**[Insert the program name],**

**[insert the organisation]**

**Participant Outcomes Report**

***[insert month and year]***

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## Citation

## Acknowledgment

## Contact

**Contents**

[Citation i](#_Toc188462805)

[Acknowledgment i](#_Toc188462806)

[Contact i](#_Toc188462807)

[Highlights (at a glance) 1](#_Toc188462808)

[The program context 2](#_Toc188462809)

[[Insert name of program] 2](#_Toc188462810)

[Methods 2](#_Toc188462811)

[Sample size and characteristics 2](#_Toc188462812)

[Results 3](#_Toc188462813)

[Outcomes of service 3](#_Toc188462814)

[Outcomes 3](#_Toc188462815)

[The areas of biggest change 4](#_Toc188462816)

[Contribution of service 5](#_Toc188462817)

[Barriers to outcomes 6](#_Toc188462818)

[Service improvement 8](#_Toc188462819)

[Other comments 8](#_Toc188462820)

[Discussion 8](#_Toc188462821)

[Appendix 1 10](#_Toc188462822)

[Methods 10](#_Toc188462823)

[The Community Services Outcomes Tree (CSOT) 10](#_Toc188462824)

[Participant Outcomes Survey Design 10](#_Toc188462825)

[Data collection 12](#_Toc188462826)

[Data analysis 12](#_Toc188462827)

# Highlights (at a glance)

**The [INSERT PROGRAM] resulted in a range of positive outcomes:**

*[insert key ‘killer’ quotes]*

**Things that got better:**

[Insert outcomes summary]

**The [INSERT PROGRAM] made a difference:**

*[INSERT range of quotes explaining how the program helped/made a difference]*

**Barriers to achieving outcomes:**

The most common barrier identified was …

Over X% of respondents noted the following X barriers as significant:

# The program context

## [Insert name of program]

[Insert summary of program: aims/purpose, target group, activities, history]

In 202X, [organisation] [explain process] to measure the outcomes for [insert program].

# Methods

The Outcomes Study surveyed participants of the [insert program] by asking X questions in an online survey. The survey asked about: outcomes (changes in life areas); the contribution of [insert program] to outcomes; barriers to outcomes; service improvements; and basic demographic information.

The Community Services Outcomes Tree (CSOT) – a framework of 12 domains and related outcomes for capturing the outcomes individuals experience as a result of community services – was used as the outcomes framework for this study. (<https://communityservicesoutcomestree.com>).

[Insert who was involved, e.g. CSI working with service staff] to determine the outcomes that were used in this survey. [Insert number of outcomes] outcomes were included in the survey. These outcomes came from X of the 12 CSOT domains.

Staff of [the program] communicated with [the program] participants to explain the survey and supported the completion of surveys.

|  |  |
| --- | --- |
| **Outcome** | **Domain** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

More information on the Methods of this research can be found at Appendix 1.

# Sample size and characteristics

In total, X participants of the [insert program] completed the survey.

The demographic data that was captured is summarised below.

[Insert demographic summary]

# Results

## Outcomes of service

[Insert program] participants reported outcomes for themselves, as reported below, based on a scale ranging from:

* Got a lot worse
* Got a bit worse
* Not changed
* Got a bit better
* Got a lot better
* Not relevant.

The positive outcomes provided below have been calculated as a combined total of ‘got a bit better’ and ‘got a lot better’ as a percent of total number of responses for that question/outcome item minus any who indicated ‘not relevant to me’.

## Outcomes

All outcomes were rated positively.

Figure 1: Percentage of participants who reported positive outcomes since receiving support from the [Insert program] (Example table format below)

[Insert summary]

* X% of survey participants reported that the program made a positive difference in regards to **[highest outcome]** (X% got a lot better, X% got a bit better).
* X% of survey participants reported that the program improved their sense of **[second highest outcome area]** (X% got a lot better, X% got a bit better). X respondent (X%) reported this outcome as having got a bit worse.

X of the [insert total number of outcomes] outcomes were rated positively by over X% of respondents. These included:

* **[Insert outcome] (X%),** where X% reported that this got a lot better and X% reported that this got a little better. X respondents (X%) reported that they achieved no change regarding this outcome.
* **[Insert outcome] (X%),** where X% reported that this got a lot better and X% reported that this got a little better. X respondents (X%) reported that they achieved no change regarding this outcome.
* **[Insert outcome] (X%),** where X% reported that this got a lot better and X% reported that this got a little better. X respondents (X%) reported that they achieved no change regarding this outcome.
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* **[Insert outcome] (X%),** where X% reported that this got a lot better and X% reported that this got a little better. X respondents (X%) reported that they achieved no change regarding this outcome.
* **[Insert outcome] (X%),** where X% reported that this got a lot better and X% reported that this got a little better. X respondents (X%) reported that they achieved no change regarding this outcome.

Assessing the significance of ‘no change’ is problematic as no further information is provided so there is uncertainty as to whether no change is positive (i.e. no change was required so things are stable) or negative (change was required and did not happen).

**Other outcomes**

X respondents indicated that ‘other’ outcomes had also been achieved through their engagement with the [insert program].

X respondents noted that their [Insert Outcome] had ‘got a lot better’.

*[Insert quotes re this outcome]*

X respondents reported the [characteristic of what ‘helped’/contributed to this outcome] as significant.

*[Insert quotes re what contributed to this outcome]*

X respondent indicated that the program had …

## The areas of biggest change

Respondents were asked to explain the ‘biggest change’ resulting from [insert the program]. Responses highlighted the breadth and diversity of outcomes that have been achieved in participants’ lives and the important role of this program.

**Theme 1**

X survey respondents highlighted increased [insert outcome area theme] as being the biggest change achieved through [insert the program].

*[insert quotes]*

**Theme 2**

X respondents noted that the biggest change resulting from the program was [insert outcome area theme]

*[insert quotes]*

**Theme 3**

[Insert outcome area theme/s] were noted as positive outcomes for X survey respondents.

*[insert quotes]*

**Theme 4**

X respondents reported being [insert outcome area theme] as being the biggest area of positive change resulting from the program.

*[insert quotes]*

**Other changes noted by single respondents were:**

How the program helped them to [insert outcome – use respondent quote if possible].

How the program had helped them to [insert outcome – use respondent quote if possible]

X respondents were unsure how to answer this question.

## Contribution of service

Survey respondents were asked to consider the level of contribution made by the service to the outcomes they had identified. This question aimed to direct people to consider the role of [insert the program] in the attainment of their outcomes. All survey respondents reported that [insert the program] had made a positive contribution overall to the outcomes discussed above. In response to the question ‘Do you think [insert the program] made a positive contribution to these areas of your life overall?’, X respondents (X%) selected ‘yes, to a large extent’, X respondents (X%) selected ‘yes, to some extent’.

In the written responses to the question: ‘What was the main thing [insert the program] did to help you achieve these changes?’ respondents noted a range of themes which capture the breadth and significance of the work carried out by [insert the program] and the crucial impact it has had on participants.

**Theme 1**

A significant theme raised (X participants) was the broad idea of [insert theme of what helped eg staff support]

*[Insert quotes]*

**Theme 2**

X survey respondents noted [insert the program] biggest contribution as [insert theme 2]

*[Insert quotes]*

**Theme 3**

X respondents highlighted [insert theme 3] as the primary contribution from [insert the program].

*[Insert quotes]*

**Other key contributions made by [insert the program]**

X respondent noted how [insert the program] [insert comment/theme].

X respondent highlighted [insert comment/theme].

X respondent notedthat [insert comment/theme].

X respondent wrote *[insert quote]*.

## Barriers to outcomes

Not all potential outcomes can be achieved with the support of services. Outcomes attainment can be thwarted when ongoing personal, service or structural barriers prevail. Respondents indicated from a list of barriers which ones they identified as the biggest barriers to achieving positive change/outcomes.

A range of barriers were noted (figure 2). The most common barrier identified was *[insert barrier]* which was selected by X survey participants (X%).

Over X% of respondents noted the following [insert number of barriers] barriers as significant:

* [insert barrier] (X%, X respondents)
* [insert barrier] (X%, X respondents)
* [insert barrier] (X%, X respondents)

[Insert proportion e.g. one third] or more (X% - X%) of survey participants noted these barriers as their most significant in preventing positive change:

* [insert barrier]
* [insert barrier]
* [insert barrier]
* [insert barrier]
* [insert barrier]

Over X% of respondents noted these barriers as the most significant:

* [insert barrier]
* [insert barrier]
* [insert barrier]
* [insert barrier]

X respondent (X%) noted these barriers as the most significant:

* [insert barrier]
* [insert barrier]

*Figure 2: Barriers to change identified by participants of [insert the program (n=X) (Example of diagram)*

Respondents were asked: ‘Please tell us about the biggest barrier that prevented you from achieving positive change/outcomes’. This was an open-text written response with the comments mainly [insert summary of focus]. The themes that emerged are as follows.

**Theme 1**

X respondents noted [Insert theme 1] as the biggest barrier:

*[Insert quotes]*

**Theme 2**

X respondents noted a [insert theme 2] as the biggest barrier to positive change.

*[Insert quotes]*

**Other barriers**

X respondents noted **[insert barrier/theme]** as the primary barrier.

*[Insert quotes]*

X respondents discussed [insert barrier/theme] as their biggest barrier.

*[Insert quotes]*

X respondent noted *[insert barrier/quote]* and another reported *[insert barrier/quote].*

## Service improvement

Respondents were asked the following open-text question: ‘What would improve [insert the program]/what could be done better?’.

The majority of respondents (X%, X people) either suggested no changes or commended the service.

*[Insert quotes]*

X respondents offered suggestions for service improvement.

*[Insert quotes]*

X respondents (X%) reported being unsure how to answer this question or did not know what to suggest.

## Other comments

Respondents were asked if there was ‘anything else they would like to tell us?’. The majority of respondents (X%) indicated they had no more information they wished to share.

[Insert proportion e.g. one third] of respondents took the opportunity to commend the service:

*[Insert quotes]*

## Discussion

The data presented above clearly demonstrates the significant and far-reaching impact of [insert the program] at [organisation]. Positive outcomes were achieved across a wide variety of outcome areas including [insert outcomes]. It is noteworthy that 100% of participants surveyed for this project reported that their [insert outcome] had improved.

Across all X outcomes areas, over X% of participants reported positive change. This is significant, both because of the level of change that has been achieved, but also the breadth of change achieved. [insert the program] has positively impacted across a diverse set of outcomes, stretching from [insert outcomes summary].

The successful achievement of such a diverse set of outcomes suggests a program that is [characterise the main features of the program that were commended]. According to the data presented here, the primary processes or mechanisms through which the program has achieved its outcomes are [insert summary of ‘what helped’/contributed in terms of program features]. This suggests that [insert the program] has been effective and successful in working with participants to [insert program goals if relevant].

However, a wide variety of barriers to achieving change were also reported by [insert the program] participants. Barriers such as [insert barriers] were recorded by more than 50% of participants. Qualitative evidence further reinforced [insert themes] as key factors commonly working against the achievement of positive outcomes. Even amidst these complex and far-reaching challenges, however, the data presented here suggests that the program is effectively producing change and that these barriers are, at least to some extent, being overcome by [insert commentary from what helped/contributed and other comments].

It should be noted that the majority of program participants had few suggestions for improvement and were pleased and supportive of the program as it currently runs. Improvement suggestions that were captured included [insert summary of improvement suggestions].

Some caution must be exercised in interpreting these results given the relatively small sample size of X participants. Acknowledgement must be given that this represents the views only of those who participated in the survey process and the extent to which these findings mirror those of other participants is unknown. However, this data sample provides the self-reported views of [insert cohort] utilising the [insert program] and suggests some important insights for practitioners, funders and policy makers,

# Appendix 1

# Methods

## The Community Services Outcomes Tree (CSOT)

The [Community Services Outcomes Tree](https://communityservicesoutcomestree.com/) is a framework for capturing the outcomes individuals experience as a result of community services. It offers both a framework of 12 domains and related outcomes, and a method of data collection.

The Centre for Social Impact (CSI) research team worked with staff from [the organisation] to identify the outcomes relevant to participants of the [insert the program]. In some cases, the wording of outcomes was modified to better reflect the context of the service and the aspirations of participants.

## Participant Outcomes Survey Design

The Participant Outcomes Survey included five main categories:

1. Participant outcomes: the areas of life (outcomes) that had changed since participants received support from [insert the program].
2. Contribution of service: the extent that the service made a contribution to the outcomes.
3. Barriers to outcomes
4. Service improvements
5. Demographics

In total, X questions were asked including a mix of quantitative and qualitative questions.

*1. Participant outcomes*

Participants were asked to rate how these areas of life (outcomes) had changed for them since receiving support from [insert the program]. Participants were asked to rate whether each outcome area had: got a lot worse; got a bit worse; not changed; got a bit better; got a lot better; or was not relevant to them. Participants could identify ‘Other’ outcomes to rate those that were relevant to them.

Table 1: X (X) outcomes for adults were selected, across X of the 12 CSOT domains.

|  |  |
| --- | --- |
| **Outcome** | **Domain** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

Following this, respondents were asked an open text question on outcomes: ‘Please tell us about the biggest change in your life as a result of your involvement with the [insert the program]’.

*2. Contribution of service*

X questions, one quantitative and one qualitative explored the level of contribution made by the service to the outcomes.

The first question asked respondents: ‘Do you think [insert the program] made a positive contribution to these areas of your life overall?’. Respondents answered using the scale: no, not at all; yes to some extent; yes to a large extent.

An open text question asked respondents: ‘What was the main thing [insert the program] did to help you achieve these changes?’

*3. Barriers to outcomes*

The barriers to outcomes set of questions aims to elicit answers to inform both service design and ongoing advocacy regarding systemic issues. Not all outcomes are achievable solely with the support of services, when ongoing personal, service or system barriers prevail.

As with the previous sections, both a quantitative and a qualitative question were included. Respondents were asked to tick all barriers that applied to them from a given list, as follows:

[Update list of barrier items that were included]

* Housing (e.g. having to relocate or move often, being homeless, being in a house I am not comfortable with, living in residential or foster care, cannot live at home)
* Money issues
* Personal issues (e.g. AOD use or dependance, mental health challenges such as anxiety or depression, negative relationships)
* Low personal motivation
* Responsibilities of being a parent
* Lack of connection to family
* Feeling socially isolated
* Lack of regular routine (i.e. day program, school, work, skills, training, other activities)
* Feeling judged by others (i.e. peers, family, society, agency workers)
* Feel guilty about reaching out for support
* Transport issues
* Other services haven’t helped me
* Don't trust services/Government
* Don’t know how to find out what support is available
* Have difficulty understanding services as English is not my first language
* Have difficulty with reading and writing
* Lack of access to devices (iPhone, iPad, computer)
* Lack of access to the internet
* Covid
* Not feeling safe in my relationships with friends or partner/s
* Family Violence (experiencing family violence in my immediate family either currently or growing up)
* Other (please tell us)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Secondly, respondents were asked to ‘Please tell us about the biggest barrier that prevented you from achieving positive change’.

*4. Service improvements*

In order to understand opportunities for service improvement, participants were asked: ‘What would improve [insert the program]/what could be done better?’.

In addition, participants were offered a free text question to finish, providing the opportunity to answer: ‘Is there anything else you would like to tell us?’

1. *Demographics [Update with questions asked]*

X types of demographic data was captured. X questions related to age and suburb of residence. One question asked about current living situation and were provided with the following list:

* Living with family
* Living in residential care
* Living in foster care
* Experiencing homelessness
* Other\_\_\_\_\_\_\_\_\_

Another demographic question asked respondents to ‘Select all of the below that you identify with’ and were provided with a list as follows:

* Aboriginal and Torres Strait Islander
* From a culturally diverse background
* LGBTIQ+

## Data collection

[insert the program] staff met with or contacted [insert the program] participants and invited their participation in this short survey. The Outcomes Survey completion took approximately 10 minutes for each person.

## Data analysis

Data analysis was conducted by researchers at the Centre for Social Impact, Swinburne University of Technology.