

Supporting Workers Through Change Why Change Management Matters

A Conversation That Matters

When organisations in the community services sector implement CSnet, they’re not just adopting a new system—they’re navigating a significant change in how they work. That’s why understanding and planning for Change Management is so important.

To help guide these conversations, we’ve created a three-part podcast-style series featuring Jonathan O’Keeffe, a seasoned Change Management expert, and Mandy Doon, who brings deep insight into CSnet’s implementation journey.

Together, they explore:

- What Change Management really means
- Why it’s essential for successful technology rollouts
- How organisations can support their teams through change

CSnet’s Role in Supporting Change

CSnet doesn’t deliver Change Management services directly. Instead, we work closely with internal teams and expert partners like Jonathan to ensure that workers are supported throughout the transition.

Our implementation model includes:

- Experiential training before and after Go Live
- Intensive support for 8–12 weeks post Go Live
- Weekly drop-ins and one-on-one coaching
- Embedded on-screen guidance
- Monthly user groups for shared learning

“Change Management isn’t a checklist—it’s a story that takes time to unfold.”

– Jonathan O’Keeffe

Our SaaS platform guides workers to enter information once, validates against the relevant Minimum Data Set embedding good practice in outcomes measurement, risk management and other organisational processes whilst streamlining funder reporting.

Listen & Learn: The 3-Part Series

Each episode is under 15 minutes and designed to help teams prepare for a successful rollout.

Part 1: What Is Change Management?

Explore what Change Management really means, why it's essential, and common mistakes to avoid.

 [View Part 1](#)

“You don’t just switch on a system and expect transformation. You need to walk with people through the change.” – Jonathan O’Keeffe

Part 2: CSnet in Action – A Real-World Rollout

Hear how Change Management principles were applied in a recent CSnet implementation.

 [View Part 2](#)

Part 3: How Can I Do Change Management at My Organisation?

Get practical tips on building a Change Champion network, communicating well, and getting started.

 [View Part 3](#)

*“Change Management doesn’t have to be perfect—it just has to be intentional.”
– Jonathan O’Keeffe*

Ready to Get Started?

If your organisation is preparing to implement CSnet, now is the perfect time to start the conversation about Change Management.

 **Share this fact sheet with your internal team**

 **Use it to shape your rollout planning discussions**

 **Reach out to your CSnet Sales or Practice Lead to explore how we can support your staff through change**

Where do I find out more?

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