



DATA IMPACT

('TELL ME AND 'SHOW ME')

QUIZ

It's no secret that in the community sector, data can be a powerful tool to track team progress towards KPIs, service use and program outcomes. However, the way data is collected and presented can greatly impact its effectiveness.

In this quiz, we will explore how to implement and utilise both a 'tell me' approach and a 'show me' approach to demonstrate impact and drive change.

A TELL ME APPROACH

My org can do this!

- We use case studies to understand the individual impact of our programs
- We do exit surveys from our programs to understand client experience
- We ask for and collect client feedback to improve service design and delivery
- We conduct focus groups with clients of our services
- We use lived experience feedback to design programs and practice
- We have access to information to show we are meeting program targets
- We can speak to impact of our programs using some or all of the above methods

A SHOW ME APPROACH

- We can demonstrate outcomes beyond program targets or funding outputs
- We store data in one place, and can use this to understand population changes over time
- We can use data we collect to add weight to qualitative evidence we have (e.g. case studies)
- Our data can back up the trends that we think we are seeing in our day to day practice
- We can use data to demonstrate unmet needs in our client group
- We can rely on and trust our data for things like funding and tender applications
- We have capacity to visualise one or more of the above in graphs or dashboards

Could you tick off items in both approaches?

If you couldn't tick off items in both approaches, that's a-ok! Having either approach is a great place to start. The reason why Curious Communities Consulting believe that both approaches are important in demonstrating impact, is that they are complimentary to one-another.

When you have quantitative data that speaks to a trend or an outcome, and you also have information directly from clients, whether through client voice, case studies, this makes it pretty hard to argue or ignore!

If you're wondering how to embed more of both approaches into your organisations' everyday practice, then get in touch with us via the details below, we would be happy to talk through ideas with you! Because change doesn't happen without a little bravery!

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