

Outcomes frameworks



How outcomes frameworks can be used to drive meaningful results

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Outcomes frameworks can provide significant benefits, if well considered

Outcomes frameworks are forward looking, considering **different time horizons or the whole project lifecycle** to maximise their effectiveness.

The best outcomes are **aligned to the vision, multi-faceted, measurable, observable and attributable** to the organisation or program.

Buy-in across teams, organisations, stakeholders, and community is critical for making sure that outcome frameworks are authoritative, well-considered, and fit for purpose.

Metrics or measures, if used, need to be **linked to outcomes, practical to capture, navigate leading and lagging dynamics, and incentivise desired behaviours.**

Using outcomes frameworks in different contexts

Outcome-based budgeting in NSW has established a framework that enables funding to align with outcomes that the government seeks to achieve and how well initiatives performed towards reaching the intended outcome.

Regional NSW's **State of Regions Reporting Framework** informs where policy and investment is most needed by tracking regional NSW's progress towards reaching the vision of making the regions great places to live, work, visit, and do business.

The **Victorian Public Health and Wellbeing Outcomes Framework** provides a transparent approach to monitoring and reporting progress towards achieving health and wellbeing.

The **Fast Rail Program Framework** articulates the impact that the Fast Rail Program aspires to have on the lives and communities of NSW. It provides a clear line of sight to support consistency in decision making across projects, locations and over time, and a tool to track performance.

The **National Wellbeing Framework** sets a foundation for federal guidance for agencies to inform policy development and evaluation beyond economic growth alone. The framework identifies 50 key indicators.

Benefits of applying outcomes frameworks

Outcomes frameworks can guide decision making and consistency across the organisation or program, and over time.



Goals achieved sooner with greater value for money. For example, through the prioritisation of investment or sequencing of activities based on those that will optimise the achievement of outcomes.



Common culture. Alignment to a common cultural “true north” by maintaining a line of sight to outcomes across teams and over time.




Strengthen partnerships. Informed decisions and ‘buy-in’ with key partnerships and stakeholders.

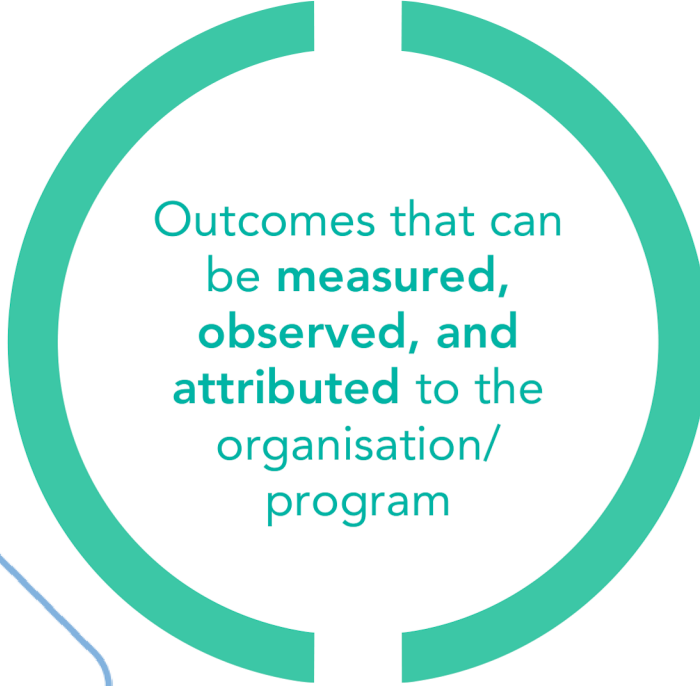


Accountability and transparency. Provide guidance to inform what actions to be taken and when, with indicators providing evidence of performance.


Types of outcomes worth considering



Aligned with the organisation/
program vision and mission



Outcomes that can be **measured, observed, and attributed** to the organisation/
program



Recognise the **multifaceted requirements** that need to be achieved

The importance of framework buy-in

Buy in across the whole team, from leadership down, gives the **framework authority**

Reflecting community priorities will provide confidence in achieving **fit-for-purpose solutions**



External stakeholder support will provide momentum when **integrating initiatives** across government

Collaboration and input across disciplines will help provide sufficient **breadth and depth**

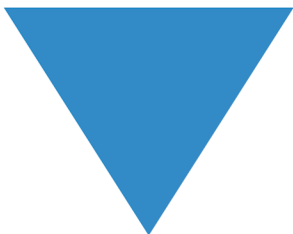
Outcomes frameworks provide consistency across the project lifecycle

Strategy



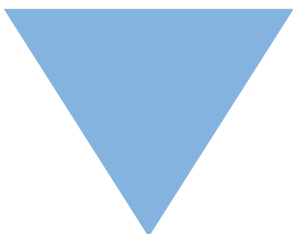
- Create a common culture and vision
- Partnerships with other projects/organisations
- Sequencing and prioritisation of activities

Planning



- Service-need definition
- Options analysis and prioritisation
- Value engineering
- Stakeholder engagement

Procurement



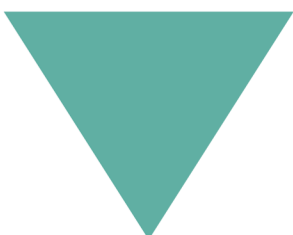
- Procurement strategy
- Scope refinement
- Tender evaluation and assess departures
- Social procurement initiatives

Delivery



- Value management and engineering
- Stakeholder engagement
- Create a common culture across parties

Operations

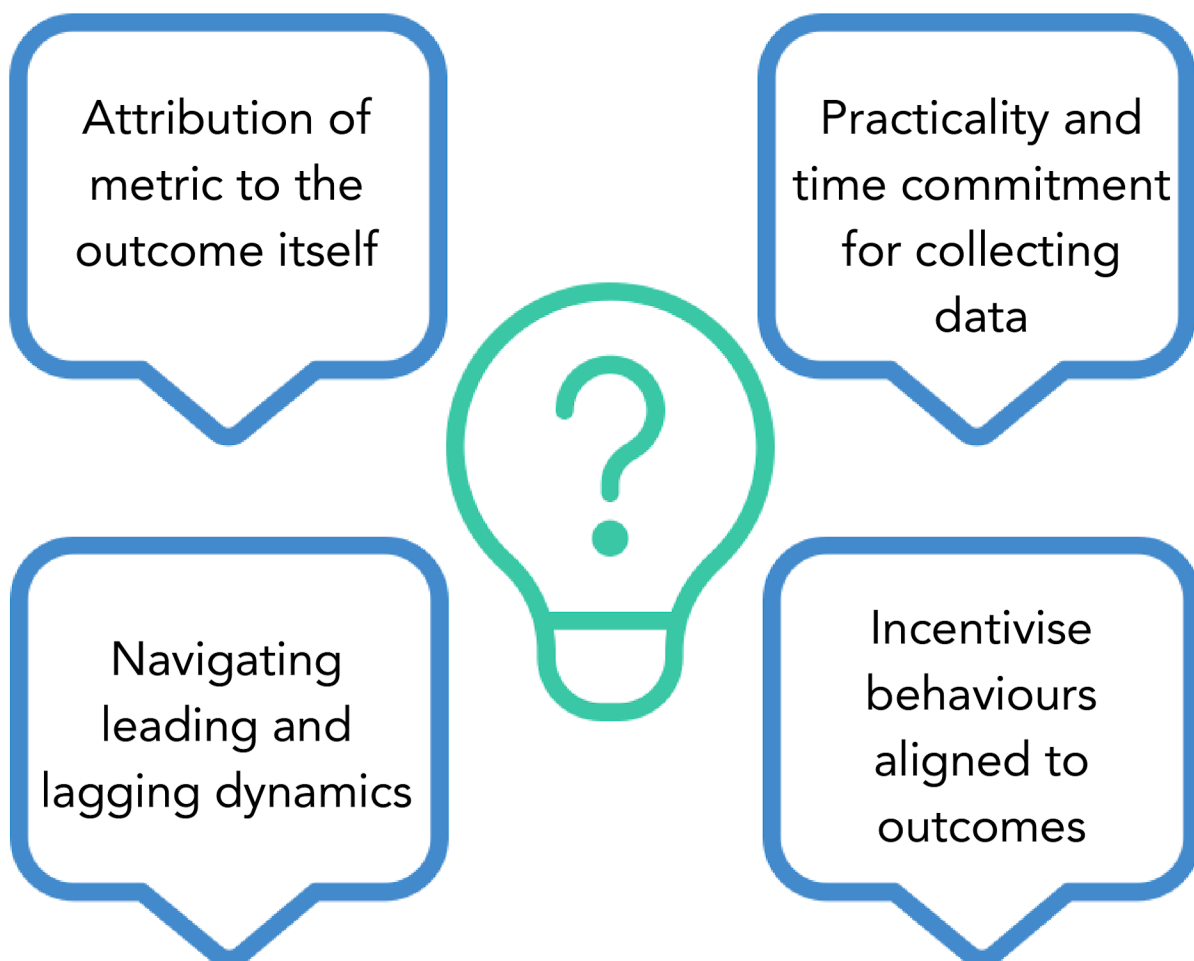


- Benefits realisation
- KPI setting
- Service contract procurement
- Create a common culture across parties

Using outcomes frameworks for reporting

Performance metrics can enable more **effective monitoring and drive accountability** for outcome achievement.

However, for performance metrics to be useful, they need to navigate **technical hurdles**, such as:



Questions?

We have developed this resource based on our team's experiences developing outcome frameworks.

Reach out to us if you need assistance tailoring these resources to your needs, or would like to find out more.



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