

Results Based Accountability as applied to Mid Mountains Neighbourhood Centre

Developed by: Louise Sutcliffe 2007

A note to readers:

- This RBA information tool was based on the work done by FWTDP and developed to represent the work already being carried out by MMNC as part of the 'Community Development in the context of Results Based Accountability' Action Research Project. The author would like to acknowledge the group effort of everyone participating in the action research process.
- The group as a whole also acknowledges the individual authors of tools and papers developed during the action research process
- As a group we do NOT promote a 'one size fits all' approach and offers this material as only an example of one area's thinking processes to date
- This information is offered in the spirit of co-operation and in recognising the value in sharing information and resources. The material is available for others to re-use and/or adapt for their own purposes if desired. If you would like to directly use the information provided please contact the original author's and acknowledge their original source work.

RBA Applied at Mid Mts Neighbourhood Centre

The joint responsibility of everyone

involved (Government, service providers, church, business, schools, health, communities, families.....)

Population Accountability

The condition of wellbeing as applied to NSW by NSW Dept of Community Services
“Safe, Healthy, Resilient (and Inclusive) disadvantaged children, young people, families & communities”

Based on currently available evidence (formal research, theory and practice wisdom learnt by experienced workers over time) there are a number of aspects and conditions that contribute to “Safe, Healthy, Resilient (and Inclusive) disadvantaged children, young people, families & communities” eg: community connectedness, receiving good support, positive relationships, etc

Based on current evidence and local knowledge and experience, Mid Mountains Neighbourhood Centre believes that **“Safe, Healthy, Resilient (and Inclusive) children, young people, families & communities”** live in a community that is **well informed, supported, connected, and involved in decision making**. As such MMNC will focus its activities at achieving these outcomes.

TARGET: Residents of the Mid Mountains with priority on those who are most vulnerable.

MMNC
doing its
part in
achieving
the overall
desired
population
result

RBA Applied at MMNC

How MMNC identifies its stated results (outcomes) and using this as a basis to demonstrate its effectiveness in meeting these outcomes

MMNC Performance Accountability

The condition of wellbeing as applied to the client / target population of MMNC

“Supporting the residents of the mid mountains (with priority on those who are most vulnerable to live in a community that is well informed, supported, connected and involved in decision making”, by:

Aiming ALL community development & centre based activities at some or all of the following outcomes:

1. Improving connections between sections of the community;
2. Increasing supportive connections;
3. Increasing participation in decision-making in the community;
4. Increasing knowledge and skills with particular reference to advocacy; accessing services and resources and quality of life;
5. Reducing stress;
6. Increasing use of services, facilities, and resources.

RBA Applied at MMNC

<p>How much we do</p> <ol style="list-style-type: none">1. Number of participants in events/groups/activities,2. Number of groups, events & activities,3. Number of collaborative projects,4. Number of people provided with information.	<p>How well we deliver services</p> <ol style="list-style-type: none">5. % of participants who complete program6. % participants who report satisfaction7. Number of collaboration partners by type.
<p>Number better off</p> <ol style="list-style-type: none">8. Number of people who report or were observed to participate in community decisions or action for the first time or an increased way.9. Number of groups that became self sustaining.	<p>Percentage better off</p> <ol style="list-style-type: none">10. % of participants who report or were observed to have made a new connection,11. % of participants who report that they learnt something new,12. % of participants who report they used something new (resources/services etc),13. % of participants who (at follow up) report applying what they learnt or were observed to have applied what they learnt14. % of recipients of support who report it assisted in reducing stress15. % of events where people from varied sections of the community were observed engaging and interacting.

RBA Applied at MMNC – Mapping Their Projects

Projects (*) →	Love Lawson Festival	Community Hub	Lawson Visions	Mid Mountains Town Development	Film Nights
↓ Outcomes					
Improving connections between sections of the community	✓	✓	✓		✓
Increasing supportive connections	✓	✓			✓
Increasing participation in community decision-making	✓	✓	✓	✓	
Increasing knowledge and skills in advocacy, accessing services and resources and quality of life		✓	✓	✓	
Reduced stress					✓
Increased use of services, facilities, and resources	✓	✓	✓	✓	✓

(* Projects listed are only a sample of overall projects carried out by MMNC)

RBA Applied at MMNC – Mapping Their Projects

Measurements By Project <i>(for a sample of MMNC projects only)</i>	Love Lawson Festival	Community Hub	Lawson Visions	Mid Mts Town Development	Film Nights
1] Number of participants in events/groups/activities	✓	✓	✓	✓	✓
2] Number of groups, events and activities	✓	✓	✓		✓
3] Number of collaborative projects	✓	✓	✓	✓	
4] Number of people provided with information	✓	✓	✓	✓	✓
5] % of participants who complete program					
6] % participants who report satisfaction	✓	✓	✓		✓
7] Number of collaboration partners by type	✓	✓	✓		✓
8] Number of people who report or were observed to participate in community decisions for the first time or in an increased way			✓	✓	
9] Number of groups that became self sustaining			✓	✓	
10] % of participants who report or were observed to have made a new connection		✓	✓		✓
11] % of participants who report learning something new,		✓	✓	✓	
12] % of participants who report they used something new (resources/services etc),		✓		✓	
13] % of participants who report or were observed applying what they learnt		✓		✓	
14] % of recipients of support who report reduced stress		✓			✓
15] % of events where varied sections of the community were observed interacting	✓	✓	✓		✓