



# Creating Results

The Inaugural Australasian Conference on  
Results Based Accountability (RBA)

30 November and 1 December 2009

## THE PROGRAM



# Creating Results: Day 1

Remember to choose a Breakout Session from the three alternatives offered at 1:45pm and 2:35pm.

Time and Duration	Session	Speaker/s
9:00am	45mins	<b>Welcome</b>
Welcome to the conference from your hosts, the MC (David Pointon, Senior Facilitator, FAST Meetings Co.) and The Hon. Linda Burney, NSW Minister of Human Services		
		<b>Welcome to Country</b>
		Uncle Max
		<b>Official Opening</b>
		The Hon. Linda Burney, NSW Minister of Human Services
9:45am	60mins	<b>Creating Results in the UK</b>
Rob Hutchinson, CBE		
There has been significant uptake and success with Outcomes Based Accountability in the UK over the past 10 years. Rob Hutchinson will share the key insights learned, and identify some of the important things that have made a difference for children in creating results through a more outcome oriented approach.		
10:45am	30mins	<b>Morning Tea</b>
11:15am	45mins	<b>The State of RBA: Global Impact</b>
Mark Friedman, Director, Fiscal Policy Studies Institute		
A presentation on the status of RBA/OBA work around the world. Some examples of recent progress by members of the world practitioner community. A discussion of the keys to effective results leadership and some emerging new ideas about how to implement RBA. Plus time for questions and possibly some answers.		
12:00pm	45mins	<b>Creating Results Across Sectors</b>
Panel: Mark Friedman, FPSI; Elaine Hendrick, Melbourne City mission, Mark Anns, Cancer Institute NSW, Sally Sinclair, NESA; Deirdre Ryan, Christchurch City Council		
With representation from a range of sectors, panelists will compare and contrast the approach being taken, challenges experienced and results being achieved within their sectors. This will help identify common themes as well as distinct issues for different sectors.		
12:45pm	60mins	<b>Lunch</b>
1:45pm	40mins	<b>MORFing@MCM</b>
Elaine Hendrick, Project Manager, Melbourne City Mission		
<b>Breakout 1</b>		
Melbourne City Mission will share their experience with RBA, highlighting the importance of thoughtful planning, sensitive implementation and consultation and involvement of staff to achieve results. A key is the 'tailoring' of RBA to meet organisational needs such as MCM's MORF (Measuring Outcomes and Results Framework).		
OR 1:45pm	40mins	<b>Introducing effective evaluation in a new organisation</b>
Mark Anns, Manager, Quality and Clinical Collaboration, Cancer Services and Education, Cancer Institute NSW		
The Cancer Institute NSW was established by the NSW government in July 2003 with the purpose of substantially improving cancer control in NSW. Although program objectives in general have been met, this session will provide examples of the challenges of developing a results based framework within the context of often limited one-off programs. This includes developing program logic, identifying performance measures and aligning understanding of 'results' with different audiences.		
OR 1:45pm	40mins	<b>Sidetracks, obstacles, insights and breakthroughs: 3 years of RBA</b>
Brian Smith, Executive Officer, LCSA Gabriela Hidalgo, Results Accountability Project Officer, LCSA		
This session will enable you to implement RBA more easily, and consider what is required for a service or community to begin using RBA effectively. This includes, implementation in small organisations, government hybrids of RBA and other systems, population accountability in rural communities and performance measure templates for neighbourhood centres.		
2:35pm	40mins	<b>R=Realistically B=Being A=Applied in small kiwi towns</b>
Carl Pascoe, Director, Creative Connections Network		
A discussion and workshop relating to an 18 month RBA journey across New Zealand from Kaitaia to Winton via Taihape and Ruatoria working with 100 plus small and medium sized not for profit providers. Observations, the results and the successes and the changes and the challenges		
OR 2:35pm	40mins	<b>Shifting Focus from What We Do to What Difference We Make</b>
Carolyn Quinn, Director, C Quinn Consultancy Pty Ltd, and Sarah Morgan, State Coordinator - Schools as Community Centres (SaCC), NSW Department of Education and Training		
This session will share the experience of an organisational change process in moving programs from a strategy focus to an outcomes focus, using the example of 47 NSW Schools As Community Centres		
OR 2:35pm	40mins	<b>3 years from 'taking a risk' to 'turning curves'</b>
Sue Richards, CEO, FamS and Mike Sheargold, RBA Project Consultant, FamS		
FamS is the peak body for over 250 non government Family Support Services in NSW. Funded to roll out RBA to our members, FamS has written its second strategic plan and second performance report within the RBA framework and now can't imagine working any other way. It requires discipline with simple, but sound principles that reinforce best practice to produce worthwhile results.		
3:15pm	30mins	<b>Afternoon Tea</b>
3:45am	75mins	<b>Implementation Issues and Opportunities: Topic Market Place</b>
David Pointon		
Apart from the exciting array of speakers at this conference, there is also a diverse range of experiences and perspectives amongst delegates. The Topic Market Place is a dynamic process to facilitate effective sharing and learning with others about issues that matter to you. The process involves a series of small group conversations around the Ballroom. The topics and questions come from you, the delegates. What question do you wish to discuss, what experience do you have to share, or what problem do you want solved? Topics will be gathered at the start of the day.		
5:00pm		<b>Close</b>
6:00pm		<b>Drinks</b>
6:30pm		<b>Dinner in the Pavilion Restaurant</b>

# Creating Results: Day 2

Remember to choose a Breakout Session from the three alternatives offered at 11:15am and 12:05pm.

Time and Duration		Session	Speaker/s
9:00am	10mins	<b>Welcome to Day 2</b>	Louise Statz, CEO, Creating Links and Belinda Kotris, President, FamS
9:10am	50mins	<b>RBA and Its place in Government</b>	Sonja Stewart, Divisional Director, Communities and Early Years, Communities Division, Human Services Dept. NSW
A Governmental perspective on RBA, its use and relevance in supporting positive community outcomes.			Robyn Fleming, A/g Group Manager, Families Group, FaHCSIA
A FaHCSIA perspective of the relevance of RBA in the Family Support Program			
10:00am	45mins	<b>RBA Implementation: You asked, we answer</b>	Mark Friedman and Rob Hutchinson
A discussion framed around customised responses to participant questions, lead by Mark Friedman and Rob Hutchinson			
10:45am	30mins	<b>Morning Tea</b>	
11:15am	40mins	<b>Results Scorecard: Tools and technology to enable results</b>	Adam Luecking, Director, Results Leadership Group
Breakout 1			
Introducing the Results Scorecard as a tool to support the implementation of RBA. With the Results Scorecard, leaders in the public and nonprofit sectors will accelerate the improvement of the quality of life in their communities and the performance of their agencies and programs. A web-based tool, the Results Scorecard makes life easier and more efficient, is easy to implement and affordable.			
OR 11:15am	40mins	<b>Results on a Shoe string: Community Development and RBA</b>	Louise Sutcliffe, Community Development Manager, Mid Mountains Neighbourhood Centre
Breakout 2			
This workshop will look at RBA from the perspective of a small community organisation with limited resources. Through a practical session, formats, templates and resources that have been developed will be shared, and the challenges of implementation for a small organisation will be explored.			
OR 11:15am	40mins	<b>Made to Measure: Locally-based community organisations and RBA</b>	Lynne Keevers, Project Co-ordinator, Illawarra Forum Inc
Breakout 3			
This session presents the conclusions of a 3 year research project conducted by the Illawarra Forum Inc. in partnership with the University of Sydney and the University of Western Sydney, funded by an Australian Research Council (ARC) Industry Linkage Grant. The research project investigates the capability of RBA to translate and bring forward the practice knowledge and contributions of locally-based community organisations and delivered some unexpected findings.			
12:05pm	40mins	<b>Implementing RBA in your organisation</b>	Marnel Lagarde, Co-ordinator, Parramatta Holroyd Family Services Louisa McKay, Project Manager, FamS
Breakout 1			
Parramatta/Holroyd Family Support Inc. have successfully implemented the RBA framework over the last 12 months. The session will share how the process transpired, the tools that were used and the benefits for the organisation due to the RBA framework.			
OR 12:05pm	40mins	<b>Creating Results in Education</b>	Diane Nixon, Practice Manager Education, Uniting Care Burnside
Breakout 2			
This presentation will focus on a five year action-research project conducted within the Western Sydney Foster care program of UnitingCare Burnside. The project has significantly turned the curve on educational outcomes for children and young people in care. The session will emphasise the importance of a strong research baseline, taking the team with you and the need for flexibility and creativity			
OR 12:05pm	40mins	<b>Creating a Culture of Change</b>	Nick Haney, Consultant, Creating Links and Louise Statz, CEO, Creating Links
Breakout 3			
This session outlines the practical challenges, successes and opportunities for growth Creating Links has experienced with RBA. Emphasis will be on the early steps toward implementation and creating a culture of movement as well as setting measurable and realistic outcomes.			
12:45pm	60mins	<b>Lunch</b>	
1:45pm	40mins	<b>RBA in Christchurch City Council: A Local Government Perspective</b>	Deirdre Ryan, Team Leader, Christchurch City Council
This multimedia presentation provides feedback from the community and Council staff on the ups and downs and most importantly the learning gained from travelling the Results Based Accountability journey with Christchurch City Council.			
2:25pm	20mins	<b>Creating Results: Your Personal Solutions and Take Home Priorities</b>	Selected panelists
Bringing together the key themes, challenges and opportunities that have surfaced through the conference, panelists will share their insights, reinforce important messages and help you clarify your own take home messages			
2:45pm	60mins	<b>Snapshots of Success: Delivering</b>	Julie McCrossin
This energising and lively closing session hosted by well known journalist and broadcaster Julie McCrossin will bring forth the key ideas from the conference and encapsulate people's experience of RBA with her unique blend of humour and audience participation.			
3:45pm	10mins	<b>Summary and Close</b>	Louise Statz, Creating Links and Sue Richards, FamS
3:55pm		<b>Close</b>	

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