**How do we measure progress? What contribution do you make?**

**20 November 2013**

*Client progress checklist – What to look for*

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*Service progress checklist – What to look for*

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*Business progress checklist – What to look for*

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**JOINING THE DOTS**

**In order to contribute to societal progress in ……………………….. (that is, have a SOCIAL IMPACT)**

**clients will make progress shown by changes in …………………………**

**In order to contribute to client progress, we will look for progress in our service delivery to ……………………………..**

**In order to contribute to service delivery progress, we will look for progress in our business systems and processes to ……………………………………….**

**Community Wellbeing Indicators**

**Local Government**

[**http://www.acelg.org.au/upload/program1/1367468192\_LGAQ\_ACELG\_Community\_Wellbeing\_Indicators.pdf**](http://www.acelg.org.au/upload/program1/1367468192_LGAQ_ACELG_Community_Wellbeing_Indicators.pdf)

**Community Resilience**

[**http://www.communityindicatorsqld.org.au/rockhampton**](http://www.communityindicatorsqld.org.au/rockhampton)

**Community Indicators Victoria**

<http://www.communityindicators.net.au/>

**Sources of data**

**Regional Australia**

[**http://www.regionalaustralia.gov.au/queensland**](http://www.regionalaustralia.gov.au/queensland)

**Insight**

[**http://insight.regionalaustralia.org.au**](http://insight.regionalaustralia.org.au/)

**Australian Bureau of Statistics – Socio-economic Indexes for Areas (SEIFA)**

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/2033.0.55.001/>

**My Community Directory**

<http://www.mycommunitydirectory.com.au/> (services within a region)