



**COMMUNITY
SERVICES
DATA
ALLIANCE**

Theory of Change

The problem

Community organisations collect a lot of data about the business of service delivery. This data represents an opportunity to build evidence and support the way we shape investment and talk about Industry. But this data is rarely aggregated or analysed

If we...

Facilitate Industry agreement, participation, trust and safe data contribution and access

Create shared view (challenges and strengths) and access to rich and linked data to advance Industry narratives

Build a stronger current and future picture of Industry

Codesign with and privilege the voice of people with lived experience

By...

Building a shared data framework and language

Framing and creating access to data

Improving data collection, access and capability

Working across Industry sectors and universities

Results in...

Increased collaboration on outcomes across the ecosystem

Real time data and future projections

Flexibility and scope to use data in evidence-based decision making

Industry-led data design and management

And leads to...

Benchmarking across Industry for continual growth, advancement and advocacy

Industry wide data that illustrates value and social licence

Industry driving investment and policy reform

A shared narrative across industry.

Broad goal

A Data Alliance collective with aggregated data that enables us to:

- Develop a universal human services outcomes framework
- Influence and inform funding models and policy programming
- Inform investment design and build a strong investment ecosystem
- Improve outcomes for individuals, families and communities

Opportunity: To advance the Community Services Industry through aggregated data by:

- Providing trends analysis that includes current and future snapshots
- Addressing the data structural and technology themes through a common framework and language
- Building a stronger narrative for Industry that highlights the strengths of its complexity and wide-reaching outcomes