

VLA Research and Evaluation Agenda 2018-2022

To coordinate and guide the priority research and evaluation activities undertaken across VLA.

The Agenda supports VLA's vision by: increasing our understanding of the needs and experiences of our clients; strengthening the existing evidence base; and building internal capacity to undertake and use quality research and evaluation.

Themes - what we will do...



Role of team - how will we do it?

Role of Research, Evaluation and Library Team

Build a **culture** of critical thinking and evaluative practice
Increase staff **capabilities** to undertake and use research and evaluation
Provide the support, **system & resources** to enable quality research and evaluation
Promote **strategic partnerships** to build our capacity to undertake and use research

thought leadership | capacity building | guidance and personalised support | tools & training | quality modelling & oversight

Outcomes - where will this lead us?

Understanding and responding to gaps and emerging needs

Appropriate, sustainable and quality services

Transparent, strategic and effective decision making

Authority and evidence to influence policy and sector reform

Increased investment

VLA a sector leader and valued partner in research and evaluation

Focus areas



Identifying What Works

Reconciliation Action Plan evaluation

Evaluating the effectiveness of legal information

Evaluating the impact of major reforms



Innovations & Opportunities for System Change

IMHA evaluation

Sunraysia Health Justice Partnership Evaluation

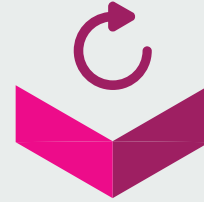
Evaluation of early intervention pilots

Evaluation of other new service models and practice pilots



Increased Client Voice

Explore new ways of gaining and learning from client input, including use of technology



Move Towards Outcomes

Development of a VLA Outcomes Framework

Program logics and related monitoring and evaluation processes



Defining & Demonstrating Value

Social return on investment study on timely access to legal support

Supporting business cases for further investment