


Community & Voluntary Sector
Research Forum
Wellington, June 2016

Outcomes, Accountability and
Community & Voluntary Org's:
Holy Grail, Black Hole
or Wholly Possible?



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The winds of change:
New Public Management,
Agency Theory, Contractualism,
Audit Explosion

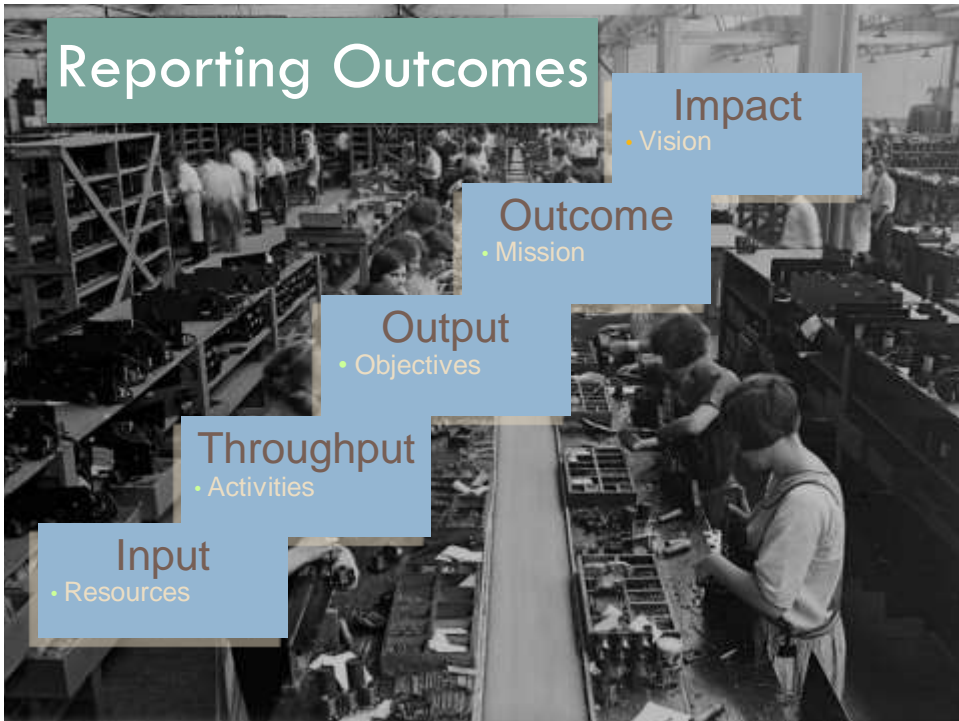
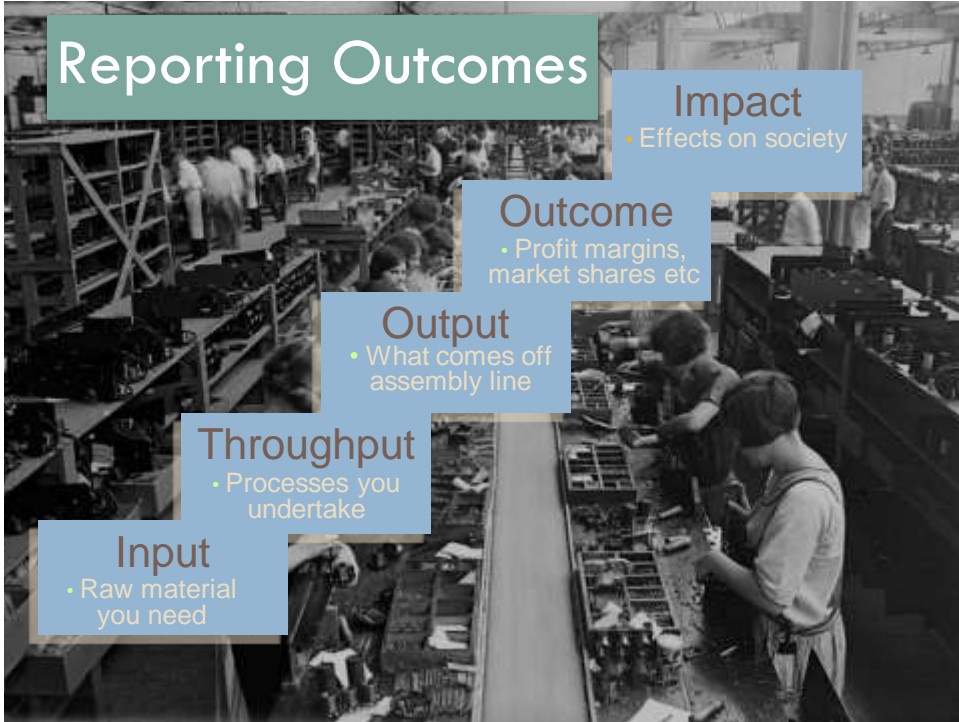


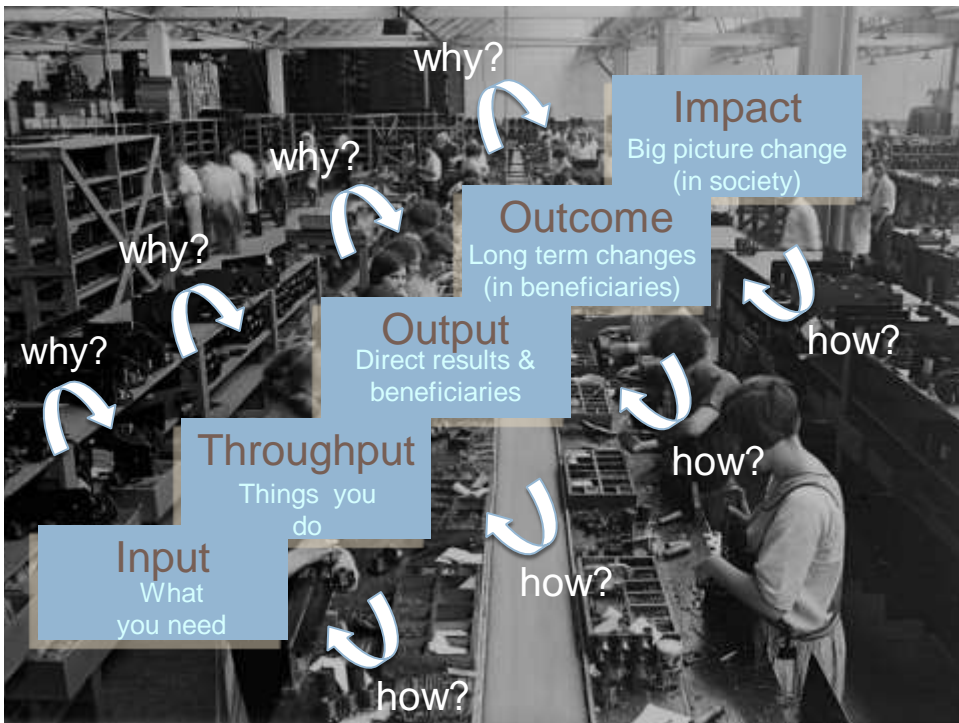
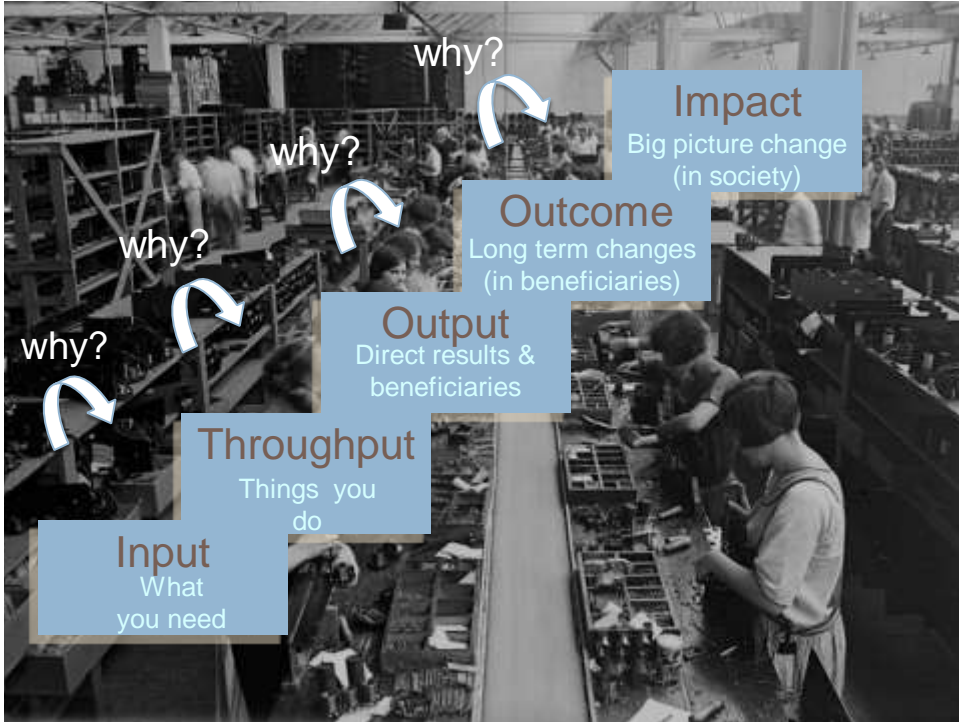
Measuring Nonprofit Performance

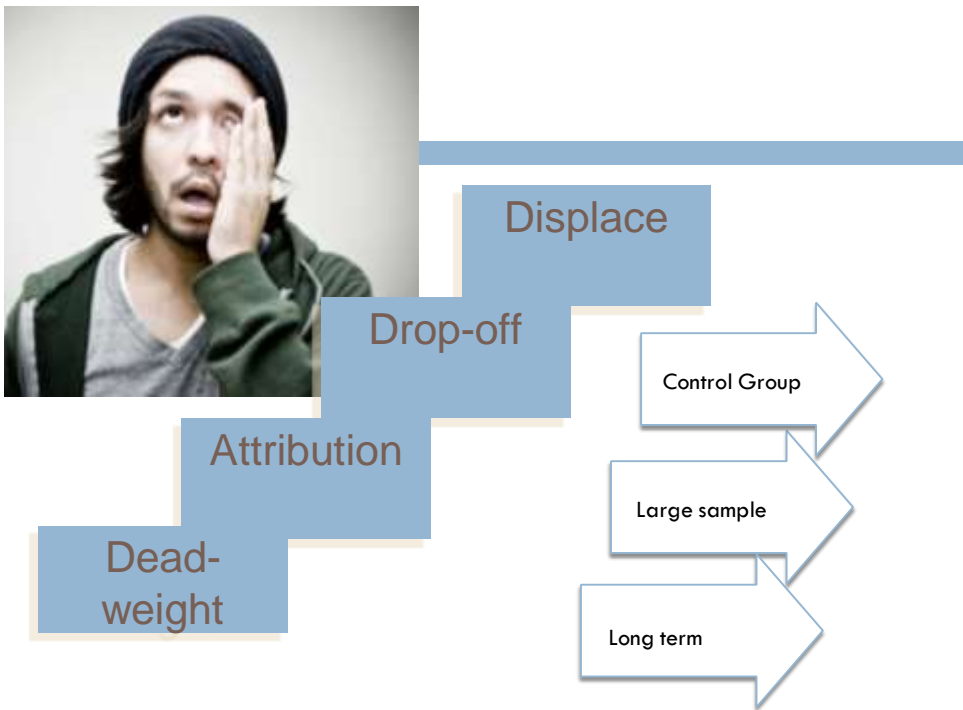
- Financial accounts
- Programme products and outputs
- Standards and quality assurance
- Participant characteristics
- Key performance indicators
- Client satisfaction
- Outcome measures

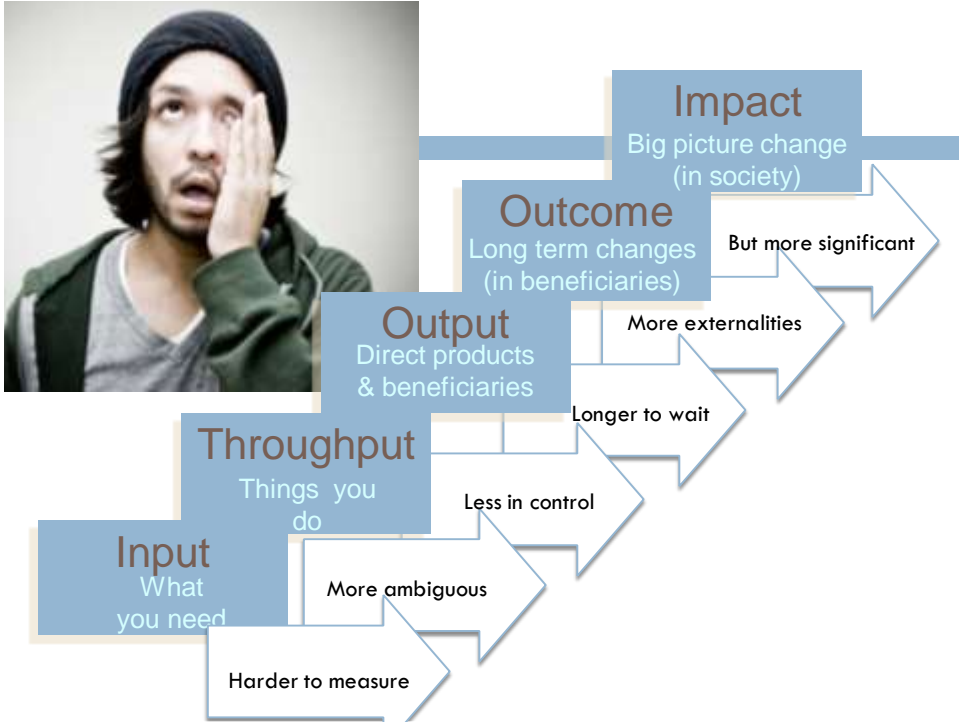


Plantz, Greenway & Hendricks, 1997











Not everything you can measure counts



Not everything that counts can be measured



Tell me again, what are the Outcomes of Outcome measures?



Attitudes to Outcome Measures

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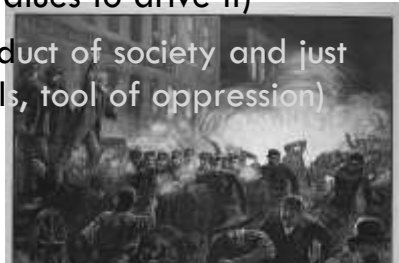
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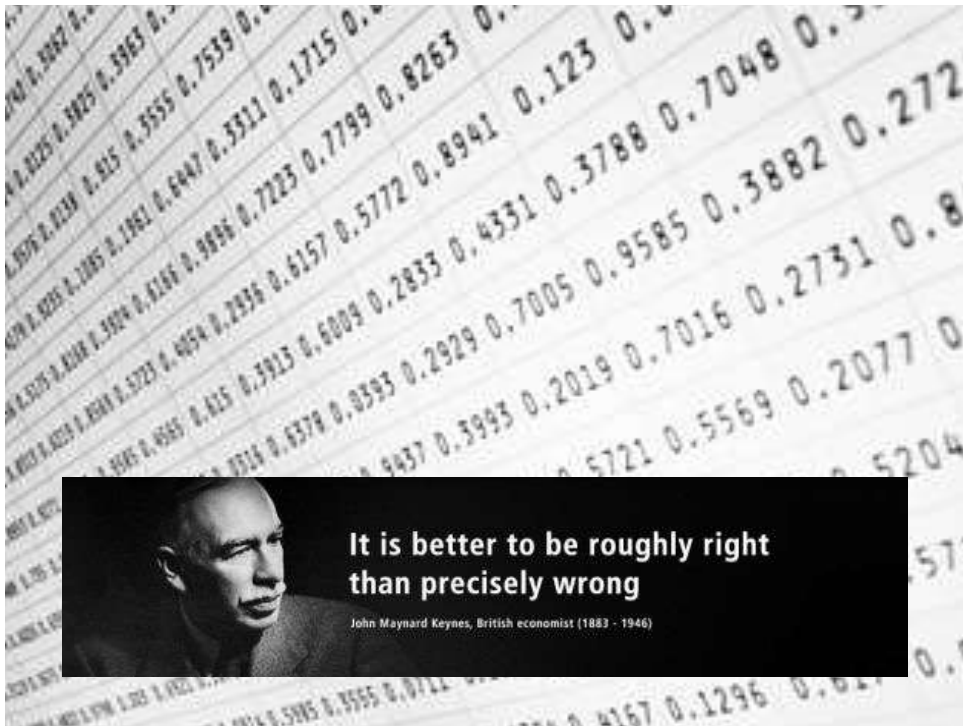


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Three Useful Strands

1. Collaborative reflection
2. Grounded in people's experience
3. Using lots of facts and figures to help ask good questions

Bullen, 1996



The 3-T Test

