CSnet Impact Report 2025

CSnet



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Authors:
Mandy Doon, Executive Director
Tim Gleeson, Managing Director

Visual Storyteller:
Indi Tansey, indidust.com

Who's on board the Impact Bus

CSnet was formed out of a desire to assist human services to use data to show they are making a difference and to do better. We are a knowledge-based SaaS working to improve individual wellbeing & resilient communities alongside our human services partners.

The CSnet Impact Bus is a purpose-built vehicle, boarded by organisations looking to make a journey towards evidence-based change. The organisations on board have people and suitcases packed with knowledge and experience. We are on this journey together.

Of course, traveling is about more than just checking destinations off a list, and journeys are never linear. At this point, from a CSnet perspective, it is now time to reflect a little on where we are. This means looking at the planned journey (our theory of change), and assessing where the CSnet Impact Bus has been, and is going, against that plan. With this in mind, this document presents the CSnet Impact Report for 2021 - 2025 as an update on our initial Impact Report published in 2020.

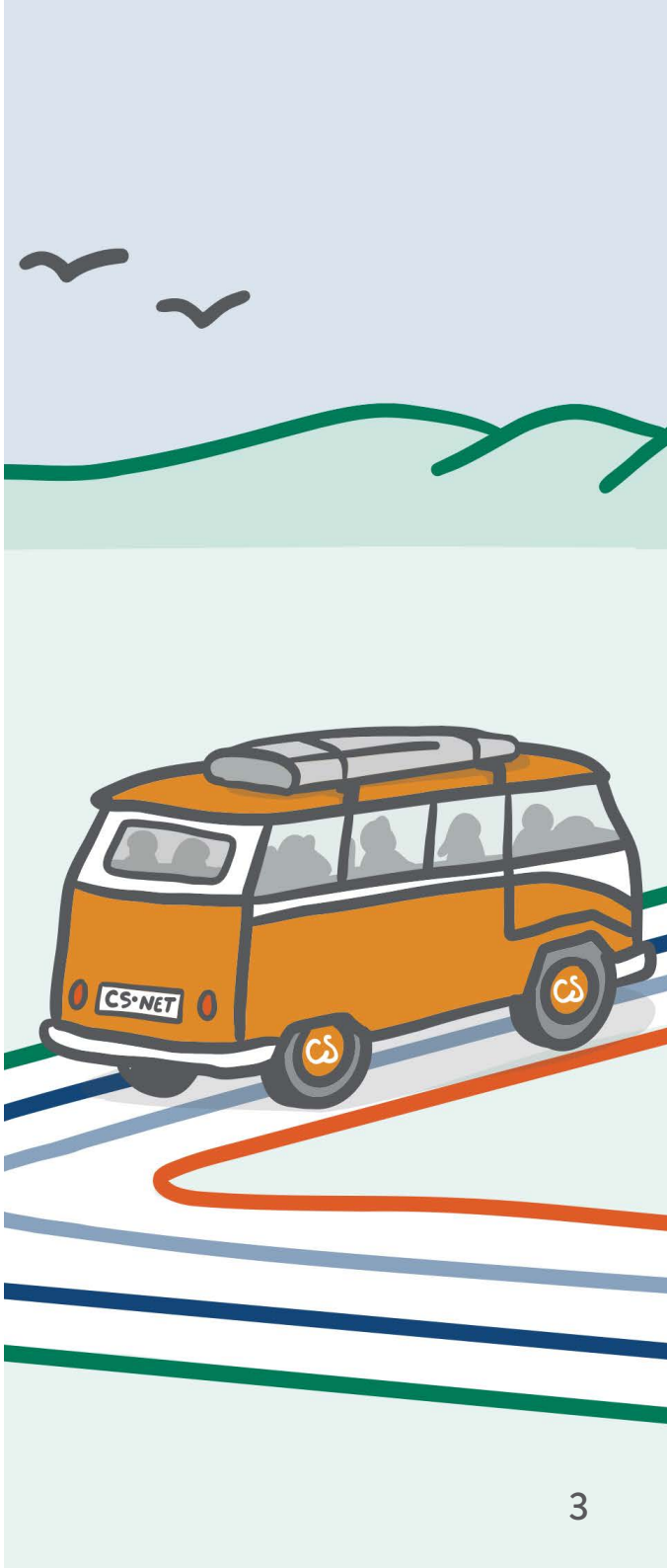
The process of measuring our impact continues to evolve and we continue to learn alongside our organisational partners. Our data is drawn from three key sources

- CSnet organisations and case studies of 'before and after' efficiency and effectiveness impacts from implementation of CSnet
- De-identified aggregated CSnet® usage data – this includes client aggregations derived from queries run across all databases, with no identification of any individual nor any individual organisations
- Our B Impact Assessment report, undertaken as part of the re-certification of CSnet as a B Corp in 2024.

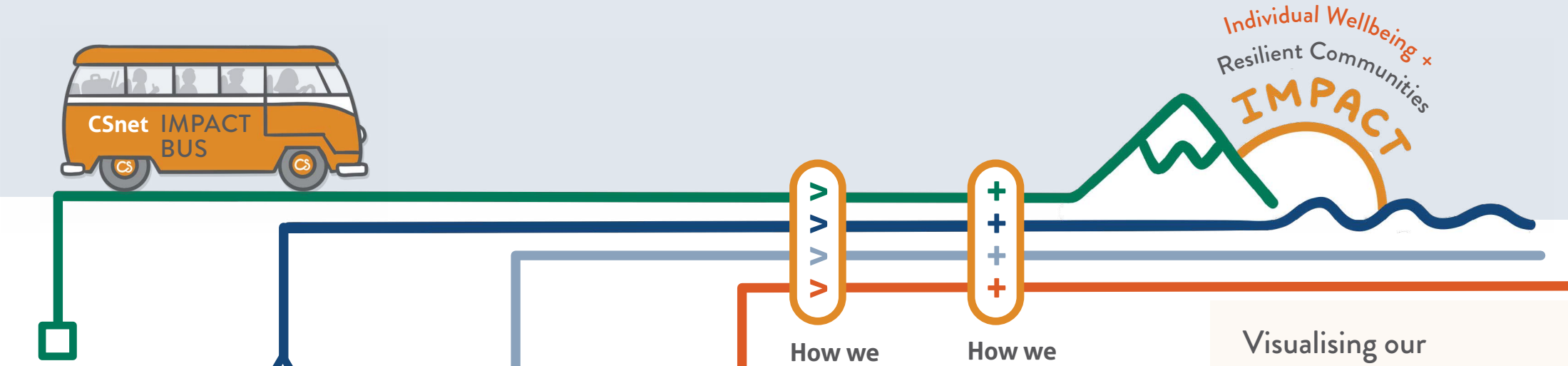
We are pleased to share with you our journey over the past five years onboard the 'CSnet Impact Bus'. It is an impact journey shared with our community services partners who are our cherished travel companions. The Impact Report maps and travels along the CSnet Theory of Change – stopping along the way to reflect on who we are and who we work with, our activities, benefits and outcomes, telling the story of how we contribute, and how we evidence our contributions, as signposts towards our impact.



*... **The CSnet Impact Bus** is a metaphor for how our software and knowledge of community services are the vehicle that can take CSnet partner organisations on the journey towards evidence-based change. The CSnet engine is what powers the Impact Bus – our partner organisations are the drivers of the support and work from ground up to know the difference they make towards better social outcomes.*



Where we are going: OUR THEORY OF CHANGE (TOC)



INPUTS

If we...

Partner with human services committed to practice and measuring the difference they make.

ACTIVITIES

By...

Assisting organisations to implement CSnet for case management, group work & community activities & building knowledge about the difference they make.

BENEFITS

It will drive...

Evidence of benefits delivered for clients & communities - data and stories that show the benefits delivered for clients and communities & improving service delivery in community services.

OUTCOMES

And lead to...

Growing understanding of outcomes arising for clients & communities. Working in collaboration for systems change.

Visualising our Journey of Change

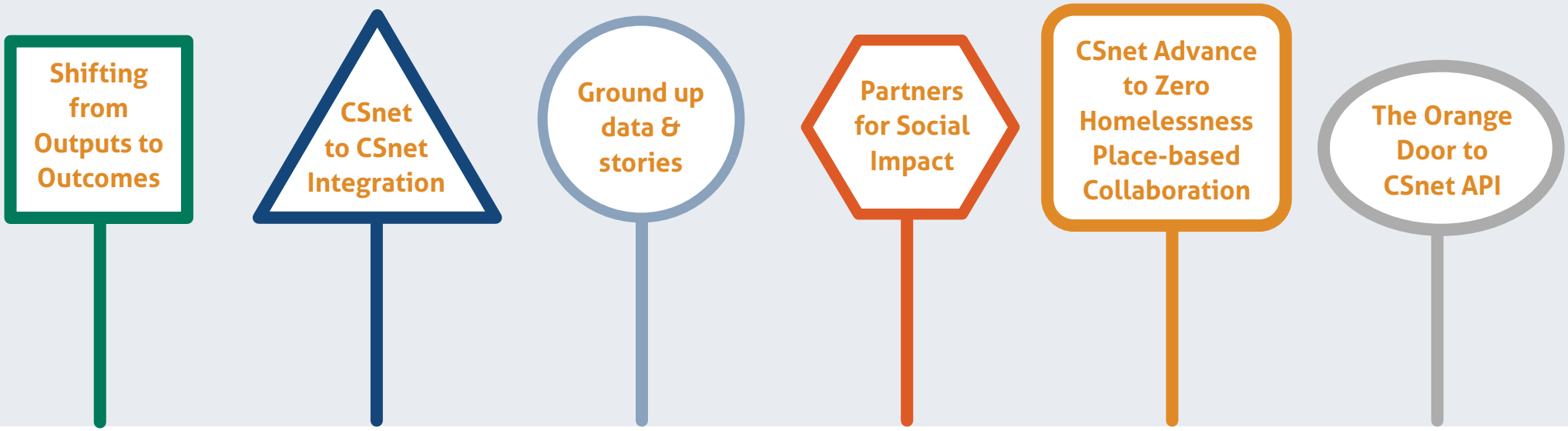
*The **CSnet Impact Bus** maps a journey through our Theory of Change checkpoints, from inputs and activities to benefits and outcomes, revealing how we do this and how we show the impact.*

Our Values

- Learning
- Responsiveness
- Sustainability
- Collaboration
- Integrity
- Family
- Dignity of Service

Where we are now

OUR IMPACT SIGNPOSTS



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.

Seven CSnet databases integrate seamlessly to share referrals for tenancy advice & casework effectively across Qld (QSTARS).

Growing numbers of multi-funding, multi-programs, multi-outcomes solutions for ground-up records of support & change through data & stories of the client journey in the CSnet platform.

CSnet partners with values-aligned organisations to strengthen social impact initiatives, touching hearts and minds for systems change and better social outcomes through data & stories that matter.

Six place-based communities & 24 + community service organisations logging into a single CSnet platform for community-led coordination of local housing & support. Advance to Zero collaboration shares a common data set (By Name List) & vulnerability assessment tool (AHVTT) to measure & manage homelessness outcomes

CSnet API links Family Violence Support & Safety Hub referrals direct to CSnet databases. The Orange Door to CSnet enhances the safety of requests for support and streamlines responses in CSnet organisations across Victoria.

Checkpoint 1: INPUTS





x INPUTS

If we...

Partner with human services committed to practice and measuring the difference they make.

>

How we DO this

- B Corp certified since 2015 & our positive impact is independently assessed
- Secure Australian hosted system independently certified against SOC2 global standards
- Solid track record of working with community services for over a decade
- In-house Australian teams of software developers and expert sector practitioners
- Nationwide customer base across human services
- Web access for organisations in remote, regional, rural and urban locations

+

How we SHOW this

- CSnet B Impact Score of 131.1 & ongoing improvement
- Annual SOC2 certification demonstrates compliance with global standards for protecting the privacy & security of sensitive client data
- Meet the CSnet leaders driving the change
- CSnet is implemented in over 1,200 locations across Australia and in New Zealand

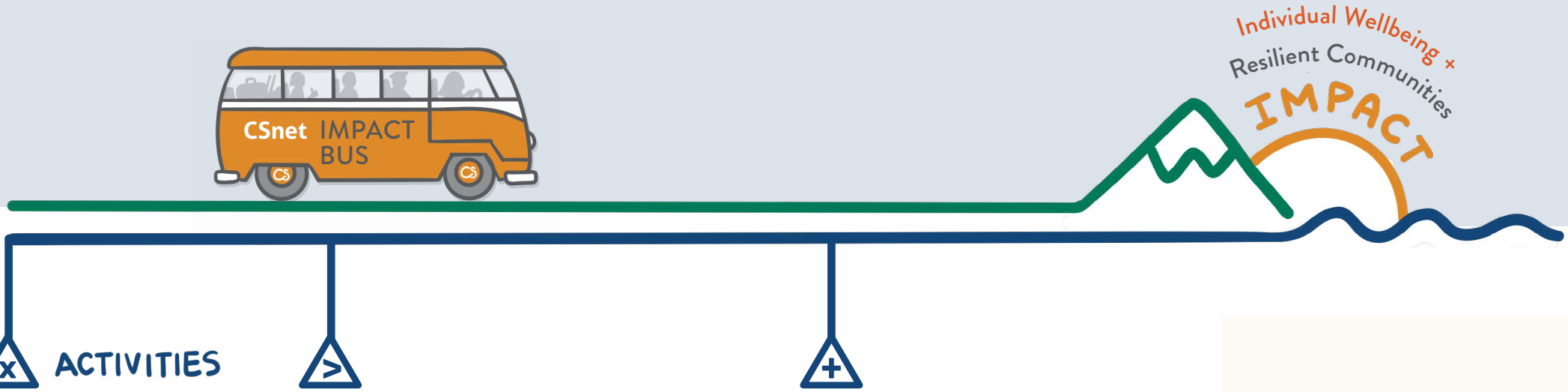
"It's the combined effort that means that we've got a really good system that's working for our staff and into the future."

– *Victorian Aboriginal Child Care Agency*

"Sovereignty is a very important part of our being and so we needed to ensure that data sovereignty was also a part of how we designed the program, which is why it aligned with CSnet in terms of connecting people, data and outcomes. So not only are we able to give faith and confidence to the families and the communities that we're serving. But it also gives us information on how we're doing the work and to ensure that we're measuring our outcomes effectively."

– *Central Qld Indigenous Development*

Checkpoint 2: ACTIVITIES



If we...

Support community services to implement CSnet for case management, group work & community activities to build knowledge about the difference they make

How we DO this

- Single SaaS system for whole-of-organisation data collection for all programs from ground up
- Configurable for Case Management, Groupwork, Community Activities
- In-house knowledge supporting good system design for the community services sector
- Multi-service multi-funding programs embedded by our knowledge base of data sets for over 500 program areas
- Integrations with 10 + government reporting platforms streamlines funder reporting & compliance
- On-shore support for implementation & training to support workers through change
- On-screen help embeds user knowledge & builds internal capacity

How we SHOW this

- Our partner organizations are 94% multi-program, multi-funded services
- Our case studies show how organisations use CSnet for ground-up client-centric service delivery, embedded in good practice & a focus on outcomes
- Our partner organisations see improvements in efficiency & productivity
- Fact Sheets set out what we do & how we support you
- We are experts at building robust & secure reporting integrations from CSnet to external reporting platforms. We uploaded over X sessions & records of client services in the last calendar year
- We build organisational internal knowledge through online support & training, tailored on-screen user help

"... how do we make the data really meaningful? So that means we need to have some common data and we need to have it in a common place [for all programs we deliver] to be able to pull that data out to show the outcomes and the change that we make. That's the other big challenge – how do we meet the [compliance] data requirements, while also making the data work for us to show the work that we're doing to ultimately benefit clients."
— Family Support Newcastle

Checkpoint 3: BENEFITS



BENEFITS

If we...

Support collection of data and stories that show the benefits delivered for clients and communities & improves service delivery in community services

How we DO this

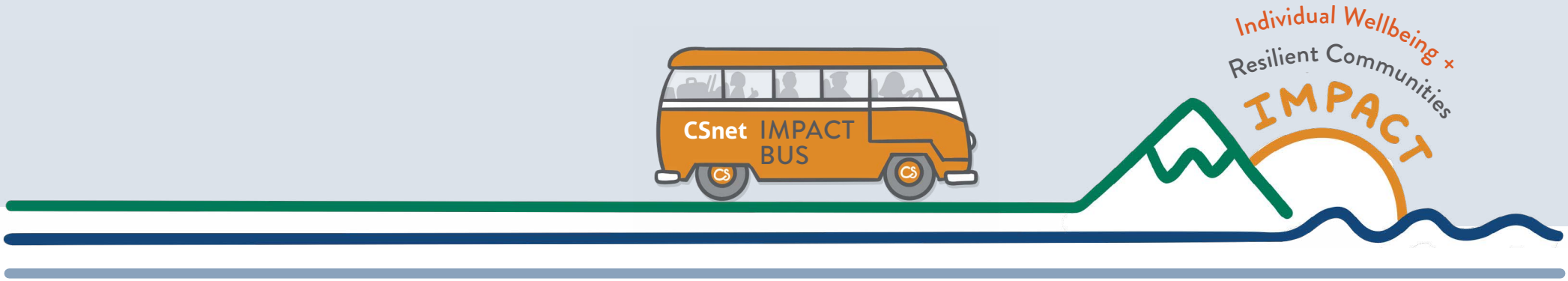
- Longitudinal qualitative and quantitative data of outcomes measurement in case management, group & community programs
- Configuration of embedded cultural & social work practice frameworks
- Power BI embedded reports & workspaces for service & outcomes data, analytics & dashboards
- Line-of-sight evidence between outcomes achieved and who, what, where, why they benefit
- Real time data identifying service gaps & actionable improvements to services
- Data maturity increases and the value of ground up data & stories results in more funding

How we SHOW this

- De-identified usage shows shifting focus from recording outputs to measuring outcomes & use of reports for data analysis
- Case studies highlight how organisations are focusing more on outcomes than outputs
- Surveys before and after implementation show changes over time
- Embedded Power BI reports & drill-through detail show ground up evidence of what is changing for clients, families & communities
- Our partner organisations use data & stories to learn & improve services in real time
- The CSnet Software Development Roadmap shows our ongoing investment in improving the system

"... we built our CSnet data system around a set of outcomes. Not just a set of tasks ... we needed a system that was able to measure change over time and not just measure volume of work – so that was an important factor. We also needed a system that could reconcile both those components - you need to record the number of people in the activities you do because funders want that. But you also need to be able to work out 'Has anything changed?"
— HOST International

Checkpoint 4: OUTCOMES



OUTCOMES

If we...

Support the understanding of outcomes arising for clients & communities. Demonstrate how community services can work in collaboration for systems change

How we DO this

- Collaboration platform supports multi- organisations in a single CSnet database for place- based outcomes measurement
- CSnet-to-CSnet API integration for secure cross-organisation case management & service collaboration
- Sharing of knowledge to scale learning, support communities of practice & advocacy for systems change
- Measurement seamlessly mapped & displayed across multiple outcomes frameworks to report against multiple communities of interest

How we SHOW this

- CSnet's Advance to Zero Platform brings multiple organisations together in one system to measure homelessness and coordinate local responses
- Six place-based communities & 24 + community service organisations logging into a single CSnet platform for community-led coordination of local housing & support. Advance to Zero collaboration shares a common data set (By Name List) & vulnerability assessment tool (AHVTT) to measure & manage homelessness outcomes
- Seven CSnet databases integrate seamlessly to share referrals for tenancy advice & casework effectively across Qld (QSTARS)
- CSnet API links Family Violence Support & Safety Hub referrals direct to CSnet databases. The Orange Door to CSnet enhances the safety of requests for support and streamlines responses in CSnet organisations across Victoria
- Building knowledge of what is changing & how to improve outcomes

"... if you just base that [pre and post outcome] on a [number] scale, it looks like the work that we've done has led to families feeling less confident, or children being less safe. When it really reflects the client's capacity to be honest and reflective about 'where they're at'."
– *Family Support Newcastle*

"We're now able to continue to inform the sector about what are the most effective ways to connect children back to family and culture and CQID have been able to do that thanks to a client management system that provides evidence for our service and what we achieve."
– *CQID*

Where to next?

The CSnet Impact Bus is part of an emerging human services information and technology ecosystem, supporting evidence-based practice, governance and collaboration.

We see the exponential growth in impact investing in Australia as an important opportunity for human services committed to demonstrating what they achieve. We are committed to assisting organisations explore this opportunity for the future.

We look forward to supporting the impact journeys of our partner organisations and contributing to the emerging practice of measurement, analysis and understanding of social outcomes arising from human services.

GET ONBOARD!

T: 0414 344 628

The Hub, Level 5,
200 Adelaide St Brisbane,
QLD, 4000

E: mandy.doon@csnet.net.au

W csnet.com.au

