

# Social inclusion monitoring and evaluation resource

Inner North West Primary Care Partnership

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## Acknowledgments

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Inner North West Primary Care Partnerships acknowledges the Wurundjeri people and other peoples of the Kulin Nation as the traditional owners of the land on which our work in the community takes place. We pay our respects to their Elders past, present and emerging.

We also acknowledge and thank the INWPCP Prevention Alliance and other partner organisations that contributed to the development of this resource.

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## Background

In 2019, the Inner North West Primary Care Partnership (INW PCP) led the Social Inclusion Measurement Project, which aimed to co-design a set of indicators and measures for monitoring and evaluating social inclusion by partner agencies in the region. The project resulted in the development of the INW PCP Social Inclusion Measurement Framework ([Appendix 1](#)), which organisations across Melbourne have utilised to guide planning and evaluation of their social cohesion projects and initiatives. Further information on the project and framework is provided in the [summary report](#).

The INW PCP recently undertook a second phase of the project to further support the INW PCP Prevention Alliance<sup>1</sup> and other partner organisations to implement the Framework and embed social inclusion indicators as part of their monitoring and evaluation activities.

### Project purpose

The purpose of the second phase of the project was to support partners to understand and apply the Social Inclusion Framework within their organisation, as well as to collect social inclusion data in a way that enables collective monitoring and evaluation across the region. Specifically, the project aimed to:

- Develop a Theory of Change that describes the social inclusion activities being implemented by partners, and the intended outcomes of this work
- Identify the indicators most relevant for monitoring and evaluating the social inclusion activities being implemented
- Develop specific data collection questions that partners will use to monitor and evaluate their social inclusion activities

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<sup>1</sup> The Prevention Alliance is the INW PCP's prevention partnership group, consisting of member organisations from across Inner North West Melbourne. The role of the Alliance is to lead and advise on collaborative approaches to health promotion and prevention across the catchment. Further information about the Alliance, including current membership can be found at <https://inwpcp.org.au/current-activities/prevention/>.

## Project activities

A series of workshops and survey activities were conducted with the INW PCP Prevention Alliance and other stakeholders between September 2021 and January 2022. These processes informed the development of the Theory of Change and data collection questions presented in this resource.

Activity	Purpose/focus
Workshop 1	The purpose of this workshop was to engage partners in discussion about the social inclusion measurement framework in order to: i) build a shared understanding of its concepts, domains and indicators; ii) understand how the framework can be used to support collective monitoring and evaluation; and iii) explore practical examples of how the framework can be applied in practice across organisations.
Survey 1	The purpose of this survey was to seek input from partners about their social inclusion projects and activities, their objectives and intended outcomes in order to: i) identify key elements of a Theory of Change for the partnership; ii) identify the most relevant indicators for monitoring and evaluating social inclusion activities; and iii) develop specific data collection tools for evaluation.
Workshop 2	The purpose of this workshop was to present the findings of the survey in order to confirm: i) elements of the Theory of Change; ii) intended short, medium and long-term outcomes of the social inclusion projects and activities being implemented by partners; and iii) preferred data collection tools.
Workshop 3	The purpose of this workshop was to confirm the social inclusion Theory of Change and final set of data collection questions.
Survey 2	The purpose of this survey was for partners to determine their preferred questions for collective monitoring and evaluation.

## Social Inclusion Theory of Change

The Theory of Change illustrates the social inclusion activities being implemented by the partnership, and the intended short, medium and long-term outcomes of their collective effort. The social inclusion strategies and activities are grouped into three key themes: i) Internal systems and processes; ii) Service access and engagement support; and iii) Community-based activities.

The short and medium-term outcomes are separated into two areas: those relating to the internal systems, processes and service delivery of organisations, and those relating to community-based activities. Together, these are expected to contribute to a wide range of long-term outcomes, including decreased discrimination and exclusion, increased participation and sense of belonging and improved health, wellbeing and quality of life overall.

The outcomes highlighted in red will be prioritised for monitoring and evaluation, which will be supported by the data collection questions on page 6.

## Local system enablers

- Government funding
- Partnerships
- Networks & Committees
- Practitioner Groups
- Joint planning/plans
- Capacity-building activities
- Monitoring & Evaluation

**Potential barriers**

PCP unable to lead and coordinate the partnership

Unsure whether there will be an opportunity for local public health units as the core partnership platform to lead/coordinate social inclusion work

Uncertainty about available funding avenues to support social inclusion work

Priorities of organisations and commitment to social inclusion may change over time

Ongoing impact of the COVID-19 pandemic on engagement with communities and broader social outcomes

## Strategies/activities

- Internal systems and processes**
  - Implement Diversity & Inclusion Plans/ Frameworks\*
  - Deliver bystander training for staff
  - Implement policies and procedures
  - Submit for grants & funding
  - Capacity building (PD) for staff
- Service access & engagement support**
  - Provide direct client support (i.e. buddies, phone check-in)
  - Implement service navigator roles
  - Utilise language services
  - Implement inclusive practices
  - Provide referrals for priority groups
- Community-based activities**
  - Deliver targeted group programs
  - Implement setting & place-based activities
  - Provide opportunities for social connection
  - Provide communities with resources
  - Support community-led projects
  - Deliver skill-building activities and programs
  - Implement communication and social media/marketing activities
  - Deliver bystander training to communities



## Vision

Local communities where diversity is valued and celebrated; where everyone feels safe, connected and included; where people have equal access to services, resources and opportunities; and where all people can participate in all aspects of life.

This requires that our organisations and institutions proactively support inclusion, eliminate all forms of discrimination and respond to the diverse and changing needs of communities.

**Assumptions**

There will be funding opportunities to support implementation of social inclusion work

Organisations have the resources and capacity to implement social inclusion work

The social inclusion strategies and activities identified in this framework (or similar) will continue to be implemented

Communities perceive social inclusion as a priority

Organisations will be able to engage diverse communities

Organisations will continue to collaborate on social inclusion work, including to monitor and evaluate impact and outcomes

## Social inclusion data collection questions

Five questions were selected by partners for use in the evaluation of social inclusion projects and activities, to ensure consistent data collection across the partnerships. Each question aligns with an indicator from the Social Inclusion Measurement Framework, and has been mapped (in red) to an outcome in the Theory of Change on page 5. In addition, a standard question has been developed to collect data on knowledge, skills and confidence.

Indicator	Question
Participation in social activities	Since being involved in this program/service, I participate in social activities more often
People have broad social networks	Being involved in this program/service has increased my social connections and networks
People have a sense of belonging	As a result of this program, I have an increased sense of belonging in my community
People are involved in a form of community action	I have opportunities to be involved in community projects and initiatives
Attitudes towards diversity	As a result of this program/service, I have an increased knowledge and appreciation of different communities
Knowledge	Participating in this program has improved my knowledge of _____
Skills	Participating in this program has increased my ability to _____
Confidence	Participating in this program has increased my confidence to _____

Each question uses the following five-point response option scale:

1. Strongly disagree
2. Disagree
3. Neither agree or disagree
4. Agree
5. Strongly agree



## Demographic data collection questions

When monitoring and evaluating projects and activities about social inclusion, it is important to collect information that can inform an understanding of the experiences of people and communities who are most likely to experience discrimination and social exclusion. Partners are encouraged to use the following questions and response options to collect demographic data from evaluation participants to better meet the needs of communities.

Characteristic	Question	Response options
Aboriginal and Torres Strait Islander identity	Do you identify as Aboriginal or Torres Strait Islander?	<input type="checkbox"/> No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/> Prefer not to say
Country of birth	In what country were you born?	<input type="checkbox"/> Open response
Languages spoken	What languages do you speak at home?	<input type="checkbox"/> Open response
Gender	What is your gender identity? [Select all that apply]	<input type="checkbox"/> Woman <input type="checkbox"/> Man <input type="checkbox"/> Transgender <input type="checkbox"/> Non-binary <input type="checkbox"/> Gender diverse <input type="checkbox"/> Not listed, please specify <input type="checkbox"/> Prefer not to say
Sexuality	What is your sexuality/sexual identity? [Select all that apply]	<input type="checkbox"/> Lesbian <input type="checkbox"/> Gay <input type="checkbox"/> Heterosexual or straight <input type="checkbox"/> Bisexual or pansexual <input type="checkbox"/> Asexual <input type="checkbox"/> Queer <input type="checkbox"/> Not listed, please specify <input type="checkbox"/> Prefer not to say
Disability	Do you have a long-term health condition, impairment or disability that restricts your everyday activities?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say

## Appendix 1: Social Inclusion Measurement Framework

Domains	Sub-domains
1. Participation	<p><b>1.1 Participation in social activities</b> Includes participation in social activities and groups, community events, cultural and religious activities and online networks.</p>
	<p><b>1.2 Participation in work and employment opportunities</b> Includes participation in paid and unpaid work and satisfaction with current employment.</p>
	<p><b>1.3 Participation in education, learning and training opportunities</b> Includes participation in formal and informal education and training opportunities, and work experience activities.</p>
2. Sense of belonging and connectedness	<p><b>2.1 Relationships and connections with others</b> Includes people’s social networks, relationships and connections with people.</p>
	<p><b>2.2 Social support</b> Includes social support received and provided.</p>
	<p><b>2.3 Sense of belonging</b> Includes people’s sense of belonging and connection to culture and language.</p>
	<p><b>2.4 Sense of self-worth</b> Includes people’s level of happiness, optimism about the future, and feeling valued.</p>
	<p><b>2.5 Trust in people and institutions</b> Includes people’s trust in others, the government and institutions.</p>
3. Empowerment and community action	<p><b>3.1 Involvement in political processes and action</b> Includes engagement in political processes (i.e. elections) and political activism.</p>
	<p><b>3.2 Involvement in civic life and community action</b> Includes membership of and volunteering groups, clubs or organisations and involvement in community action.</p>
	<p><b>3.3 Sense of agency and influence</b> Includes people’s experience of financial hardship and perceptions about their influence on local issues and life circumstances.</p>

Domains	Sub-domains
<b>4. Quality of life, inclusion and diversity</b>	<b>4.1 Health and wellbeing</b> Includes general health status, mental health status and living with a long-term health condition or disability.
	<b>4.2 The local neighbourhood and environment</b> Perceptions about the local neighbourhood, including the physical environment and interpersonal/group dynamics.
	<b>4.3 Personal safety</b> Includes reported experiences of violence and perceptions of personal safety.
	<b>4.4 Community infrastructure and access to services</b> Includes access to a range of services and satisfaction with local facilities/infrastructure.
	<b>4.5 Discrimination, diversity and inclusion</b> Includes attitudes about discrimination and diversity, experiences of discrimination and perceptions of being accepted/included.