



IMPACT REPORT

ANCHOR

Pathways
from
Homelessness

2024

Our Vision

Homelessness should leave no one behind.

Every child, young person, and family is equipped to shape their future

Our Purpose

We believe in an Australia where anyone experiencing homelessness has a pathway to safety and independence.

We're here to help them find it.

Our Mission

We believe in our work and each other, in listening, innovating, and improving, every single day.

We lift each other up, sharing our stories and nurturing partnerships.

We never lose sight of the vision, and we never leave anyone behind.

Our Values



Belief

We believe in the potential of every individual experiencing homelessness.



Authenticity

We value real connections and open dialogue with our clients, staff, and partners.



Collaboration

We value the diverse experiences and perspectives of all involved in our purpose.



Empathy

We understand that no two individuals experience the same disadvantage, nor have the same aspirations.



Anchor recognises the history and impact of colonisation upon all Aboriginal peoples, and we commit to progress reconciliation through our work, our relationships and our people. We acknowledge the traditional custodians of the lands and waterways on which we live and work: the Wurundjeri People, the Bunurong People, the Boon Wurrung People and the Gunnai Kurnai People and commit to providing culturally safe services for all Aboriginal and Torres Strait Islander people through deep listening and respect.

Our Child Safe Commitment

At Anchor, we are committed to the safety and wellbeing of all children and young people participating in our programs and the welfare of the children in our care will always be our first priority.

Equality Statement

Anchor welcomes all individuals, irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality, gender or age.

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Letter from Anchor's Chair and CEO

Dear Partners, Stakeholders and Friends

We are delighted to present you with Anchor's inaugural Impact Report.

This milestone report marks a significant juncture in our journey, reflecting three years of unwavering commitment to building a robust foundation that will guide our on-going work while supporting an objective and dynamic evidence-based approach through our next decade of operations.

The call for community services to ensure their programs are well informed or grounded in evidence-based practices has increased in recent years.



The regulatory landscape in Victoria is being reformed with the Department of Families, Fairness and Housing (DFFH) making significant changes to how social services are governed, with an emphasis on child safety. Our focus on evidence-based practices ensures we remain focused on child safety whilst delivering improved outcomes for everyone who uses our service, especially children and young people.

We understand that good intentions don't always equate to good outcomes, and it is through this lens that we have developed Anchor's Outcomes and Impact Framework¹. The Framework provides a formal way for us to monitor, measure and evaluate our work based on specific outcomes – for instance not just the number of nights of care we provide, but the actual change evident in our young peoples' lives.

Our theory of change can be summarised as:

We improve the long-term well-being of young people under our care by firstly providing them with a safe and stable place. We then support them to increase their education and/or employment outcomes while developing healthy relationships and connections. This combination will result in sustainable and lasting impacts for the people that we serve.

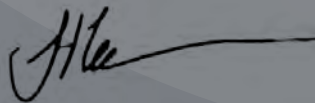
This report provides a summary of the impact we are providing in the community as well as an in-depth look at two programs we have formally evaluated. We are excited to be on this journey and we pledge to remain unwavering in our pursuit of better outcomes for all young people in our care.

We invite you to explore our Impact Report 2024 and join us in shaping a brighter future for our young people.

Sincerely,



Phillip Campbell
Chair



Heidi Tucker
Chief Executive Officer



IM PACT

OUR WORK IN THE COMMUNITY

At Anchor, we are on a lifelong journey to make a real difference in every life we touch. In financial year 2023–2024, Anchor supported over 1650 people across three critical social impact areas including:

Out of Home Care

We focus on creating a secure and nurturing environment, crucial for the healthy development of children in state care.

- **197** Children and young people cared for through Anchor’s Foster and Kinship care programs.
- **224** Foster Carers and Kinship Carers supported.
- **41,158** Nights of care provided to children in foster and kinship care.
- **2,704** Hours of First Supports, information and advice provided to Kinship Carers.

152



Young people supported by our Youth Services

Youth-at-Risk

We equip young people who are homeless or transitioning out of care with the tools to face the challenges of adulthood with resilience and independence.

- **152** Young people supported by our Youth Services.
- **6** Young people supported with Family Reunification/Family Preservation support.

Homelessness

We support individuals and families experiencing homelessness, not just in their moment of crisis, but through their journey to regain stability. We are proud of the contribution Anchor and our supporters make to the many lives we touch.

- **392** People assisted through our crisis response service, Opening Doors.
- **572** People were assisted with short-term or emergency accommodation and support.
- **2,955** Nights of short-term emergency accommodation provided.
- **108** Support periods for rough sleepers via our Rapid Response program.
- **647** Support periods for families in Transitional housing.



2,955

Nights of short-term emergency accommodation provided.



Our supporters make a significant impact through donations and in-kind support, helping the people we serve directly, and enable Anchor to build capacity. In 2024, our supporters were instrumental in helping us provide:

Support for Clients

- **17** families fleeing domestic violence to establish themselves in a new location with household goods.
- **108** beneficiaries were provided with small financial packages of support to assist in times of need.
- **All** children in foster care, kinship care, Foyer, MyLife and homelessness services received a personalised Christmas gift and attended a Christmas party.
- **75** children and their foster care or kinship carers participated in a school holiday program.
- **600** produce boxes were provided to families doing it tough.

Building Organisational Capacity

- We were funded to deliver a pilot program that seeks to understand whether addressing the needs of children who are accompanying their parents through bouts of homelessness, increases their well-being and connections.
- This year we expanded to Gippsland with the MyLife Project and were funded to develop a Roadmap for growth in the Gippsland area.
- We continue to provide a Rapid Response project that provides vital outreach and support for people sleeping rough in the Yarra Ranges.



108

beneficiaries were provided with small financial packages of support through our Building Dreams Fund.





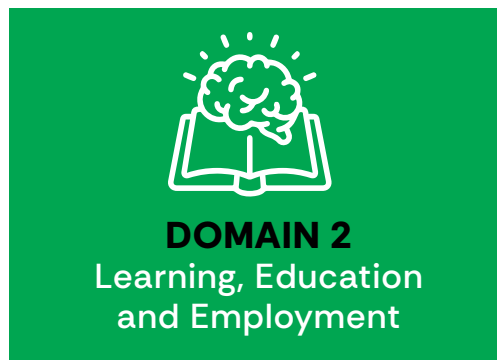
OUT COMES

MEASURING OUTCOMES

Anchor's community impact is not defined by what we do, but by the tangible outcomes we achieve for and with every person in our care. By identifying, and then measuring, what matters most and the use of objective data to monitor and evaluate our work we are able to see actual change when it happens and benchmark the success of our programs.

Evaluation plays a crucial role in understanding the effectiveness and impact of Anchor's programs, specifically those aimed at enhancing the well-being of our clients. By systematically assessing program outcomes, Anchor's evaluations provide valuable insights into the efficacy of interventions and informs future practice, as well as contributing our learnings in the broader social services sector in Victoria and Australia, to aid and inform policy.

Our Outcomes and Impact Framework identifies four key focus areas which are consistent across all our services and are known to contribute to long-term sustainable change for people experiencing disadvantage. Due to the diverse and complex needs of Anchor's clients, we adopt different indicators and measures for the same set of domain-driven outcomes. This is program dependent, and are generally aligned for age appropriateness and the lived experience of the client. These four domains guide us in delivering meaningful, measurable outcomes for our clients:



IN FOCUS: YOUTH AT RISK

This report puts a spotlight on two of Anchor's key programs: the MyLife project, which supports young people with a residential care experience, and the Lilydale Youth Foyer, an early intervention program for those who are homeless or at risk of homelessness.

Our strategy for young people is rooted in the Advantaged Thinking model, which places emphasis on recognising, nurturing, and investing in their talents and aspirations.

Our report delves into the outcomes and effects of our youth focused programs which are aimed at enhancing well-being and self-sufficiency. Grounded in evaluation theories and adopting Self-Determination Theory (SDT)² as a central lens, these evaluations explore key dimensions of well-being, such as engagement, motivation, self-care, housing, independence, social connections, and life satisfaction.

These findings, our first of many evaluations we will undertake, are building our understanding of what works and where different approaches are needed to address youth homelessness.

RUBY'S STORY



"I first got taken from my mum when I was 5, and then I was just back and forth through the system, finding myself eventually in Resi. Resi makes you strong. You don't want to be, you know, all these kids need to be nurtured and loved. When you're forced to be strong, and you just want to cry, it makes you angry.

I've got a video of the day I got my keys. I walk into the house and I'm like MTV...

When you're used to being in the lion's den, you're not going to sleep normal at first because you're used to waking up with lions forever... but Anchor it slowly gives you a sense of peace.

You can see in their eyes when they care in their soul. I had so much anger, they put up with it all. Anchor made me realise that I am worth advocating for. I finished Year 12 – Anchor supported me to do that. I've been in a private rental for almost two years. I only know that I need to clean the floors every two weeks because of Anchor's household list when I first moved in.

I went and applied for a scholarship a few weeks ago. I've got my passport, and I've travelled overseas. I'm thinking about going in a van around Australia with my dog – Donnie – we're trauma bonded to say the least.

So many other kids, they just don't have anyone looking out for them. Like my best friend died when she was in care... if she had Anchor she would still be alive. Anchor is lifesaving!"

Name changed to protect identity

MyLife
PROJECT

ANCHOR

Pathways
from
Homelessness

THE ANCHOR MYLIFE PROJECT

PROGRAM EVALUATION

Project name: **MyLife Project**

Number of clients: 21 young people with a residential care experience in Melbourne's East and South

Methodology: Self-Assessment surveys and Practitioner Assessment Rubrics

Project timeframe: July 2021 – June 2024

Why was this project needed?

In 2021, Anchor was seeing a marked increase in the number of young people who were unable to be placed in foster or kinship care, and where residential care was no longer suitable. These young people presented with complex needs and behaviours and needed bespoke support as they transitioned into young adults.

The transition from adolescence to adulthood is universally recognised as a major milestone in a person's psychological, emotional and social development. This is particularly significant for young people transitioning from out-of-home care, who don't have the traditional family supports that most people have.

Young people in care face persistent disparities in health, education, employment, and housing compared to their non-care experienced peers. This disadvantage stems from complex factors, including challenging and traumatic childhoods before entering care, diverse experiences of placement stability and quality, and limited ongoing support after leaving care at 18 years or younger.

Tackling this transition without the right support can be daunting, and in many cases impossible to navigate on their own, often leading to extreme and long-term adverse outcomes for the young person.

50%³

experience homelessness within three years of leaving care

70%³

required acute mental health care within three years of leaving care

50%³

of young people leaving care had contact

Anchor's solution

Our experience of Advantaged Thinking within our Youth Foyer program, combined with our experience of complex case management in out-of-home care, provided an opportunity to explore a different model of care for young people with a residential care experience. MyLife, formerly Supporting Transitions, integrates aspects of both programs to support young people exiting state care to develop essential independent living skills and build meaningful community connections so they can transition to independence with confidence.

The program provides a structured pathway from state care to full independence for youth aged 16 to 18, through intensive, individualised case management. Grounded in a housing-first approach and aligned with our Outcomes and Impact Framework, MyLife Project aim to:

1. Establish a good rental history and secure stable accommodation.
2. Ensure access to appropriate education or employment.
3. Teach self-care and home management skills.
4. Foster personal networks and supportive relationships.
5. Encourage a focus on talents, strengths, and independent living in secure housing.

In addition, there are nine project outcomes for which we have developed practitioner assessment rubrics that are backed by research. The 54 assessment criteria ensure our strategies for achieving our project goals are meaningful, measurable and aligned with the overall goals of the MyLife project.

By bridging the gap between state care and independent living, MyLife empowers young care leavers on their journey to adulthood. Early results are promising, and we continue to refine and build evidence for this critical work.

Evaluation methodology

From 2022 – 2024, we conducted two evaluations with different client cohorts.

Evaluation 1 – we used a retrospective before and after self-assessment survey with our first cohort.

Evaluation 2 – we expanded our methodology to conduct a baseline and mid-line self-assessment surveys, as well as a practitioner assessment for each client against the nine project outcomes

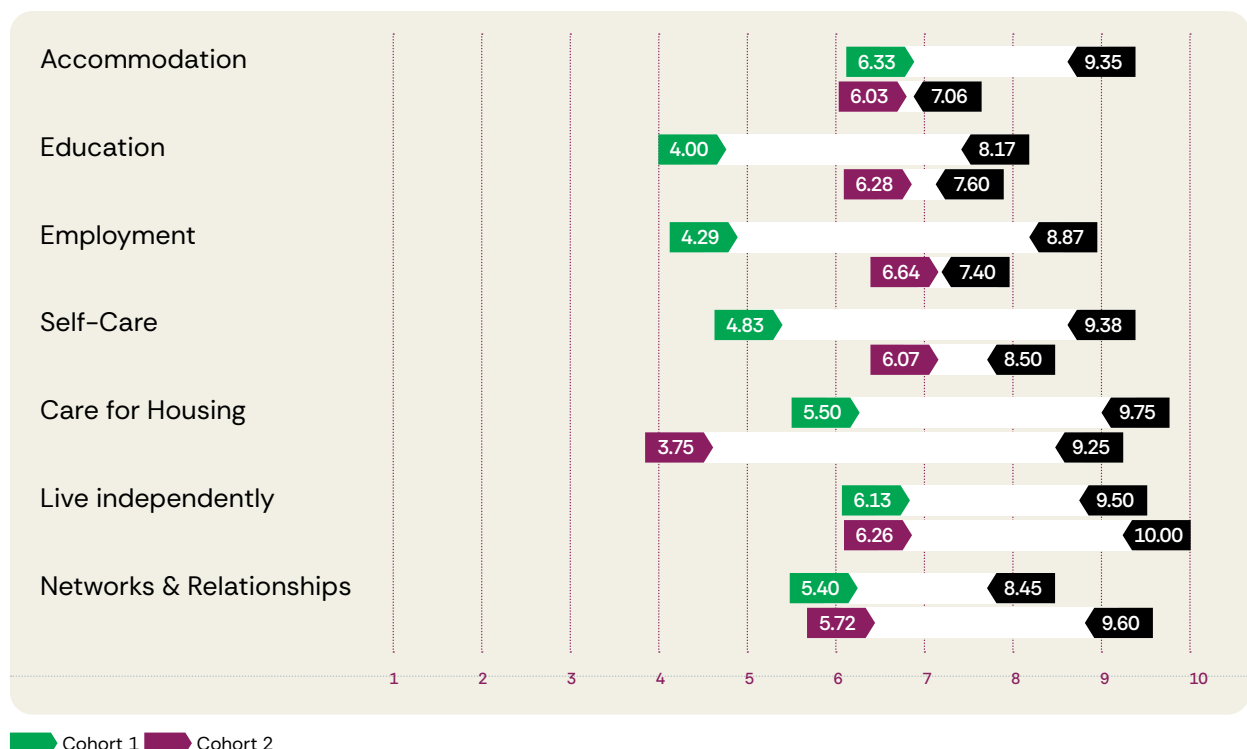
Clients completed a self-assessment survey between February 2023 to April 2023 and April 2024 to July 2024 for Cohort 1 and 2 respectively. Practitioner rubrics were undertaken in April 2024 to July 2024 for Cohort 2 only.



Results and key findings

What our clients say

There has been consistent progress against program goals and notable differences in baseline scores between Cohort 1 and Cohort 2, with Cohort 2 generally starting with higher scores across most outcomes.



Discrepancies between Cohort 1 and Cohort 2 could be attributed to:

- greater initial 'confidence' among Cohort 2 participants, whether real or perceived.
- Cohort 2's baseline was measured at the start of the intervention, while Cohort 1's was assessed retrospectively, potentially benefiting from hindsight with an appreciation of how much the clients feel they've grown.

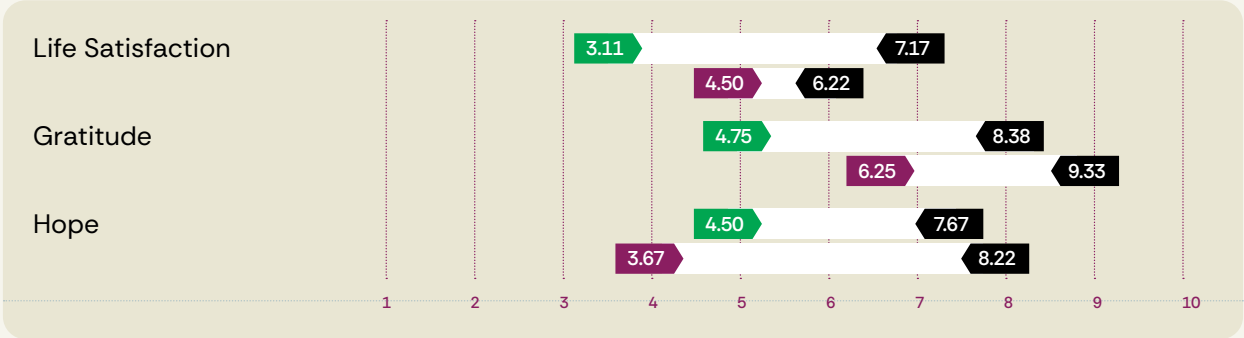
Despite these initial differences, both cohorts demonstrated progress from baseline to endline across all areas underscoring the MyLife's effectiveness in improving participants' abilities to manage their self-care, housing, independent living, and relationships. This positive trajectory highlights MyLife's potential to facilitate meaningful change and enhance the quality of life for clients in these areas.



Well-being

Measures such as life satisfaction, gratitude, and hope are crucial indicators of our clients' overall mental and emotional health.

- **Life satisfaction** reflects a person's overall assessment of their quality of life and contentment with their circumstances.
- **Gratitude** involves recognising and appreciating the positive aspects of life, which can enhance psychological resilience and foster positive relationships.
- **Hope** is a forward-looking measure that indicates an individual's optimism and belief in their ability to achieve future goals.



▶ Cohort 1
 ▶ Cohort 2

These results indicate that in less than two years, MyLife effectively enhanced clients' well-being, fostering a more positive outlook on life, with gratitude for where they are now, and more hope for what's to come next.

What our practitioners say

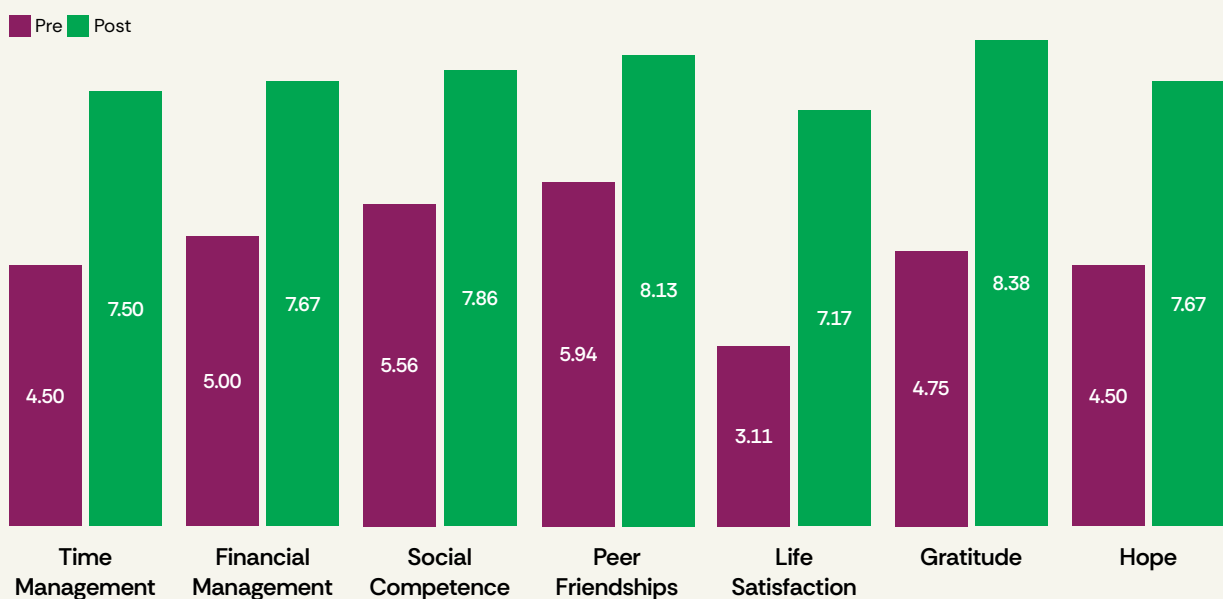
In 2024, we introduced an additional assessment methodology. We developed a suite of standardised rubrics for practitioners to assess clients at both baseline (serving as a needs assessment) and endline (measuring outcomes and impact).

These rubrics significantly enhance standardisation, consistency, and alignment with desired project outcomes. It provides practitioners with a clear framework for evaluating client progress and ensure that practitioners concentrate on developing the essential skills and outcomes necessary for successful client transitions and determine where effort and investment should be directed.

Findings from our practitioner assessments include:

- Both clients and practitioners saw growth in accommodation, employment, self-care, live independently, and wellbeing (life satisfaction etc) and practitioners saw a decline in education, and networking/relationships (but not according to the clients).
- The three month practitioner assessment has been embedded into the onboarding process for new clients into the program, allowing time to build trust and rapport between client and practitioner. This is providing a valuable tool for practitioners to assist in developing tailored plans for each young person.
- Practitioners agreed that the 54 research backed assessment criteria they used when conducting assessments were the most significant contributors to the goals of the program.

The assessments provide opportunities for deep learning about clients and their perspective, and coaching opportunities to explain discrepancies to realign the client with the expectations of MyLife outcomes.



Evaluation insights

The two evaluations of MyLife have provided a systematic way for Anchor to gather, analyse and synthesise data into meaningful insights for both practitioners and more broadly, for the process of implementing evidence-based programs. As Anchor develops its analytical capabilities and generates more meaningful insights, we can identify more nuanced and relevant theories to investigate.

For Practitioners

- Data received from the self-assessment survey's relating to client progress against the project goals will enable practitioners to initiate conversations with clients so that interventions are aligned with each client's needs and aspirations.
- As we expand our program, data from across our three project sites is showing potential differences between rural and metropolitan settings. We hypothesise that differing views between metropolitan and rural clients might be attributed to access to schooling, employment and accommodation options, which may require us to adjust our approach for different locations.
- The assessment rubrics are a valuable training tool for new practitioners, helping them understand the assessment process and the skills required for effective client support.
- Successful practice models can be shared with programs with similar outcomes such as Anchor's Lilydale Foyer.

For Implementation

- Positive organisational culture towards systematic data gathering and embedding it into our daily decisioning is a critical factor when assessing the quality and usefulness of the data gathered.
- Evidence through these evaluations is enabling Anchor to make data-driven decisions to enhance the effectiveness of the MyLife project, its Theory of Change and project constructs, instilling confidence in our adaptations and continuous improvement efforts.
- Practitioner training is essential for all staff engaged in the project especially new employees who are not versed in the Theory of Change and for existing staff, who seek to improve their practice.
- Anchor will continue to take baseline readings at program entry. Despite potentially inflated knowledge and confidence levels, these readings provide practitioners with key insights into the psyche of their clients, understand their strengths or growth opportunities, and encourage conversations to unlearn detrimental behaviours that clients may have previously relied on in unsafe environments while relearning beneficial behaviours now that they've found stability at MyLife.
- Anchor may need to consider psychosocial effects within smaller rural/regional communities where key relationships can amplify positive or negative influences and adapt the program accordingly. We believe that social support structures in rural areas have a higher influence of outcomes compared to their metropolitan counterparts. Anchor can now leverage these findings to maximise impact for these cohorts.

These insights highlight the importance of data in driving meaningful conversations and informed decision-making, ultimately leading to better outcomes for clients.



LILYDALE
YOUTH
FOYER

JOSEPH'S STORY

“

“Over the last two years at the Lilydale Youth Foyer, I have changed drastically both in my goals and as a person. My goals have been replaced by ones that are actually true to me, where I now want to follow this path nature has set me on and learn everything about the world. I have succeeded in achieving independent skills, and the Foyer is everything I had expected it to be. It’s a stage in a young person’s life where goals are fortified or are replaced with ones more true to the individual, and for me it’s the latter.”

Name changed to protect identity

PROGRAM EVALUATION

Project name: **Lilydale Youth Foyer**

Number of clients: 11 young people aged 16 – 21 years who are homeless

Methodology: Practitioner Assessment Rubrics

Project timeframe: July 2023 – June 2024

Why is this project needed?

Having delivered homelessness services in the Outer East for more than 15 years, Anchor identified a gap in services for young people. We adopted the Advantaged Thinking approach of the Foyer movement and created a bespoke program tailored to young people in 2012 called Support For Young People that Really Counts.

In 2023, to contribute to and leverage the collective knowledge of all Foyers in Australia we decided to join forces with the broader Foyer movement and became an accredited Youth Foyer with Foyer Foundation Australia. We are now known as the Lilydale Youth Foyer.

With over 26,000 young people experiencing homelessness each year, we passionately believe that every young person experiencing disadvantage should have a pathway to education, training, employment and connection to community that is founded on access to stable and secure stable housing. A collective effort is required to tackle this very topical social issue.



Anchor's solution

The Lilydale Youth Foyer extends far beyond merely providing shelter to young individuals experiencing homelessness. It offers a genuine home, where safety, support, and a holistic approach are seamlessly integrated within a nurturing environment in which to live and learn.

Our program follows Foyer Foundation Australia's comprehensive framework and data collection guidelines, that help us understand the impact of foyer programs on young people at risk of, or experiencing, homelessness. The framework establishes a Data Governance Group that includes representatives from foyers, the Foyer Foundation, and youth advisors, facilitating key relationships and overseeing data governance to ensure insights are shared across the network.

The Foyer framework focuses on seven outcome areas which all contribute to client independence, including:

- education
- work
- housing
- connection
- health
- financial capability
- independence

In addition, Anchor has developed a set of comprehensive rubrics to complement the data collected with Foyer Foundation Australia. These custom rubrics were created to gain a more nuanced and in-depth understanding of our clients' progress across various domains of their lives.

To illustrate the depth and specificity of our rubrics, the Financial Capability rubric includes six key criteria:

- Financial Literacy Knowledge
- Budgeting Skills
- Saving and Investing Practices
- Debt Management Skills
- Financial Goal Setting and Planning
- Emergency Fund and Risk Management

Each of these criteria is evaluated on a scale from 1 (not yet met) to 5 (exemplary), allowing for a detailed assessment of a young person's financial capabilities. These assessment rubrics are proprietary to Anchor and represent a significant investment in developing tailored assessment tools for our Foyer program.

Evaluation Methodology

From April to August 2024, 11 young people were assessed by the program practitioners against the practitioner rubrics. Self-assessment surveys are being conducted in line with Foyer Foundation data collection protocols but have not been included in this evaluation.

Due to a large student intake in mid-2023, the bulk of students have only been in the program for 12 months. Therefore, these results represent growth from baseline to midline, capturing progress partway through the program.

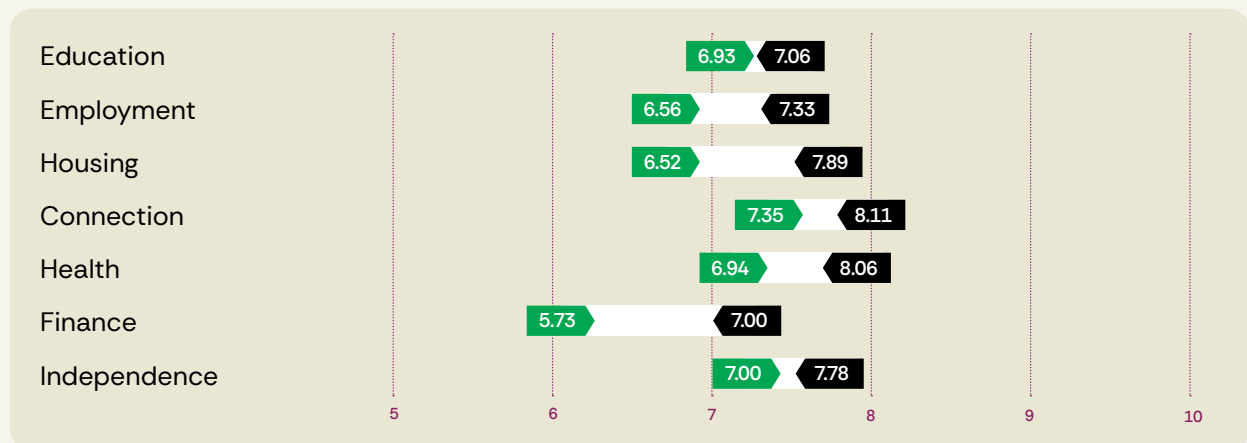
The rubrics provide quantitative data as mapped against the programs seven focus areas and Anchor's additional data sets. Additionally, once Foyer Foundation data is available, we will compare practitioner and client results for greater understanding and program improvement.

Results and key findings

Anchor's Foyer has demonstrated progress across all seven outcome areas. Notable improvements were observed specifically in students':

- clarity of educational objectives
- appreciation for employment
- housing stability goals
- healthy relationship skill
- healthcare access and utilisation
- debt management skills
- decision-making autonomy

Despite this student cohort starting with relatively high baseline scores in several areas, average scores increased across all areas, with some areas showing good growth, indicating the program's overall positive impact on students' lives and setting them up for a fulfilling and self-sustaining future.



Outcome 1: Education

Our analysis highlights both progress and areas needing further attention in educational outcomes. Overall, there is a positive trend, with the average score across all criteria increasing slightly from 6.93 to 7.06. While this progress is promising, it underscores the need for continued focus, particularly in areas like “overcoming obstacles” and “initiative in self-directed learning,” which saw slight declines.

Area of most Challenge (baseline)
Overcoming Obstacles 6.25

Area of greatest improvement
Clarity of educational objectives 7.09 8.33

Outcome 2: Employment

There was significant progress across all criteria with a strong positive trend. Our Foyer has been particularly effective in helping students recognise the value of employment. Overall, we see a strong positive trend, with the average score across all criteria rising from 6.56 to 7.33. This improvement is encouraging and indicates that the foyer is effectively enhancing students’ employment-related skills and attitudes. Notably, all areas showed growth, with “professionalism and work ethic” maintaining the highest scores in both baseline and midline assessments.

Area of most Challenge (baseline)
Socialisation and networking 5.8

Area of greatest improvement
Appreciation of employment 6.73 8.00

Outcome 3: Housing

Within the housing domain, some areas show exceptional improvement. Overall, we observe a strong positive trend, with the average score across all criteria increasing. This improvement is particularly encouraging, suggesting that our foyer is effectively enhancing students’ housing-related skills and stability. Notably, “connection to support services” and “maintenance of safe living environment” reached high scores of 9.00 at midline, indicating areas of significant strength. Future housing planning remains the lowest-scoring criterion at midline, suggesting an opportunity for further focus in our program as the students’ progress towards exiting the foyer.

Area of most Challenge (baseline)
Housing stability goals 5.09

Area of greatest improvement
Housing stability goals 5.09 7.00

Outcome 4: Connection

There was significant progress across all criteria, with some areas showing exceptional improvement. Overall, we see a strong positive trend, indicating that Anchor’s interventions are effectively enhancing students’ social and interpersonal skills. Notably, all areas showed improvement, with “healthy relationship skills” and “social support networks” reaching high scores of 9.00 and 8.67 respectively at midline. While “conflict resolution skills” remains the lowest-scoring criterion at midline, it still showed improvement, suggesting an opportunity for further focus in our program.

Area of most Challenge (baseline)
Conflict resolution skills 7.09

Area of greatest improvement
Healthy relationship skills 7.29 9.00

Outcome 5: Health

There was overall significant improvement in student's health, suggesting that Anchor has been effective in enhancing students' health awareness, lifestyle choices, and overall well-being. Notably, all areas showed improvement, with "health awareness and knowledge" and "healthcare access and utilisation" reaching high scores of 9.00 and 9.33 respectively at midline. While "physical health and fitness" remains the lowest-scoring criterion at midline, it still showed significant improvement, suggesting an opportunity for continued focus.

Area of most Challenge (baseline)
Physical health and fitness **5.65**

Area of greatest improvement
Healthcare access & utilisation **7.27** **9.33**

Outcome 7: Independence

The Independence domain reveals significant progress across all criteria. This upward trajectory is evident for all criteria, with the average score rising from 7.00 to 7.78 indicating the effectiveness in enhancing students' sense of independence and self-efficacy. "Self-identity and awareness" and "decision making and autonomy" emerged as particular strengths, both scoring 8.33 at midline. While "resilience and adaptability" remains the area with the most room for growth, it still demonstrated progress.

Area of most Challenge (baseline)
Resilience and adaptability **6.55**

Area of greatest improvement
Decision making and autonomy **7.09** **8.33**

Outcome 6: Finance

The Financial Capability domain reveals significant progress across all criteria, with some areas showing exceptional improvement. This upward trajectory is evident across the board, with the average score rising from 5.73 to 7.00. Such improvement suggests that the foyer is enhancing students' financial literacy and management skills. Notably, every area showed progress, with "financial literacy knowledge" and "budgeting skills" emerging as particular strengths, both scoring 7.33 at midline. While "saving and investing practices" remains the area with the most room for growth, it still demonstrated considerable progress.

Area of most Challenge (baseline)
Saving and investing practices **5.09**

Area of greatest improvement
Debt management skills **6.00** **7.67**

Evaluation insights

The Lilydale Youth Foyer has been operating for over 12 years. Although not formally accredited for this entire period, the program has consistently maintained strong participation and positive outcomes for clients. Previously, much of the evidence supporting these outcomes was anecdotal and superficial. We are now excited and proud to present our work, which is founded on rigorous research and backed by comprehensive evaluations.

The recent evaluation of the Lilydale Youth Foyer has highlighted the strengths of Anchor's programming under the Foyer model. This evaluation has also enabled us to identify specific areas for improvement to enhance outcomes for our clients.

For Practitioners

- Anchor will leverage these midline insights to capitalise on our clients' strength and enhance our support strategies. Specifically, we will aim to bolster support for overcoming obstacles in education, future housing planning, conflict resolution skills, physical health and fitness, and saving and investing practices.
- Integrating impact framework outputs into the Community of Practice is vital for informed decision-making. Practitioners should regularly review and discuss these outputs to ensure that program refinements are based on high-quality, timely, and accurate data. This integration leads to more relevant and effective program adjustments.
- Anchor's custom rubrics provide a more nuanced understanding of clients' progress. Practitioners should use these detailed assessment tools to track subtle changes and improvements across various domains. This allows for more personalised support, addressing specific areas of growth and challenge for each client.

For Implementation

- Fostering a positive organisational culture towards systematic data gathering is critical for embedding the process into practice. Without practitioner understanding of this need, the quality and usefulness of the data is at risk.
- Anchor's participation in The Foyer Foundation community of practices highlights the importance of data collection and analysis. Practitioners should actively contribute to and use aggregated data to identify best practices and refine support strategies.
- Further training for staff regarding the Theory of change and data gathering requirements would benefit new and existing employees to improve timely delivery of information.
- Ensure there is a clear link between the activities the practitioner undertakes with the client and the program goals and objectives. These activities should be well documented, to assist with understanding as to whether they contribute positively to achieving the goals of the program.



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ANCHOR

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Homelessness

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Families,
Fairness
and Housing