## MEASURING GOVERNMENT OUTCOMES

OUTCOMES FOR A MORE EFFECTIVE GOVERNMENT



### **EXPLORE**

- Assess organisational readiness and capacity for change
- ▶ Identify links between governance, strategy, outcomes and objectives
- ► Develop a toolkit for defining, assessing, measuring and evaluating outcomes and objectives measurement
- ► Leverage leadership, communication and stakeholder engagement
- ► Plan how you will navigate the complexities of change for your organisation
- ► Design, define and select indicators that provide meaningful feedback about your outcomes, and support evaluation
- ► Move from being an activity oriented to outcomes focused organisation
- Create a relationship framework that allows you to track measurement, performance and causation
- ► Build the core elements of an evaluation plan to track progress put in place steps to improve performance
- ► Create an action list to ignite outcome measurement in your organisation

### **EXPERT FACILITATOR**



Kevin Riley Managing Director Capital Training College

### **ABOUT THE EVENT**

Not only is there an increasing demand for greater transparency and accountability for the use of public funds, citizens are also expecting results from our governments. Measuring outcomes, rather than the 'busy-ness' and activity remains one of the key process challenges that the majority of organisations struggle with most. Despite an increasing shift towards outcome based budgeting, only 6% of Australian public sector organisations have true outcome measurements. So why do so few government departments and agencies measure outcomes successfully, and how can you drive transformation to become outcome focused?

This highly interactive, two day workshop will provide you with the key skills to assess and prepare your organisation to move from an activity-oriented to an outcomes focused organisation. You will learn how to engage teams and explore strategies to identify quantifiable measurements and meaningful outcomes. You will explore how to put in place evaluation strategies with the focus on continual improvement in outcome performance.

As the government outcome-based budgets have recently been reset, here is the opportunity to put in place your strategies for becoming a more-outcomes orientated organisation, demonstrating results for citizens and communities.

### YOUR FACILITATOR

Kevin has more than 30 years of experience in financial and performance management and budgeting. This includes working with Treasury and Finance departments in the Commonwealth and across all Territory and State jurisdictions. Kevin is a Fellow with both Chartered Accountants Australia and New Zealand and CPA Australia. He is also a Qualified Accountant with the Chartered Institute of Public Finance and Accountancy (UK).



### **DAY ONE**

#### Assess organisational readiness

- Analyse organisational strengths and culture
- Identify links between governance, strategy, outcomes and objectives
- ► Determine your organisation's readiness and capacity to change

### Develop an essential toolkit for defining, assessing, measuring and evaluating outcomes and objectives measurement

- ► The role of leadership in developing an outcomes focused organisation
- Leverage communication and stakeholder engagement
- Develop an outcomes measurement framework

### Plan how you will navigate the complexities of change

- Measure outcomes and measurable change within traditional planning cycles
- ► Identify realistic and achievable outcomes
- Navigate complex change in culture, systems and processes

#### Build an interdepartmental outcome strategy

- ► Identify the interactions between departments
- ► Share outcome adjustments between teams
- Increase integration and communication between departments

BOOK AND SAVE! \$400 BOOK AND PAY BEFORE 27 JULY 2020 TO SAVE UP TO \$400

#### **DAY TWO**

### Increase tangible outcomes and measurements

- ► Identify observable measurable outcomes
- Design and select quantifiable measures that provide meaningful feedback about your outcomes
- Assess feedback and data strengths in producing performance measures

### Articulate your outcomes so that they are measurable

- ► Move away from input and output
- ► Understand the impact of outcomes
- Move from action-oriented to outcomes focused

### Map relationships between outcomes

- ► Create a relationship framework
- ► Examine the relationship between measurement, performance and causation
- Analyse the interdependencies of various departments and teams

### Build the core elements of an evaluation plan to track progress and make deliberate decisions about improving performance targets

- Identify patterns of performance and measurement
- ► Set targets in relation to performance
- Prioritise more deliberate and informed target setting
- Create an action list to ignite outcome measurement in your organisation



### WHO WILL ATTEND?

Executive, Directors, Managers, and other leaders of Federal & State Government Departments & Agencies with responsibilities for:

- Performance
- Reporting
- ► Corporate Services
- Planning
- Governance
- Outcomes
- ▶ Evaluation
- Commissioning
- Project, Portfolio & Program Management

# TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This workshop will be delivered using a three tiered approach. The structure of each session is as follows:

- 1. Technical overview and review of research into the topic area under discussion
- 2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
- 3. Discussion of outcomes and implementation issues

Workshop participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The workshop has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

### Measuring Government Outcomes

26 - 27 October 2020

### **Booking Form**

Event Reference: MGOW1020A - O

Offilite Delivery	Priority Code: I				
i Registration Information					
Organisation Name					
Address		Suburb	State	Postcode	
Booking Contact Information					
Title Full Name	Title Full Name Position		Phone		
Delegate Information					
# Title Full Name or TBA Position			Email		
1					
2					
3					
4					
5					
7					
8					
9					
10					
☑ Your Investment					
			Early Bird Rate		
ptions (per person) Rapid Action Rate Register and pay by 27 July		Register and pay by 9 September	Register and pay by 30 September	Standard Rate	
Workshop \$1595 + GST = (\$1754.5	(50) \$1695 + GST = (\$1864.50)	\$1795 + GST = (\$1974.50)	\$1895 + GST = (\$2084.50)	\$1995 + GST = (\$2194.50)	
scounted off standard rates : Save up to \$400	Save up to \$300	Save up to \$200	Save up to \$100	All Prices listed in Australian Dollars	
Group Discounts Available:  10% off Standard Rate Team of 3 - 4  Team of 5	Rate Standard Rate		TOTAL incl GS		
Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.  Note: Course materials included. Registration Options are per person only.					
Payment Details  Payment is required prior to attending this event					
☐ Credit Card	Credit Card Details - Please charge my c	redit card for this registration:  American Express		c Funds Transfer (EFT) ansfer funds directly to:	
Cheque (payable to Liquid Learning Group Pty Ltd)			— Westpac Account Name: Liquid Learning Group Pty Ltd BSB: 032 002		
☐ Electronic Funds Transfer	onic Funds Transfer  Card Number Expiry Expiry		Account N	No: 407 273 Dode: WPACAU2S	
Please invoice me:	CVV Full Name as on card		Amount		
Fulcilase Order No. #	Cardholder's Contact Number	Signature	Please qu	uote ref MGOW1020A - O	
		X	and regist	trant name	
Authority Authorising Manager's Details: This registration is invalid without a signature					
Name	Position	Ph	one		
Email		Siç X		Date	

#### Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

Registration Policy If you are unable to attend this event, you may send a Registration Policy If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. By confirming your registration you commit to pay the registration investment in full. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following the date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. If your invoice is yet to be paid and you wish to cancel, payment must be processed invoice is yet to be paid and you wish to cancel, payment must be processed and a credit note will be issued following receipt. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Ptv Ltd takes all care to produce high quality Liquid Learning Group Pty Ltd akes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cappelling or rescheduling of an event if any Liquid Learning Uroup Pty Ltd will not be responsible for any loss or oamage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd

accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

Privacy Statement Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box:

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: database@liquidlearning.com.au

© 2020 Liquid Learning Group Pty Ltd ACN 108 415 354