaluators will not be involved in completing interviews; only the later analysis and reporting of findings.

Formal consent to participate in the evaluation is required from each young person. It is entirely up to you whether or not to participate. Also, if you do take part, you can stop the interview at any time and for any reason.

Anyone who agrees to participate must sign a consent form which will be returned to the evaluation team.

Depending on a young person's comfort and preference, there are different ways to complete the interview – either with (a) the Transition Coach asking the questions and filling in the participant's responses (b) the Transition Coach asking the questions and the participant filling in their responses on a paper copy or (c) the Transition Coach asking the questions and the participant filling in their responses themselves on an electronic copy of the interview – *via an online link on computer/lap top*.

All responses will be treated with the utmost confidentiality by the evaluators and no references will be made to specific comments made by individual people. Participant's names will also not be used or recorded in the data.

The interview will take about 30-45 minutes to complete.

4. Other relevant information about the evaluation project

The evaluation will run from September until December 2023.

There are no costs associated with participating in this evaluation apart from the time it will take. You will not be paid for participating.

5. Do I have to take part in this evaluation project?

As noted above, participation in this evaluation is voluntary. If you do not wish to take part, you do not have to. If you decide to take part and later change your mind, you are free to withdraw at any stage up until 15 October 2023.

If you do decide to take part, you will be given this Participant Information and Consent Form to sign and you will be given a copy to keep.

Your decision whether to take part or not to take part, or to take part and then withdraw, will not affect your relationship with Home Stretch staff or your relationship with the Department of Communities.

6. What are the possible benefits of taking part?

There will be no clear benefit to you from your participation in this evaluation. However, possible benefits for others may include helping to improve the Home Stretch WA Program for other young people in the future and help them to transition from out-of-home-care.

7. What are the possible risks and disadvantages of taking part?

You may feel that some of the questions that are asked are stressful or upsetting. If you do not wish to answer a question, you may skip it and go to the next question, or you may stop immediately. You can stop at any time and change your mind about participating.

If you become upset or distressed as a result of your participation in this evaluation, the interviewer – your Transition Coach – will make sure that you are comfortable and safe. We will call you with a follow up phone call to check that you are okay. We can also talk with you about other potential support services that you can talk to in your local area.

You can also contact the following organisations for support if you become upset:

- Beyond Blue – 1300 22 46 36
- Lifeline – 13 11 14
- (First Nations only) 13 YARN – 13 92 76.

8. What if I withdraw from this evaluation project?

If you do consent to participate, you may withdraw at any time. If you decide to withdraw from the project, please notify a member of the evaluation team by 15 October 2023.

If you decide to leave the evaluation project, the evaluation team will not collect additional personal information from you, although personal information already collected will be retained to ensure that the results of the evaluation project can be measured properly and to comply with law. You should be aware that data collected up to the time you withdraw will form part of the evaluation project results. If you do not want your data to be included, you must tell the evaluation team when you withdraw from the evaluation project.

9. Could this evaluation project be stopped unexpectedly?

This evaluation project may be stopped unexpectedly for a variety of reasons. These may include reasons such as withdrawal of funding or a breach of ethics conditions. This is unlikely, but if it happens we will let you know as soon as possible.

10. What happens when the evaluation project ends?

When the evaluation project ends, we can provide you with a copy of the final report, if you request it. This will be emailed to you as soon as it is formally released.

Part 2 How is the evaluation project being conducted?

11. What will happen to information about me?

By signing the consent form you consent to the evaluation team collecting and using information about you for the evaluation project. We will not collect any information that can be used to identify you. Your information will be stored on an isolated, password-protected computer accessible only by the evaluation team. Participant's names will also not be used or recorded in the data.

The information will be kept for the duration of the project, stored for at least five years afterwards and then destroyed.

Your information will only be used for the purpose of this evaluation project and it will only be disclosed with your permission, except as required by law.

It is anticipated that the results of this evaluation project will be presented within Department of Communities. In any publication and/or presentation, information will be provided in such a way that you cannot be identified.

In accordance with relevant Australian and/or Western Australian privacy and other relevant laws, you have the right to request access to the information about you that is collected and stored by the evaluation team. You also have the right to request that any information with which you disagree be corrected. Please inform the evaluation team member named at the end of this document if you would like to access your information.

Any information obtained for the purpose of this evaluation project will be treated as confidential and securely stored. It will be disclosed only with your permission, or as required by law.

Cultural information includes information about First Nations culture such as traditional cultural knowledge, cultural expressions, secret and sacred materials and other information about First Nations peoples' heritage. We will not collect culturally restricted information from you on purpose. If you do share cultural information with us, you can ask us not to include it in the report or give us instructions about how it should be used.

Your information will be used to inform the evaluation of the Home Stretch wA Program. It will be analysed together with all of the other information collected and used to write a report that outlines how well the project is working and what it has achieved. The information you provide will be de-identified (we won't record your name with your information). This report may contain your deidentified quotes and it may be published.

Information about you may be obtained from your records held by the Department of Communities for the purpose of this evaluation. By signing the consent form you agree to the evaluation team accessing your records if they are relevant to your participation in this evaluation project.

12. Complaints

If you suffer any distress or psychological injury as a result of this evaluation project, you should contact the evaluation team as soon as possible. You will be assisted with arranging appropriate treatment and support.

13. Who is organising and funding this evaluation?

This evaluation project is being conducted by Quantum Consulting Australia. It is funded by the Western Australian Department of Communities.

You will not benefit financially from your involvement in this evaluation project even if, for example, knowledge acquired from your information proves to be of commercial value.

In addition, if knowledge acquired through this evaluation leads to discoveries that are of commercial value, the evaluation team or their institutions, there will be no financial benefit to you or your family from these discoveries.

Quantum Consulting Australia will receive a payment from the Department of Communities for undertaking this evaluation project.

No member of the evaluation team will receive a personal financial benefit from your involvement in this evaluation project (other than their ordinary wages).

14. Who has reviewed the evaluation project?

Research in Australia involving humans is reviewed by an independent group of people called a Human Research Ethics Committee (HREC).

The ethical aspects of this evaluation project have been approved by the Western Australian Aboriginal Health Ethics Committee (WAAHEC).

This project will be carried out according to the National Statement on Ethical Conduct in Human Research (2007). This statement has been developed to protect the interests of people who agree to participate in human research studies.

15. Further information and who to contact

The person you may need to contact will depend on the nature of your query. If you want any further information concerning this project or if you have any problems which may be related to your involvement in the project, you can contact any of the following people:

Evaluation contact person

Name	James Butterworth
Position	Lead Evaluator
Telephone	(08) 9325 3233
Email	jbutterworth@quantumconsulting.net.au

Complaints contact person

Name	Simon Hood
Position	Principal Investigator
Telephone	(08) 9325 3233
Email	shood@quantumconsulting.net.au

If you have any complaints about any aspect of the project, the way it is being conducted or any questions about being an evaluation participant in general, then you may contact:

Reviewing HREC name	Western Australian Aboriginal Human Ethics Committee
HREC Executive Officer	Peter Miller
Telephone	(08) 9227 1631
Email	ethics@ahcwa.org

6.4 Home Stretch WA: Consent Form – Home Stretch Participants

Consent Form

Young Person providing own consent

Title	Home Stretch WA Program Outcome Evaluation
Protocol Number	HREC1259
Project Sponsor	WA Department of Communities
Principal Investigator	Simon Hood (Quantum Consulting Australia)
Associate Investigators	James Butterworth, Joslyn Eades-Tass, John Gardiner and Mark Wallace (Quantum Consulting Australia)
Location	Perth metropolitan area, and service delivery locations in the Peel, South West and Great Southern WA Regions

Declaration by Participant

- I have read the Participant Information Sheet or someone has read it to me in a language that I understand.
- I understand the purposes, procedures and risks of the evaluation described in the project.
- I have had an opportunity to ask questions and I am satisfied with the answers I have received.
- I freely agree to participate in this evaluation project as described and understand that I am free to withdraw at any time during the project up until 15 October 2023 without affecting my future care.
- I understand that I will be given a signed copy of this document to keep.

Name of Participant (please print) _____	
Signature _____	Date _____

Declaration by Interviewer[†]

I have given a verbal explanation of the evaluation project, its procedures and risks and I believe that the participant has understood that explanation.

Name of Interviewer [†] (please print) _____	
Signature _____	Date _____

[†] A formally engaged Home Stretch Transition Coach acting as an appropriately qualified member of the evaluation team must provide the explanation of, and information concerning, the evaluation project.

Note: All parties signing the consent section must date their own signature.

6.5 Home Stretch WA: Withdrawal of Participation – Home Stretch Participants

Form for Withdrawal of Participation

Young person providing own consent

Title	Home Stretch WA Program Outcome Evaluation
Protocol Number	HREC1259
Project Sponsor	WA Department of Communities
Principal Investigator	Simon Hood (Quantum Consulting Australia)
Associate Investigators	James Butterworth, Joslyn Eades-Tass, John Gardiner and Mark Wallace (Quantum Consulting Australia)
Location	Perth metropolitan area, and service delivery locations in the Peel, South West and Great Southern WA Regions

Declaration by Participant

I wish to withdraw from participation in the above evaluation project and understand that such withdrawal will not affect my participation in the Home Stretch Program, or my relationships with my service provider, the evaluators or the Department of Communities.

Name of Participant (please print) _____	
Signature _____	Date _____

In the event that the participant's decision to withdraw is communicated verbally, the Senior Evaluator must provide a description of the circumstances below.

--

Declaration by Evaluator[†]

I have given a verbal explanation of the implications of withdrawal from the evaluation project and I believe that the participant has understood that explanation.

Name of Evaluator (please print) _____	
Signature _____	Date _____

[†] A formally engaged Home Stretch Transition Coach acting as an appropriately qualified member of the evaluation team must provide information concerning withdrawal from the evaluation project.

Note: All parties signing the consent section must date their own signature.

6.6 Carers Survey Proforma

Your Name	
Are you Aboriginal or Torres Strait Islander?	Y/N/Prefer not to say
Email Address and Mobile (if happy to provide)	

1. In your view, is the Home Stretch Program working as intended for your participant?

Y/N/Unsure

Please outline the main reasons for your answer:

2. How effective do you consider the Home Stretch Program is being in achieving its intended Service Outcomes. As noted below, please tick one rating for each Outcome.

Service Outcome	Effective	Moderately Effective	Neither/Neutral	Moderately Ineffective	Ineffective	Unsure
1. Young people are better prepared and supported to successfully transition to adulthood:	☐	☐	☐	☐	☐	☐
2. The service meets young people's needs and expectations and responds to their circumstances:	☐	☐	☐	☐	☐	☐
3a. Young people:						
Have access to stable accommodation and health care	☐	☐	☐	☐	☐	☐
3b. Have their employment, training and educational opportunities met	☐	☐	☐	☐	☐	☐
3c. Have (and maintain and further build) a robust sense of identity and are connected to community and culture (and country and kin)	☐	☐	☐	☐	☐	☐
4. Services are culturally responsive and place-based, with a person-centred approach	☐	☐	☐	☐	☐	☐

3. To what degree do you feel appropriately supported in Home Stretch – financially. *High Degree, Moderate degree, Low Degree, Not at all.*

4. To what degree do you feel valued and appropriately supported in Home Stretch – non-financially. *High Degree, Moderate degree, Low Degree, Not at all.*

5. Do you have any suggestions or ideas for how the Home Stretch Program could be improved?

Thank You

End of Interview

6.7 Service Providers Survey Proforma

Your Name	
Your Organisation	
Position Title	
Home Stretch Role	
Identify as Aboriginal or Torres Strait Islander?	Y/N
Email Address and Mobile (if agree to provide)	

1. In your view, is the Home Stretch Program working as intended for Young People? Y/N/Not sure

Please outline the main reasons for your answer:

2. How effective do you consider the Home Stretch Program will be/is being in achieving its intended Service Outcomes? As noted below, please pick one rating for each Outcome.

Service Outcome	Effective	Moderately Effective	Neither/Neutral	Moderately Ineffective	Ineffective	Not sure
1. Young people are better prepared and supported to successfully transition to adulthood:	☐	☐	☐	☐	☐	☐
2. The service meets young people's needs and expectations and responds to their circumstances:	☐	☐	☐	☐	☐	☐
3a. Young people:						
Have access to stable accommodation and health care:	☐	☐	☐	☐	☐	☐
3b. Have their employment, training and educational opportunities met:	☐	☐	☐	☐	☐	☐
3c. Have (and maintain and further build) a robust sense of identity and are connected to community, culture and kin:	☐	☐	☐	☐	☐	☐
4. Services are culturally responsive and place-based, with a person-centred approach:	☐	☐	☐	☐	☐	☐
5. Service providers work with the Home Stretch WA Community of Practice (CoP), share data and collaborate to enable systemic reform:	☐	☐	☐	☐	☐	☐

3. How effective would you consider your own organisation's performance in delivering Home Stretch? *Effective, Moderately Effective, Neither/Neutral, Moderately Ineffective, Ineffective, Not sure*
Please outline the main reasons for your answer:

4. How confident are you in your organisation's ability to deliver Home Stretch? *Not at All, A Little*

Bit, Moderately, Mostly, Fully, Not Sure

5. To what degree does your organisation work with the Community of Practice (CoP) and the Department of Communities to collaborate and share data? *High Degree, Moderate degree, Low Degree, Not at all, Not sure*
6. To what degree do you feel supported by a collaborative peer network? *High Degree, Moderate degree, Low Degree, Not at all, Not sure.*
7. Please provide any suggestions or ideas for how the Home Stretch Program could be improved.

Thank You

End of Interview

6.8 COP and YAG Survey Proforma

Your Name	
Your Organisation or Group	
Position Title	
Home Stretch Role	
Identify as Aboriginal or Torres Strait Islander?	Y/N/Possibly/Prefer not to say
Email Address and Mobile (if agree to provide)	

1. In your view, is the Home Stretch Program working as intended for Young People? Y/N/Unsure
Please outline the main reasons for your answer:
2. How effective do you consider the Home Stretch Program will be/is being in achieving its intended Service Outcomes. As noted below, please tick one rating for each Outcome.

Service Outcome	Effective	Moderately Effective	Neither/Neutral	Moderately Ineffective	Ineffective	Unsure
1. Young people are better prepared and supported to successfully transition to adulthood:	☐	☐	☐	☐	☐	☐
2. The service meets young people's needs and expectations and responds to their circumstances:	☐	☐	☐	☐	☐	☐
3a. Young people:						
Have access to stable accommodation and health care	☐	☐	☐	☐	☐	☐
3b. Have their employment, training and educational opportunities met	☐	☐	☐	☐	☐	☐
3c. Have (and maintain and further build) a robust sense of identity and are connected to community and culture (and country and kin)	☐	☐	☐	☐	☐	☐
4. Services are culturally responsive and place-based, with a person-centred approach	☐	☐	☐	☐	☐	☐
5. Service providers work with the Home Stretch WA Community of Practice (CoP), share data and collaborate to enable systemic reform	☐	☐	☐	☐	☐	☐

3. How effective would you consider your own organisation's performance in supporting the delivery of Home Stretch? *Effective, Moderately Effective, Neither/Neutral, Moderately Ineffective, Ineffective, Not sure*
Please outline the main reasons for your answer:
4. To what degree does your organisation work with Service Providers and Communities to collaborate and share data? *High Degree, Moderate degree, Low Degree, Not at all, Not sure.*
5. To what degree do you feel supported by a collaborative peer network? *High Degree, Moderate degree, Low Degree, Not at all, Not sure.*
6. Please provide any suggestions or ideas for how the Home Stretch Program could be improved.

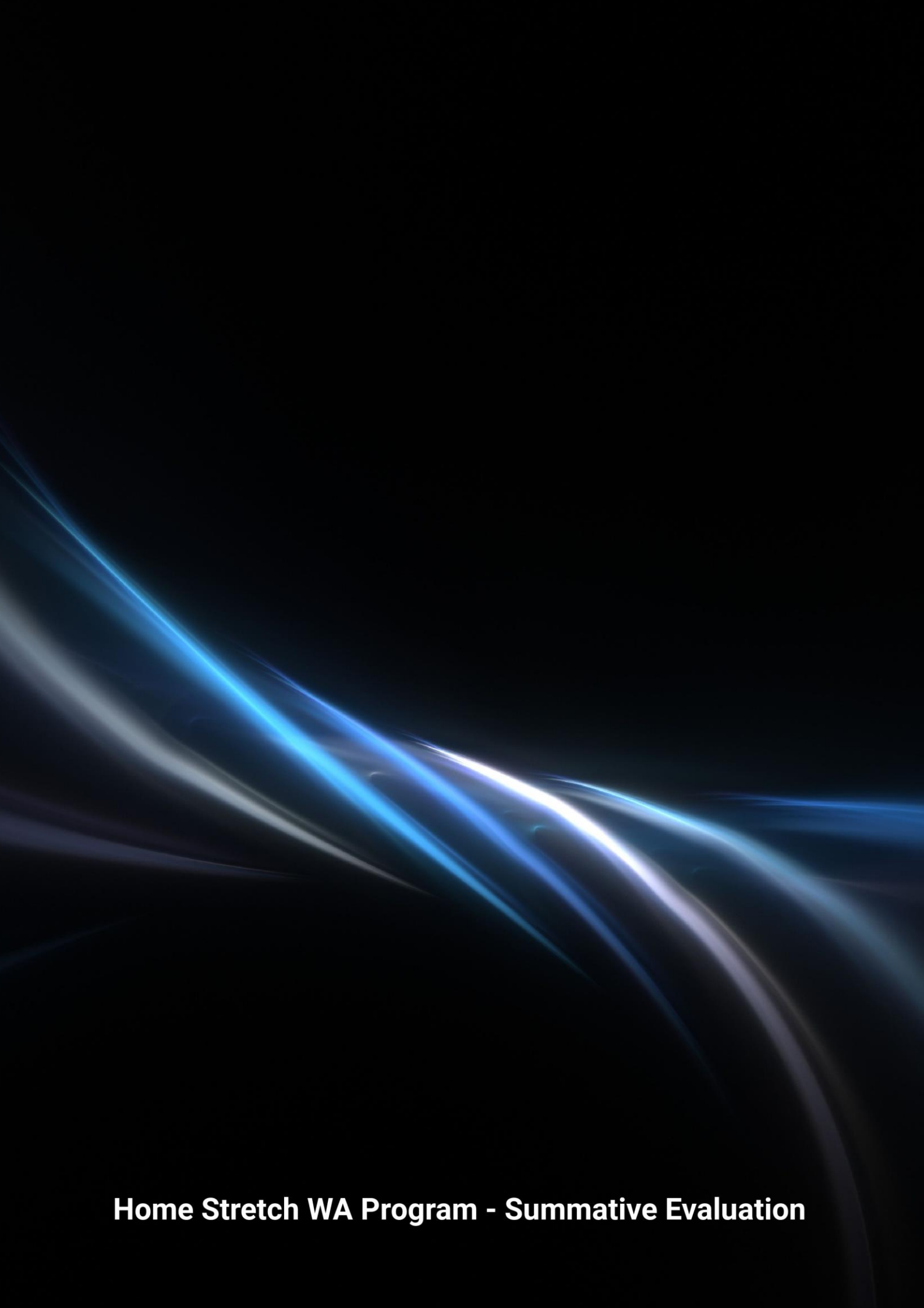
6.9 Department of Communities Staff Survey Proforma

Your Name (if happy to provide, otherwise leave blank)	
Your Office Location (City or Town and Communities District)	
Your Position Title (if happy to provide)	
Home Stretch Role	
Identify as Aboriginal or Torres Strait Islander?	Y/N/Possibly/Prefer not to say

1. How effective do you consider the Home Stretch Program will be/is being in achieving its intended Service Outcomes. As noted below, please tick one rating for each Outcome.

Service Outcome	Effective	Moderately Effective	Neither/Neutral	Moderately Ineffective	Ineffective	Unsure
1. Young people are better prepared and supported to successfully transition to adulthood:	☐	☐	☐	☐	☐	☐
2. The service meets young people's needs and expectations and responds to their circumstances:	☐	☐	☐	☐	☐	☐
3a. Young people:						
Have access to stable accommodation and health care	☐	☐	☐	☐	☐	☐
3b. Have their employment, training and educational opportunities met	☐	☐	☐	☐	☐	☐
3c. Have (and maintain and further build) a robust sense of identity and are connected to community and culture (and country and kin)	☐	☐	☐	☐	☐	☐
4. Services are culturally responsive and place-based, with a person-centred approach	☐	☐	☐	☐	☐	☐
5. Service providers work with the Home Stretch WA Community of Practice (CoP), share data and collaborate to enable systemic reform	☐	☐	☐	☐	☐	☐

2. How effective would you consider your own organisation's performance in supporting the delivery of Home Stretch? *Effective, Moderately Effective, Neither/Neutral, Moderately Ineffective, Ineffective, Not sure*
Please outline the main reasons for your answer:
3. How confident are you in your organisation's ability to deliver positive outcomes for Home Stretch participants? *Fully, Mostly, Moderately, A Little Bit, Not at All, Not Sure*
4. To what degree does your organisation work with the Home Stretch Community of Practice (CoP) and Service Providers to collaborate and share data? *High Degree, Moderate degree, Low Degree, Not at all, Not sure.*
5. Please provide any suggestions or ideas for how the Home Stretch Program could be improved.



Home Stretch WA Program - Summative Evaluation