



## Centre for What Works :: Lessons Bank

[www.ourcommunity.com.au](http://www.ourcommunity.com.au)

The Lessons Bank is a continuous improvement model developed by [www.ourcommunity.com.au](http://www.ourcommunity.com.au) in collaboration with Professor Emeritus, Len Syme (Professor of Epidemiology) and Professor Meredith Minkler, Professor of Health and Social Behavior, School of Public Health, University of California, Berkeley.

### Section I - General Information about your Program/Service

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**Name of Program/Service:**

**Program/Service Developed for (name of organisation):**

**Keyword Search Areas (leave blank if you are unsure what keywords would apply):**

**Date of Program/Service:**

**Commentary (Please provide a brief overview of the Program/Service):**

**References (where people can find out more about your Organisation/Program/Service – websites, etc.):**

**Deposited By (please provide name, contact number & email address of person filling in form):**

**Public Contact Point (please provide name, contact number & email address of person who can be contacted for more information about this Program/Service):**

**Where was the Program/service located?**

- State/s:

- Local government area/s:

- Principal town name/s:

- Geographic location (metropolitan, inner-city, outer suburbs, regional centre, rural centre, remote town, etc):

- Brief description of service area (eg. large industrial, agricultural, low income, predominantly private home owners):

**What group/s was the Program/Service targeting? (eg. 0-5 children, Indigenous, CALD)**

**How long did the Program/Service operate for, or if not yet concluded, how long is it expected to operate for in total?**

**Funding:**

- Program/Service Budget (per annum):

- Total budget (if ongoing):

- What grants/funding program provided the principal source of funding for Program /service? (Please include percentages of the budget that was derived from various sources (e.g. Australian Government, State Government, Local Government, Philanthropy, Community Business Donations, Community Group Donations, In-kind, Other):

**Size of funded Program/Service:**

- Number of paid staff:

- Number of volunteers:

- Number of Program/Service participants:

**Section 3 - The Planning Lessons**

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**WHAT WORKED** to help clarify: that there was a need for your program/service, that your program/service would address the need, and what your program/service would achieve and why? (e.g. carried out community needs assessment, community consultations, relied on anecdotal evidence, held meetings, newsletters)

**WHAT WORKED** in planning the activities of the program/service, and why? (e.g. brainstorming sessions, facilitator, workshop, planning tools)

**Section 4 - Collaboration and Support Lessons**

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**WHAT WORKED** to get support and funding for your program/service, and why? (e.g. personal deputation to government, media reports, networking, letters to local businesses, having a detailed business plan, having good local business support networks, community donations, user pays, sale of goods and services)

**WHAT WORKED** to engage the target group in your program/service, and why? (e.g. Program committee included target group, board of management actively promoted the Program/service, employment of worker from target group, a community event)

**WHAT WORKED** to help you collaborate with others, and why? (e.g. a partnership MOU, sharing facilities, joint activities, joint auspice and/or governance)

**WHAT WORKED** to promote the program/service, and why? (e.g. public talks, radio, newspapers, posters, newsletters, email, website, SMS)

**Section 5 - Implementation Lessons**

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**WHAT WORKED** to allow you to successfully implement the program/service, and why? (e.g. use of volunteers, paid worker/s, a consultant, mentor, participation by target group)

**WHAT WORKED** to help you monitor the success of the program/service, and why? (e.g. regular reporting to the board, good governance structure, action research approach, program/service plan, milestone monitoring, review workshops, evaluation plan)

**How did you measure success** to enable you to know you had achieved your aims? (e.g. a rise in positive activities, satisfaction surveys, publicity achieved, policy changed, feedback, a drop in negative behaviour)

**What was the absolute standout ‘star’ thing** that helped all other things to work, and why? (e.g. the promotion, the needs assessment, the planning, a person, organisational support)

**Were there any unexpected outcomes?** If so, what were they?

**Section 6 - Sustainability Lessons** *Centre for What Works*

If your program/service has been around for more than five years and has moved on from its original start-up funding, what things have worked to help ensure the sustainability of the program/service over time? (e.g. secured recurrent funding; set in place regular fundraising; linking with other organisations or departments; policy and systems change at the local, regional, state or national level; mobilised others committed to sustaining community effort; built learnings and evaluation findings into your Program/service)

What **DIDN'T WORK** and why?

What are the **KEY THINGS** you would do differently next time?

**Thank you for completing this form.  
This information will assist other community groups to learn from your  
experience.**

#### **ABOUT THE CENTRE FOR WHAT WORKS**

The Centre for What Works is the place where people can learn from others, save time and money and help reduce duplication of effort.

The Centre has four key resources for community groups, government and communities, taking the hard-won knowledge of one organisation and sharing it with many. These "knowledge banks" allow you to extract the lessons of others, or contribute your own - as the old adage goes, "None of us is as smart as all of us".

1. **Lessons Bank** - find out what projects others have worked on - what worked, what didn't, and what could have been done differently - before you start a similar project/program.
2. **Plans and Tools Bank** - download useful plans or handy tools (marketing plans, business plans, etc.) that will save you time and money when putting in place a new project/program.
3. **Policy Bank** - find a range of template policies and procedures relevant to not-for-profit Boards and Committees and the organisations they govern.
4. **Linkages Bank** - this provides you with web links from around Australia and the across the world to the best knowledge and resources for community groups.

The Centre for What Works is a companion resource for Our Community's Centre for Best Practice in Grantmaking, helping grantmakers ensure their valuable resources go further and that knowledge is distributed more widely and effectively.