Frequently asked questions

Here are the answers to some FAQs about outcome reports. If you have a question that is not answered here, or you require more information, please contact your Arts Queensland client manager.

What are the outcome reporting requirements?

For the **Individuals Fund**, one outcome report template is due within 20 business days of completing the activity.

For the **Projects and Programs Fund**, one outcome report template is due within 20 business days of completing the activity.

For the **Queensland Arts Showcase Program**, one outcome report template is due within 30 business days of completing the activity

For the **Organisations Fund**, an outcome report is due on an annual basis (April each year), including:
- Report on outputs/outcomes – the PDF/Word template
- Financial spreadsheet – the Excel template
- Audited financial statement

Individuals Fund, Projects and Programs Fund and Queensland Arts Showcase Program Outcome Reports can be completed using Arts Queensland's Online Form System. Alternatively, completed outcome reports can be submitted by email (investment@arts.qld.gov.au) or by post (USB stick in padded envelope or hard copy). Attachments can be submitted with your outcome report, but note the email size is maximum 10MB. We encourage you to submit photos (or links to photos) to be used in the case study, but please attach no more than three images.

Where are the templates?

All the templates are available on the Arts Queensland website – a specific webpage has been set up for outcome reports. Go to http://www.arts.qld.gov.au/funding/outcome_reports.html

We encourage you to use the PDF versions of the templates for easiest functionality, if you plan to submit by email or USB stick. If you plan to submit in hard copy, you will need to use the Word version.

Please ensure you look at the templates now so you are clear about what needs to be collected and reported. Some data will need to be gathered from the outset of your activities. It is also important you read through the two introductory pages at the beginning of the template so you are clear on the focus and expectations.

Will the templates be sent to me pre-populated?

No. Arts Queensland is no longer pre-populating outcome reports. You are responsible for downloading the templates from the Arts Queensland website (unless there are extenuating circumstances, in which case they can be emailed or sent in hard copy).

What resources are available to assist with outcome reports?

A number of resources are available to support you to complete the **Queensland Arts Showcase Program**, **Organisations Fund** and **Projects and Programs Fund** outcome reports. These include:

- Comprehensive data dictionary outlining definitions and counting/calculation methods
- An Excel spreadsheet to help you track data over time
- Sample surveys which contain the questions needed to complete some measures – e.g. attendee, participant, client surveys
- Fact sheets specific to outcome report questions – e.g. counting attendees, tracking online data, developing and implementing surveys, evaluating social outcomes
- General fact sheets and tools about evaluation more broadly – e.g. getting started with evaluation, contracting external evaluators, evaluation plan template, program logic template

How have the outcome reports been developed?

The outcome reports are based on the objectives and assessment criteria for each funding program.

The **Individuals Fund** template has a particular focus on the Quality criterion.

Templates for the **Queensland Arts Showcase Program**, **Organisations Fund** and **Projects and Programs Fund** have been structured to reflect the criteria of Reach, Quality and Economic and social outcomes (referred to as 'Impact' in the assessment criteria). The **Organisations Fund** template also has an additional section about Viability (governance) which was an important criterion at the assessment stage.

Arts Queensland held sector focus groups to test the outcome report templates. Approximately 30 people attended these groups and represented a mix of larger and smaller organisations, independent artists and producers, mix of art form specialties, and mix of experience completing outcome reports. Participants in the focus groups were positive about the direction taken and provided some useful suggestions which have been incorporated into the final templates.

Arts Queensland will continue to review the outcome reports and update and refine them as needed in the future. If you have feedback once completing your report, please let us know. You may wish to provide these comments in the 'your feedback for AQ' question at the end of the outcome reports.

What are the key changes from the previous outcome reports?

The previous outcome reports for s2m organisations, Development and Presentation Grants and Career Development Grants asked a series of open-ended questions for funding recipients to respond to. These questions were quite vague and required funding recipients to 'second guess' what information was expected. It was also difficult for Arts Queensland to aggregate data to share outcomes across funding programs.

The new outcome reports:
- Are directive in asking for very specific data and information, with a direct line of sight back to the assessment criteria and objectives
- Only collect data Arts Queensland will actually use for client management and for reporting
- Aim to lead funding recipients through a process of reflecting on outcomes and learnings (including both successes and challenges)
- Will result in a case study being published for each investment to share outcomes and learnings more broadly

For the **Organisations Fund**, the six schedules originally required for s2m reporting have been reduced to two documents – the report on outputs/outcomes and the simplified financial spreadsheet.

For the **Individuals Fund**, no financial/budget reporting is required in the outcome reports. Instead, you are required to sign a statement that funding was used for the purposes originally given. Arts Queensland will conduct a simple financial audit on one in ten outcome reports for the Individuals Fund. You must therefore keep receipts for three years from the submission of your outcome report.

What does it mean in terms of workload?

We have endeavoured to develop outcome report templates that are clear, specific about what is being asked and useful and relevant for funding recipients.

Most of the questions only require numbers, percentages or brief descriptions, with a few open-ended reflective questions at the end. The financial spreadsheet for the **Organisations Fund** no longer requires you to provide financials for each separate activity you have undertaken – instead, overall figures for the whole year are requested. The Organisations Fund template also simplifies the output data being sought when compared with previous s2m reporting. As noted above, financial reporting is no longer required for the **Individuals Fund**.

For the **Queensland Arts Showcase Program**, **Organisations Fund** and **Projects and Programs Fund** there is an expectation that funding recipients will survey attendees, participants or clients to collect some basic feedback (except where this is not at all relevant – e.g. some creative development projects). This is an important part of outcomes-based reporting and also useful for informing future planning and demonstrating the value created by what you do. Many funding recipients already do this kind of surveying so it will just be a matter of ensuring you are asking the right few questions to complete the outcome report measures. Sample surveys are available on the Arts Queensland website for you to use and adapt to your purposes. These surveys identify with a star the questions that need to be asked to complete outcome report measures.

Do I have to fill everything in?

All questions in the **Individuals Fund** outcome report are mandatory.

In the **Queensland Arts Showcase Program**, **Organisations Fund** and **Projects and Programs Fund** templates:
- Several questions are mandatory.
- Some questions are marked as optional (e.g. peer/partner feedback) or only to be completed if relevant to the particular organisation or project (e.g. television/radio and publication reach, diversity of attendees/participants, broader social/community outcomes, tourism contribution).
- Other questions ask you to only report on indicators that are relevant to your work (e.g. examples of innovation and examples of contribution to art form development). In these instances it is not expected that all indicators will be relevant for you. We would prefer you left these sections blank if they are not significant to your work, as this will ensure the data we collect is meaningful and useful.

The data dictionary indicates which questions are not relevant for creative development projects, recognising these do not have an immediate public outcome.

If you are unsure about how any of the measures relate to your work, please speak with your Arts Queensland client manager.

Will you actually use this data?

Yes. The templates have been developed to only collect data Arts Queensland will use for client management or for reporting.

The information provided will enable Arts Queensland to:
- Publish case studies that promote the diversity of arts and cultural practice across Queensland and share outcomes and learnings across the sector
- Report to the Minister, the sector and the general public about the outcomes of public investment in the arts – including the artistic, cultural, social and economic returns on investment
- Build an evidence base that Arts Queensland and the sector can use to advocate the value of arts and culture and support the case for continued funding
- Inform future planning and improvements to funding programs

How will the case studies be developed?

You will see in the outcome report templates that a number of questions are marked with a CS symbol. These are the questions Arts Queensland will use to create the case studies.

The case study template is available for your reference on the outcome report webpage, so you can see how it will look.

Arts Queensland staff will edit information from your outcome report into the case study template and then send it to you for feedback. The case study will not be published without your approval. You are also welcome to update the case study in the future if new learnings or outcomes come to light.

For organisations receiving triennial funding, a new case study will be developed each year reflecting on the particular activities and projects you've implemented in that reporting period.

How do the outcome reports relate to the Key Performance Outcomes (KPOs) in the contracts?

The KPOs for the **Queensland Arts Showcase Program**, **Organisations Fund** and **Projects and Programs Fund** are directly related to the data and information collected in the outcome reports. This means you do not need to provide any separate information to report on KPOs. If you complete the outcome report, then you have provided the information needed to enable Arts Queensland to see how you are tracking with the KPOs.

There are no KPOs for the **Individuals Fund**.

What if I don't understand a measure or how to complete it?

If you are unclear about something in the outcome reports:
- Check the data dictionary to see if that answers your question (for Organisations Fund and Projects and Programs Fund)
- Contact your Arts Queensland client manager who will be happy to work it through with you