



Kate is an award-winning evaluator, a skilled writer, and a social science researcher with postgraduate qualifications and 20 years' experience of commissioned projects for government and non-government organisations. As a project manager, she prefers to work creatively, collaboratively and constructively with clients.



My work in evaluation is diverse and challenging and has positive, real-world impacts. I love using insights from our research to help clients understand the effectiveness of their programs and identify opportunities to enhance their change efforts.

KATE WILLIAMS

SENIOR MANAGER



Kate's expertise is demonstrated by substantial contributions to numerous evaluations, literature reviews, scoping studies and environment scans, conducted while she worked for the Centre for Health Service Development, Australian Health Services Research Institute, University of Wollongong, including:

HEALTH SYSTEM REFORM, STRATEGY AND WORKFORCE

- » **Evaluation of the Pathways to Community Living Initiative** (NSW Ministry of Health, 2017-21): Project manager and lead evaluator of a major mental health reform for people with severe mental illness *winner of AES national award, 2022.
- » **Monitoring and evaluation services for the Woman-Centred Care Strategic Directions for Australian Maternity Services** (Australian Government Department of Health, Health Equity Branch, 2022): Co-lead researcher on a fast-turnaround project.
- » **Expanded scopes of practice evaluation** (Health Workforce Australia, 2012-15): Led selection and/or development of measures and metrics for evaluation toolkit.

MENTAL HEALTH PROGRAM EVALUATION

- » **Evaluation of the Trusted Advocates Network Trial (Farmers' Trial) and the Seafood Industry Mental Health Supports Trial (Fishers' Trial)** (Australian Government Department of Health, 2020-21): Project manager and lead evaluator of a peer-support mental health intervention in farming and fishing communities.
- » **Evaluation of the Text4Good Crisis Support Model** (Lifeline Australia, 2018-19): Led this project using chat-bots, surveys and administrative data to evaluate a new service.

MEASUREMENT OF OUTCOMES AND EXPERIENCES OF SERVICES

- » **Program of work on Patient Reported Outcomes Measures, leading to development of an options paper** (Australian Commission on Safety and Quality in Health Care, 2016-18): Co-lead researcher, seconded to Commission for 4 months.
- » **Development of prioritised patient experience indicators for the Patient Centred Quality Cancer System program** (NSW Cancer Institute, 2015-16): Used Delphi methods to understand experts' priorities and establish a short list of useful indicators.

SOCIAL PROGRAMS, EDUCATION AND EARLY INTERVENTION

- » **Evaluation of SSI Humanitarian Settlement Services delivery model** (Settlement Services International, 2015-16): Trained bilingual guides to administer surveys to refugees recently settled in Sydney; contributed to survey analysis and report writing.
- » **Evaluation of the Kids Together program** (Noah's Shoalhaven, 2014-15): Led analysis of the child outcomes data and staff surveys for early intervention in preschools.