

# Our Community **MATTERS**

Your community knowledge bank helping groups survive, improve, grow and innovate



## Resources, News, Innovations and Tips on:

- ✓ Funding, Finance & Membership Management
- ✓ Leadership & Advocacy
- ✓ Management & Training
- ✓ Marketing & Media
- ✓ Boards, Committees & Governance
- ✓ Community & Business Partnerships
- ✓ Insurance & Risk Management

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

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Welcome to the latest edition of **Our Community Matters**, your regular free community sector update. It is yet another benefit of membership of [www.ourcommunity.com.au](http://www.ourcommunity.com.au) – the premier destination for Australia's 700,000 community, education and not-for-profit groups. Our Community provides community groups with the latest funding and fundraising news as well as practical management, board, marketing and community business partnership information. Our Community also operates the **Australian Giving Centre**, the free online donations service that has so far raised almost \$5 million for Australian community appeals. A summary of our services is listed at the end of this newsletter. If you have trouble reading this newsletter or have any comments please let us know by emailing [kathyr@ourcommunity.com.au](mailto:kathyr@ourcommunity.com.au)

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## 1. Community View ... By Rhonda Galbally AO, CEO of [www.ourcommunity.com.au](http://www.ourcommunity.com.au)

### Speaking up for Policy's Sake

Recently, *The Age* newspaper reported that the Federal Government was investigating ways to strip the Wilderness Society of its tax-deductible status, presumably because of objections to the organisation's advocacy work.

"Environmental groups and charities that run campaigns against the Government could lose their tax-deductible status," the newspaper said.

This is despite the fact that an independent inquiry set up by the Government in 2000 to investigate modernisation of the definition of a 'charity' recommended that:

**"... charities should be permitted to engage in advocacy on behalf of those they benefit. Conduct of this kind should not deny them charitable status even if it involves advocating for a change in law or policy."  
(Report of the Inquiry into the Definition of Charities and Related Organisations, Chapter 26, June 2001)**

Much of the negative fuss in recent times about community organisations engaging in advocacy, and the subsequent threats to their tax-deductible (DGR) status, neglects one very important fact. If policy development is going to achieve any semblance of effectiveness, it is critical for national, state and local policy to be guided by those closest to the challenges.

Community organisations at local, state and national levels are central to the search for policy solutions. They create and develop new approaches; they trial different ways of community building; and they learn what works, what doesn't, and why. Community organisations also deliver services on behalf of government and learn when service design works, when it doesn't and why.

The main barrier to translating this knowledge and experience into policy solutions is the fact that there is no serious feedback loop from community to policy development.

People with disabilities, Indigenous, culturally and linguistically diverse groups and low income neighbourhood members – and the groups that represent them – must be included in the design and development of services for them. Unless these consumer experiences are included, policy will keep missing the mark and not achieve its goals.

Government cannot hope to bring these consumer experiences to bear, and share in the fruits that stakeholder involvement brings, unless it allows meaningful consultation. The operative word in that last sentence is "meaningful" – consultation is useless unless government listens to and takes up the wisdom and views of the people it is hoping to serve.

Advocacy is another vital mechanism for feeding community knowledge into policy development – and this is one very practical reason why advocacy should not only be tolerated in a democratic society but welcomed.

Australian not-for-profits need to be free to advocate for change at all levels, to promote projects and approaches that work, and to have an impact on policy. Their tax status should not be dependent on them staying quiet.

Advocacy is a vital and inherent feature of Australian community debates, and its vigorous exercise should be rewarded, not discouraged.

**Rhonda Galbally AO  
Chief Executive Officer**

**What's your view on this issue? Tell us what you think by emailing [kathyr@ourcommunity.com.au](mailto:kathyr@ourcommunity.com.au).**

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## 2. Better Boards; Better Meetings; Better Staff-Board Relationships; Better Outcomes

The program for the **2006 Board Builder Conference** has been released – and it's an event that no board/committee/council member who is serious about improving their own performance and that of their organisation can afford to miss.

The conference – to be held at Moonee Valley Racing Club in Melbourne on **Friday, November 17** – is designed to provide participants with the practical tools they need to do their job as a board/committee/council member better, and set them along the path to greater knowledge and confidence in their governance role.

The **Board Builder Conference** is a practical, hands-on, one-day conference that will help participants:



- Identify the challenges of modern community governance
- Learn more about your individual roles and responsibilities, and those of the governance group as a whole
- Learn how to identify deficiencies and improve the functioning of your board/committee/council
- Get practical tips on how to cure some common governance maladies
- Fine-tune basic processes and relationships – meetings; recruitment & succession; relationships with staff; etc.

It's designed to cater to all kinds of community organisations – small and large, staffed and unstaffed, etc. – and also for local government.

Highlights of the November 17 conference include:

- **Keynote Addresses:**
  - **The Endless Tension: Reconciling the Essential Responsibility for Fiduciary Duties with the Imperative Task of Driving Innovation**  
Professor Hugh Morrow  
Director Social Benefit Initiative, Macquarie Institute for Innovation
  - **Boards: Leader or Servant? Governance Issues for the 21<sup>st</sup> Century Community Board**  
Professor Stephen Bartos  
Director, National Institute for Governance, University of Canberra
- **The Panel Session:**
  - **The Board Doctor: Our Panellists Help to Cure Some Common Board Ills**  
Led by the ever-popular Brett de Hoedt (Mayor, Hootville Communications, Media Trainer & Consultant), our panellists lend their wisdom to some of the common ills that can threaten the health and vitality of not-for-profit boards and committees.  
*\*Come prepared with your questions ready to submit at the start of the conference for the Board Doctors to tackle during this session\**
- **Four Practical Workshops (you pick two to attend):**
  - **Keeping Safe:** Fiduciary Duties – The A-Z for the non-finance expert
  - **Passing the Baton:** Succession & Renewal for Community Boards & Committees
  - **Getting Better all the Time:** Continuous Improvement of Board Performance
  - **War & Peace – Minimise the Angst:** Board-Staff Relations for Community Boards & Committees

More information about the conference, including a full program, is online at [www.ourcommunity.com.au/boardbuilder2006](http://www.ourcommunity.com.au/boardbuilder2006).

**P.S. Register before October 20 for a chance to win an iPod nano!**

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### 3. Killing Me Softly: conference turns concept of conflict upside down

Most people's associations with conflict are negative – but it doesn't have to be that way, according to a keynote speaker out Our Community's recent Killing Me Softly: Conflict Resolution Conference.

Award-winning conflict resolution expert Professor Eleanor Wertheim told delegates to the September 8 conference that fighting, anger, destruction and fear were the types of words people usually associated with conflict.

"Clearly, this is going to influence how we respond to conflict; you're going to get your fight and flight responses going," she said.

Prof. Wertheim – who is Professor (Personal Chair) at La Trobe University in the School of Psychological Science, the author of two books on conflict resolution, and a consultant for the United Nations Institute for Training and Research in Geneva – identified a range of common responses people had when confronted with a conflict situation:

- Fighting or contending
- Giving in, yielding or smoothing
- Avoiding
- Compromise

"The underlying assumption when we're using any of the approaches to conflict just described, including compromise, is that there is a limited amount of pie and if one person gets more of the pie, the other will get less of it," she said.

"An alternative response involves something called creative problem-solving. With creative problem-solving, we start with a completely different assumption. It's no longer an assumption that we're arguing over this pie, the assumption is that everyone can have their important needs met."

Prof. Wertheim identified a number of keys to good conflict resolution:

- Be aware of your instinctive response to conflict and *choose* how to respond
- Focus on creative problem-solving
- Set a collaborative context
- Acquire conflict resolution skills and prepare well
- See frustrations and blocks as learning opportunities
- Find support from useful third parties
- Consider what you'll do if negotiations break down
- Make agreements that will last

"When you think about conflict, what I hope is that instead of a host of negative words coming to mind like fighting, frustration, anger, or stress, that the words that start coming to mind are things like interests, options, negotiations, creative problem-solving, mediation, learning opportunities," Prof. Wertheim said.

Other highlights of the September conference included a keynote speech by CMA senior consultant Jonathan Schauder, a panel session facilitated by professional mediator Pat Marshall on carving up the budget, and five key workshops.

Winner of the earlybird registration prize, an iPod nano, was City of Mount Gambier community services manager, Gina Ploenges.

**Professor Wertheim's paper, including a more in-depth examination of the notion of "creative problem-solving", will be running in the next edition of the [Board Builder](#) newsletter, due out in early November.**

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### 4. Rising Tide: Online fundraising booms in the wake of Katrina

Online's share of the total giving market is booming.

A recent Pew Foundation study has found that 13 million people – 9% of American online users, 5% of all Americans – donated online during recent Hurricane Katrina appeals.

Those figures are roughly comparable with the online giving rates after 9/11 and the Asian tsunami, but the total number of online donors is actually up 53% overall since January 2005.

The situation is similar in Australia, as ongoing analyses relating to donations made through the Australian Giving Centre have consistently shown.

The Giving Centre – the free online donations service provided by Our Community and our partner Westpac – allows community organisations to sign up to receive online donations without having to go to the expense of setting up their own secure site.

And there has never been a better time to take advantage of this free service, with the Christmas peak giving period just around the corner.

Those who would like to find out more about the service, or sign up a Christmas appeal, can do so at [www.ourcommunity.com.au/receivedonations](http://www.ourcommunity.com.au/receivedonations).

(And a reminder to those who already have appeals listed in the Giving Centre to make sure your details – especially your bank account details – are up to date. We are unable to direct any funds into your bank account until we have verified your account details by receiving an encrypted deposit slip or some other form of verification from you. If you need to tell us about new information, please email to [donations@ourcommunity.com.au](mailto:donations@ourcommunity.com.au).)

### Australian Giving Week – December 4 to 10

A reminder also that the second annual Australian Giving Week – a week designed to inspire individuals, families, groups and workplace looking for ways to make a difference to the community in the lead-up to Christmas – is coming up from December 4 to 10.

This is a great opportunity for you to promote your own appeals and make the most of the general feelings of goodwill that hit a peak at this time of the year.

More information about Australian Giving Week will be in next edition of Our Community Matters.

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## 5. Interesting patterns of volunteering identified in new Australian report

The Federal Department of Families, Community Services and Indigenous Affairs (FaCSIA) has produced a report on volunteering in Australia that both challenges the government's often sunny view of the voluntary sector, and Australians' view of themselves as matey and unselfish.

The report contains the first systematic analysis from the two major sources of information on volunteering, the Australian Bureau of Statistics' (ABS) *Voluntary Work Survey 2000* and its *1997 Time Use Survey*, to consider the combined effects of several different influences on people's decisions about whether and how long to volunteer.

Not all volunteering takes place within organisations; the report concludes that 16% of Australians undertake informal voluntary work – 1.8 million Australians helping people who live in other households (mostly relatives) and around 400,000 Australians helping someone living in the same household.

Other findings include:

- **There's a lot of it around** – Voluntary welfare services at all levels are worth more than double the value of services provided by all levels of government in Australia.
- **They're not joining up** – Informal volunteering (outside organisations, just people acting for themselves) accounts for more than half of all voluntary activity.
- **Charity begins at home (but doesn't stop there)** – People who are already undertaking the care of disabled adults are more likely than other Australians to undertake formal voluntary work.
- **Fun comes first** – More than half of formal voluntary activity promotes such community-wide interests as recreation, although a significant percentage is actually aimed at disadvantaged groups.
- **Gender gaps** – Professional associations, unions, and sports-focused organisations attract a higher proportion of male than female volunteers, while education, health, religious and community welfare agencies attract more females than males.

- **We're less generous than our peers** – While the proportion of Australians who volunteer has increased since 1987, it's still the case that on any given day Australians spend about half the amount of time doing voluntary activities as people in Canada, Finland, France and the United Kingdom.
- **Those who have, join** – People working in professional or managerial jobs, and people who have achieved educational qualifications at university level or higher, are more likely to formally volunteer through organisations, to informally help others, and to provide care to adults.
- **Those who have not, help** – People in the lowest 20% of the income range are more likely to provide both informal help to others and to undertake adult care, but are less likely to work formally with a voluntary organisation.
- **Salt of the Earth** – People living outside a capital city are more likely to formally volunteer through organisations than other Australians.

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## 6. Great Australian Leaders in Focus: Petrina Dorrington

Our latest Great Australian Leader in Focus is Kids Under Cover executive director, Petrina Dorrington. Petrina has a background in hospitality and tourism, having managed the Inland Queensland Tourism and Development Association, before beginning work at Kids Under Cover in October 1997 and becoming a member of the Board of Directors in November 2000.



**Our Community: Who do you consider to be the three great leaders of our time?**

**Petrina Dorrington:**

1. **Nelson Mandela** – had what must have seemed an impossible dream of a non-apartheid South Africa in the 1950s – this at a time when the power of the apartheid government was at its peak, and in an era in global politics which was unenlightened – McCarthyism in the US, White Australia policy and Aborigines with no vote in Australia. He pursued this dream determinedly and turned it into reality 40 years later.
2. **Bill and Melinda Gates** – the world's biggest philanthropists. Have focused their enormous wealth on supporting initiatives aimed at curing the leading problem health issues in third world countries. Could easily have kept on empire building instead.
3. She's not famous but... **Elsie Dorrington** – my grandmother. Took control of her own destiny in getting out of an unworkable marriage when it was frowned upon to do so and went back to work managing a home for intellectually disabled young women. She became the first female councillor in the Shire of Mornington, with little resources (she hand-wrote her own how-to-vote cards). She also initiated a number of social welfare schemes in the Shire.

**Our Community: What are the three attributes you would consider to be essential to a leader?**

**Petrina Dorrington:**

1. **Communication skills** – must be able to inspire with words and deeds in a way that transfers the vision of the leader into the individual and ultimately collective vision of the group.
2. **Empathy** – great leaders have an instinctive feel for what it is like to be in the shoes and minds and hearts of the people they are with. They use this knowledge to communicate their messages more effectively, understand the motivations behind the actions, and detect the changing winds of people moods.
3. **Patience and Determination** – Because life never goes according to plan.

**Our Community: What are the three greatest barriers to new leaders emerging in Australia?**

**Petrina Dorrington:**

1. **Apathy** – Mass media such as TV has had a lot to do with this. When life becomes difficult and stressful or there are confusing issues to sort out it is often the case that people de-stress – aka "zone out", "veg out" or "tune out" in front of the TV. For many this occupies hours of their days. This passive mode

where actions occur at a distance by other people on the TV has the effect of making people more apathetic while at the same time reducing the time they might have spent in active mode actually doing things to improve society.

2. **Cynicism** – It is often said that a cynic is a failed romantic. The romantic side of Australians likes to believe that we are the lucky country where anything can be achieved. The flip-side is that if personal achievements don't occur, if life gets hard, then cynicism sets in. And it's much easier to cut 10 tall poppies down than help grow one new one. Hence this favorite national sport becomes an epidemic.
3. **Fear** – Mass media has figured out that fear sells perhaps even more so than sex. If an editor has to decide which will grace the front page – a major triumph in science or a graphic car accident – we all know which will win. While fear is a natural, healthy emotion that protects us and has helped us to evolve as a species, if there is an over-emphasis on it through the mass media, the end results can be community destroying. Hence the rise of gated communities in the US, the mandatory detention regime for refugees who look different to us, etc.

#### **Our Community: What advice would you give to a potential leader to take them to the next stage?**

**Petrina Dorrington:** Take risks, praise lavishly when it's due, provide constructive feedback when things go wrong, have fun!

#### **Our Community: Nature/nurture – are leaders born or bred?**

**Petrina Dorrington:** Leadership qualities are in everyone. Parents are leaders, as are teachers, netball coaches etc. Leadership should not be seen as the domain of people in the public eye – politicians, business people, sports heroes – but as an everyday activity that is the responsibility of everyone to engage in. If there is an accident and someone arrives and gets straight to work helping the injured and clearing the danger, that person is in leadership mode to the people they are saving. Similarly, a parent who is faced with a difficult decision about a child who wants to go to a teenage rave party. So leadership qualities are innate, but we need to understand them and learn how best to use them and keep refining them through constant use.

#### **Our Community: What do you consider to be the three top leadership issues facing the nation?**

**Petrina Dorrington:**

1. **Detention centres.** These should be abolished in favour of Refugee Centres. If people are found to be guilty of a crime, these are what prisons are for. But until then, they are innocent and should be treated with dignity and respect. When our children grow up, they will say "Why did you let this happen?"
2. **Encouraging a philanthropic culture.** The boom in house prices and the stockmarket has made many people richer than they would have thought possible a decade ago. Part of this newfound wealth should be directed towards helping others; not through taxes where decisions on how it will be spent will be decided by bureaucrats in treasury, but by the people themselves about issues in their community or globally that they feel passionate about. In many countries, philanthropy is part of the everyday culture. We have quite a way to go in Australia.
3. **Education.** The windfall surpluses that the Federal and State Governments now enjoy should be directed where they will provide the greatest leverage for Australia – education. Spending \$3 billion to provide better phone access or \$3 billion to our schools and universities. A no-brainer.

#### **Our Community: What insights have you gained personally on your leadership journey and how have they impacted on your style of leadership?**

**Petrina Dorrington:** Anything is achievable if you are passionate, determined and willing to learn from others. Things that seem impossible to achieve are possible if you keep chipping away.

Building a team of staff who are as passionate as I am has been critical. This involves giving people opportunities to be creative and to make their own decisions about what they do with their role within the organisation. You can't achieve anything without support, so I always give credit for successes to those who deserve it. I also admit when I have made a wrong decision.

It's important to create a work environment where people don't feel pressured to keep their family issues at home. This includes enabling staff to take time off at odd, unscheduled times during the normal working week. I introduced a nine-day fortnight to provide my hardworking staff with a better quality of life. I've found that instead of losing productivity, staff work very hard and with even more commitment and enthusiasm as a result.

## Our Community: Who have been your own leadership mentors and how did they assist in developing your own leadership style?

Petrina Dorrington:

- **My partner Lex**, who keeps believing in me on the days when I don't! I couldn't survive without his support, advice and encouragement.
- **Ken Morgan**, founder of Kids Under Cover – his passion and enthusiasm are infectious. He made me realise that ordinary people can make the impossible possible.
- **All my close female friends** – they are an amazing group of women with diverse interests who have been supportive, insightful and instructive whenever I have needed them to be.

For more community leadership wisdom, visit the Australian Community Leadership Centre at [www.ourcommunity.com.au/leadership](http://www.ourcommunity.com.au/leadership).

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## 7. Legally Speaking: record keeping requirements (time & wages records)

This edition we continue our regular legal feature, this time looking at some new workplace rules that all not-for-profit employers need to be aware of. The information is provided thanks to Richard Thompson, Principal of Archer Thompson Lawyers.

Effective from 26 March 2007 an employer can be prosecuted for failure to comply with the new record-keeping requirements as contained in the Work Choices legislation.

Written records must be kept by employers covered by Work Choices for seven years and include:

1. the instrument which covers the employee (e.g. workplace agreement, award);
2. remuneration earned, including the hourly rate of pay, allowances, and pay period;
3. the total number of hours required to be worked by an employee, whose base annual salary (i.e. excluding employer superannuation contributions, bonuses, loadings, etc) is less than \$55,000 (indexed);
4. if the employee is entitled to overtime loadings under an industrial instrument or a contract of employment – the employee's start and finishing times;
5. the accrual of annual, personal or other forms of leave and the balance of each type of leave; and
6. the amount of superannuation contributions paid and the fund to which they were made.

The record-keeping and pay slip requirements are designed to ensure that employees receive the guaranteed minimum as set out in the new legislation (that is, wages, hours of work, and annual, personal and parental leave).

**Example 1:** *An employee has a base annual salary of \$45,000. The employee is promoted but their base annual salary does not change. Instead the employee receives a \$10,000 vehicle allowance. But because the employee's base annual salary remains \$45,000, records still need to be kept of the employee's total hours worked in each day.*

**Example 2:** *An employee has a base annual salary of \$70,000. The employee goes on a part-time arrangement, so that the employee actually earns \$40,000 each year. Because the employee's equivalent base annual salary has not changed (it remains over \$55,000) records do not need to be kept of that employee's total hours worked in each day.*

(Source: Office of Workplace Relations)

The Regulations also set out special record-keeping requirements in relation to employees who are affected by a transmission of business.

**Richard Thompson is the principal lawyer with Archer Thompson Lawyers, a Melbourne-based firm with associated offices in Hobart, Sydney and the Gold Coast, and arrangements with like-minded firms throughout the rest of Australia. Richard has been advising and representing not-for-profit organisations for 17 years and provides specialist advice in employment and commercial law matters. The firm offers not-for-profit clients free initial consultations and an upfront estimate of all legal costs. Call 0411 867 795 or email [richard@archerthompson.com.au](mailto:richard@archerthompson.com.au) for more information.**



## 8. New centre launched at [www.ourcommunity.com.au](http://www.ourcommunity.com.au)

Our Community has launched a new section of our website – the Australian Institute for Community Practice and Governance (AICPG).

Located at [www.ourcommunity.com.au/aicpg](http://www.ourcommunity.com.au/aicpg) (or accessed via the yellow tab at the top of any Our Community webpage), the Australian Institute of Community Practice and Governance (AICPG) is Australia's peak professional training organisation for staff and board/committee members of community organisations.

Major components of the AICPG include:

1. [Key Seminars, Workshops and Conference Programs](#), including the upcoming Board Builder conference on Friday, November 17
2. [Certificate IV in Business \(Governance\)](#) – the new qualification for all Australian non-profit and community board and committee members, provided through a partnership between Our Community and BSI Learning
3. [Training Services](#), including tailored training to meet specific organisational, peak body or council needs in the areas of:
  - a. Grants and Fundraising
  - b. Boards, Governance & Leadership
  - c. Finance, Insurance & Risk Management
  - d. People Management
  - e. Strategic Planning, Review & Revitalisation
  - f. Information Technology
  - g. Community Engagement & Advocacy
  - h. Marketing & Media
4. [The quarterly Board Builder newsletter](#) – the membership newsletter of the Institute.

You can visit the new Centre at [www.ourcommunity.com.au/aicpg](http://www.ourcommunity.com.au/aicpg) or for more information contact Patrick Moriarty by emailing [patrickm@ourcommunity.com.au](mailto:patrickm@ourcommunity.com.au).

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## 9. Friends, non-profits, community groups – lend us your plans!

Over the past year or so one of the most popular sections of the Our Community website has been the Policy Bank – the place where community groups can go to download a range of free template policies that they can adapt and adopt for their own purposes.

A major part of the success of the Policy Bank – at [www.ourcommunity.com.au/policybank](http://www.ourcommunity.com.au/policybank) – has been the willingness by many groups not just to withdraw from the bank, but to deposit their own policies as well.

Well, now we're calling for your help again.

Our Community is about to launch another free resource – the **Plans and Tools Bank**, which is set to form an important part of the Centre for What Works at [www.ourcommunity.com.au/whatworks](http://www.ourcommunity.com.au/whatworks).

The Plans and Tools Bank is the place where we will be loading up marketing plans, business plans and tools that community groups will be able to download and adapt for their own purposes – saving them time and money when putting in place a new project or program.

To help build this valuable resource, we're asking community groups to submit their plans so that we can standardise and strip them of any identifying information, before loading them onto the website for other groups to download.

As the old adage goes, "None of us is as smart as all of us". Like the Policy Bank, The Plans and Tools Bank will create a shared resource that takes the hard-won knowledge of one organisation and shares it with many.

Email your plans and tools to [denism@ourcommunity.com.au](mailto:denism@ourcommunity.com.au), or post to Our Community, PO Box 354 North Melbourne, VIC 3051.

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## 10. Community Briefs

### 96 years on, Lost Dogs' Home gets DGR

Anyone who has been following the ongoing quest by Victoria's Lost Dogs' Home to achieve Deductible Gift Recipient (DGR) status will be delighted to hear that the group has finally been successful.

The organisation had been denied DGR status – in CEO Graeme Smith's words – “for 96 years” but qualified under new DGR categories introduced by the Federal Government in July this year.

Graeme says the Australian Taxation Office's forms for the new categories were released on August 13, the Dogs' Home had theirs lodged by August 14, and they received notification of success on September 13.

“This opens up the world of trusts and foundations,” Graeme says. “It also means we can run capital appeals – you just don't get the big donations if you're not tax deductible.”

The organisation will now move ahead with plans to create a new vet clinic, a new sick and injured section for dogs, a new cattery, and a new training and education centre.

Graeme says he believes the Dogs' Home must be one of the first to have been granted DGR status since the government extended eligibility to cover war memorials, disaster relief, animal welfare, charitable services and educational scholarships.

He's happy to speak with other animal welfare organisations that are keen to learn about how to tackle the process. He can be contacted by telephone to (03) 9321 8788 or email to [graemes@dogshome.com](mailto:graemes@dogshome.com).

### Connecting with your neighbours and friends the old-fashioned way

If you hanker for the good old days when neighbours and friends swapped chores such as babysitting, pet-minding, aged care, lawn mowing, car-pooling and letting the tradies in – there's a new website you need to know about.

[www.HelpingHero.com](http://www.HelpingHero.com) is designed to provide a cheap, convenient and – most important of all – community-oriented approach to the sharing of services within neighbourhoods.

The site works by putting people in touch with each other and managing the process of swapping services with people you trust. Each “team” is a closed group so your information is kept within that circle.

To take part in the service, you can

- (a) get some friends together and set up your own team;
- (b) search for an existing team in your neighbourhood that you can join; or
- (c) register as an individual or family and wait for new people to find you.

The site is offering a free two-month trial. Thereafter, membership costs \$29.95 per year, with a month free for every new person you introduce as a member.

Find out more about Helping Hero at [www.HelpingHero.com](http://www.HelpingHero.com).

### Australian “virtual volunteering” outfit wins international award

An Australian-based provider of “virtual volunteering” services has won an international ePhilanthropy award.

volunteer X change won the 2006 ePhilanthropy Foundation award in the category of Best Community Building/Volunteerism and/or Activism Campaign.

The organisation was chosen for the award by the ePhilanthropy Foundation, a Washington DC-based educational not-for-profit organisation.

The awards are designed to honour individuals, organisations and companies working in the ePhilanthropy field who have demonstrated extraordinary talent, creativity and insight in drawing the public's attention to the use of the internet for philanthropic purposes and/or have created services or strategies that support these efforts.

volunteer X change is cited by event organisers as “the world’s first virtual volunteer system delivering professional services, skills and advice to the non-profit sector through the internet, 24 hours a day, anywhere in the world.

“The site unlocks the potential of volunteers who are ‘chained to their desks’ by letting them donate their professional skills through the computer to help solve the challenges faced by community organisations,” the ePhilanthropy Foundation says.

“Volunteers also receive feedback on their contributions and audited reports as a record of their added experience and professional development.

volunteer X change provides services to community organisations, individual volunteers, and businesses. To find out more, visit [www.volunteerxchange.com](http://www.volunteerxchange.com).

### Tell us how you use the Funding Centre

Have you ever used Our Community’s online Funding Centre at [www.ourcommunity.com.au/funding](http://www.ourcommunity.com.au/funding)?

If so, take a few minutes to complete our survey and help us build an even more accessible and useful resource for your organisation.

If not, what are you waiting for?! Visit the Funding Center and take advantage of all the free and subscriber-based information that is at your fingertips.

[Click here](#) to complete the survey.



### Fundraising scam warning

What could be nicer than to get a large cheque through the mail, completely unsolicited?

One Melbourne not-for-profit organisation got just that – a bank cheque for US\$15,500 from a donor whose name wasn’t familiar.

How lovely of them! The year’s budget was looking much healthier. Strange they’d provided no contact details, though ...

Uh-oh. Hadn’t they seen something about that in [Raising Funds](#)? Yes, they had. December, 2003 –

#### **Scam Alert**

*We’ve previously recommended selling some items on eBay and the internet, so we’d better warn you about a new scam – bogus bank cheques. People who advertise an item for sale on the internet are contacted by an interested buyer from Africa (or some other country) who sends a counterfeit bank cheque or international money order for an amount much larger than the asking price. The seller is asked to deposit the check in their banking account and wire the difference to the purchaser. If you pay over the money without waiting for the cheque to clear you can be out thousands. Be careful, be cautious, and (for once) don’t be too punctual.*

The cheque did indeed turn out to be a forgery, but (thanks to *Raising Funds*) not entirely unexpected; and the only loss was the cost of the bottle of cheap champagne they’d celebrated with when the money came in.

So watch out – if something looks too good to be true, start looking your gift horses in the mouth.

### Community: coming soon to a podcast near you

Queensland University of Technology’s Centre of Philanthropy and Nonprofit Studies (CPNS) has long been the source of research and information on a range of issues affecting the sector.

The CPNS has now added a new string to its information bow, providing free podcasts on a range of not-for-profit issues.

Topics will cover a vast array of issues relating to tax, legislation, accounting, governance, volunteering and fundraising, newly released research findings, and interviews with visiting CPNS fellows and others.

Find out more at [www.bus.qut.edu.au/research/cpns/podcast/index.jsp](http://www.bus.qut.edu.au/research/cpns/podcast/index.jsp).

## Tax Office updates

As the Federal Government appears to have given up on defining the meaning of the word 'charity', the only changes that take place will be those that come about through judicial interpretation; and a recent case provides some guidance.

A state government had sued a Division of General Practice (part of a national program by the Department of Health and Ageing to support general practitioners) for payroll tax on the grounds that the Division was a body established with government support that was simply carrying out a program set by the government and paid for with government money, and was thus for all practical purposes a government agency and thus taxable.

On appeal the High Court [found](#) that although Bayside, like many charities, had a purpose shared by the Commonwealth, this did not alter its essential character as a charity, even though the government was the source of its funds and even though Central Bayside consented to conditions being attached to those funds.

The decision will be good news for all not-for-profit agencies carrying out welfare activities for the Commonwealth.

In other Tax Office business, a [number of charities](#) have been removed from the official list because they were short-term appeals that are now only clogging up the website. You cannot donate any longer to H.R.H. The Duke of Edinburgh's Commonwealth Study Conferences (Australia) Incorporated, or the Katherine District Business Re-establishment Fund, or the Community Disaster Relief (Sydney Hailstorm Assistance) Fund, or the Central Synagogue Restoration Fund, or the United Hellenic Earthquake Appeal, or the Queen Elizabeth II Silver Jubilee Trust for Young Australians.

The ATO has also reminded us of the [complicated rules](#) (too complicated to summarise here) applying to donations that involve a benefit to the donor (or, looking at it the other way, benefits that involve a donation).

And for our Queensland readers, the Office is advertising a series of [six seminars](#) in Toowoomba, Rockhampton, Emerald, Gympie, Pinalba, and Bundaberg on "Tax basics for non-profit organisations" between 11 October and 16 November.

## Young professionals partner with Our Community to change the world

A fresh way of promoting ongoing giving by young professionals has been launched as part of a new partnership between Our Community and Young Professionals for Charity (YP4C).

YP4C – a not-for-profit organisation formed by a group of young professionals to turn goodwill into direct financial and voluntary support and action – burst onto the charitable scene last year when it staged the hugely successful charity ball, Globall, which raised \$85,000.

Following this year's ball, which was held on October 14, YP4C is providing a dedicated internet-based giving centre (provided through the Our Community and Westpac-supported Australian Giving Centre), which connects young professionals to a range of community giving and volunteering opportunities.

"Our intention is to build on the momentum we have generated with Globall in order to promote year-round community action, giving and thinking," says Tena Panizza, a member of the volunteer organising committee.

"We want people to have a fabulous night at the ball and raise money for our four charities (The Australian Conservation Fund, Woroowa Aboriginal College, Australian Aids Fund, and the Mathew Talbot Soup Van).

"Equally, we want to help our peers to contribute to the community in a regular and ongoing way."

Find out more at [www.yp4c.org.au](http://www.yp4c.org.au).

## Seminars tackle the task of raising funds from American donors

Australian community groups have been invited to attend two free breakfast seminars on how to engage with American donors.

The seminars, to be presented by CAFAmerica CEO Susan Saxon-Harrold and CAF Australia executive director Duncan Power, will be held in Sydney on November 7 and in Melbourne on November 9.

The seminars are geared towards Australian not-for-profit organisations currently fundraising from the US, or thinking of doing so. They will also involve the launch of CAFAmerica's new 'Friends of' Charity Fund.

Register by emailing [fiona@fionafountain.co.uk](mailto:fiona@fionafountain.co.uk), putting PR1 in the subject line and including your name, organisation, telephone number, mailing and emailing addresses, and details of the event you would like to attend.

## Community Classifieds

### Movie ticket giveaway

*Our Community Matters* readers have the chance to win one of 60 preview passes to see a new movie, [The Road to Guantanamo](#), which recounts the real-life story of the Tipton Three – three young friends from Tipton in the English Midlands who unwittingly find themselves enmeshed in the war on terror.

The film, from acclaimed directors Michael Winterbottom (*Welcome to Sarajevo*, *Tristram Shandy: A Cock and Bull Story*) and Mat Whitecross, won the Silver Bear at the Berlin Film Festival.

Preview tickets may be used at any session from November 9-12 (excluding Tasmania, Northern Territory and Western Australia).

Email [giveaway@ourcommunity.com.au](mailto:giveaway@ourcommunity.com.au) with the film title in the subject line and your postal address in the body of the email. The first 60 entries will win the double passes. Winners only will be notified.

### \$50,000 up for grabs in *That's Life!*

*That's Life!* magazine is giving away \$50,000 to local community groups, support groups, church, school, parents, and arts groups through its Community Cash promotion.

The magazine is giving away 25 prizes of \$1000, plus 10 prizes of \$2500.

There are two ways to enter:

- (1) nominate your community group by writing in to the magazine and telling them what your group does, and why you think your group deserves to win. In addition, you need to collect 15 tokens from *That's Life!* Magazine (tokens are appearing in issues 41 to 46). Some community groups will be featured in upcoming issues, and in Issue 49, readers will be given the chance to vote for their favourite group – with the top 25 groups to receive \$1000 in cash.
- (2) Fill in an entry form (appearing in issues 41 to 46), and collect as many tokens as you can from these editions. The 10 groups that collect and lodge the most coupons will win \$2500 for their community group.

*That's Life* has provided *Our Community Matters* readers with one token as a bonus towards their entry. You can download the token at [www.ourcommunity.com.au/files/ThatsLife.pdf](http://www.ourcommunity.com.au/files/ThatsLife.pdf).

(Please note that only one bonus token, printed out and mailed in with other tokens from the magazine, will be accepted).

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## 11. Community Jobs & Board/Committee vacancies



# Good Moves :: Jobs Bulletin

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

### JOB VACANCY LISTINGS (Paid Positions)

#### New South Wales

Job Title	Organisation	
<a href="#">Project Officer - Education &amp; Development</a>	Hepatitis C Council of NSW	<a href="#">Details</a>
<a href="#">Administration Officer</a>	Spiritus Care Services	<a href="#">Details</a>
<a href="#">IT Applications Manager</a>	BCS	<a href="#">Details</a>
<a href="#">Human Resources Manager</a>	Learning Links	<a href="#">Details</a>
<a href="#">Community Worker</a>	Interaction Disability Services	<a href="#">Details</a>
<a href="#">Accounts Clerk / Administration Officer (Part Time 25 Hours Per Week)</a>	GROW Employment Council Inc.	<a href="#">Details</a>
<a href="#">Community Planning Coordinator</a>	Maitland City Council	<a href="#">Details</a>
<a href="#">Programs Manager</a>	South Sydney Youth Services	<a href="#">Details</a>
<a href="#">Community Worker - Coordinator Position</a>	Hunter Home-Start Inc.	<a href="#">Details</a>

#### Queensland

Job Title	Organisation	
<a href="#">Direct Marketing Coordinator</a>	The Asthma Foundation of Queensland	<a href="#">Details</a>
<a href="#">Disability Employment Service Coordinator</a>	EmployABILITY Roma	<a href="#">Details</a>
<a href="#">Senior Executive</a>	Gulf Savannah Development Inc	<a href="#">Details</a>

#### Victoria

Job Title	Organisation	
<a href="#">Disability Advocacy Resource Unit Resource Coordinator</a>	Victorian Council of Social Service	<a href="#">Details</a>
<a href="#">Project Officer - Public Transport Challenge</a>	Environment Victoria	<a href="#">Details</a>
<a href="#">Residential Support Workers</a>	Wesley Mission Melbourne	<a href="#">Details</a>
<a href="#">Registered Nurses Grade 4A</a>	Wesley Mission Melbourne	<a href="#">Details</a>
<a href="#">Intake Coordinator / Case Manager</a>	Care Connect Ltd (CCL)	<a href="#">Details</a>
<a href="#">Day Care Coordinator</a>	Australian Greek Welfare Society (AGWS)	<a href="#">Details</a>
<a href="#">Volunteer Recruitment and Training Officer</a>	People Outdoors	<a href="#">Details</a>
<a href="#">Family and Community Worker (full time or part time)</a>	Deaf Children Australia	<a href="#">Details</a>
<a href="#">Family Service Manager</a>	Deaf Children Australia	<a href="#">Details</a>
<a href="#">Project Manager - Marketing &amp; Communications (Maternity Leave Placement)</a>	UnitingCare SHARE Community Appeal	<a href="#">Details</a>
<a href="#">Contract and Business Development Manager</a>	RERC of Victoria, Inc.	<a href="#">Details</a>
<a href="#">Employment Consultant</a>	RERC of Victoria, Inc.	<a href="#">Details</a>
<a href="#">Senior Overseas Program Manager</a>	International Women's Development Agency	<a href="#">Details</a>
<a href="#">Executive Officer</a>	Undisclosed	<a href="#">Details</a>
<a href="#">Case Manager</a>	Vision Australia	<a href="#">Details</a>
<a href="#">Family Violence Outreach Worker</a>	Women's Health West	<a href="#">Details</a>
<a href="#">Assessment &amp; Coordination Officer</a>	Vision Australia	<a href="#">Details</a>
<a href="#">Family Violence Senior Intake Worker</a>	Women's Health West	<a href="#">Details</a>
<a href="#">Festival Manager</a>	Art Is Festival	<a href="#">Details</a>

<a href="#">Children's Counsellor</a>	Women's Health West	<a href="#">Details</a>
<a href="#">Sexual &amp; Reproductive Health Coordinator</a>	Women's Health West	<a href="#">Details</a>
<a href="#">Fundraising and Planned Giving Officer</a>	Down Syndrome Association of Victoria Inc.	<a href="#">Details</a>

## Western Australia

Job Title	Organisation	
<a href="#">Executive Director</a>	Yaandina Family Centre	<a href="#">Details</a>

## BOARD/COMMITTEE VACANCY LISTINGS (Volunteer Positions)

### New South Wales

Job Title	Organisation	
<a href="#">General Board Member, Employment Training Portfolio</a>	HOPESTREET - Urban Compassion	<a href="#">Details</a>
<a href="#">Chair, Treasurer, Secretary, General Board Member</a>	Utopia Network Trust	<a href="#">Details</a>

### Victoria

Job Title	Organisation	
<a href="#">Treasurer</a>	Uniting Care Community Options	<a href="#">Details</a>
<a href="#">Norm Anderson Young People's Trust Inc</a>	Norm Anderson Young People's Trust Inc	<a href="#">Details</a>

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

Good Moves Newsletter - Your best choice to find and advertise a job/board vacancy

## 12. Fast Forward

If you found this newsletter helpful, please feel free to send it onto your friends and fellow community groups in your area. People can sign up to receive their own copy at [www.ourcommunity.com.au/signup](http://www.ourcommunity.com.au/signup).

If you would like to reproduce anything in this newsletter in your own newsletters or websites, you are free to do so. Please just add a small credit line, "courtesy of [www.ourcommunity.com.au](http://www.ourcommunity.com.au)" and a direct link to the [www.ourcommunity.com.au](http://www.ourcommunity.com.au) site if on a web page.

## 13. About Our Community

Our Community is a world-leading social enterprise providing:

1. [www.ourcommunity.com.au](http://www.ourcommunity.com.au) - Australia's most useful website and publishing house, encompassing the nation's largest and most diverse membership base and 12 knowledge and service hubs – accelerating the impact of Australia's 700,000 community organisations
2. [Australia's Giving Centre](#) – Helping individuals and business give in every way
3. [Australian Institute for Community Practice and Governance](#) - practical and accessible certificated training delivered locally through our training Institute
4. [Centre for Best Practice in Grantmaking](#) - the unique suite of grantmaking services for government
5. [Centre for Community-Business Partnerships](#) - cutting edge Corporate Social Responsibility resources for large, medium and small business and community organisations

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