

## **The McCaughey Centre, University of Melbourne and Results Leadership Group Australia presents**

### **RESULTS BASED ACCOUNTABILITY™ 101**

#### **How to produce measurable improvements for clients and communities**

**MELBOURNE, Thursday 16<sup>th</sup> February 2012.**

#### **What is Results Based Accountability™?**

Results Based Accountability™ is a disciplined way of thinking and taking action that can be used to improve the quality of life in communities, cities, states, territories and nations. Results Based Accountability™ can also be used to improve the performance of programs, agencies and service systems.

#### **How does it work?**

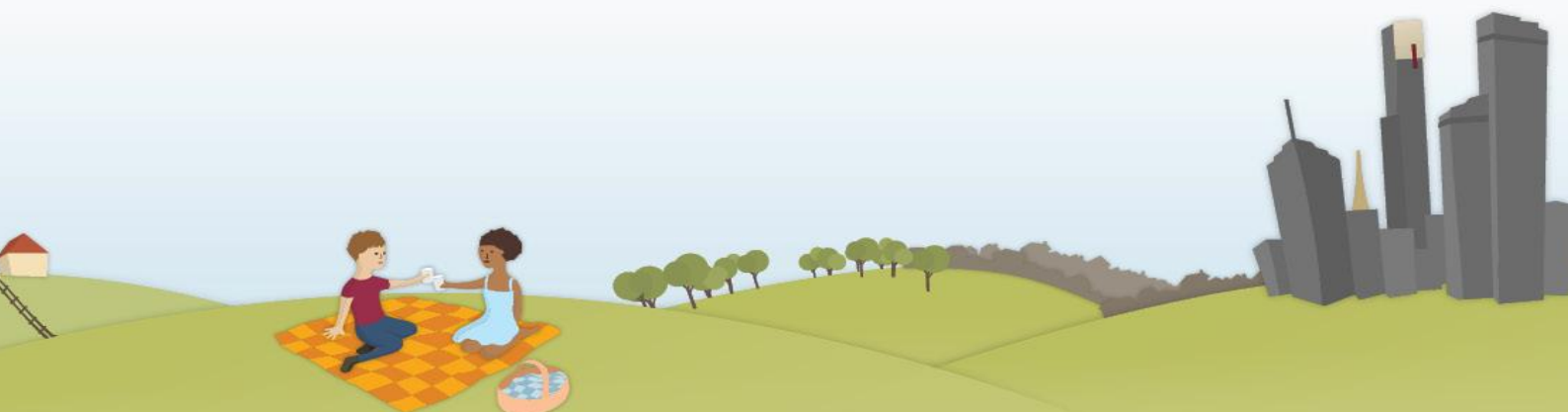
Results Based Accountability™ starts with ends and works backward, step by step, to means. For communities, the ends are conditions of well-being for children, adults, families and the community as a whole such as *Residents with Good Jobs, Children Ready for School, A Safe Neighbourhood, or A Clean Environment*. For services, the ends are how clients are better off when the program works the way it should such as the percent of people in a job training program who get and keep good paying jobs.

#### **How can it help?**

Many people have been frustrated by past efforts that were all talk and no action. Results Based Accountability™ is a process that gets you and your partners from talk to action quickly.

#### **Results Based Accountability™ 101 Training**

This one day workshop, delivered by Louise McKay and Athena Williams introduces participants to the Results Accountability framework. In the workshop, Results Accountability is applied to both cross-community quality of life improvements and the management of programs, agencies, and service systems.



**During the day, participants will get a full presentation of the framework, including how to:**

- establish results and indicators of community well-being;
- use results to drive decision making and budgeting;
- identify performance measures for programs, agencies, and service systems;
- use performance measures to improve performance; and
- link program accountability to cross community efforts.

Participants will also have the opportunity to apply these concepts to real work in a highly interactive activities that enhance the learning and understanding of the RBA concepts.

**Participants will receive a Results Accountability Workbook and other materials.**

**When** 16th February , 2012. Registration 8.30am > Start 9.00am – 4.30pm

**Where** Graduate House 220 Leicester Street Carlton, Victoria

**Cost** \$390.00 (includes GST) Buffet lunch included

To receive a registration form please email [athenaw@unimelb.edu.au](mailto:athenaw@unimelb.edu.au) or phone 9035 8279

### **About the Trainers**

Louisa McKay has worked with RBA for the last five years, is an endorsed Trainer and has extensive experience in working with groups and organisations in implementing the framework. She has presented conference workshops on outcomes for organisations that adopt RBA framework and is passionate about translating the theory of RBA into practical strategies for organisations, large and small.

Louisa works for FamS and RLG:AU. FamS is the Peak Body for over 300 non Government Family Support Services in NSW. RLG:AU is the Australian arm of the Results Leadership Group, which provides cutting edge consultancy and software solutions for measurable improvements for customers and community.

Athena Williams completed the RBA Train the Trainer with Mark Friedman in 2009. As a trainer is Strength based practice for community building and with management responsibilities for community development projects, she was immediately attracted to the ease and opportunity RBA brought to community planning, engagement and prioritizing activities. The RBA framework also became a simple, easy to understand way to identify and measure change over time.

Athena brings with her a clear understanding of how population indicators can be resourced and supported within the RBA framework. She is passionate about processes that are inclusive and just and firmly believes RBA is a process that can support community driven change, especially in partnership environments. Athena is the capacity building and training development manager for Community Indicators Victoria, McCaughey Centre, University of Melbourne.

