PERSONAL
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ANDREW HAWKINS
PARTNER

Andrew works as a trusted advisor across the public and not-for profit sector. He is focused on his clients' needs and finding cost-effective ways to ensure they have the information they need in the time and resources available. He supports clients to design policies and programs, and develop monitoring and evaluation frameworks, and conducts independent reviews. He has managed over 50 projects, including nationally significant infrastructure and environmental projects, and policy to help people make better decisions that put a roof over their head, get and keep a job, and maintain their mental health.

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My clients tell me that they value my deep knowledge of evaluation and that they feel in safe hands because this expertise is translated into a pragmatic approach that appreciates the setting in which they work.

STRATEGIC MONITORING AND EVALUATION

Andrew's experience across sectors means he helps clients 'join the dots' in unexpected ways. He listens deeply to his clients to understand the nature of their problem and policy context, bringing his grounding in theory for the practice of evaluation to generate evidence and insight.

» **Future Directions in Social Housing: Service Improvement Initiatives** (NSW Department of Family and Community Services, In Progress). Evaluation of six initiatives to improve social housing. Three year, multi-million dollar evaluation in partnership with Taylor Fry (actuarial consulting firm) and Social Ventures Australia, and in coordination with the University of Melbourne, CIRCA and Centre for Evidence and Implementation.
» **Legislatively Required Review of Youth Jobs PaTH** (Department of Employment, Skills Small and Family Business, 2019). An independent review of the Departments approach to risk management and outcomes of this major youth employment policy.
» **National Freight and Supply-Chain Security Strategy** (Department of Infrastructure, 2019) and **Inland Rail**, Monitoring and Evaluation Strategy (Department of Infrastructure, 2018).
» **Australian Trusted Trader Program** (Department of Home Affairs, 2015–18): Designed a three-year monitoring and evaluation strategy for a priority initiative aiming to streamline the customs process and increase the participation of Australian traders in global supply chains. This grew into a series of evaluations including cost benefit analysis.

ADVANCING THE FIELD OF EVALUATION

The common thread through Andrew's career has been a strategic and continuous process of questioning, acting and reflecting that is necessary when dealing with the uncertainty of public policy endeavours. Andrew developed a system called Program Design Logic for making sense of programs 'on paper' and 'in reality'. This tool builds on first generation program logic pioneered by ARTD in the early 1990s. It is designed as much for policy and program design as it is for evaluation. Other thought leadership includes:

» **Choosing appropriate designs and methods for impact evaluation** (Department of Industry Innovation and Science, 2015): A publication with world leader and curator of better evaluation, Professor Patrcia Rogers.
» **Thought leadership for realist evaluation of Indigenous Work for the Dole in Remote Communities & Indigenous Land and Sea Ranger Program** (Department of Prime Minister and Cabinet, 2016–18).
» **Design advice for the Evaluation Readiness Service** (Department of Social Services, 2017).
» **Realist evalutaion and randomised controlled trials for testing program theory in complex social systems** (Journal of Evaluation, 2016).

HOUSING, HOMELESSNESS AND DOMESTIC VIOLENCE

» Housing Contact Centre Evaluation (Housing NSW, 2018): Evaluation of a pilot for clients experiencing domestic violence.

» Service Improvement Plan and Resource Allocation Model (South West Sydney, Housing NSW 2018).

» Reforms to anti-social behaviour in social housing process and outcomes evaluation (Housing NSW, 2018).

» Development of framework for sustaining Aboriginal tenancies & Researching overcrowding in Indigenous communities (Housing NSW, 2016 & 2014) .

» Private rental assistance evaluations (Housing NSW, 2009–14): A series of evaluations and monitoring systems with a focus on domestic violence.

MENTAL HEALTH AND TELEHEALTH

» Strong Minds Evaluation (Western NSW PHN, in progress).

» Workplace Mental Health Online Resources (Beyond Blue, 2019)

» Anxiety and depression helpline outcomes evaluation (Beyond Blue, 2018): 3 day and 1-month behaviour change evaluation.

» BlueVoices evaluation and co-design strategy (Beyond Blue, 2018).

» National Dementia Helpline (Dementia Australia NSW, 2016): Evaluation of the first year of operation of the new model to assess effectiveness and inform necessary adjustments.

EMPLOYMENT

» Our Land Our Jobs realist monitoring and evaluation framework (Indigenous Land Corporation, 2018) with Charles Darwin University.

» Employment programs for social housing tenants (Housing NSW 2018): Research to inform program design.

» Comcare Claims Management Pilot (Comcare, 2017).

» Ticket to Work, quasi-experimental evaluation of education and employment (National Disability Services, 2017 & 2019).

» Restart Wage Subsidy (Department of Jobs and Small Business, 2015): An evaluation framework using program logic and experimental design.

CORRECTIONS

» Early Resolution Pilot (Queensland Department of Public Prosecution, 2019).

» Strategic Planning for the Inspector of Custodial Services (2017 & 2019).

INDUSTRY

» Monitoring and evaluation advice for the Cooperative Research Centres program (Department of Industry, Innovation and Science, 2018).

» Jobs for NSW (2018, NSW Department of Industry): Stakeholder interviews.

» High performing work practices (National Disability Services, 2016).

INFRASTRUCTURE

» Monitoring and evaluation framework for Inland rail (Department of Infrastructure, Regional Development and Cities, 2018).

» Stronger Communities program impact evaluation (Department of Infrastructure, Regional Development and Cities, 2017).

» Regional Jobs and Investment Package monitoring and evaluation framework (Department of Infrastructure, Regional Development and Cities, 2017).

ENVIRONMENT

» Monitoring, Evaluation and Reporting Strategy for Biodiversity Reform Act (NSW Natural Resource Commission, 2019): Details on request.