

Outcomes Reporting Guidance Note

To assist Stronger Country Communities Round Four applicants to develop appropriate outcomes and measures for their project/s.

Background

The objective of the Stronger Country Communities Fund (SCCF) is to deliver local projects that enhance the lives and wellbeing of regional communities. Funding provided in SCCF Round Four will support grassroots projects that reinvigorate our communities in every single Local Government Area (LGA) in regional NSW. SCCF Round Four aims to make regional communities even better places to call home through the following objectives:

- to boost the liveability of communities in regional areas by providing new or upgraded social and sporting infrastructure or community programs that have strong local support.
- to deliver enhanced infrastructure and programs that remove barriers to female participation in sport across regional NSW.

Outcome Reporting Obligations

Information on the outcomes of projects funded by SCCF Round Four is required to evaluate the Fund's success in achieving its objectives.

It is a funding requirement for applicants to outline outcomes to be delivered by each project and how the applicant will monitor and report on these outcomes once the project is operational or completed. Regional NSW will consider this as part of the department's grant assessment process. Project applications without clear outcomes or without clear data collection, monitoring and reporting processes may not be approved for funding.

Reporting is typically conducted at the final milestone payment when the recipient of the grant submits an acquittal at the completion of their funded project. However, recipients are still required to report on outcomes for up to 18 months post the completion of their project.

Measurement

SCCF Round Four funding will be provided for a wide range of projects. These include projects to improve existing infrastructure, provide new infrastructure and deliver programs. While measuring project outcomes is different for different types of projects, key measures for all SCCF Round Four funded projects must align with the program's Round Four objectives. Key measures should include employment outcomes, (including Aboriginal and youth jobs) and participation/usage.

The following principles should be considered when developing project outcome measures:

- Baseline comparisons – for improved facilities or infrastructure, measure use before improvement and then again after the improvement; for new facilities or infrastructure, measure use after completion, but consider if use of alternative facilities or infrastructure changed as a result, and/or whether overall use of all available facilities and infrastructure has changed.
- Connection – use a measure that shows if the new or improved facility, infrastructure or community program is being used as intended, and how this compares to any targets and/or baseline measures.

- Usage – show how the new or improved facility, infrastructure or community program is being used by the intended users, how much use there is of the facility, infrastructure or program, and how this compares to relevant any targets and/or baseline measures.
- Satisfaction – show how satisfied users are with the new or improved facility, infrastructure or community program (including consideration of different groups of users within the community, such as those with special needs), and how this compares to any targets and/or baseline measures.
- Timing – outline when the observations of facility or infrastructure use or the community program occurred, and the period/s of time elapsed between comparative observations.

Examples

Some example project outcome measures are outlined below for different project types.

Table 1. Project outcome examples

Project type	Example project outcome measures	Explanation	SCCF Round Four Objectives
Park revitalisation	<p>How many people use the park?</p> <p>How satisfied are these users with the park?</p> <p>Can the park be enjoyed by all community members and visitors?</p>	<p>Potential outcomes of the revitalised park may be: improved satisfaction by existing users; improved accessibility for existing and new users; and increased use of the park overall and/or by a wider range of users.</p> <p>Usage and satisfaction measures should be taken before and after the revitalisation project.</p> <p>Consideration should be given to different groups of uses in the community, including those who have used the park before but may have been less satisfied with it, and those who may not have traditionally used the park before.</p>	<p>To boost the liveability of communities in regional areas by providing new or upgraded social and sporting infrastructure.</p> <p>Infrastructure is renewed for community amenity and benefit. Measures of community satisfaction and usage will highlight the extent the community is benefiting from revitalisation project.</p>

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Aquatic centre upgrade	<p>How many people use the pool?</p> <p>What new or expanded services are now provided to pool users?</p> <p>How satisfied are these users with the pool facility?</p>	<p>Potential outcomes of the aquatic centre upgrade may be expanded range of services provided to the community; increased availability and accessibility of the pool; expanded opening hours; and increased use of the pool overall and/or by a wider range of users.</p> <p>Accessibility, range of services, usage and satisfaction measures should be taken before and after the upgrade project.</p> <p>Consideration should be given to different groups of users in the community, including those who have used the pool before but may have been less satisfied with it, those who may not have traditionally used the pool before, indirect users (such as parents who may be more satisfied with the toddler pool now that it is heated), and users of different sizes, abilities and ages.</p>	<p>To boost the liveability of communities in regional areas by providing new or upgraded social and sporting infrastructure.</p> <p>Upgraded infrastructure improves amenity for the community. Measures of community satisfaction and usage demonstrate the extent to which the community is benefiting from improved amenity.</p>
Streetscape beautification	<p>What is the local population who use the street?</p> <p>How many businesses are on or near the street?</p> <p>How satisfied is the local community with the new streetscape?</p> <p>How satisfied are businesses on, or near, the street?</p>	<p>Potential outcomes for streetscape beautification may include enhanced amenity for users (local community, visitors, adjoining local businesses).</p> <p>Consideration should be given to different groups of users, including residents, visitors, people with special needs, and local businesses. For example, people with disabilities may require ramp access. Businesses may require access for deliveries and customer parking.</p> <p>These groups may have different views on the project, which may require separate data collection and reporting.</p>	<p>To boost the liveability of communities in regional areas by providing new or upgraded social and sporting infrastructure.</p> <p>Infrastructure is renewed for community amenity and benefit. Measures of community usage and satisfaction will highlight the extent the community is benefiting from renewed infrastructure.</p>

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Playground upgrade	<p>How many people use the playground?</p> <p>How satisfied are these users with the playground?</p> <p>How satisfied are users of the playground?</p>	<p>Potential outcomes for a playground upgrade may include increased usage and satisfaction by existing and new users.</p> <p>Consideration should be given to different types of users in the community, including children of different ages and abilities, supervising parents or grandparents, and existing and new users of the playground.</p>	<p>To boost the liveability of communities in regional areas by providing new or upgraded social and sporting infrastructure</p> <p>Infrastructure is renewed for community amenity and benefit. Measures of community satisfaction and usage will highlight the extent the community is benefiting from revitalisation project.</p>
Community Festivals & Events	<p>How many community festivals or events were supported that otherwise would not have been held?</p> <p>How many local people attended these events?</p> <p>How many visitors/tourists are attracted to these festivals or events?</p> <p>How satisfied are people with the festivals or events?</p> <p>How much was spent in the LGA economy as a result of these community festivals or events?</p> <p>Is suitable seating, shade and a quiet rest area available at the events?</p>	<p>Potential outcomes for community festivals and events may include attendance numbers (including for different groups within the community), attraction of visitors/tourists, contribution to increased spending in the LGA, and positive participant feedback and satisfaction.</p> <p>Consideration should be given to different groups of attendees.</p> <p>The festival/event's impact on the local economy should also be measured.</p>	<p>To boost the liveability of communities in regional areas by providing community programs that have strong local support.</p> <p>Measures of community usage and satisfaction will highlight the extent the community is benefiting from programs.</p>

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New female change room	<p>What new or expanded services/activities are now available to women?</p> <p>How many women use the change room?</p> <p>How many women used the sportsground before and after the project?</p> <p>How satisfied are women with the change room as a female friendly sporting facility?</p>	<p>Potential outcomes of a new female change room are reduced barriers to female participation in sport and active recreation, evidenced by use of the new facilities increased availability of and female participation in sport and active recreation</p> <p>Consideration should be given to different groups of users including women of different ages, ethnicity and religion, and those with special needs (including women with disability, mothers with young children etc), schools, sporting clubs and community groups aiming to increase female participation in sport and active recreation and the range of activities that are accessible to women.</p>	<p>To deliver enhanced infrastructure and programs that remove barriers to female participation in sport across regional NSW.</p> <p>Measures of usage and reported benefits and satisfaction will highlight the extent to which the demographic is benefiting from the program.</p>
Female umpire training program	<p>Has there been an increase in women umpires (paid or volunteer) in the LGA as a result of the program?</p> <p>Has there been any increase participation by women in sport and active recreation in the LGA as a result of the program?</p> <p>How many women with young children or accessibility requirements were able to participate in the program?</p>	<p>Potential outcomes of a female umpire training program are reduced barriers to female participation in sport and active recreation, evidenced through an increase in female umpires leading to a wider availability of sport and active recreation activities for women in the LGA, and subsequent increased female participation in sport and active recreation.</p> <p>Consideration should be given to different types of sport and recreation (including where there may be targets to increase female umpires and/or participation), and different groups of users including women of different ages, ethnicity and religion, and those with special needs (including women with disability, mothers with young children etc), schools, sporting clubs and community groups aiming to increase female participation in sport and active recreation and the range of activities that are accessible to women.</p>	<p>To deliver enhanced infrastructure and programs that remove barriers to female participation in sport across regional NSW.</p> <p>Measures of usage and reported benefits and satisfaction will highlight the extent to which the targeted demographic is benefiting from the program.</p>

Project Acquittal & Reporting

Reporting occurs at the final milestone payment (Milestone 3) when the grant recipient submits an acquittal at the completion of their project. Approval of the grant recipient's submitted acquittal form pays the balance of the grant to the grant recipient. The completion of the project is the 'output', and the changes that result from the project are 'project outcomes'.

In circumstances where a project is complete, but the outcomes of the project are not yet available, information on the outcomes can be provided by the grant recipient to the relevant Regional NSW Business Development Managers (BDM). Prior to project acquittal the relevant BDM should discuss with the grant recipient what project outcome information to provide. This information should include:

- the statement of the expected outcomes of the project
- the agreed approach to measuring the outcomes
- a schedule outlining the timing when outcomes are to be reported to the BDM.

These grant recipients must then acquit the project in all respects other than the reporting of project outcomes.