PERSONAL

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REBECCA WILKINSON
DIRECTOR

Rebecca is passionate about generating evidence and insights to inform good decision-making. She is a highly experienced leader of evaluation teams in policy areas spanning education, early childhood, aged care, road safety and community services. She has also worked in senior NSW Public Service roles in policy and strategy, and as commissioner of evaluations. This gives her additional insight to the decision-making challenges facing policy makers and administrators, as well as their information needs. Rebecca has expertise in a range of evaluation approaches, as well as coaching and mentoring to build evaluation capability.

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Evaluation is an opportunity for learning and improvement and for bringing in fresh perspectives. It allows organisations to look to the future with confidence, having learnt lessons from the past, and set up knowledge-building systems to inform ongoing decision-making.

SCHOOL EDUCATION

>> **Curriculum Reform Process Evaluation** (NSW Department of Education, 2022- in-progress): Working collaboratively with the NSW Centre for Education and Statistics to support an ongoing evaluation of the implementation of the new curriculum in NSW government primary schools and secondary schools.

>> **Evaluation of Get Back in the Game** (NSW Department of Education, 2023): Get Back in the Game provides support for young people disengaged with school to re-engage with education, training or employment. ARTD conducted fieldwork with eight service provider sites across NSW, interviewing program providers, school staff and young people participating in the program.

>> **Evaluation of the COVID Intensive Learning Support Program** (NSW Department of Education, 2023): ARTD supported the department's evaluation of its flagship small group tuition program for students who required additional learning support due to COVID learning disruptions. Our work included surveys, interviews and focus groups with students, teachers and school leaders, to examine program implementation, perceptions of impact, and broader changes.

>> **Process Evaluation of 2021 Response to COVID-19** (NSW Department of Education, 2022): The evaluation of the 2021 COVID-19 response answered questions about preparedness, design and implementation, and implications for future crisis responses. We consulted with 60 stakeholders and synthesised previous reviews and research reports.

>> **Year 7 to High School Evaluation** (SA Department for Education, 2022): An evaluation of the major system reform transitioning Year 7 primary students to secondary settings that identified lessons learnt to inform the design and delivery of any future system-wide changes.

EARLY CHILDHOOD EDUCATION AND CARE

>> **Quality Support Program Evaluation** (NSW Department of Education, 2023): The NSW Regulatory Authority engaged ARTD to evaluate this externally delivered program to support services not yet meeting the National Quality Standards. ARTD identified success factors, lessons learnt and design implications based on current needs and context.

>> **Health and Development Checks in Preschools Study** (NSW Department of Education, 2023): An in-depth study of nine early childhood services working in partnership with local health services to deliver health and development checks. The study informed planning for a state-wide implementation of checks.

>> **Early Childhood Workforce Retention Consultation** (NSW Department of Education, 2023): Consultation with leaders of early childhood education peak bodies, service providers and academic experts to understand workforce retention challenges and identify high priority short to medium term initiatives.

>> **Consultations on Start Strong** (NSW Department of Education, 2023): Consultations with long day care services and community preschools on draft model changes, to seek feedback and better understand implications in a range of service delivery contexts.

HEALTH AND AGED CARE

>> **Evaluation of Disability Gateway** (Department of Social Services, 2022): the Disability Gateway is an online and telephone information service to assist people with disability and their families locate and access local services. ARTD's evaluation involved a population survey of users and non-users of the Gateway, interviews with Gateway users, and analyses of website and phone centre usage and satisfaction data.

>> **Evaluation of the Third-Party Provider Project** (Aged Care Quality and Safety Commission, 2022): This process evaluation investigated the early implementation of an operational reform project to address the growth challenges of the Commission's program of reaccreditation site audits of residential aged care services.

>> **Review of the new Serious Incident Investigations team** (Aged Care Quality and Safety Commission, 2022): ARTD conducted a progress review of the newly established Serious Incident Investigations team, providing insights on what is working well and areas for further focus. We also advised on training needs and skills requirements as the team's work expands. We interviewed Commission staff involved in implementing the Scheme and reviewed corporate documents and policies and procedures.

>> **Review of Complaints Management Process** (Aged Care Quality and Safety Commission, 2023): Our review aimed to identify pressure points and improvement opportunities for the complaints management process. We conducted interviews and focus groups with stakeholders within the Commission, interviews with aged care service providers, and reviewed internal documentation and data.

ROAD SAFETY

>> **Combined Offence Implementation Review** (Transport for NSW, 2022): the Combined Drink and Drug Driving Offence came into effect in June 2021 and introduced more severe penalties for drivers testing positive to both alcohol and drugs. ARTD's review focused on the effectiveness of implementation of the new offence during the first 12 months.

>> **Automated Enforcement Literature Scan** (Transport for NSW, 2023): a rapid literature scan of evaluation approaches of automated road safety enforcement (such as speed cameras and mobile phone detection cameras) to inform Transport for NSWs' development of an evaluation framework for NSW's Automated Enforcement Strategy.

>> **Evaluation of the Learner Driver Mentor Program** (The Salvation Army, current): ARTD is evaluating this mentoring and driver training program for vulnerable or disadvantaged young people, delivered by the Salvation Army in Brisbane and Bundaberg.