

**DO YOU WANT TO LEARN
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.

Mark Friedman - Facilitator and founder of RBA™

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

RESULTS-BASED ACCOUNTABILITY™

training

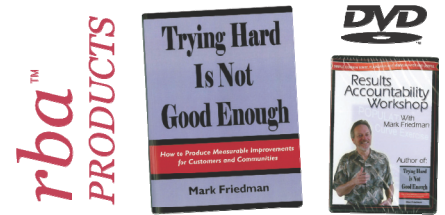
How does it work?

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 well-being for children, families and the community as a whole. Good ends might be "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.



www.newcastle.edu.au/rba

Training Options Available RBA™ 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 30 May 2012
Where Sydney
Venue SMC Conference & Function Centre
Time Registration 8.30am > Start 9.00am – 4.00pm
Cost \$425.00 (includes GST)
Registration Online and Manually

Price includes catering, workshop handouts and 'Trying Hard is Not Good Enough' book

TRAINING FOR TRAINERS & COACHES

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 put RBA™ methods into operation.**

Workshops are limited to 28 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 prior Results-Based Accountability™101 training; read 'Trying Hard is Not Good Enough' or; watched 'Results-Based Accountability™101 DVD' (available for purchase from the Family Action Centre).

When 31st May & 1st June 2012
Where Sydney
Venue SMC Conference & Function Centre
Time Registration 8:00am > Start 8.30am – 4.30pm
Cost \$950.00 (includes GST)
Registration Manually only

Price Includes catering, workshop handouts and 'Trying Hard is Not Good Enough' book

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 email the Family Action Centre: FAC-Events@newcastle.edu.au



RBA™ 2012 – WORKSHOPS

RESULT – BASED ACCOUNTABILITY™



RBA™ 101 WORKSHOP

\$425 (inc GST) per participant

TRAINING FOR TRAINERS

\$950 (inc GST) per participant

www.newcastle.edu.au/rba

RBA™ 101 WORKSHOP

30TH May 2012

NSW SYDNEY

Venue: SMC Conference & Function Centre

RBA™ TFT WORKSHOP

31ST May – 1ST June 2012

NSW SYDNEY

Venue: SMC Conference & Function Centre

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

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

PERSONAL DETAILS

1st Title _____ Given Names _____ Surname _____ Position _____

2nd Title _____ Given Names _____ Surname _____ Position _____

Contact _____ Organisation _____

Postal Address _____ Town/City _____ State/Postcode _____

Email 1st Person (essential) _____

Email 2nd Person (essential) _____

Phone _____ After hour's phone/mobile (essential) _____ Fax _____

Dietary Requirement _____ How did you hear about the training: _____

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*

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. The Family Action Centre will add you to our promotional database for future events and resources.

ATTENDANCE COSTINGS

- **RBA™ 101 - \$425.00 (inc GST, catering, workshop handouts and 'Trying Hard is Not Good Enough' book)**
- **RBA™ TFT - \$950.00 (inc GST catering, workshop handouts and 'Trying Hard is Not Good Enough' book)**

PAYMENT DETAILS (payment options – CHEQUE or CREDIT CARD only)

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

www.newcastle.edu.au/rba

Number of people attending _____ Cost per person (inc GST) \$ _____ TOTAL COST (inc GST) \$ _____

CHEQUE **Cheque payable to The University of Newcastle (no invoices can be raised)**
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 _____

Contact number for Cardholder _____

FOR MORE INFORMATION e : FAC-Events@newcastle.edu.au p : +61 2 4921 6403 f : +61 2 4921 8686

OFFICE USE ONLY Date received ___/___/___ Sent to Cashier ___/___/___ Chq Number ___/___/___