**[Insert the program name]**

**[insert the organisation]**

**Participant Outcomes Report**

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

**Instructions for adjusting the outcomes tree image above to align with the domains/outcomes you have selected for your survey.**

* Highlight the tree image by clicking just above the top left of the ‘justice’ leaf.
* Click ‘home’, then ‘editing’, then ‘select’, then ‘selection pane’.
* From the selection list that appears, remove the domains and outcomes you do not want to appear on the image by clicking on the circle image to the right of the domain/outcome.
* If needed, you can move leaves, branches, domains and outcomes around the diagram to ‘balance’ the tree.

General - Services and government benefits

Receiving entitlements/government benefits

Access to information about services

Access to/receipt of crisis services and supports

Access to/use of services

General - Choice and empowerment

Control and choice in daily life

Decision making

Sets and pursues own goals

Chooses supports and services

Able to self-advocate

Have a say in services

Self-reliance and resilience

Leadership, contribution and advocacy

General - Safety

Safe where live/sleep

Safe relationships

Safe environments

Cyber safety

Risk awareness

Safely speak up and act

General - Perpetrators

Change in violent, abusive and controlling behaviour

Safe, respectful behaviours and attitudes

Accept responsibility for own feelings and actions and are motivated to change

Competence in conflict resolution and interpersonal relations

Have a say in community

Connection to culture

Feeling valued and belonging

Participation in community and social activities

Social support

Social connections and relationships

General - Social inclusion

Reduced offending

Transition out of the justice system and community reintegration

General - Offenders

Supporting victims of crime

Legal rights

Personal rights

General - Justice



Services & government benefits

Job satisfaction

Secure and sufficient work

Maintain employment

Reasonable accommodations and related supports

Gain employment

Positive work attitudes and appropriate behaviours

Job seeking skills

Relevant work experience

Relevant job skills

Career planning/knowledge

General - Employment

Employment

Self-management: health and wellbeing

Harm reduction

Mental health

Physical health

Social emotional health

General - Health

Health

Choice & empowerment

Safety

Affordable housing

Suitable housing

Stable housing

Safe housing and neighbourhood

Access to interim or crisis accommodation

Housing modification/supports

General - Housing

Housing

Reduced financial worry

Sets and pursues long-term financial goals

Money for more than basic needs

Access to financial advice, products and supports

Financial management skills

Meet basic expenses

Cover a financial emergency

General - Finance

Finance

Child/young person: sense of culture and identity

Child/young person: relationship with peers

Child/young person: social skills

Child/young person: living in a stable and supportive home

Child: meeting developmental milestones

General - Child/young person

Confidence/empowerment as a parent

Parenting skills/capacity

Relationships: family members

Relationships: partners

Relationships: parents/carers and children

General - Parents/caregivers

Family

Social inclusion

Justice

Transition in and out of education/training

Achieving learning outcomes and qualifications

Participation and engagement in education/training

Parental/caregiver and family engagement in supporting individual’s learning

Reasonable accommodations and related supports

Attending education/training

Access to education/training

Personal development and living skills

General - Learning, skills and development

Learning, skills & development

Meaning and purpose

Support with activities of daily living/core activities

Communication, language and literacy

Telecommunications

Materials and equipment to support participation

Nutritious food and clean water

Cleanliness and comfort

Clothing and bedding

Heating and cooling

General - Daily life

Daily life

**Authors [insert]**

**Contact [insert]**

**Contact [insert]**

Safety

**Citation**

*[Insert details]*

**Acknowledgment**

*[Insert details]*

**Contact**

*[Insert details]*

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**Highlights (at a glance)**

**The [insert program] resulted in a range of positive outcomes:**

*[Insert key 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 [insert barrier]

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

**In summary:**

[insert brief summary]

**The program context**

**[Insert name of program]**

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

In [insert year], [organisation]sought to measure the outcomes for [insert program]. [explain the process].

**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 (table 1).

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

Table 1. Survey outcomes and related domains

|  |  |
| --- | --- |
| **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 and highlight anything of significance]

**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 percentage of the total number of responses for that question/outcome item minus any who indicated ‘not relevant to me’.

**Outcomes**

**Positive outcomes**

*Figure 1: Percentage of participants who reported positive outcomes since receiving support from the [insert program]. Positive outcomes are calculated for each outcome based on the number of respondents selecting ‘got a bit better’ or ‘got a lot better’ divided by the total sample completing each outcome question, minus those who picked ‘Not Applicable’. NB. Therefore the sample size changes for each item.*

(Note: below is an example of presenting results)

[insert summary]

* [X%] of survey participants reported that the program made a positive difference with regard 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] 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.
* **[Insert outcome] (X%),** where [X%] reported that this got a lot better and [X%] reported that this got a little better.
* **[Insert outcome] (X%),** where [X%] reported that this got a lot better and [X%] reported that this got a little better.

**Negative Outcomes**

[insert summary]

* [X%] of survey participants reported that the program had a negative impact with regard to **[highest outcome]** (X% got a lot worse, X% got a bit worse).
* [X%] of survey participants reported that the program decreased their sense of **[second highest outcome area]** (X% got a lot worse, X% got a bit worse).

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

* **[insert outcome] (X%),** where [X%] reported that this got a lot worse and [X%] reported that this got a little worse.
* **[insert outcome] (X%),** where [X%] reported that this got a lot worse and [X%] reported that this got a little worse.
* **[insert outcome] (X%),** where [X%] reported that this got a lot worse and [X%] reported that this got a little worse.

**No Change**

[insert summary]

* [X] respondents (X%) reported that they achieved no change regarding [insert outcome].
* [X] respondents (X%) reported that they achieved no change regarding [insert 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 identified ‘other’ outcomes.

[X] respondents noted that their [insert Outcome] had [insert rating e.g. ‘got a lot better’]

*[Insert quotes re this outcome if applicable]*

**The areas of biggest change**

Respondents were asked to ‘tell us about 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 also noted that the biggest change resulting from the program was [insert outcome area theme]

*[insert quotes]*

Other significant changes respondents noted included:

*[insert quotes]*

**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. 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’ while

[X] respondents (X%) selected ‘no, not at all’.

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. These included:

**Theme 1**

A significant theme raised (X participants) was the broad idea of [insert theme of what helped e.g. 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]

*[insert quotes]*

Other key contributions made by [insert the program] include:

*[insert quotes]*

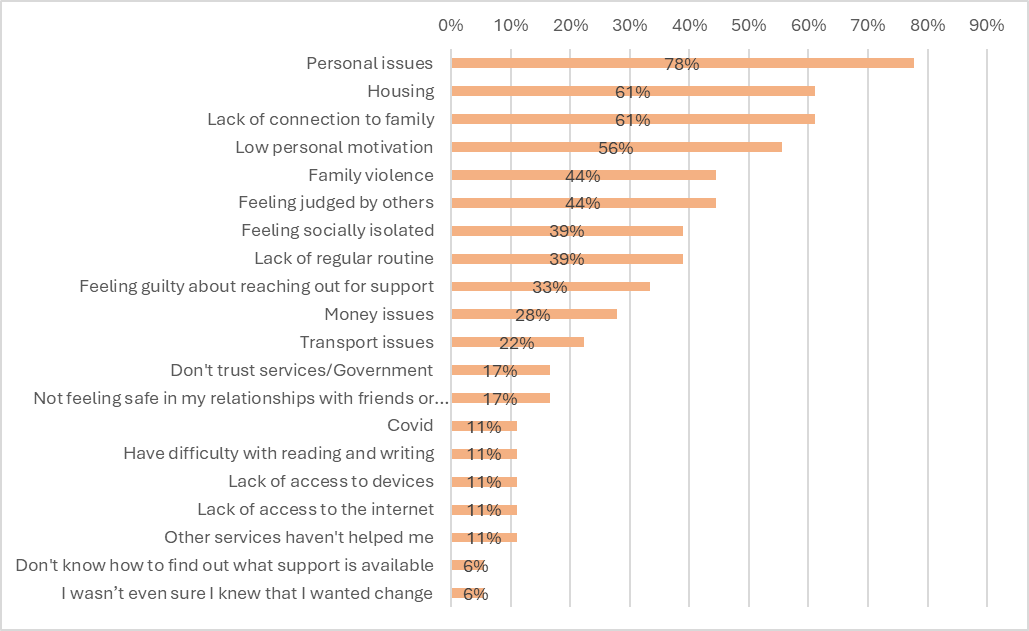
**Barriers to outcomes**

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 barrier to achieving positive change/outcomes.

A range of barriers were noted (figure 2).

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

(Note: Below is an example of presenting results)



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)

The barriers least identified by survey participants were [insert barrier] [X%] and [insert barrier] [X%].

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 focusing on [insert summary of focus]. The themes that emerged are as follows.

**Theme 1**

[X] respondents noted [insert theme 1] as the biggest barrier to positive change:

*[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] as the biggest barrier.

*[insert quotes]*

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

*[insert quotes]*

Additional barriers included:

*[insert quotes]*

**Service improvement**

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

Most respondents (X%, X people) noted the following: [this may also include stating ‘no changes’ or possibly commending 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%] noted [insert theme]

*[insert quotes]*

Other comments included:

*[insert additional comments]*

**Discussion**

[Note: As with all suggested text in this template, the below is an example but consideration should be given to your final version based on results, context and what meets your needs based on the findings. The template here is based on successful results overall]

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 [X%] 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]. Negative outcomes need to be acknowledged including [insert negative outcomes]. The issues of ‘no change’ needs to be given consideration and what this signifies for program delivery and whether this is a positive or requires further attention.

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 [X%] 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 [X%] 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 [insert appropriate stakeholders].

[Note: Consider further information you wish to outline in your discussion ensuring that it is in line with your findings and context]

**Conclusion**

[Note: insert a conclusion if you wish to add concluding remarks]

**Appendix 1 [Note: Modify based on your survey questions]**

**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
* not relevant.

Participants could identify ‘Other’ outcomes to rate those that were relevant to them.

*Table 1: [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:

[Note: the following list is an example – amend as appropriate to your study]

* 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)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In addition, 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 [insert name of organisation]