



## PERSONAL

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## EDUCATION

Bachelor of Biomedical Science  
(University of Queensland, 2001)  
Bachelor of Science, Honours Physiology  
(University of Queensland, 2002)  
Doctor of Philosophy, Epidemiology  
(University of Queensland, 2005)



Emily is an evaluator and policy analyst whose passion and expertise is designing, collecting and interpreting high-quality evidence to improve client experience and outcomes. She has deep strategic knowledge of the Australian public sector, working alongside government agencies to design, implement and evaluate large, complex social policy initiatives. Emily is motivated by helping her clients to use research and evaluation methods to get to know their customers better, to deliver better client experience, and achieve better business outcomes. Her knowledge, skills and commitment to client service means she is an in-demand speaker and facilitator.



*As an evaluator, I believe it's my responsibility to deliver evidence to help decision-makers do their jobs better and make good choices. There's dignity in doing work that contributes to the evidence base of 'what works' in social policy.*

## EMILY VERSTEGE

### DIRECTOR



### POLICY AND SYSTEM DESIGN

With a focus on meaningful consultation, Emily works with governments and NGOs to design systems and policies that support social change. Emily's work contributes to the evidence base of 'what works' in social policy.

- » **Future Directions for Social Housing in NSW** (Family and Community Services, 2019): Assessing the individual and collective impact of the suite of six service improvement initiatives in social housing using a quasi-experimental design and drawing on linked administrative data, program data and extensive community consultation.
- » **Department-wide review of strategies and plans** (Queensland Department of Communities, Child Safety and Disability Services, 2017): An in-depth review of the Department's eight strategies and associated project plans, with recommendations for improving policy development processes.
- » **Sustaining Aboriginal tenancies** (NSW Department Family and Community Services, Social Housing Aboriginal Services Unit, 2013): A consultative and iterative process—including a review of best practice, state-wide consultation with Aboriginal service providers and a stakeholder forum—to develop an evidence-based framework.

### EVALUATION AND REVIEW

Emily believes valuation processes are enormously valuable learning opportunities. Emily approaches evaluation from the perspective of service through learning, working to design evaluations that answer important questions for social policy.

- » **Evaluation of the Early Resolution Pilot** (Queensland Department of Justice and Attorney-General, 2019): A mixed-method evaluation to assess the efficiency and effectiveness of the pilot, including recommendations about future investment.
- » **Evaluation of Queensland Drug and Alcohol Court** (Queensland Department of Justice and Attorney-General, 2019): A quasi-experimental approach to understand which participants demonstrate outcomes across QDAC outcome domains, and the contexts and mechanisms perceived to drive or inhibit change.
- » **Evaluation of Southport Domestic and Family Violence Court** (Queensland Department of Justice and Attorney-General, 2019): The evaluation will be conducted over 20 months through four overlapping phases, covering implementation, social and economic impacts and outcomes.
- » **Evaluation of two evidence-based early intervention models for families** (Queensland Department of Child Safety, Youth and Women, 2019): A mixed-method evaluation testing the effectiveness of two early intervention models.
- » **Evaluation of Intensive Early Childhood Development program** (Queensland Department of Communities, Child Safety and Disability Services, 2016–17): The comprehensive, mixed-method evaluation including in-depth case studies was a crucial piece of evidence for the program's state-wide expansion.