PERSONAL

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JADE MALONEY
PARTNER

Jade works with government agencies, not-for-profits and citizens to co-design, communicate and evaluate social policies, regulatory systems and programs. Jade is passionate about ensuring citizens have a voice in shaping the policies that affect their lives, translating research into real world contexts, and ensuring evaluations are useful and used. Her communications work draws on her experience as a creative writer, time in the publishing industry and design studies.

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Evaluation has immense potential to support the public good. For this to be realised, we need to harness the value of diverse perspectives, focus on the process as much as the product, and be agile – fit in with decision-making cycles and consciously transform our practice in a rapidly changing world.

POLICY AND SYSTEM DESIGN

» **National Disability Insurance Scheme (NDIS) Quality and Safeguards system** (Commonwealth Department of Social Services [DSS], 2015–16, 2018 & 2019): Initially, coordinated consultations and Commonwealth–State workshops to develop the Framework and edited the Framework. Subsequently, facilitated revisions to the NDIS Code of Conduct, provided project oversight for auditor training and supported the development of Terms of Reference for the Framework review.

» **Supported employment** (DSS, 2018): Mapped employment journeys for people with disability, identify complexities and strategies to improve pathways and opportunities; and identify pricing considerations for supported employment.

SERVICE DEVELOPMENT, TRANSFORMATION AND EVALUATION

Jade works collaboratively with management, staff and clients to harness the opportunities provided by the NDIS through the development of new models and transformation of existing models. She is currently working with Amaze, Dementia Australia and Kurrajong on evaluations of NDIS Information, Linkages and Capacity Building grant initiatives, following initial transformation projects.

MONITORING AND EVALUATION

» **Organisational KPIs, monitoring and evaluation** (Dementia Australia, 2018): Worked with Client Services Leadership Team to categorise services and develop a logic model for service streams, an outcomes framework and client surveys. Currently working with the Executive to develop an organisational KPI framework, and with the Service Quality team to embed the monitoring and evaluation system.

» **Consumer education for people with disability** (Fair Trading, 2017–18): Developed a transferable evaluation framework for engagement initiatives and tested this in an initial evaluation. Subsequently, worked with facilitators and peer researchers to apply the framework for an evaluation of a co-designed consumer education model.

COMMUNICATIONS PRODUCTS

» **Ability Links NSW (NSW Family and Community Services** (NSW Department of Family and Community Services [FACS], 2015–16 & 2018): Developed strategy and collateral to communicate the core purpose and principles of this innovative program. Subsequently collaborated with Linkers on a Community Development for Inclusion Resource Package and summary video.

» **Peer Support Toolkit** (Amaze, 2018): Developed practice principles and guidance on delivery and evaluation to aid initiatives for autistic people.

COMMUNICATIONS

» **Autism education campaign** (Amaze, 2018): Oversaw campaign testing.

» **NDIS market communications** (NDIA), 2017–18): Information for providers on market segments.

» **Increasing specialist disability housing options** (Frankston Peninsula Carers [FPC] Inc., 2017): Reviewed NDIS policy settings and worked with the FPC Committee and community partners to develop resources for similar community organisations wanting to grow disability housing options.

» **Guidelines for children's services** (FACS, 2014): Worked with a steering committee on guidelines to support organisations working with children and young people with disability to ensure their services are best practice.

» **State of the Public Sector report** (NSW Public Service Commission [PSC], 2012): Managed the project to support the PSC to develop a best practice approach for reporting and a detailed design and production plan for their inaugural report.

» **Communicating Aboriginal housing reform in NSW to the sector** (NSW Aboriginal Housing Office, 2010): The Build and Grow Sector Reform Framework was developed to build a strong, dynamic and vibrant Aboriginal community housing sector into the future. ARTD was engaged to prepare a clear and concise document explaining the reforms to be distributed to housing service providers.

» **National Disability Advocacy program** (Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs [FaHCSIA], 2009): Worked with the sector to develop a Quality Improvement Toolkit with information about quality assurance, sample policies and procedures, and case studies.

» **Private Rental Assistance Communications Paper** (Housing NSW, 2009): Prepared a paper for public policy professionals on the evaluation findings.

SERVICE MODEL DEVELOPMENT AND REVIEW

» **Client Monitoring and Review System** (FACS, 2015–16): Managed the evaluation of this system designed to facilitate the identification, escalation and independent review of clients with disability with complex support needs. The evaluation also included consultation with NGOs and other stakeholders to identify whether the model would be useful in an NDIS environment and the adaptations that would be required.

» **Protecting Aboriginal Children Together** (FACS, 2010–12 & 2015–16): Worked with the ARTD team and community stakeholders to develop an Aboriginal consultation model for child protection in NSW and evaluate the demonstration project in two sites. Managed a subsequent consultancy project to better understand how the program is working in the context of broader consultation models across NSW.

» **Early Links NSW** (FACS, 2012–13): Scanned the literature on diagnosis support and managed consultations with stakeholders of EarlyStart–Diagnosis Support to inform adjustments to the model. Worked with stakeholders to develop a program logic, an outcomes framework and a guide to support implementation and continuous improvement of what became Early Links.

» **Links to Learning Community Grants program** (NSW Department of Education [DEC], 2012): Reviewed the literature on youth engagement in education and conducted interviews for this strategic review of a NSW grants program supporting students who are disengaged from mainstream education.

EVALUATION

» **Ability Links School programs** (Social Futures, 2019): Evaluation to assess outcomes and identify success factors of inclusion initiatives.

» **Dementia Friendly Communities** (Dementia Australia, 2016–19): Developmental evaluation with video case studies to support ongoing development.

» **Ability Links evaluation** (Settlement Services International, 2017): Focused on elucidating the success factors of the model and theories of change, as well as assessing outcomes.

» **Autism education campaign** (Amaze, 2018): Co-developed an evaluation framework with autistic people and autism organisations.

» **Modified Supported Wage System trial** (Commonwealth DSS, 2016): Managed the evaluation of this national trial of a new way of assessing wages in Australian Disability Enterprises.

» **National Dementia Helpline** (Alzheimer's Australia, NSW, 2015–16): Managed the evaluation of the new helpline model with a focus on informing ongoing refinements.

» **Business Intelligence System** (DEC, 2014–15): Managed the process and outcomes evaluation of this new system designed to make it easier for staff to access information for strategic and tactical decision-making.

» **Evaluation of the Fostering NSW Recruitment and Retention project** (NDS FACS, 2014): Managed the evaluation of this social marketing campaign to support the recruitment of foster carers.

» **Place-based planning for disability services** (FACS, 2013–14): Managed the evaluation of the Sector Planning Framework, which shifted Ageing, Disability and Home Care (ADHC) from centrally-driven, program-based planning towards place-based planning that directly responds to the needs of people with a disability, their families and carers.

» **Cultural Diversity Strategic Framework** (FACS, 2014): Managed the evaluation of ADHC's cultural plan for 2010–13 and identified implications for how future plans should be structured, actions to be used to support cultural diversity, implementation supports to be provided, and data required for future evaluation.

» **Helping Children with Autism Package** (Commonwealth FaHCSIA, 2009–12): Managed the national evaluation of the FaHCSIA components, mapping the early intervention research literature, managing consultations with all stakeholder groups, delivering reports, and workshopping implications.

» **Evaluation of the Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES) Framework** (NSW Consumer Advisory Group – Mental Health Inc, 2012): Assessed how the Framework supports the involvement of consumers in quality improvement and how it supports services as part of broader quality improvement processes.

» **Long term housing and support provided under the NSW Homelessness Action Plan** (NSW Housing, 2012–13): Supported the team reporting on the evaluation.

» **Community Services Clinical Issues Unit (CIU)** (Community Services, 2013): Evaluated the Unit to inform strategic decisions about its future resourcing and functions, with a focus on take-up of CIU services and the effectiveness and efficiency of the CIU in improving caseworker knowledge, skills and practice around the three clinical issues.

» **Alcohol education resources for teachers** (DEC, 2012): Managed the process and outcomes evaluation of these newly developed resources.

» **Evaluation of first stage family case management project** (NSW Department of Premier and Cabinet, 2012): Contributed to analysis and reporting for the evaluation of this complex cross-sectoral program.

» **Gifted and Talented Aboriginal Students Learning Community** (NSW DET, 2009–2011): Jade managed the process and outcomes evaluation of this innovate pilot project to identify and teach gifted Aboriginal students in South West Sydney.

» **Shared Access Trials** (Housing NSW, 2010): Managed the evaluation of this cross-agency initiative involving 13 housing and support projects in NSW, providing an assessment of the Trials and an individual report on each Trial.

» **Cross-agency homelessness intervention project** (NSW Department of Premier and Cabinet, 2010): Managed the evaluation, with a focus on identifying and understanding systemic issues to inform policy.

» **No Interest Loan Scheme** (Victorian Department of Planning and Community Development, 2010): Contributed to the evaluation through qualitative analysis and reporting.

» **Tackling Violence** (NSW DPC, 2009–10): On the team for two evaluations of this community education and domestic and family violence prevention initiative to inform decisions about future roll-out.

» **Social re-engagement of older people** (Lifeline Australia, 2009): Researched strategies for engaging older people and mapped re-engagement services to inform service design; then evaluated the pilot.

» **Suicide Bereavement Support Group Best Practice project** (Lifeline Australia, 2009) Worked on the formative evaluation of the processes for training facilitators and an impact evaluation on the effectiveness of the standards, best practice guidelines and facilitator training.

» **Department of Community Services-ADHC Memorandum of Understanding** (Service Improvement Unit, 2008): Contributed to the evaluation through literature review, interviews and qualitative analysis.

STRATEGY & REVIEWS

» **Group Development Program** (Dementia Australia. 2019): Scan of the literature, review of program data and stakeholder consultation to identify future directions for this facilitator training initiative.

» **Strategic Planning** (NSW FACS, 2018): Planning future directions with Ability Links NDW Advisory Committee.

» **Options for Home Care transition** (NSW FACS, 2014): Worked with stakeholders to review the options for Home Care intake and assessment during the transition to the national Aged Care Gateway and the NDIS.

» **Options for reducing barriers to reporting child sexual assault in Aboriginal communities in NSW** (Aboriginal Affairs NSW, 2012): Worked with the team to review existing research and consult with Aboriginal stakeholders in two NSW communities about issues impacting on reporting and identify strategies going forward.

» **Legislative review of the NSW Commission for Children and Young People Act** (Communities NSW, 2010): Supported the consultation process for this review.

» **NDIS Mainstream Principles** (DSS, 2014-15) Worked with government representatives to review the Principles to clarify the responsibilities of the NDIS and mainstream service sectors.

» **NDIS Sector Development Fund** (DSS, 2015-16 and 2018) Conducted reviews of the Fund and produced public profiles of funded projects to increase the reach of resources.

MONITORING AND BENCHMARKING

» **NDIS Provider benchmarking** (NDIA, 2016–17): worked with the NDIA and Boston Consulting Group (BCG) to refine the provider benchmarking survey to: ensure the administrative burden was reduced, confirm that the survey focused on items required for key metrics, and ensure appropriate validation checks were included. Managed the pilot of the survey and provided advice on refinements.

» **NGO benchmarking model** (NSW Department of Finance, Services and Innovation, 2017–18): Evaluating this new system to enable not-for-profits to benchmark their service on customer-centred practice standards and continuously improve.

» **Performance framework for the Disability Employment Assistance Program:** (DSS, 2014): Managed the review of the new performance reporting system for Australian Disability Enterprises.

» **Evaluation framework and strategy for Community Builders program** (Community Services, 2011): Reviewed the literature on community building to inform the evaluation framework and strengthen the evidence base of this program.

» **Family Violence service monitoring** (NSW Community Services, 2011): Worked with management and providers to develop a system to monitor the outcomes of these two programs.

COUNCIL PLANNING

» **Ku-ring-gai Community Needs Analysis** (Ku-ring-gai Council, 2017): Reviewed policy, worked with council staff and community organisations to define the needs of target groups to inform Council community strategic planning.

» **Fairfield Disability Inclusion Action Plan** (Fairfield City Council, 2017) and Mosman Disability Inclusion Action Plan (Mosman Council, 2017): Facilitated community consultations and worked with staff to identify actions to increase access and inclusion, and indicators to track progress.