



IMOGEN WILLIAMS

MANAGER



Imogen is passionate about good program and service delivery design and enjoys supporting frontline staff to use evaluative tools to deliver effective interventions. A thoughtful, considered evaluator, Imogen also has strong program management skills and qualitative data collection, analysis, and reporting skills. Her work spans the breadth of the human services sector, particularly housing and homelessness, family and domestic violence, the criminal justice system and child protection.



I find it satisfying to do work that has a positive impact on society. I've been motivated by the people I work with; seeing how they negotiate with clients and apply their expertise to help clients make the most valuable decisions.

EVALUATION

» Evaluation of the Tenant Participation and Community Engagement Program

(Homes NSW, current): Project managing an evaluation of the Tenant Participation and Community Engagement (TPCE) program being delivered by Mission Australia across NSW (via seven contracts covering multiple Homes NSW Districts). The project incorporates both quantitative and qualitative data collection. As part of the evaluation ARTD has completed approximately 60 interviews with Commissioning and Planning, Homes NSW Housing Operations and Mission Australia TPCE staff, as well as tenants who have participated in the program. The evaluation is using rubrics in its synthesis phase to indicate the extent to which TPCE is being implemented as intended and achieving its objectives.

» Community Wellbeing and Resilience Program Evaluation – Bushfire Recovery and Flood Recovery Grants

(Healthy North Coast Primary Health Network, current): Co-managing a developmental evaluation of two rounds the Community Wellbeing and Resilience grants program (Bushfire and Flood Recovery), working closely with the providers as they deliver their initiatives.

» Thriving Queensland Kids Partnership Systems Evaluation

(Paul Ramsay Foundation, current): Project managing a systems evaluation of the Thriving Queensland Kids Partnership, a systems change initiative led by a backbone team (ARACY). The evaluation is planned to run until the end of 2025.

» Queensland Drug and Alcohol Court evaluation

(Queensland Department of Justice and Attorney General, current): Supported the development of the evaluation plan, data collection tools and ethics application, and contributed to data collection and reporting.

» Evaluation of Future Directions for Social Housing in NSW

(NSW Department of Community and Justice, 2023): Supported the process and outcomes evaluations of the five Service Improvement Initiatives part of the broader social housing strategic reform.

» Health Justice Partnership Evaluation

(ACT Office of the Coordinator General for Women's Safety, 2022): Conducted interviews with Health Justice Partnership staff, partners and clients, reviewed and analysed existing program and administrative data, distributed a partnership survey and prepared a final report.

STAKEHOLDER ENGAGEMENT AND CONSULTATION

» Family and Domestic Violence Prototype Data Collection Stakeholder Consultations

(Australian Institute of Health and Welfare; 2024): Project managed consultations with peak bodies, advocacy groups and people with lived experience about the proposed prototype data collection for crisis specialist FDV services, and the information they'd like to be included in the data collection if it was built.

» Consultation Design for Social Housing and Homelessness Sector

(NSW Department of Communities and Justice; 2023): Project managed the design of consultation, and worked closing with Emily Yorkston (ARTD Partner) to conduct consultation with internal government and external community stakeholders.