



RBA™ IMPLEMENTATION: LESSONS WE HAVE LEARNED

GREETINGS FROM SYDNEY AUSTRALIA



WWW.RESULTSLEADERSHIP.ORG.AU



Peak body for Family Services in NSW Australia

Policy, advocacy, capacity building, projects

&

RLG Australia

FamS website



HOW HAS RBA™ IMPROVED THE WORK WE DO?

Focused on Outcomes at each level of the work:

Organisational (Population Outcomes)

Program (Training, Policy, Advocacy)

Task Driven

Purposeful and efficient meetings, forums and workshops

Clear roles and responsibilities

Busy but focused on outcomes!

Commitment to Evaluation and Continuous Quality Improvement

Data is meaningful

Natural way of thinking

True Transparency: Being comfortable with feeling uncomfortable



ONE OF OUR GOALS:

Encourage and support the community sector in NSW to use Results Based Accountability in their organisations and their communities.



RBA™ IMPLEMENTATION IN NSW

THE STORY SO FAR...

- Increase in NGO's using RBA™.
- State government funders endorse encourage outcomes frameworks and recognise RBA as a valid tool.
- Many funded programs now ask NGO's to report on performance measures from the 4th quadrant.
- Many new “Collective Impact” initiatives that have increased an interest in RBA™.
- It's a long haul...



PERFORMANCE MEASURES

**How much
did we do?**

**How well did
we do it?**

**Is anybody
better off?**

Lessons learned so far...



STAY TRUE TO THE FRAMEWORK

- If you make the decision to use RBA™ then use it properly.
- It's usually best not to implement with another framework at the same time.
- Be clear about why you want to implement the framework.



EXPERIENCE WITH STATE NSW GOVT

- Story from LCSA
- Needs of all stakeholders need to be met
- Funder and services have different needs
- Data collection needs to work for the client, funder and service
- Services not understanding why they need to collect data
- Link indicators to government plans



IMPLEMENTATION TAKES TIME AND MISTAKES

- Start small and learn from your mistakes – don't wait for everything to be perfect
- RBA™ implementation should be a long term strategy.
- It isn't only about implementing the framework - cultural change...
- Concepts are simple but can take time to fully grasp – keep referring back to the book /coach or use the RBA face book page or other resources available online.
- Share experience with local govt.



LOCAL COUNCIL EXPERIENCE

- Key people were trained
- Mentoring was provided
- Performance measure workshops and some training
- Follow up support
- Buy in from the leadership team
- Presentation to the team – turn the curve



INVEST IN EDUCATION

- Essential to have the book *Trying Hard is Not Good Enough* (Mark Friedman) as a guide and ongoing reference point.
- Video by Mark Friedman
- Training
- Community of Practice
- Coaching
- Peer groups



SELECT THE PERFORMANCE MEASURES

- If you're funding a program/ project consult key people and then select the performance measures, population results and indicators.
- You need to have some common measures so you can aggregate up or down....



BUY IN

- You need senior management to be committed and supportive.
- You need buy in from staff.



ANOTHER APPROACH



“What if we don’t change at all ...
and something magical just happens?”

Acknowledgements

FamS team

LCSA (peak body for neighbourhood centres in NSW)

Mark Friedman

