Community Impact

Template Advice and Advocacy Evaluation Report

What to report, and how to report it

1. Introduction

This section should briefly explain:

- Whether the report relates to advice work, advocacy work, or both (depending on the data sources used).
- What the evaluation covers.
- Why the evaluation was carried out.
- Which outcomes were used to structure the work (reference the Advice and Advocacy Outcomes Framework).

Example: *This report summarises the evaluation of [Service/Project Name]. The evaluation aimed to measure the outcomes achieved by clients supported through our advice and advocacy services. It was structured around the Advice and Advocacy Outcomes Framework, ensuring that data collection focused on meaningful changes in financial security, access to rights, wellbeing, and confidence…*

2. What We Did (Methods)

This section should explain:

- Whether the data collection tools used were the Advice Survey and Advice Topic Guide, or the Advocacy Survey and Advocacy Topic Guide.
- What data collection methods were used.
- How the tools were developed and aligned with the outcomes framework.
- Any practical details about sample size and timing.

Example: *Data was collected using two data collection methods: a client outcome survey and client interviews. Data collection tools were developed using the indicators from the Advice and Advocacy Outcomes Framework, ensuring alignment between what was measured and the service's intended outcomes. Surveys were used to collect quantitative evidence of change, while interviews captured more detailed client journeys…*

3. Findings

This section should:

- Clearly separate findings from advice-related data and advocacy-related data where different surveys or guides were used.
- Present survey findings and case study evidence under each outcome area.

- Highlight measurable client change.
- Keep results clearly structured by the outcome areas.

Findings are presented under the eight outcome areas defined in the Outcomes Framework:

- Financial Security
- Access to Rights and Justice
- Problem Resolution and Crisis Prevention
- Health and Wellbeing
- Confidence and Empowerment
- Independent Living and Housing
- Community Connection
- Knowledge and Self-Advocacy

For each outcome, survey and interview data should be summarised with case studies used to illustrate how client change occurred.

4. Discussion

This section should:

- Summarise the main findings overall.
- Reflect on how outcomes indicators informed the work.
- Identify any patterns, challenges, and areas for development.

Example: *The evaluation findings suggest that clients made measurable progress in areas such as financial security, confidence, and rights awareness. For advice-based services, this often involved clients securing entitlements, resolving key issues, or navigating complex systems more effectively. In advocacy cases, the data pointed to increased confidence, improved communication with services, and stronger self-advocacy. These changes, though sometimes harder to quantify, reflect important shifts in how clients interact with systems and assert their rights. The distinction between advice and advocacy was also evident in how change was expressed, with advice more likely to show direct resolution and advocacy more likely to highlight process-based gains. This evidence helps clarify the unique contribution each service makes and provides a basis for future research…*

5. Appendices

This section should include:

- Appendix 1: Year in Numbers - Summary of the number of clients supported, survey responses collected, and case studies completed.
- Appendix 2: Survey and Topic Guide - Questions Full list of survey questions and interview topic prompts used in the evaluation.
- Appendix 3: Outcomes Framework - Full outcomes framework showing the outcome areas, outcome statements, and associated indicators.