

Clear Horizon

CURRICULUM VITAE

Froukje (Frankie) Jongsma, Principal Consultant



Overview of Expertise

Froukje brings over 20 years of experience in social impact work. From 2016 onwards her focus has been on leading place-based systems change and building the capacity of cross-sector stakeholders including citizens to collaboratively tackle complex social issues in their communities and demonstrate their impact. Froukje is adept at facilitating complex social impact projects, programs, and processes from beginning to end including the design and delivery of Understanding, Measurement, Evaluation, and Learning (UMEL) approaches. She also has extensive experience supporting people and organisations to develop a deep understanding of the issues they are aiming to solve to help them determine the right strategies and action to achieve sustainable results.

Froukje has worked in government, not for profit, and community contexts in Australia and overseas and has vast experience applying systems change and place-based approaches such as Collective Impact. She is particularly passionate about making UMEL accessible, relevant, and empowering. She does this by proposing and co-developing approaches that meet the needs of the clients, collaborations, and communities she works with. A key highlight of her career has been co-leading the Connected Beginnings Collective Impact work in Galiwin'ku together with Yolŋu leaders.

Qualifications & Training

2018 Graduate Certificate in Social Impact, UNSW

2006 Master of Cultural Anthropology & Development Sociology, Leiden University, The Netherlands

Additional training: Developmental Evaluation, Trauma Informed Facilitation, Cultural Respect and Safety, Theory of Change for Design, Most Significant Change, Evaluating Systems Change and Place-Based Approaches, Results Based Accountability, Prototyping Your Way to Social Innovation, Developing Strategy for Collective Impact Work, Evaluating Complex Community Change, Governance, Leadership & Community Change, Aboriginal Cultural Awareness, and Train the Trainer.

Project Experience

Measurement, Evaluation and Learning (MEL) of Systems-Change and Place-Based Approaches



- **Smith Family (WA)** - Facilitating the co-design process of the Theory of Change and UMEL Framework, as well as providing capacity building support to two Communities for Children sites in Metropolitan Perth: Kwinana and Mirrabooka (Present).
- **Department of Education Skills and Employment (AU)** - Project Director UMEL refresh project (Present) / Provided implementation support to Connected Beginnings (CB) partner sites regarding the Steppingstones Tool as well as MEL support to DESE's CB program team (2021 - 2022).

- **Hands Up Mallee (VIC)** - Project Director and Lead evaluator of Hands Up Mallee's *Mid-Term Evaluation*, including three case studies applying a contribution analysis approach (2024) / Led the annual progress mapping process with six different stakeholder groups and a joint learning circle (2023) / Led the co-design process of two nested MEL Frameworks (0-8 and 9-18) with organisations, government, families, and youth (2022 - 2023) / Lead evaluator Active Outreach COVID Testing and Vaccination Response evaluation (2022) / Developmental evaluation support Rich Home Learning Environment co-design project (2022) / Coached the backbone team and partners and co-led the co-design process of HUM's MEL framework (2021).
- **La Trobe University (VIC)** - Provided MEL advice and support to the Institute for Human Security and Social Change regarding their work with the Central Land Council on the Lajamanu Good Life project, the Warlpiri Education and Training Trust, and the Voice Inc. PNG (2023).
- **Maningrida Progress Association (NT)** - Facilitated two worlds Collective Impact, Human Centred Design and MEL training together with an Aboriginal place-based collaboration expert to Bininj and non-Aboriginal staff of Maningrida based organisations as well as community leaders (2023)
- **Department of Jobs, Precincts and Regions (VIC)** - Lead evaluator phase one the Community Revitalisation evaluation including the development of a MEL framework and the evaluation planning for the process and outcomes evaluations (2022 - 2023) / Lead evaluator of the Place-Based Reform Agenda evaluation (2021 - 2022).
- **KOWA (NSW)** - Provided facilitation support to a Key Evaluation Question co-design project with Connected Beginnings sites across the country / Co-authored the UMEL Community Guide (2022).
- **Grow Well Live Well (NT)** - Led the GWLW Most Significant Change (MSC) project including the facilitation of two MSC workshops and a story summit / Provision of strategic advice to the Youth Wellbeing Action Group (2022).
- **Connected Beginnings Galiwin'ku (NT)** - Led the co-design and implementation of a two worlds MEL plan including tools, resources, and processes to successfully measure, track, and evaluate collaborative work in a cross-cultural and bi-lingual remote Aboriginal community context / Oversaw place-based research and MEL projects like 'Yolŋu Yothu Dhukarr' (A Yolŋu Child's Pathway), 'Dhāwu'mirr Dharpa' (Data Trees), and 'Following in My Fathers' Footsteps' / Built MEL capacity across the local workforce / Demonstrated impact (2019 - 2021).
- **Department of Environment and Water (SA)** - Performed the evaluation of the Adelaide International Bird Sanctuary Collective Impact Initiative (2018 - 2019).
- **City of Adelaide (SA)** - Led the co-design process of the Wellbeing of Adelaide Youth (WAY) Collective Impact Initiative's Community Plan 2018 - 2022. This included the design, delivery, and facilitation of a consultation process to define and unpack the community aspiration and WAY outcomes, a data dive, two roundtables, and a strategy workshop to identify WAY's strategic priorities (2017 - 2018).
- **Together SA** - Worked side by side multiple Collective Impact initiatives across SA to provide MEL support. This included developing Results Based Accountability plans, selecting indicators, and assessing the health of collaborations (2016 - 2018).

Measurement, Evaluation and Learning (MEL) of programs and services

- **National Indigenous Australians Agency (AU)** - Project Director for the team working with 23 Indigenous Skills and Employment Program (ISEP) initiatives across the country, delivering MEL capacity building support and assisting ISEP providers in developing fit for purpose localised Project Monitoring Plans / Site Team Lead for 3 sites in Central Australia and 4 in Arnhem Land (Present).
- **ARDS Aboriginal Corporation (NT)** - Provision of two-worlds UMEL coaching and advice (Present)



- **Volunteering SA** - Project Director for the developmental evaluation of a co-design project on young Aboriginal women and volunteering in SA, including Most Significant Change interviews, journey mapping, reflection, and theory of change workshops (Present)
- **SA Health** - Project director of the developmental and pilot evaluation of the Palliative Care Connect Pilot. This included leading the co-design process of the Theory of Change and evaluation plan and overseeing the team delivering the evaluation (2023 - Present)
- **Department of Education (NT)** - Provided two-worlds UMEL advice and support to the team at Yurrampi Child Family Centre in Yuendumu, including input and a review of their draft MEL Framework (2024)
- **Bicycle SA** - Led the co-design process of the MEL Framework for the Team BSA and Bikes Palya programs in regional SA and the APY lands (2022 - 2024).
- **Australian Centre for International Agricultural Research (ACT)** - Developed a Principles for engaging First Nations People and Communities in Research as part of an evaluation project (2023)
- **Court Services Victoria** - Led the co-design process of the Koori Family Violence Unit's MEL Framework (2023).
- **Queensland South West Hospital and Health Services: Mental Health and Other Drugs** - Supported the development of a Learning and Inquiry Framework / Designed MEL tools (2023)
- **University of South Australia** - Led the co-design process of the multiple award-winning 'Community Connect' program comprising its MEL approach and tools. This included developmental evaluation to assist the team to learn, develop, and adapt ideas quickly during the prototyping stage of the program (2014 - 2016).

Additional facilitation experience

- **Clear Horizon Academy (AU)** - Lead mentor and coach of the Evaluating Systems Change and Place Based Approaches (2021 - Present)
- **Australian Evaluation Society (AU)** - Facilitated multiple workshops including Rubrics for Complexity and Innovation Settings (2024), Measurement, Evaluation and Learning Today (2023), and MEL (2023) and Evaluating Systems Change and Place Based Approaches (2022)
- **Connected Beginnings Mildura (VIC)** - Facilitated a Most Significant Change workshop (2022)
- **ChangeFest 2021 (NT)** - Co-facilitated the Collective Impact Hack (2021).
- **Child Family Youth Network Galiwin'ku (NT)** - Facilitated monthly meetings and tri-annual workshops which focused on MEL and identifying strategic priorities and action (2019 - 2021).
- **Collective Impact Symposium 2018** - Produced and (co-)hosted the 'Communities Transforming Communities' panel and the 'Key Stakeholder Engagement and Relationships' session (2018).
- **Together SA** - Convened SA's Collective Impact community of practice including the organisation and facilitation of capacity building workshops such as 'Know Your Community: Data Collection Methods and Techniques for Collective Impact' and bi-annual Unconferences (2017 - 2018).
- **Various clients** - Facilitated Results Based Accountability & Collective Impact workshops for government and not for profit sector clients (2016 - 2018).

Positions

2023 - Present	Principal Consultant, Clear Horizon
2021 - 2023	Senior Consultant, Clear Horizon
2019 - 2021	Manager Connected Beginnings Galiwin'ku, Department of Education (NT)
2020	A/g Director Connected Beginnings Galiwin'ku, Department of Education (NT)

2016 - 2018

Collective Impact Leader, Together SA

Memberships

- Australian Evaluation Society (AES)
- Social Impact Measurement Network Australia (SIMNA)

Measurement, Evaluation and Learning Awards

- SIMNA Award (2022) 'Outstanding Collaboration in Social Impact Measurement' - Social Impact Measurement Network Australia (SIMNA)

Publications

- Jongsma, F., O'Connor, K. & Gregg-Rowan, C. (2024). Hands Up Mallee Mid-term evaluation report. Prepared by Clear Horizon for Hands Up Mallee, September 2024.
- Jongsma, F., O'Connor, K. & Gregg-Rowan, C. (2024). Hands Up Mallee Contribution Analysis Case studies. Prepared by Clear Horizon for Hands Up Mallee, August 2024.
- Department of Education (NT) - Co-wrote the Connected Beginnings NT Information Guide which describes the Program including its Collective Impact and MEL approach (2020).
- City of Adelaide (SA) - Wrote the publication '*WAY's Journey March 2017 to June 2018*' which describes the progress and learnings of the WAY Collective Impact Initiative (2018).