SMALL CLAIMS, LARGE BATTLES

Final Evaluation Report

July 2018

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Contents

Glossary

ALRC	Australian Law Reform Commission
ATO	Australian Tax Office
WLSV	Women's Legal Service Victoria

Executive Summary

The Small Claims Large Battles Project was designed and implemented by the Women's Legal Service Victoria (WLSV), to create an evidence base of the barriers to fair financial outcomes for women in the family law system and to then use that evidence to advocate for changes to policy, practice and law, so as to improve women's economic wellbeing after relationship breakdown.

The policy and law reform approach of this Project involves targeting three categories of stakeholders – government decision makers, institutions/service providers and courts – with the aim of achieving three levels of change, considered pre-requisites along the pathway to achieving fair economic outcomes for women. The Project's Theory of Change posits that if understanding and agreement among stakeholders on what the key problems and barriers are is achieved, this will then contribute to agreement on and support for the recommended solutions which will in turn lead to the implementation of reforms.

This final evaluation[1] (commissioned by WLSV) used qualitative methods to answer questions about how and how well the Project undertook policy and reform work and to identify recommendations.

The evaluation found that the Project made a strategic decision to focus on the issue of superannuation in the first instance, prompted by a combination of factors, including that superannuation was already on the Government's reform agenda and that the Australian Tax Office (ATO) had advised that the process called for by recommendation 5, was something they would support and could implement easily. Following the Project's ToC, the approach then taken was to target high level government decision makers, to inform them of the problem for women and of an easy to implement solution. This approach was complemented by a media strategy designed to draw the attention of politicians to the SCLB report and particularly the superannuation findings and recommendation, and to demonstrate the WLSV's influence and credibility in this space. The Project succeeded in obtaining audience with key government officials and media coverage exceeding its targets. Throughout the Project work was also undertaken to obtain the support of key influencers and peak bodies in the superannuation industry to make them aware of the project and to build relationships around which support may later be sought for the calls for action that the Report makes.

At the time of this evaluation it is too early to see the policy and law reform that this Project seeks in the area of superannuation – it is not until September that Minister O'Dwyer will release the Women's Economic Security Statement and not until the end of the year that the Government might legislate in this area – however in the meantime it was found that the Project is working according to its ToC.

The evaluation identified that the other key approach was to influence change via the ALRC Review of the Family Law System. The timing of this Review heavily influenced the WLSV's approach to pursuing and prioritising the other recommendations of the SCLB Report (i.e. those not related to superannuation). The Review provided a clear forum for seeking change but at the same time has slowed down the advocacy approach in some areas. On the whole, the ALRC Review has provided a valuable forum for the WLSV to pursue the majority of the recommendations of the SCLB Report.

Again it is too early to know how the submission of the WLSV has been received and whether the ALRC will support the recommendations made – this will not be known until the Review can be examined upon

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[1] An Interim evaluation in March 2018 looked at the appropriateness and effectiveness of the strategic casework model.

release in March 2019 – however reference to recommendation 1 of the SCLB Report in the Issues Paper demonstrates that the work of this Project is being seriously considered.

The evaluation identified that the Project's tactical approach is consistent with two particular understandings of the reform environment; i.e. two global theories of change: Policy Windows Theory and Power Politics Theory.

The evaluation found a range of factors that either helped or hindered the policy and law reform work undertaken as part of this Project. Among the main strengths and enabling factors were: timing of the ALRC review; superannuation being under the political spotlight; having a contact at the ATO who could suggest a simple solution; and leveraging existing relationships and reputation to obtain meetings with government and key influencers. Among the main barriers and challenges were: limited resources to maintain contact with supporters and maintain advocacy momentum; and putting women at the centre of policy work.

The evaluation makes the following recommendations, for both further work on the SCLB Project as well as for future policy and law reform work by WLSV in other areas. The recommendations cover matters of process which it is recommended are trialled and continually refined. Implications for resources or skills development within the organisation may also need to be considered.

i.   Early identification of advocacy targets.
     When producing a research report for the purpose of policy and law reform, identify as early as possible who the advocacy targets will be so that practical recommendations can be developed with that audience clearly in mind. It is further recommended that senior staff who have experience working with those target groups and have insight into how to obtain their support, be involved in this process and/or provide supervisory support at project outset, at the commencement of data analysis and when recommendations are first developed.

ii. Advocacy Logbook
     Use an advocacy logbook for all policy and law reform work to document policy and law reform activities undertaken, their outcomes and associated reflections. This document is a valuable tool to help the advocate continuously reflect upon and refine her approach. It is also helpful valuable for staff handover purposes. There is also potential for comparison of logbooks across different policy and law reform work to better understand and improve the strategic approach at the organisational level. It is recommended that the organisation develop guidelines for using the logbook to ensure data is entered consistently and in sufficient detail to serve whichever of the above purposes it will be used for.

iii. High level, flexible advocacy plan
     Develop a high level plan for policy and law reform work that includes a timeline with critical tasks as well as reflection, decision and/or cut-off points. It is expected that the plan would be reviewed and revised frequently (e.g. monthly and ad hoc). Such a plan can be used to ensure that strategies are implemented for activities that sometimes otherwise drop off (e.g. keeping supporters on the change journey following a launch, or providing feedback to a project's Steering Committee) and that risks and assumptions continue to be monitored (see below).

iv. ToC to articulate assumptions and risks
     Along with mapping the program logic or ToC of projects, ensure that all underlying assumptions and significant threats/risks are documented and built into the project's monitoring and evaluation plan. Tracking these things enables project's to make timely and informed decisions about how to adapt the approach should the environment change or assumptions prove unfounded.

1. Project description

1.1. Policy and Law Reform

The findings of the casework and research component of this Project were documented in the Small Claims, Large Battles Research Report, launched in March 2018. The Report contains 15 recommendations "for reform to law and policy to improve access to fair property settlements for disadvantaged women." The WLSV has undertaken, and continues to undertake, a range of advocacy work to influence government to make the proposed changes and remove the identified barriers to women obtaining fair financial outcomes where there are limited assets or significant debt.

2. Findings

2.1. Policy and Law Reform Approach and Achievements

In the course of providing legal services to Victorian women experiencing disadvantage, the WLSV observes trends that suggest systemic problems – policies, laws and procedures that operate in such a way as to burden and oppress women. As was done in this Project, these observations can be explored through research, so that both the problem and potential solutions can be better understood. This approach has enabled the WLSV to undertake research-informed policy and law reform work that brings the experiences of disadvantaged women to the fore.

2.1.1. SCLB Theory of Change

The Project's ToC (see Appendix A) describes multiple levels of change along the pathway to achieving fair economic outcomes for women. For each of three categories of stakeholders – government decision makers, institutions/service providers and courts – the following are described by the ToC as necessary:

⇨ Understanding and agreement on what the key problems and barriers are

⇨ Agreement on and support for recommended solutions

⇨ Implementation of reforms

To date the Project has focused on government decision makers via a campaign on the issue of superannuation changes. The Project also seeks to influence this group via submission to the ALRC Review of the Family Law System.

At the same time the Project has lobbied institutions in the superannuation industry (e.g. ASFA, HESTA etc.) to gain support for the superannuation changes proposed. In addition, the Project Manager has met with Victoria Legal Aid to discuss the recommendations around funding and rolling out of LAFDR[2] for small property matters. Low level promotional activities have also focussed on family lawyers and academics (e.g. AIFS conference presentation).

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[2] Legally Assisted Family Dispute Resolution

2.1.2. Focus on Superannuation

Advocacy work following release of the SCLB Research Report has focused on raising awareness of the findings and recommendation regarding superannuation. The SCLB Report shows that while superannuation is an important asset in small property pools, vulnerable women face much difficulty obtaining a superannuation split. Recommendation 5 seeks that – "The Australian Government provide an administrative mechanism for the release of information about the identity of a former partner's superannuation fund and its value". The WLSV is working to achieve this goal by the end of 2018.

A combination of factors led to the strategic decision to focus on this area: superannuation was on the Government's reform agenda; the Australian Tax Office (ATO) had advised that the process called for by recommendation 5, was something they could implement – *"it's a flick of the switch, easy thing to do"* – and were supportive of the change; and this was a reform that did not need to go through or wait for the ALRC review (see 0).

> *"There is an atmosphere of looking at super, and women in super, and super being accessed for other purposes at the moment, which means that it's on the radar of the Financial Services Minister even if this particular change was not. So that's why we are targeting that issue."*

The approach taken has been to target **high level government decision makers** (i.e. Ministers and their offices) to inform them of the problem for women and of an easy to implement solution – an administrative change that can be made by the ATO that would provide for the courts to access personal information about superannuation. This approach has included:

- Making a submission in February 2018 to Treasury for the Early Release of Superannuation Review, that before superannuation is released early, women should have easier access to their entitlements in the Family Law system.
- Traveling to Canberra in March 2018 to meet:
    - The Department of the Prime Minister and Cabinet, Office of the Status of Women to support recommendation 5 in the context of early release of superannuation.
    - Minister O'Dwyer's staff to brief them on the SCLB Report and promote recommendation 5. Support was expressed.
    - Attorney General's Family Division staff to brief them on the SCLB Report and promote recommendation 5. Positive response was received, including willingness to discuss practicalities regarding addressing privacy issues.
    - Commonwealth Treasury staff, after being introduced to them by Minister Kelly O'Dwyer's deputy chief of staff who recommended briefing them on the small claims, large battles recommendations, particularly around the superannuation reforms.
- Making a submission in June 2018 to Treasury for the Review on Victims of Crime and Superannuation (invited into consultation by Treasury staff), seeking public endorsement of recommendation 5; awaiting response. It is of note that Treasury contacted the WLSV the day after project staff had appeared in a radio and a television interview (calling for the government to implement recommendation 5), to check that WLSV had seen the consultation paper and were making a submission to this review.
- Meeting with the Department of Prime Minister and Cabinets' Women's Economic Security Department to explain the report and recommendations with the aim of seeing the superannuation recommendations included in the Women's Economic Security Statement come spring.

To complement the above, the Project has also employed a **media strategy** designed to draw the attention of politicians to the SCLB report and particularly the superannuation findings and recommendation, and to demonstrate the WLSV's influence and credibility in this space.

"We need to show our bargaining power to the politicians in the media because that's what they listen to… it's a bit of a quick way of sending a message to the politicians to say 'you need to listen to us as we've actually got a bit of influence.'"

The launch was reported in The Age, on ABC television news, and on radio across Australia. Thus, the Project achieved its target of having at least three media outlets report on the research findings. On the day of the launch the Project scheduled a series of tweets throughout the day and received 15,168 twitter impressions (as compared to an average of 2500 tweets on a normal day).

Since then there has been one interview on ABC radio's AM program (4/6/18) that received broad coverage and was well supported on Twitter and one television interview (ABC National News with Ros Childs, 4/6/18). There has also been an interview on the ABC's The Money program (3/8/2018)

Before the report was launched WLSV had been seeking the support of **key influencers and peak bodies**, both before and after the release of the Report. During 2017 while the research was underway, the Project Manager met with key organisations in the superannuation industry (including Association of Super Funds Australia, Australian Institute of Superannuation Trustees, CareSuper, HESTA, Industry Super Australia, VicSuper and Women In Super) to make them aware of the project and to build relationships around which support may later be sought for the calls for action that the Report would make. Since the launch of the SCLB Report considerable progress has been made, for example:

- The Association of Superannuation Funds of Australia (ASFA), in its paper on Women's Economic Security in Retirement, cited the SCLB Report and endorsed recommendation 5[3] after the launch; they also attended the launch). From discussion with Minister O'Dwyer's office[4], it is the understanding of the WLSV Senior Policy Advisor that ASFA is the peak body that office mainly consults and so its endorsement is significant; "*we'll be able to advise [the Minister's office] that ASFA supports our recommendations which will strengthen our advocacy.*" Meetings are planned to further develop this relationship.
- The WLSV Senior Policy Advisor met with Domestic Violence Victoria who endorsed the position on superannuation and victims of crime. This will be reflected in DVVic's position on the Treasury review of victims of crime and superannuation.
- The WLSV Senior Policy Advisor had an initial meeting with the Executive Officer of Women in Super to understand WIS's response to superannuation reform announced by the Minister, and share the WLSV's position. A follow-up meeting has been planned to explore the possibility of WLSV supporting WIS's position.

Contribution to change

At the time of this evaluation it is too early to see the policy and law reform that this Project seeks in the area of superannuation – it is not until September that Minister O'Dwyer will release the Women's Economic Security Statement and not until the end of the year that the Government might legislate in this area – however in the meantime it can be seen that the Project is working according to its ToC. Findings and recommendations have been shared with a range of government decision makers, key influencers and peak bodies and support is growing for the superannuation recommendations. By account of the WLSV Senior Policy Advisor, *"so far the signs are good."*

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[3] As well as recommendations 7 and 8. See https://www.superannuation.asn.au/ArticleDocuments/359/1805-Women_Security_Retirement.pdf.aspx?Embed=Y

[4] Minister for Revenue and Financial Services

2.1.3. ALRC Review of the Family Law System

On 9 May 2017 the Turnbull Government announced its intention to direct the ALRC to conduct the first comprehensive review into the family law system since the commencement of the Family Law Act in 1976, with a view to making necessary reforms to ensure the family law system meets the contemporary needs of families and effectively addresses family violence and child abuse.

On 14th March 2018 the ALRC released the Review of the Family Law System – Issues Paper (IP 48) which sought submissions until 7th May 2018.[5]

The ALRC Review has heavily influenced the WLSV's approach to pursuing the remaining recommendations of the SCLB Report. It has required the organisation to distinguish between those recommendations that must go through the Review and those areas where reforms can be made without waiting for the Review to be completed. For instance, Project staff reported that streamlining court processes (recommendations 1 – 3) would likely have been one of their first targeted campaign areas, however as it is being looked at by the ALRC, it could not be chosen as an early target. However, Project staff were able to meet and discuss this with the ALRC Commissioner Professor Helen Rhoades prior to release of the Issues Paper. In relation to question 22 – "How can current dispute resolution processes be modified to provide effective low-cost options for resolving small property matters?" – the SCLB Report is referenced:

> *A number of suggestions for change to address these problems have been made. These include:*
>
> *- recommendations by the SPLA Committee and Women's Legal Service Victoria that the family courts promote early resolution of small property disputes through a streamlined case management process with simplified procedural and evidentiary requirements;*

Staff described that the benefit of the Review is that it provides a clear forum for seeking change and that the timing of the Review (to be released in March 2019) provides some *"breathing space"* (i.e. for campaigning on the different issues and recommendations) but at the same time does slow down the advocacy approach in some areas. On the whole, the ALRC Review has provided a valuable forum for the WLSV to pursue the majority of the recommendations of the SCLB Report.

Contribution to change

At the time of this evaluation it is too early to know how the submission of the WLSV has been received and whether the ALRC will support the recommendations made – this will not be known until the Review can be examined upon release in March 2019. Reference to recommendation 1 of the SCLB Report in the Issues Paper however, demonstrates that the work of this Project is being seriously considered. It may also be possible to obtain some gauge on the ALRC's response during the discussion phase in October-November 2018. Here the WLSV is hoping to see included some of the questions it put to the ALRC. It is also of note that WLSA endorsed the recommendations and included them in their submission to the ALRC.

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[5] https://www.alrc.gov.au/inquiries/family-law-system

2.2. Understanding the reform environment

The tactical approach to policy and law reform taken by this Project (see 2.1 above) is informed by the organisation's understanding of the environment in which change is sought and how such change occurs – its global theories of change[6]. Two such global theories are indicated.

Policy Windows Theory

This theory proposes three "streams" to the policy system, at least two of which must converge at critical moments to create the possibility for change; i.e. "policy windows"[7]. The first stream, the problem stream, is about how an issue is defined, how aware people are of it and whether they think it can be solved. Secondly, the policy stream is about feasible solutions being generated. Third, the politics stream refers to the general political mood.

The decision to focus first on superannuation and to address other issues and recommendations raised in the report via the ALRC Review, is consistent with a policy windows approach to achieving change. The Director of Legal and Policy described that at the time of the report launch, superannuation was already under the spotlight by various people and that also the Attorney General had directed the Australian Law Reform Commission to review the whole of the Family Law system (politics stream). The Project had developed feasible policy recommendations and is undertaking media to raise awareness of the problem. It is hoped that these factors will converge to create a policy window that sees the Government act on recommendation 5 in the first instance, and a later window where the WLSV submission (including recommendations) to the ALRC might receive attention and be accepted and acted upon.

Power Politics Theory

This theory proposes that power is held by a small number of key decision makers and/or influencers and that direct advocacy and relationships with them are key. An organisation must have credibility with the specific decision makers for specific issues in order to be effective.

The Project has taken a targeted approach to its advocacy, focusing on meeting with high level officials including ministers and their advisors in Canberra. WLSV was able to leverage pre-existing relationships, its positive reputation and the support of key influencers in the sector to obtain meetings with ministers. For example, the Project Manager indicated that the support of Sarah Henderson MP and Chief Justice Bryant, facilitated gaining a meeting with Kelly O'Dwyer MP. The Project's focus on these key decision makers reflects the theory that for this topic and at this time, it is not the influence of the broader general public that has the most power to bring about change, but rather it is the opinions of key decision makers that matter most.

2.3. Factors Affecting SCLB Policy and Law Reform

The evaluation identified a range of factors that either helped or hindered the policy and law reform work undertaken as part of this Project.

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[6] Stachowiak, S. (2013). *Pathways for change: 10 theories to inform advocacy and policy change efforts.* (http://www.evaluationinnovation.org/sites/default/files/Pathways%20for%20Change.pdf)
[7] Stachowiak (2013)

The evaluation identified the following strengths and enabling factors that positively affected policy and law reform work:

- The timing of the SCLB Report launch coincided with the ALRC Review into the Family Law System as well as superannuation being "under the political spotlight"; these provided a level of receptivity to the information provided by SCLB;
- Having a contact at the ATO who was supportive of the SCLB recommendations and was able to identify a relatively simple procedure for implementing recommendation 5;
- The superannuation recommendation targeted has been clear[8], modest in scope and is procedurally easy to implement;
- The Project was able to leverage pre-existing relationships with key influencers and government decision makers to obtain meetings to promote SCLB messages[9];
- The Project was able, for a fee, to engage media consultants who helped the project obtain media exposure; this was especially important as the WLSV did not have media/communications staff who could have done this;
- Having representatives from the superannuation industry on the Project Steering Committee provided sector insights and enabled testing of recommendations;
- Use of an "advocacy logbook" by the Project Manager throughout the Project enabled the Senior Policy Advisor to easily review and understand the approach that had been taken and to easily pick up where the Project Manager left off, when she took over the work.

Barriers and Challenges

The evaluation identified numerous barriers and challenges that have so far been encountered by WLSV in conducting advocacy work around the SCLB work:

- Limited resources. Several implications were noted here:
  - There are limited resources to ensure contact is maintained with supporters after the launch of the Report and the steering committee kept up to date of the advocacy work that has followed.
  - It is challenging to continue to pursue and push SCLB recommendations. There is one Senior Policy Advisor working on the advocacy work for the SCLB Project, at the same time as working on other projects for the WLSV.

  "I could be two people really… I could work on this full time easily. And that's just about capacity and resources. It's about developing relationships and keeping it alive. It's that constant management and I have other work to do, working on other projects too, doing state based reform work."

- Putting women at the centre of policy work is a challenge. Confidentiality issues and safety concerns can be barriers, as is finding women who are willing and able to speak in public fora. *"We are choosing our clients because of their disadvantage and it is unlikely that they are going to become instant spokes people."* This has been addressed to some extent through the documentation and use of case stories in lieu of women sharing their stories in person.
- Considerable skill and expertise is required to present findings and recommendations in such a way as to be palatable to those they are targeted toward, particularly where some criticism is involved. The SCLB Report thus took several iterations to reach a stage where it was conveying some strong and sometimes critical messages, but not going to *"step on the toes… of those people we were trying to get to be influencers of change."*

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[8] Complies with SMART principles.
[9] The Senior Policy Advisor noted that WLSV has sound relationships with all political parties and this has been key.

- The Project's ToC (or program logic) was only partially developed. A high level map was produced which shows the key outcomes, however the Project's assumptions and risks/threats to success were not also documented. Articulating assumptions and risks allows them to be built into the monitoring and evaluation framework and systematically tracked to inform strategic responses should they arise.

3. Recommendations

The following recommendations are made for both further work on the SCLB Project as well as for future policy and law reform work in other areas. The recommendations cover matters of process which it is recommended are trialled and continually refined. Implications for resources or skills development within the organisation may also need to be considered.

i.   Early identification of advocacy targets.
     When producing a research report for the purpose of policy and law reform, identify as early as possible who the advocacy targets will be so that practical recommendations can be developed with that audience clearly in mind. It is further recommended that senior staff who have experience working with those target groups and have insight into how to obtain their support, be involved in this process and/or provide supervisory support at project outset, at the commencement of data analysis and when recommendations are first developed.

ii. Advocacy Logbook
     Use an advocacy logbook for all policy and law reform work to document policy and law reform activities undertaken, their outcomes and associated reflections. This document is a valuable tool to help the advocate continuously reflect upon and refine her approach. It is also helpful valuable for staff handover purposes. There is also potential for comparison of logbooks across different policy and law reform work to better understand and improve the strategic approach at the organisational level. It is recommended that the organisation develop guidelines for using the logbook to ensure data is entered consistently and in sufficient detail to serve whichever of the above purposes it will be used for.

iii. High level, flexible advocacy plan
     Develop a high level plan for policy and law reform work that includes a timeline with critical tasks as well as reflection, decision and/or cut-off points. It is expected that the plan would be reviewed and revised frequently (e.g. monthly and ad hoc). Such a plan can be used to ensure that strategies are implemented for activities that sometimes otherwise drop off (e.g. keeping supporters on the change journey following a launch, or providing feedback to a project's Steering Committee) and that risks and assumptions continue to be monitored (see below).

iv. ToC to articulate assumptions and risks
     Along with mapping the program logic or ToC of projects, ensure that all underlying assumptions and significant threats/risks are documented and built into the project's monitoring and evaluation plan. Tracking these things enables project's to make timely and informed decisions about how to adapt the approach should the environment change or assumptions prove unfounded.

4. Methodology

4.1. Evaluation Purpose

This evaluation was commissioned by the Women's Legal Service Victoria. The findings contained in this report will help inform the development of new projects, including approaches to working with pro bono partners.

The evaluation was designed to answer the key evaluation questions in Box 1 below. The Interim evaluation addresses questions I, II and IV.a; the Final evaluation answers questions III and IV.b.

I. How has the project been implemented?
    a. What were the key features of the strategic casework model?
    b. To what extent was the project implemented as planned?
    c. What changes were required and why?

II. How appropriate was the strategic casework model?
    a. To what extent was this model able to highlight and/or challenge gaps or problems in legislation? How useful was it for identifying systemic issues?
    b. To what extent was this model able to increase access to justice for women?
    c. What were the strengths of the model?
    d. What were the main challenges and weaknesses of the model?

III. To what extent did the project contribute to positive changes to law, policy or procedure that present barriers to women obtaining fair financial outcomes where there are limited assets or significant debt?
    a. How and to what extent did the project influence[10]:
        i. Decision makers?
        ii. Courts?
        iii. Institutions and service providers?
    b. What strategies and enabling factors were key to achieving change?
    c. What were the main barriers and challenges to achieving change?

IV. What are the recommendations for future use of this approach?
    a. How can the strategic casework model be strengthened?
    b. What recommendations are there for doing effective policy and law reform work in this area?

Box 1: Key evaluation questions

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[10] The Project's Theory of Change (see Appendix A) describes multiple levels of influence: understanding and agreement on what the key barriers are; agreement on solutions; support for recommendations of the Project; and finally, implementation of reforms.

4.2. Data collection methods – Final evaluation

4.2.1. Document review and Key informant interviews

The key document for review for the final evaluation was the advocacy logbook kept by the Project Manager. This document was used to record the details of key meetings conducted for the purpose of pursuing the Project's policy and law reform objectives. It documents who attended the meeting, the WLSV's objectives for the meeting, key messages delivered, feedback and responses, as well as the Project Manager's reflections about the meeting and thoughts on next steps.

The Project Manager and Director of Legal and Policy were also interviewed for their insights into the approaches taken and outcomes achieved. (See Appendix B for interview questions.)

4.2.2. Data analysis and Report writing

Interview data were analysed for themes using NVivo 11 software[11].

The evaluator prepared a draft evaluation report which was reviewed by the Project Manager and Director of Legal and Policy. Feedback was incorporated into the final version of this report.
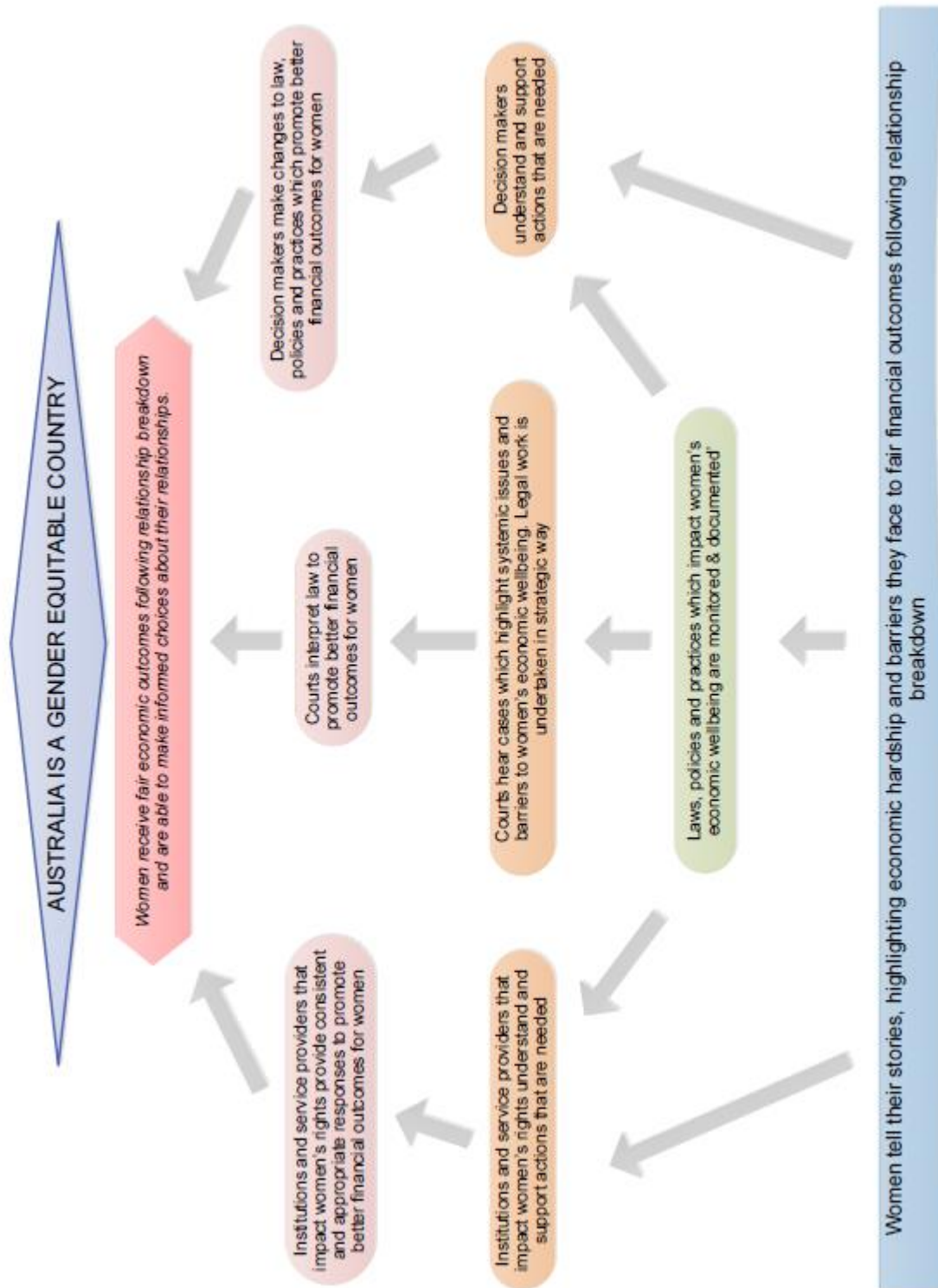
4.3. Limitations of the evaluation

- The evaluation budget was very small, providing only very limited time for data collection, analysis and report writing. The evaluation therefore focused on just a few key questions, opting for depth rather than breadth. It may therefore be that some relevant insights and learnings are not captured in this report.
- This was the first time a WLSV project had used an Advocacy Logbook and thus no protocol was in place for how to complete it. Consequently, the level of detail varies across the logbook, with much of the information recorded being quite brief. While this was likely adequate for the Project Manager's purposes, it was not always sufficient for the evaluation. It was not possible within the resources of the evaluation to seek further details, so it is therefore possible that some of the activities recorded had more impact than herein reported, due to the brevity of explanation in the logbook.

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[11] Specialist software for qualitative data analysis.

APPENDICES

Appendix A – SCLB Theory of Change

AUSTRALIA IS A GENDER EQUITABLE COUNTRY

Women receive fair economic outcomes following relationship breakdown and are able to make informed choices about their relationships.

Decision makers make changes to law, policies and practices which promote better financial outcomes for women

Decision makers understand and support actions that are needed

Courts interpret law to promote better financial outcomes for women

Courts hear cases which highlight systemic issues and barriers to women's economic wellbeing. Legal work is undertaken in strategic way

Laws, policies and practices which impact women's economic wellbeing are monitored & documented'

Women tell their stories, highlighting economic hardship and barriers they face to fair financial outcomes following relationship breakdown

Institutions and service provider that impact women's rights provide consistent and appropriate responses to promote better financial outcomes for women

Institutions and service providers that impact women's rights understand and support actions that are needed

Appendix B – Evaluation interview questions

1. Can you tell me did the Project seek to influence change in each of these three areas – laws, policies and procedures?

FOR EACH AREA OF REFORM, ASK…

a. What was your reform goal? What change were you ultimately seeking to achieve?

b. To what extent did you set out with that end goal? Or did it emerge along the way?

c. To what extent did the Project achieve that goal? How close did you get? What was the highest level of change?

d. What were the main strategies and approaches taken? I.e. who did you target and how? Decision makers? Courts? Institutions and service providers?
(E.g. awareness raising, public agenda and support, targeted lobbying, etc.)

e. To what extent did you set out with a defined strategy/approach for achieving change? To what extent did that change along the way?

f. What were the most effective strategies/approaches?

g. Were there any factors that you think helped facilitate your success? Any enabling factors?

h. What were the biggest challenges or barriers to achieving change?

i. How did you address the barriers and challenges faced in doing this reform work? [Prompt – external, internal, other?]

j. What recommendations do you have for effectively doing reform work in this area? What would you do the same next time? Do differently next time?