



Case Management, Groupwork, Community Projects  
Client Feedback and Outcomes Measurement

*supporting whole-of-organisation  
multi-funded multi-program CLCs*

*to know the difference you make*

# Agenda

1. Functionality
2. Integration
3. Costs
4. Vendor Capacity
5. Set up process
6. Any other considerations (e.g privacy/security; set up/training; additional vendors required for set up such as implementation partner)
7. Product demo
8. Questions

*The purpose of CSnet is to assist organisations to “know the difference they make.”*

## CLC's within a system of community services

- Meet NLAP, Commonwealth, State and other funding providers funding program acquittal requirements:
  - CLASS/NLAP.
  - Family Relationship Services - Department of Social Services DEX.
  - Family Dispute Resolution - Department of Social Services DEX.
  - Settlement - Department of Social Services DEX.
  - Community Services and Mental Health Support - P2i and Primary Health Network.
- Journey of a client support and outcomes:
  - Cross program holistic views of support.
  - Measure what's changing - what combination of services lead to better outcomes.
  - Data and reporting for risk management and Board.

**CSnet was the first to release an integration to CLASS in September 2021.**

## CSnet is most likely the 'right fit' for your organisation if ...

- Multi-program, multi-funded, providing legal advice and social supports.
- Want to measure client and social “change over time”.
- Have limited IT resources.
- Being part of a community of practice is important - local roadmap, dedicated key support contact and user group meetings.
- Looking for a values aligned sustainable partnership - more than a technology provider.
- Privacy and data security are paramount with independent third party SOC2 certification.
- You need confidence in years of experience uploading data to CLASS, DSS DEX and other funder portals.

# 1. Functionality of CSnet

- Client management
- Matter management
- Referral management
- Groups and CLE projects
- Making appointments & SMS reminders
- Document management
- Templates to support the work
- Staff and workflow management
- User management and security (flexible permissions & access)
- Easy to use
- Reporting using PowerBI & Dashboards
- Ability to change configuration to suit your organisation with CSnet support
- Integration with MS Office – Appointments, PowerBI reports & dashboards,
- Integration with CLASS - weekly uploads successful since 2021
- Compatibility with National Legal Assistance Data Standards & risk management functions 'out of the box'



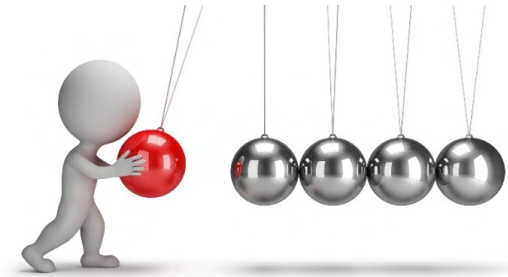
# Workflow management

## End to end case management support



- Intake, triage and conflict checking
- Client and worker activity / matter search and view filters
- Internal referrals for seamless cross-program support
- Risk management & letter templates
- Client-centric views – whole of service & client journey
- Mandatory fields on case 'status' change to support risk management
- Case file notes linked to practice frameworks
- Appointments calendar (oneway sync to Outlook / Google calendars) and SMS reminders

# Workflow management



- Worker caseload monitoring and time reports
- Worker & volunteer management
- Alerts and notifications for due dates and tasks
- Activity milestones, KPIs, monitoring
- In-built surveys & outcomes measurement
- Templates & PowerBI embedded in CSnet for workflows, reports & analysis

## 2. CSnet Integrations: multi-program / whole organisation



We're 'joiner uppers' - data integrations built from CSnet to multiple government reporting systems

- **CLASS file upload integration working since 2021** (for CLCs and FVPLS programs)
- **DEX system-to-system data transfers working since 2013** (DSS DataExchange) for all DSS funded programs
- Other file upload / integrations working to Specialist Housing & Homelessness (SHS) to Validata, IRIS (Vic), VADC (Vic), InfoShare (NSW)
- Special format government funding reports that can be sent directly to funders to reduce worker duplicate entry or streamline manual data entry eg to P2i (Qld)

### 3. CSnet Fees & Charges for CLCs: Example

#### Ongoing Annual Fees\*

Licences - Up to 5 users  
\$850/user/yr

Hosting \$557 / yr

Integration \$557 / yr

**Total \$5,364 / yr**

Volunteer (Slimline User Fees) @ 1/3 standard user over all CLC users \$109 / yr

\*\*\*

#### One-off\* Implementation & training

CLASS 'out of the box'

**\$15,000**

DEX 'out of the box'

**\$10,000**

#### Data Migration Fees \*\*

**\$9,000-\$18,000**

\*Ex GST. Sliding Scale of Fees based on User Numbers. See CSnet Checklist to calculate the fees for your specific user numbers.

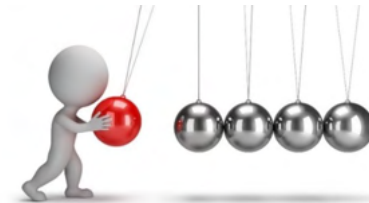
\*\* Under discussion with CLCA / CLASS for migration options including bulk document upload

\*\*\* based on 201 volunteers across all CLCs



## 4. Our track record

- We have been working with human services in the not-for-profit sector for over 10 years
- People with experience in human services and innovative software-as-a-service
- A team of 14 employees and growing
- Offices in Brisbane, Melbourne, Sydney
- Hundreds of people use CSnet everyday to support their work with clients, families, groups and communities
- Cloud technology works in urban, regional, rural and remote parts of Australia
- An Australian company committed to keeping all your data secure and in Australia. SOC2 third party security controls certification



# Certified B Corp using business as a force for good

CSnet is an Australian B Corp - we measure our own impact and are assessed against global standards relating to the value that we contribute to:

1. Our Community
2. Our Environment
3. Our Customers
4. Our Workers
5. Good Governance and Transparency



You can read our Impact report here

<https://www.bcorporation.com.au/directory/Australia/Queensland/Community-Services.Net-Pty-Ltd>

## 5. Set up process

- Sign Letter of Engagement – to get going
- Standard Project Plan & steps
- Set up your test site with CLASS 'out of the box' ready for your testing & review
- Test & finalise scope of data migration
- Train & support your workers before go live
- Go live & CLASS uploads start weekly anytime from now
- Intensive support for 8-12 weeks after go-live, tweak the system with your feedback & support your learning
- Set up CSnet Online Support for you to lodge requests anytime
- Regular catch ups with your CSnet key worker are free
- Join into CSnet User Group

# CSnet Worker Support: In-house User Support and Training team



- CSnet is an experienced multi-program human services practice team
- Remote & in-person delivery of support and training
- Training & Testing Environment (UAT), user and administrator guides, e-resources and online support
- Requests for support anytime on our in-house Online Support Desk managed by our human service practitioners in Australia
- Regular User Groups & network meetings across our community of CSnet organisations by location / program focus

## 6. CSnet helps you collect data & report on key questions for whole of organisation

- About the people and communities that you work with – *who?*
- About the services that you provide – *what, how much, when, where?*
- To see in real time what worked and what didn't – *what did we learn?*
- Collect surveys and stories about whether the services are making a difference to people's lives and wellbeing – *what was achieved for the client or social outcome?*



# CSnet Outcomes Measurement



Evidence of real time patterns to monitor change at client, case and community levels

CSnet supports outcomes data collection and reports:

- Run real time surveys and outcomes measurement
- Complete surveys on-screen with clients or send to clients by email
- Multiple surveys / instruments
- Multiple Outcome Frameworks
- Aggregate and dis-aggregate data to see variables in outcomes by gender, age, cultural background, characteristics of disadvantage, location etc
- 'collect data once use many times' to see the client journey and what works
- Use real time data to advocate for your client & systems change

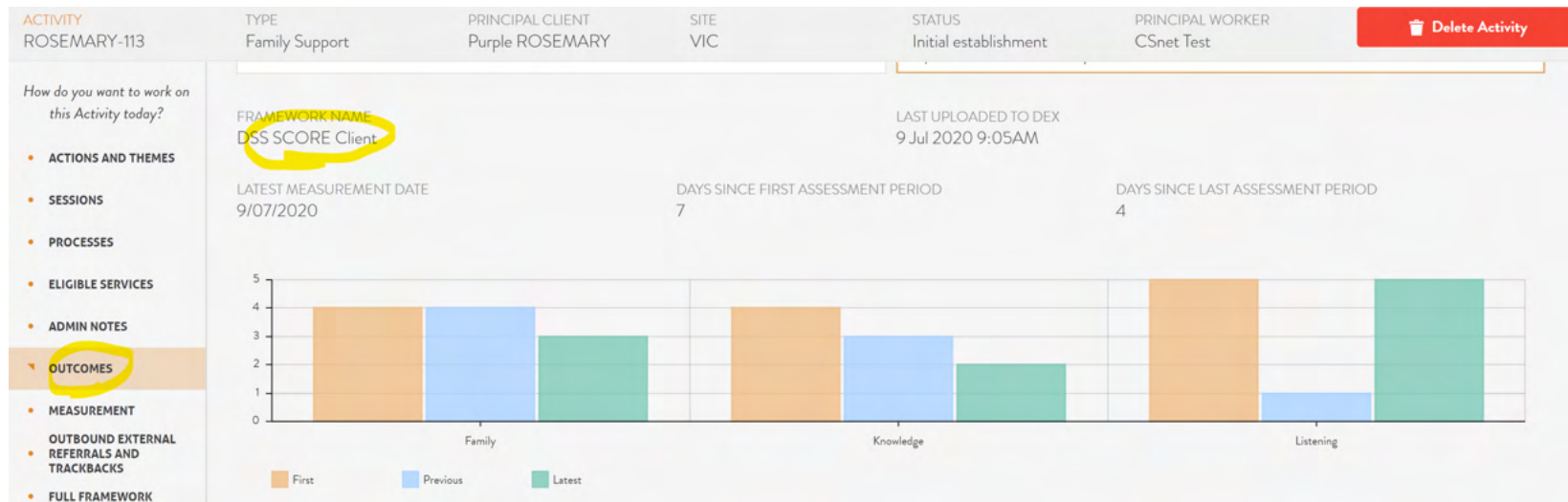
## 7. CSnet demo

## 8. Q&A



# Other integration features

DEX data uploads, surveys and SCORE outcomes directly from CSnet in real time

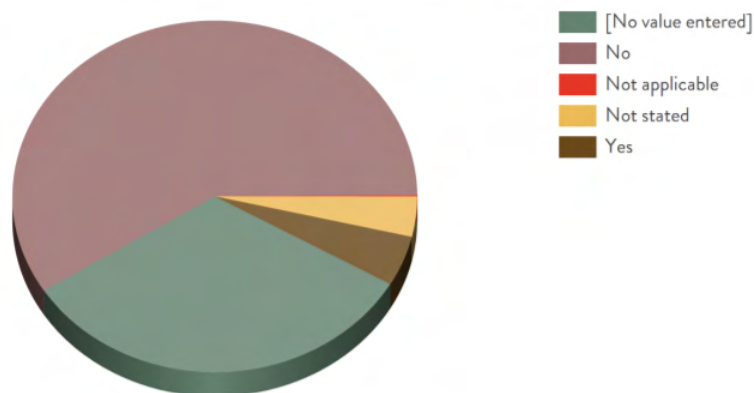


# Example CSnet Standard Reports (1)

## Aggregated Clients by Demographic

DOMESTIC VIOLENCE INDICATOR	FEMALES		MALES		OTHER		TOTAL	
	NUM	%	NUM	%	NUM	%	NUM	%
No	3384	58%	1792	61%	7	70%	5183	59%
Not applicable	7	0%	6	0%	0	0%	13	0%
Not stated	243	4%	82	3%	0	0%	325	4%
Yes	364	6%	43	1%	0	0%	407	5%
[No value entered]	1858	32%	1014	35%	3	30%	2875	33%
Total	5856	100%	2937	100%	10	100%	8803	100%
Feature %	67%		33%		0%		100%	

Clients by Domestic Violence Indicator













Distinct Activities: 11210

# Example CSnet Standard Reports (2)

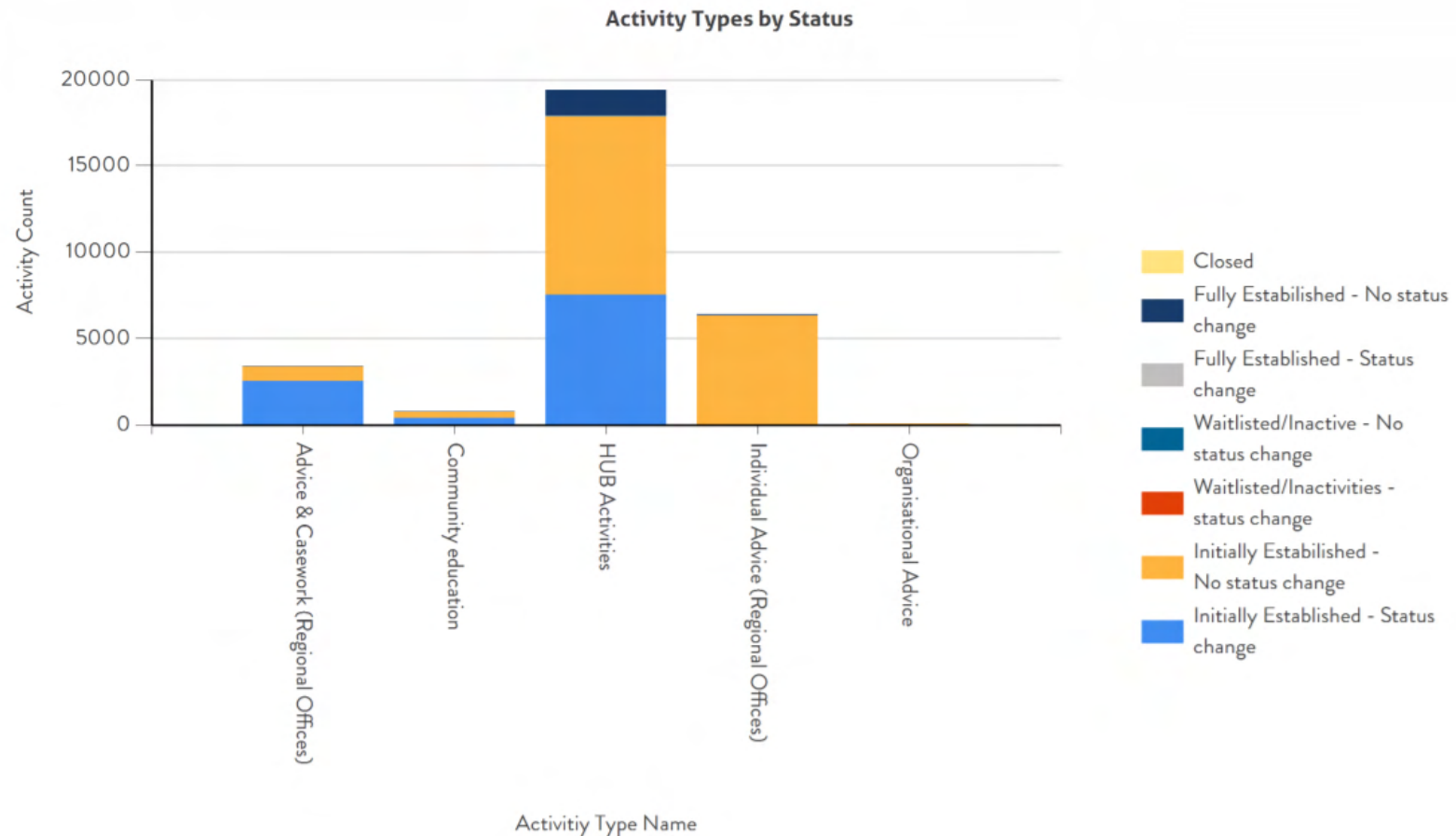
## Aggregated Outcomes & Change

Average increase and decrease in scores for each scale

	Average initial score	Average final score	Average Change
Physical health	7.21	7.71	0.50 
Your well being	5.71	6.86	1.14 
Meeting emotional needs	5.86	6.93	1.07 
Keeping your children safe	7.57	8.14	0.57 
Social networks	7.64	7.86	0.21 
Education and learning	7.00	7.71	0.71 
Boundaries and behaviour	5.93	6.71	0.79 
Family routine	5.71	6.64	0.93 
Home and money	7.86	8.14	0.29 
Progress to work	7.64	8.93	1.29 
Totals	6.81	7.56	0.75

# Example CSnet Standard Reports (3)

## Activity Type 'Status' Summary & Funding



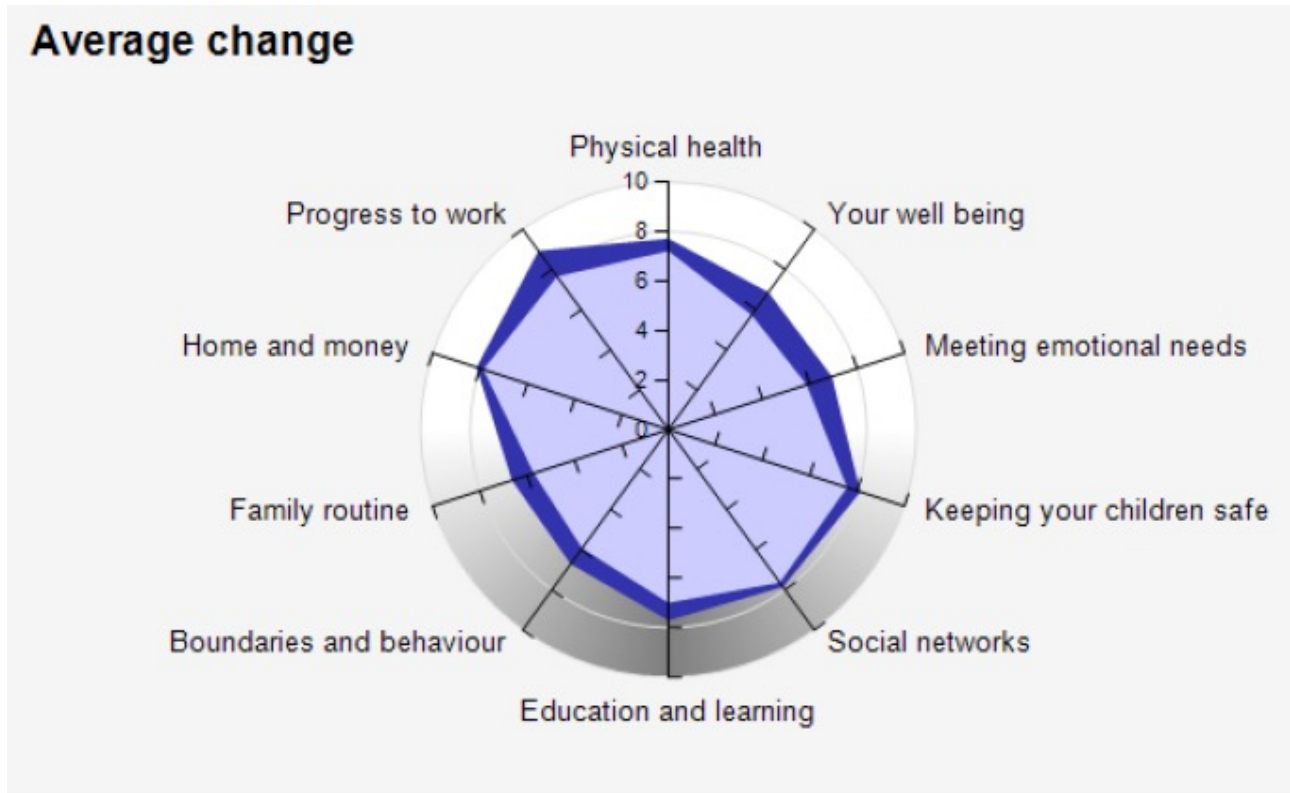
## Example CSnet Standard Reports (4)

### Aggregated Referrals In

REFERRAL SOURCE	ACTIVITIES	%	CLIENT COUNT	%
General Medical Practitioner	11	21.15%	13	19.12%
Self	10	19.23%	14	20.59%
Internal	9	17.31%	10	14.71%
Community services agency	6	11.54%	7	10.29%
Legal agency	4	7.69%	6	8.82%
Centrelink / DHS	3	5.77%	5	7.35%
Dept of Child Safety	3	5.77%	4	5.88%
Educational agency	2	3.85%	3	4.41%
Family	1	1.92%	2	2.94%
Other party	1	1.92%	2	2.94%
Friends	1	1.92%	1	1.47%
Other agency	1	1.92%	1	1.47%
Total	52	100.00%	68	100.00%

# Example CSnet Standard Reports (5)

## Aggregated Outcome Star Format



# Example CSnet Standard Reports (6)

## Aggregated Referrals Out Over Time

REFERRAL	SEPTEMBER		OCTOBER		NOVEMBER		DECEMBER		JANUARY		FEBRUARY		MARCH	
	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%
<b>First Referral</b>														
AA Agency	57	8%	92	9%	76	7%	56	8%	116	11%	111	11%	25	12%
Centrelink	0	0%	0	0%	3	0%	2	0%	0	0%	2	0%	0	0%
CLC Basic Rights	0	0%	1	0%	1	0%	0	0%	1	0%	1	0%	0	0%
CLC Women's Legal	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Community Legal Service	17	2%	12	1%	14	1%	7	1%	12	1%	10	1%	2	1%
Community Support	18	2%	32	3%	37	3%	7	1%	28	3%	15	1%	4	2%
Court/Tribunal	24	3%	20	2%	33	3%	17	2%	45	4%	27	3%	8	4%
Department of Housing	1	0%	7	1%	7	1%	1	0%	8	1%	6	1%	2	1%
EDF Care	61	8%	79	8%	94	8%	72	10%	91	8%	59	6%	11	5%
Financial counselling	0	0%	1	0%	2	0%	0	0%	0	0%	0	0%	1	0%
Government Department	0	0%	4	0%	5	0%	1	0%	5	0%	2	0%	0	0%
Member of Parliament	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Office of Fair Trading	0	0%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Police Service	3	0%	2	0%	6	1%	1	0%	2	0%	1	0%	0	0%
Rent Connect	4	1%	8	1%	10	1%	4	1%	7	1%	9	1%	1	0%
Residential Tenancies	13	2%	16	2%	19	2%	8	1%	16	1%	15	1%	10	5%
Community Housing	1	0%	6	1%	6	1%	7	1%	5	0%	7	1%	1	0%
<b>Total</b>	<b>746</b>	<b>100%</b>	<b>998</b>	<b>100%</b>	<b>1126</b>	<b>100%</b>	<b>718</b>	<b>100%</b>	<b>1099</b>	<b>100%</b>	<b>1057</b>	<b>100%</b>	<b>201</b>	<b>100%</b>

# Example CSnet Standard Reports (7)

## Aggregated Session Time Report

	CONTACT TIME		NON CONTACT TIME		ADMIN TIME		TOTAL TIME		SESSIONS		AVG TIME PER SESSION
	TIME	%	TIME	%	TIME	%	TIME	%	NUM	%	TIME
Advice & Casework (Regional Offices)	6578 h 52 m	63.56	725 h 59 m	26.07	2933 h 11 m	52.30	10238 h 2 m	54.62	15000	48.34	0 h 41 m
HUB Activities	3090 h 45 m	29.86	126 h 6 m	4.53	2162 h 28 m	38.55	5379 h 19 m	28.70	12578	40.54	0 h 26 m
Community education	0 h 0 m	0.00	1444 h 38 m	51.88	133 h 29 m	2.38	1578 h 7 m	8.42	1333	4.30	1 h 11 m
Individual Advice (Regional Offices)	678 h 56 m	6.56	122 h 56 m	4.42	319 h 15 m	5.69	1121 h 7 m	5.98	1549	4.99	0 h 43 m
Organisational Advice	2 h 0 m	0.02	364 h 43 m	13.10	60 h 28 m	1.08	427 h 11 m	2.28	568	1.83	0 h 45 m
Total	10350 h 33 m	100.00	2784 h 22 m	100.00	5608 h 51 m	100.00	18743 h 46 m	100.00	31028	100.00	0 h 36 m




# CSnet Dashboards - Overview of all cases and activity




# CSnet Dashboards - Single case Quick View




OPEN  
ACTIVITY

QUICK VIEW  
MAROON-281



DETAILS

STATUS: FULL ESTABLISHMENT  
PRINCIPAL WORKER: TQ WORKER1  
SITE: BRISBANE NTH TQ BNC  
ACTIVITY TYPE: ADVICE & CASEWORK (REGIONAL OFFICES)  
COMMENCEMENT DATE: 26 JUN 2017

PRINCIPAL CLIENT DETAILS

PRINCIPAL CLIENT ADDRESS

MOLLY MAROON  
0987654321  
SCARYPOKEON@HOTMAIL.COM

10 BOUNDARY ROAD  
THORNLANDS QLD  
4164  
AUSTRALIA

APPOINTMENTS

07 Sep 2020 @ 02:00PM for 30 minutes Client Appointment  
14 Sep 2020 @ 02:00PM for 30 minutes Client Appointment  
21 Sep 2020 @ 02:00PM for 30 minutes Client Appointment

+ New Appointment

See All Appointments

NOTIFICATIONS

Molly called to change her appointment, can you pls call her back. 07 Sep 2020  
Thanks, Mandy

+ New Notification

ALERTS

Tribunal/ Court Action' plan action is due in 7 days 07 Sep 2020  
Tribunal/ Court Action' plan action is due in 3 days 07 Sep 2020  
Tribunal/ Court Action' plan action is due today 07 Sep 2020

SESSIONS

Open sessions 1  
Closed sessions 12

+ New Session

See All Sessions

OPEN PLAN ACTIONS/THEMES

TRIBUNAL / COURT ACTION In Progress  
Action 1 is to take these steps Action 2 is to draft and send these documents Today

See All Plan Actions/Themes

OPEN PROCESSES

No records found

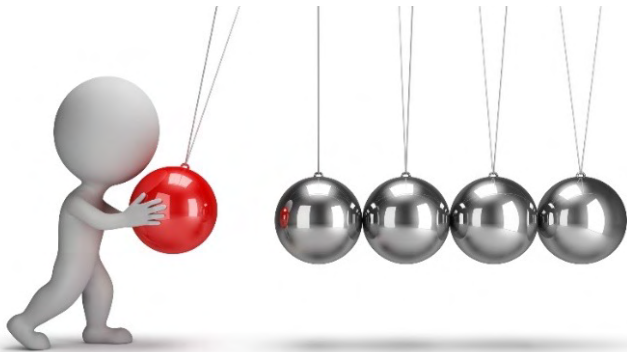
See All Processes

CLIENTS

Cessie CATAMARAN  
Tenant or Resident  
(41)  
00NC00058

Molly MAROON  
Tenant or Resident  
★ (21)  
0987654321  
00NC0003V

# Contact Us



Mandy Doon

[mandy.doon@csnet.net.au](mailto:mandy.doon@csnet.net.au)

Greg Simmons

[greg.simmons@csnet.net.au](mailto:greg.simmons@csnet.net.au)

Visit our website

[www.csnet.net.au](http://www.csnet.net.au)