

Impact Signposts

How are CSnet Organisations using CSnet?



Shifting
from
Outputs to
Outcomes

CSnet usage data reveals a powerful shift as organisations move beyond tracking activity outputs to focusing on measuring social outcomes & using real-time data analysis in CSnet & reporting to improve services.

Percentage **What is measured?**

- 94%** Organisations that use CSnet are multi-funded delivering multi-programs of support in a complex service system.
- 91%** Organisations measure wellbeing using surveys & assessments in CSnet *(One organisation has 124 surveys & assessments in use)*
- 84%** Organisations measure wellbeing outcomes domains against an Outcomes Framework. *(One organisation has 15 Outcomes Frameworks in use)*

Number **What is measured?**

- | | | Increase from 2023 |
|---------------------|--|---------------------------|
| 1.2 million+ | Sessions of support recorded by workers | 9% |
| 115,000+ | Surveys & assessments created to measure wellbeing | 45% |
| 519,000+ | Outcomes measured against wellbeing domains and outcomes frameworks | 28% |
| | Clients were surveyed for their perspective on what's changing through support | 52% |
| | Clients whose wellbeing outcomes were measured | 39% |
| 126,000+ | Reports run for real time analysis of data & service improvement | |