Evaluation made simple:

Everyday ideas to prove impact and improve services

Community Legal Centres Queensland Annual Conference, November 2020

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What you could do	Why you would do this	Annual reporting	Grants and tenders	Law reform/ advocacy	Service delivery and planning
Demonstrate or better understand impact					
1. Prepare client case studies following the CLCQ structure of problem/solution/outcome	Demonstrate impact for clients	✓	✓	✓	
2. Add a field in CLASS for solicitors to record the outcome of duty lawyer service (e.g. temporary order, final order, adjourned)	Understand outcomes for clients	✓	✓	✓	✓
3. Add a field in CLASS to record whether your centre influenced a decision or outcome at a law reform network or committee meeting	Record impact as well as activity – and learn where efforts are best focused	✓		✓	✓
4. Annually review the impact of formal advocacy efforts (e.g. were your submissions cited in reports, were your suggestions reflected in recommendations or policy)	Demonstrate the impact of your advocacy and law reform work	✓	✓	✓	
5. Use existing CLCQ evaluation tools such as anonymous surveys (for clients, justice services, volunteers and community partners)	Gather regular, unbiased evidence about your impact	✓	✓	✓	✓
6. Use CLASS data about volunteer hours to estimate the financial value of pro bono volunteer services	Demonstrate your 'value add' beyond government funding	✓	✓		
Gather useful data					
7. Add a tick box in CLASS to confirm if a client consents to be contacted for research or service improvement	Identify clients to be contacted at a later date	✓			✓
8. Add a tick box in CLASS where solicitors can identify a client whose story would make a good case study	Easily identify potential client case studies	✓	✓	✓	

What you could do	Why you would do this	Where you might use this			
		Annual reporting	Grants and tenders	Law reform/ advocacy	Service delivery and planning
Gather useful data (cont.)					
9. Customise the referral drop down list in CLASS (e.g. adding options to the list to track referrals to or from specific services)	Gather better evidence about an area of need	✓	✓	✓	✓
10. Ask volunteers for suggestions for service improvement at the end of advice clinics	Inform service improvements				✓
11. Ask volunteers for feedback on their experiences in volunteering for the organisation	Learn how you can improve volunteer recruitment and retention				✓
Understand need					
12. Add custom fields about client characteristics to better understand the dimensions of an issue (e.g. for clients with DFV: is there financial abuse, guns, cyber abuse)	Gather more detailed evidence of complex/multiple needs or risk for your clients	✓	✓	✓	✓
13. Add a new question to your CLE feedback form (e.g. ask for suggestions for further topics/sessions/support)	Learn how you can improve				✓
14. Compare client demographic characteristics with the demographics of your catchment area (e.g. compare % of clients who identify as Aboriginal and Torres Strait Islander, with a disability, seniors, youth)	Confirm effective targeting or identify areas to improve	✓	✓		✓
15. Gather data on unmet need (e.g. turn-aways, missed calls, referrals due to lack of capacity)	To demonstrate unmet need		✓	✓	✓