

TasCOSS Information Forum

Toolkit for Managers Series



MAKING A DIFFERENCE

—Results Based Accountability—

May 17 & 18, 2010

Do you have the tools to ensure that your community, organisation or program is creating real change in people's lives and that you have the data to improve your program's performance and convince stakeholders and funders that you're 'Making a Difference'?

This workshop will provide an introduction to Results Based Accountability™ (RBA) presented by Sue Richards, CEO of NSW Family Services Inc., whose organisation has supported many family service organisations in NSW to implement RBA over the last three years. Anglicare Tasmania staff will also share their experiences using RBA.

What is Results-Based Accountability™? RBA is a disciplined way of thinking, taking action and monitoring performance that can be used to improve quality of life in communities, cities, states, territories and nations. RBA is also used to improve the performance of programs, agencies and service systems that collectively contribute to achieving the quality of life outcomes desired at a community level. Developed by Mark Friedman, RBA provides tools to move more quickly from talk to action, to identify partners and importantly, to assess whether anyone is really better off as a result of the actions undertaken.

RBA is about:

- Looking forward and improving services and community outcomes
- Common sense and practicality
- Plain language
- Less paper, more usefulness
- Ultimately, measuring 'Is anyone better off?'

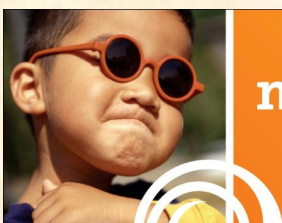
When and Where:

Launceston

Monday May 17th, 9:30am – 4:00pm
(Registration from 9:00am)
Tram Shed Function Centre
4 Invermay Road, Inveresk

Hobart

Tuesday May 18th, 9:30am – 4:00pm
(Registration from 9:00am)
Baha'i Centre of Learning
1 Tasman Hwy, Hobart



nsw family services inc

www.nswfamilyservices.asn.au

Strengthening Families
Strengthening NSW

ANGLICARE
TASMANIA

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Presenters:

Sue Richards, NSW Family Services Inc.



Sue Richards has worked in the Community Sector for most of her 30 year career. She is particularly passionate about the wellbeing of children. Sue is the CEO of NSW Family Services Inc (FamS), the Peak Body for family services in New South Wales, and is driven to support FamS members to provide quality services, based on a set of principles that are respectful and authentic and can change lives. Sue has been the CEO of FamS for seven years and can't imagine working anywhere else.

Sue has been involved in implementing Results Based Accountability™ into FamS and until recently had funding, in common with the Local Community Services Association (like Community Houses), to roll RBA out into their membership and the sector beyond.

Sue says:

“It is nice to find something new that supports all our values and puts the impact of the work at the forefront of our thinking rather than the volume of the work.”

Daryl Lamb and John Rowland, Anglicare Tasmania

Anglicare has been using RBA to some degree since 2003. Daryl Lamb (Deputy CEO) and John Rowland (Manager—Development and Risk) are overseeing a renewed effort to implement RBA processes across Anglicare's programs.

Cost: The price per person is discounted for organisations with more than one participant.

TasCOSS Members:

- \$95 for one person
- \$80 per person for more than one

Non-Members:

- \$110 for one person
- \$98 per person for more than one

All prices GST inclusive.

The costs for this workshop are discounted. Full price would normally be in the order of \$175.

Payments can be made by cheque payable to TasCOSS or by Electronic Funds Transfer to:

Account name: Tasmanian Council of Social Service

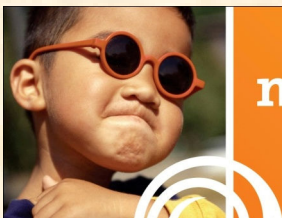
Bendigo Bank BSB: 633 000

Account Number: 130291826

Please advise by email when you make an Electronic Funds Transfer - admin@tascoss.org.au

Registration: Register online at www.surveymonkey.com/s/MakingADifference by COB Friday, May 7th.

For more information, contact Tim Tabart
Phone: 03 6231 0755 Email: tim@tascoss.org.au



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