



# INFORMATION STATEMENT

## RESEARCH PROJECT TITLE

Community Services Outcomes Tree feedback

## SWINBURNE UNIVERSITY OF TECHNOLOGY ETHICS APPROVAL NUMBER

20216034-8616

## INVESTIGATORS

Chief Investigator: Professor Erin Wilson, Centre for Social Impact, Swinburne University of Technology

Associate Investigator: Dr Robert Campaign, Centre for Social Impact, Swinburne University of Technology

Associate Investigator: Dr Chris Brown, Centre for Social Impact, Swinburne University of Technology

Associate Investigator: James Kelly, Centre for Social Impact, Swinburne University of Technology

## PROJECT DESCRIPTION

A new website and information resource has been created for the community services sector called the Community Services Outcomes Tree (<https://communityservicesoutcomestree.com>). The site provides a comprehensive outcomes framework to guide the selection and measurement of outcomes experienced by service users. Along with a framework, the site provides potential data collection questions for use by community services (for download), along with a sample survey format (for download). This is the first time that an outcomes framework of this kind has been developed for the community services sector, along with a lean approach to data collection and resources to support services to immediately collect data. Previous research has identified that the sector lacks capacity to undertake outcomes measurement. This project seeks to provide resources to support the sector to build this capacity.

We are seeking feedback on the website. This forms part of developing the website and its continuous improvement. In addition, this feedback will be analysed quarterly to identify areas of value and improvement and contribute to research about how best to support outcomes measurement in the community sector.

The Centre for Social Impact (CSI) at Swinburne University of Technology (SUT) has a research collaboration with Uniting Vic.Tas which funded the development of this website.

## PARTICIPATION

As a website user we invite your participation in providing feedback via the comments box and/or the survey on the Feedback page of the website. Your feedback will be anonymous.

The feedback should take you no more than 5 minutes. You can choose to respond or not respond, or respond multiple times if you would like to make new comments at any time you use the website.

The information is entered into a Qualtrics online survey and will be aggregated and analysed one month after website launch (October 2021), and then quarterly until 25 October 2023.

Your participation is entirely voluntary. Once you have provided information on the Feedback page it cannot be withdrawn or deleted as we cannot identify which information was provided by you.

Your decision to contribute or not contribute will in no way impact upon your current or future relationship with Swinburne University of Technology or our partner Uniting Vic.Tas. You are free to refuse to answer any question or stop at any time.

## RISKS AND BENEFITS OF PARTICIPATING IN THE PROJECT

There are no risks beyond normal day-to-day living associated with your participation in this project. We will not ask you for any information of a personal nature.

This project may not benefit you individually, but we expect it to have benefits for the community services sector by enabling the development of high-quality resources and information to support outcomes measurement. Outcomes measurement can aid in the design of services, justify funding and influence policy.

## PRIVACY AND CONFIDENTIALITY

Your information is anonymous, meaning we cannot identify you. We will not share your information directly with others unless in an aggregated form with information provided by other users.

## USE OF INFORMATION

Your information will be aggregated with information provided by other users, and used to inform improvements to the website. Information will also be used as part of other resources and publications to provide findings about the issues and solutions to measuring outcomes in community services.

Data collected will be securely stored for up to 5 years after publication and may be used in future publications to inform future research by the named members of the research team.

## CONSENT TO PARTICIPATE

We will take your provision of feedback, via online comments box or survey, as your consent to participate in this research.

## FURTHER INFORMATION

If have any questions or require further information, please contact:

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This project has been approved by or on behalf of Swinburne's Human Research Ethics Committee (SUHREC) in line with the *National Statement on Ethical Conduct in Human Research*. If you have any concerns or complaints about the conduct of this project, you can contact:

Research Ethics Officer, Swinburne Research (H68),

Swinburne University of Technology, PO Box 218, HAWTHORN VIC 3122 Australia.

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