

## Outcomes Reporting Guidance Note

*To assist applicants for Resources for Regions funding develop appropriate outcomes and measures for their projects.*

### Background

The objective of the Resources for Regions (R4R) program is to support the ongoing prosperity of mining communities in regional NSW by providing economic opportunities, improved amenity and positive social outcomes. The program acknowledges the significant benefits mining delivers to the NSW economy as well as the unique and diverse needs arising in mining communities. In recognition of this, Round Eight will fund infrastructure projects and community programs to help address these unique and diverse needs. The overall objective is to ensure funding support is provided to the right areas and long-term benefits are delivered to NSW's highly valued mining communities.

### Outcome Reporting Obligations

Information on the outcomes of projects funded by R4R Round Eight is required to evaluate the program's success in achieving its objectives.

It is a funding requirement for applicants to outline the 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

R4R Round Eight funding will be provided for a wide range of projects. These include projects to improve existing infrastructure, provide new infrastructure and deliver community programs that support economic diversification and community wellbeing. While measuring project outcomes is different for different types of projects, key measures for R4R Round Eight funded projects are employment outcomes (including Aboriginal and youth jobs) and participation/usage.

Applications for R4R Round Eight grants should outline proposed approaches to measuring project outcomes.

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

- for community programs, identify what kind of community change is expected after the program is completed so you can capture relevant before and after measures of that change.
- Connection – use a measure that shows if the new or improved facility, or 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 any relevant 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), 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	R4R objectives
Road or bridge upgrades or waste infrastructure	How many people benefit from the infrastructure?  How satisfied are users with the infrastructure?	Potential outcomes of the infrastructure may be: increased road or bridge capacity to meet current or projected demand; improved road or bridge safety; number of people benefitting from improved waste infrastructure; increased operating efficiency, safety, accessibility of waste infrastructure; improved satisfaction by existing users; improved accessibility for existing and new users; and increased use of the infrastructure overall.  Usage and user satisfaction should be taken before and after the project.	To mitigate the impact of mining on local infrastructure in the LGA.  Infrastructure is renewed for community use. Measures of community usage will highlight the extent the community is benefiting from renewed infrastructure.

Project type	Example project outcome measures	Explanation	R4R objectives
Tourism infrastructure	<p>How many people use the infrastructure (including visitors/tourists)?</p> <p>How satisfied are these users with the infrastructure?</p> <p>How many local jobs have been created as a result of the project?</p> <p>What economic increase has business attributed to the infrastructure?</p>	<p>Usage and satisfaction should be measured before and after the project. The outcome may be improved satisfaction. For example, XX number of people continue to use the infrastructure each week but report now that they are more satisfied with the infrastructure.</p> <p>The tourism benefits of the infrastructure for the community should also be measured. Potential outcomes may be: increased visitation in the region, expenditure and length of visitor stay in the region; the creation of new jobs during the construction of the infrastructure and/or maintaining that infrastructure for ongoing use (i.e. trades jobs).</p> <p>Accessibility, usage and satisfaction measures should be taken before and after the project.</p> <p>Consideration should be given to different groups of users, including tourists/visitors to the local area, and local community residents. These groups may have different views on the project which may require separate data collection and reporting.</p>	<p>To deliver new economic opportunities to help strengthen and/or diversify the local economy.</p>

Project type	Example project outcome measures	Explanation	R4R objectives
<p>New or enhanced public spaces</p>	<p>Who is the local population that use the public space?</p> <p>How satisfied is the local community with the new or enhanced public space?</p> <p>How satisfied are businesses on, or near, the area with the new or enhanced public space?</p>	<p>Usage and satisfaction should be measured before and after the project.</p> <p>Potential outcomes for new or enhanced public space may include: enhanced amenity for users, the local community and adjoining local businesses.</p> <p>Consideration should be given to different groups of users, 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 improve community amenity through new or upgraded community infrastructure.</p> <p>Measures of community usage will highlight the extent the community is benefiting from renewed infrastructure.</p>

Project type	Example project outcome measures	Explanation	R4R objectives
Targeted Skills Development Program	<p>How many people enrolled in the program?</p> <p>How many people have completed the program?</p> <p>What is the demographic of program participants?</p> <p>How satisfied are participants with these programs?</p> <p>How many people have gained new employment following completion of the program?</p>	<p>The usage of the program includes the number of people who enrolled in the program, completed the program and the satisfaction of people with the program. What industry outcomes have been achieved in terms of new employment in new industries or further on flows with new jobs in sectors and lowering of unemployment rates?</p> <p>Includes the number and demographic of people who access the program and their level of satisfaction. Consideration should be given to different target groups, including youth, Aboriginal female and mid-career jobseekers.</p>	<p>To support economic diversification initiatives to support the long-term resilience and prosperity of mining communities.</p> <p>Supporting diverse regional economies and sustainable employment</p> <p>Measures of the number of people utilising these programs and new jobs created as a result of targeted skills training.</p>
Larger-scale sporting festivals, arts & community events	<p>How many events are being held?</p> <p>How many people attended these events?</p> <p>How satisfied are people with the community events?</p> <p>How many visitors/tourists are attracted to these events?</p> <p>How much was spent in the local economy as a result of these festivals or events?</p>	<p>Usage and satisfaction should be measured. For example, XX events were held, most of which would have not occurred otherwise, and feedback from attendees was they were either satisfied or dissatisfied with the festival or event.</p> <p>The festival/event's impact on the local economy should also be measured. The increase in visitor numbers, duration of visitation, and their level of spending within the region can be measured.</p>	<p>To deliver community wellbeing outcomes by enhancing the overall liveability of mining communities.</p> <p>Measures of community usage will highlight the extent the community is benefiting from programs.</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 funded 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 (BDMs). 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; and
- 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.

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