

HOW TO PRODUCE
MEASURABLE
IMPROVEMENTS FOR CUSTOMERS
AND COMMUNITIES

What is Results-Based Accountability?

Results-Based Accountability (RBA) 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. RBA can also be used to improve the performance of programs, agencies and service systems.

RESULTS-BASED
ACCOUNTABILITY

training

How does it work?

Ever heard the saying "a means to an end"? Results-Based Accountability turns this on its head: it starts with "the end" and then, in a step-by-step process, works backwards to arrive at "the means".

For communities, the "ends" are the conditions of healthy well-being for children, families and the community as a whole. Good ends might be goals such as "Residents with good jobs", "Children that are ready for school", "A safe neighbourhood" or "A clean environment". For services, the ends are the ways in which their

clients are better off, and can be measured in ways such as the percentage of people in a training program who go on to get and keep satisfying and well-paid 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.

WE'RE ONLINE



REGISTER FIND OUT MORE www.newcastle.edu.au/rba

Mark Friedman

Mark Friedman is a speaker, consultant and author of the book "Trying Hard Is Not Good Enough: How to Produce Measurable Improvements for Customers and Communities" available from The Family Action Centre. Mr Friedman directs the Fiscal Policy Studies Institute (FPSI) in Santa Fe, New Mexico. His work has been used in over 40 US states and countries around the world, including Australia, New Zealand, the UK, Ireland, the Netherlands and Norway.

Before founding FPSI in 1996, Mr Friedman served as a senior associate at the Center for the Study of Social Policy in Washington, D.C.

Prior to that, Mr Friedman served for 19 years in the Maryland Department of Human Resources, including six years as the department's chief financial officer.

In addition to "Trying Hard Is Not Good Enough," Mr Friedman has authored a wide range of papers on results-based decision making, budgeting, strategic planning and financing. Many of Mr Friedman papers can be found at www.resultsaccountability.com

rba
PRODUCTS



Training Options Available

RESULTS-BASED ACCOUNTABILITY 101 TRAINING

This one day workshop, delivered by Mark Friedman introduces participants to the Results-Based Accountability framework. In the workshop, Results-Based Accountability is applied to both cross-community quality of life improvements and the management of services, agencies, and service systems.

When 2 June 2010

Time Registration 8.30am > Start 9.00am – 4.00pm

Cost \$375.00 (includes GST)

Venue Sydney to be advised

Training for Trainers & Coaches

NEXT TRAINING JUNE 2010

This intensive, two-day workshop prepares participants to teach the concepts of results accountability and coach others in its implementation. Participants will learn how to:

- Conduct their own Results-Based Accountability workshops;
- Lead training exercises; and
- Help organisations and their leaders put these practices into operation.

Workshops are limited to 24 participants to provide ample time for questions, answers and personal coaching.

As a prerequisite to enrolling in this workshop, participants must have either completed a "Results-Based Accountability 101 training," read *Trying Hard is Not Good Enough* or watched "Results-Based Accountability 101 DVD" (can be purchased from the Family Action Centre)

When 3 - 4 June 2010

Time Registration 8:00am > Start 8.30am – 4.30pm

Cost \$850.00 (includes GST)

Venue Sydney to be advised

Please note a copy of *Trying Hard is Not Good Enough* is included in the training price

Organisation Consultation Days

There are a few days which have been made available for Organisation Consultation Days. If you are interested in Mark Friedman working directly with your organisation please contact the Family Action Centre, Michelle Gifford

via email: Michelle.Gifford@newcastle.edu.au

RESULTS-BASED ACCOUNTABILITY 2010

JUNE TOUR



* Workshops listed below are coordinated by the Family Action Centre. For full list of available workshops please visit website

WE'RE ONLINE

REGISTER FIND OUT MORE

www.newcastle.edu.au/rba

RBA 101 TRAINING

1 DAY **\$375** (inc gst) per participant

NSW SYDNEY
2 JUNE 2010
Venue to be confirmed

10% OFF Group bookings of 10 participants or more will receive a 10% discount on the total price when registering together.

*To register more than 2 participants, please copy this form

RBA TRAINING FOR TRAINERS & COACHES

2 DAY **\$850** (inc gst) per participant

NSW SYDNEY
3 & 4 JUNE 2010
Venue to be confirmed

Please indicate how participants will meet prerequisite requirements for Training for Trainers Workshop

- I have (or will have) completed the Results-Based Accountability 101 training.
- I have (or will have) read Trying Hard Is Not Good Enough.
- I have (or will have) watched the Results-Based Accountability Workshop DVD (can be purchased from the Family Action Centre)

All training includes: Morning, afternoon tea plus the Trying Hard is Not Good Enough book, Results Accountability Workbook and other handouts

PERSONAL DETAILS

ALL CORRESPONDENCE WILL BE SENT TO YOU VIA EMAIL

1st Title _____ Given Name _____ Surname _____ Position _____

2nd Title _____ Given Name _____ Surname _____ Position _____

Contact _____ Organisation _____

Postal Address _____ Town/Suburb/City _____ State/Postcode _____

Email 1st Person (essential) _____ Phone _____

Email 2nd Person (essential) _____ Fax _____



The Family Action Centre is a not for profit organisation. By attending events or purchasing resources from the FAC you are supporting the development of further resources and continued delivery of professional development events in many communities.

Dietary Requirements _____



CANCELLATION POLICY | Written requests for registration refunds must be postmarked or emailed 2 weeks prior to the commencement date and will then be refunded (less \$80.00 processing fee). Cancellations received within 2 weeks of the commencement date will not be refunded although the registration can be transferred to another participant for the same workshop. No refunds are given for no-shows.

In the event of unforeseen circumstances The Family Action Centre reserves the right to change or cancel workshops

Contact information above will be added to the FAC database that is used to send out promotional material about relevant resources and professional development events. If you **DO NOT** wish to be added to this database please tick here.

PAYMENT DETAILS (payment options - CHEQUE OR CREDIT CARD only)

want an easier way to register? **REGISTER ONLINE** www.newcastle.edu.au/rba
only with credit card

FOR TAX PURPOSES This completed form is a tax invoice for the purposes of GST after payment is received. The University of Newcastle ABN: 15 736 576 735

| | | | | |
|--|----------------------------|-------------------------------|----|---------------------------------|
| | Number of people attending | Cost per person including GST | \$ | TOTAL COST including GST |
|--|----------------------------|-------------------------------|----|---------------------------------|

CHEQUE Cheque payable to The University of Newcastle

Please post to: The Family Action Centre University of Newcastle, University Drive, Callaghan NSW 2308

CREDIT CARD

Please debit my Visa MasterCard Expiry Date _____

CARD NUMBER

Name of Cardholder _____ Signature _____

FAX TO
+61 2 4921 8686

FOR MORE INFORMATION e: FAC-Events@newcastle.edu.au | p: +61 2 4921 6403

OFFICE ONLY

Date received : _____ Sent to Cashier : _____ Chq Number : _____

G/L ACCOUNT : 10.30695.4411 (GST CODE : C) Narration : RBA/ORGANISATION/SURNAME Receipt Number _____