

# 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

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## 1. Community View: What's Counted, Counts Double



**Rhonda Galbally AO**  
CEO

If that nice Mr Rudd himself says there's a sh\*tstorm coming, then it's time to start checking where you put that duct tape, those sandbags, and the Dettol.

That's why this year's Skills Day – coming in just before the opening of the Communities in Control Conference – is on **Fundraising, Advocacy & Evaluation: How to use indicators to produce compelling evidence-based proposals**. We need to be able to talk to our funders and our contractors and other supporters in the language they understand.

We can sometimes lose patience with calls for more evaluation. We know we're doing good – we see it every day. Isn't that enough? From the point of view of the funder and policymaker, not at all.

Their job isn't just about paying people to do good. It's about paying people to do the *most good possible*. Yes, you may be improving the world with what you do – but if they took the money off you and gave it to the next group along, could they do even more good for the same money, or just as much good with some money left over?

That's the question they need answered, and that's why they want you to produce evidence.

The problem, of course, is that there are a lot of different kinds of evidence, and they're not all comparable. It's not like *CSI Miami*, where they just have to pick up a teensy weensy bit of DNA with tweezers and throw it into the blender and the case is closed. You have to analyse your output and identify a particular set of measures – and then you have to be able to sell your evaluation plan to people who may have ideas of their own.

Now is the time to learn how to put to work all the information, indicators and evidence at your disposal, and use them to support your organisation's mission – your fundraising, your advocacy, your evaluation.

It's fundamentally about telling stories – and it's more important than ever before to know how to tell your group's story in a way that's compelling, revealing and evidence-based.

You have to be able to tell stories with numbers, which is Degree of Difficulty 10. What's counted, counts.

It's easy enough to count what you **do** – so many bowls of soup distributed, so many footy games organised, so many educational fact sheets distributed.

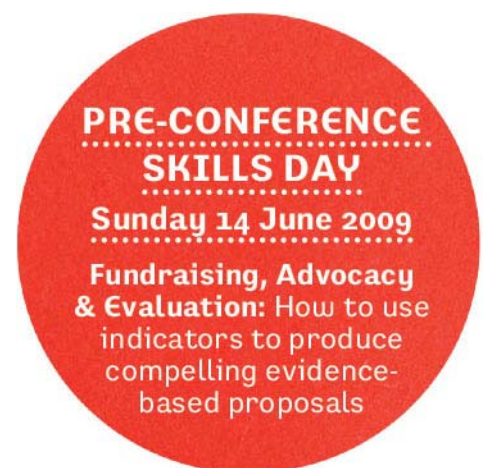
But that's not the story. People don't really vibrate in sympathy with statistics. People respond to meanings. What did what you did **mean** to the people to whom it was done? What changed? What survived? What improved?

Big government agencies are bureaucratic in nature, and it's not always easy to smuggle human interest into your submission when you're filling out their brusque forms.

Well, if it was easy, everybody would be doing it.

It's hard, and you can do with all the help you can get.

See you at Moonee Valley Racing Club on Sunday 14 June.



## 2. Eat and Run: Community restaurant points to signs of recession

There's a lot of loose talk going around at the moment about the effect of the recession on community group funding, and it's good to get some unimpeachable evidence on the issue.

The latest news is that Lentil as Anything payments are down.

The Lentil as Anything restaurants have a policy where diners pay only what they can afford. Some leave \$100, some eat free. (And most would agree that if you pay for the taste you should pay lots; the food is wonderful.)

Restaurant founder Shanaka Fernando is more than comfortable with people eating free in his restaurants – but he's concerned about a sharp increase in non-payers over the past six months.

Turnover has remained steady, but more people have been leaving thank-you notes instead of cash, and the average payment has dropped from between \$9 and \$15 a meal to between \$6 and \$11.

Mr Fernando told the *Herald Sun* newspaper that it was a clear indicator of how the economic crisis was affecting ordinary members of the public.

"Sometimes people don't pay immediately," he said. "They might come a month later when they have some money and donate. So we're like a library in that sense, we lend the meals."

Lentil as Anything provides a straightforward dipstick into people's feelings about giving to good causes. For a constant value of social good, rounded out with personal enjoyment and protected by public pressure, people are giving less. That's important – and reliable.

Not all information in this area is as reliable. The UK National Council of Voluntary Organisations (NCVO) has just released a report casting doubt on prophecies of disaster.

In their paper, *Economic downturns and the voluntary sector: what can we learn from historical evidence?*, the authors claim that "evidence cited in current debate is thin, ahistorical and characterised by a lack of empirical data".

They say that reports which make dire predictions about the impact of the downturn on charities are often drawn from very small samples and rely on unfounded predictions rather than facts.

Some, they suggest darkly, are suspect because they are produced by organisations which have a vested interest in talking up the crisis so as to attract more funding.

"Charities should beware of crying wolf," the authors say. "There will be casualties of this recession, but predictions of widespread gloom are likely to prove exaggerated."

And they said that "in the midst of so many surveys about the impact of the recession it can be hard to see the wood for the trees ... the voluntary sector might be more resilient than some of the more alarmist surveys are suggesting."

That's encouraging, and lord knows we could do with some encouragement, but it still leaves quite a bit of scope for localised specific gloom.

The author's own very historical evidence suggests that American philanthropy dropped by about 40% in the Great Depression (we'll know when things are really bad when they start calling it 'Great Depression 1') and the Lentil test does suggest we're in a definite slump over here.

Where organisations are under pressure, that's time for the special qualities of community group employment to come to the fore.

Yet another UK study, this one by the Keep Britain Working campaign, has found that 93% of workers in the charity and voluntary sector would accept changes in their working conditions to help colleagues keep their jobs in the current tough economic situation.

A total of 27% would accept a cut in pay and 48% would accept a reduction in hours, if it meant protecting colleagues' jobs – provided that any measures adopted are fair, and bosses don't ask for sacrifices without making any themselves.

Before we get to that, though, we probably need a bit more evidence even than the Lentil index. And here's where you can contribute.

### Get the facts

PricewaterhouseCoopers, the Fundraising Institute Australia, and the Centre for Social Impact are working together to run the first comprehensive research project assessing the effect of the downturn on Australian not-for-profit organisations.

The *Managing the Downturn* survey will assess the projected increases and decreases in fundraising and other income streams and will help policymakers and charities make informed decisions.

To participate in the survey, go to the Fundraising Institute of Australia website ([www.fia.org.au](http://www.fia.org.au)) and follow the links or [click here](#) to go straight there.

Every participant will receive a copy of the report, expected to be released in mid-June.

It's going to be very useful and the more of you that answer the survey the more useful it will be.

**Hurry – the survey closes on Monday 4 May 2009.**

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## 3. Achieving savings through outsourcing

Outsourcing – getting other people to do some of the work rather than carrying it out in-house – isn't getting a good press right now. It's seen as leading to job losses and redundancies, throwing people on to the dole in the middle of a recession.

On the other hand, a recent UK report suggests that medium-sized UK community groups could save a total of £136m by outsourcing their back-office functions. Adjusted for population, that would suggest that Australian community groups could save \$45 million, which is better than a poke in the eye with a sharp stick.

Outsourcing basically means paying a third party to perform a task or function on behalf of your organisation. It's well established in the commercial sector, where businesses outsource everything from logistics and payroll to entire business departments, such as finance or HR.

Professor Cathy Pharoah of the Cass Business School's Centre for Charitable Giving and Philanthropy (CGAP) says that voluntary organisations with an annual income of £1 million to £10 million could conserve 40% of office costs by looking around for suitable agencies to handle such services as training, marketing, design, public relations, IT, payroll, HR and fundraising.

Many community groups are frightened away from outsourcing by feelings of inadequacy – they don't trust themselves to be able to pick out the best outside agencies, or to be able to ride herd on them if they did. Some others are under pressure of time and resources and just don't have extra money to expend in this fashion. But the savings are undoubtedly tempting.

Before taking on an outsourcing contract, think about these issues.

- You'll have to evaluate potential suppliers not only on their performance but also their social responsibility. Can you ensure a cultural and ethical fit between your organisation and any outsourcing provider?
- Make sure your outsourcing relationships are flexible and evolve with the organisation. Signing a rigid long-term contract might be cheaper in the short term, but it will make it more expensive to introduce changes as they are found to be needed.
- Benchmark the existing costs of those areas you plan to outsource. If you outsource anything for financial reasons and don't fully understand your current cost structures, it will be much harder to assess accurately the value and performance of your supplier – and much harder to justify your decision to your supporters.

- Is it feasible to remove the potential for confusion and service-level disputes by clearly defining the scope of the contract and each party's responsibilities at the outset? The adoption of best practice will help establish common definitions and improve the quality of outsourced services.
- Are you outsourcing to save money, or because you're in a mess right now? If your HR or computer systems are a mess, leave it that way and fix the problem by getting to the root cause and outsourcing.

Don't feel you have to do everything yourself – but remember that you do have to know exactly what you want.

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#### 4. Seven studies throw a spotlight on the community sector

Nobody can complain that the Rudd Government is unwilling to review the needs of the community sector. There are, by a conservative count, seven inquiries running at the moment.

1. The [Productivity Commission](#) is examining the not-for-profit sector's contribution to Australian society (see below)
2. The [Henry Review on Australia's Future Tax System](#) is looking at the tax treatment of not-for-profits
3. The [Treasury Review of Financial Reporting for Unlisted Companies](#) is looking at companies limited by guarantee
4. the [National Compact consultations](#) are looking towards a national compact between the government and the sector
5. The Senate inquiry on [Disclosure Regimes for Charities and Not-for-profit Organisations](#) is giving its final report at the end of the year
6. The Council of Australian Governments Business Regulation and Competition Working Group is [looking at slashing red tape](#) in the non-profit sector.
7. There is a [Federal Government review](#) of the operation of Prescribed Private Funds (PPFs).

We certainly can't complain about being neglected (and Our Community would recommend that any community organisation that hasn't made a submission to at least the Senate Inquiry and the Henry Review should think about it again).

However, all this activity does raise other concerns. One common complaint against the present system, after all, is that it's fragmented, incoherent, and lacking a central rationale.

There does seem to be a risk now that unless someone pulls it all together government policy will gallop off in all directions, and it's not at all clear who that someone is to be.

Unless there's a strong advocate in government, there's a risk that policy will continue to be set by the Tax Office.

There's no reason for despair, or even depression, and we look forward to a policymaking process that's eventually on top of an inherently messy and confusing (though thriving and innovative) community sector.

#### [Productivity Commission releases community review issues paper](#)

The Productivity Commission review of the community sector's contribution to Australian society will focus on incorporated organisations and those that rely on external funding and labour.

An issues paper released earlier this month suggests that while the Commission will take a broad view of not-for-profit organisations when it assesses the sector's contribution to society, the focus will likely narrow down as it considers how the efficiency and effectiveness of the sector might be enhanced.

It will place emphasis on incorporated organisations and organisations with government contracts, with both categories facing regulatory burdens.

The 60-page issues paper expands on the terms of reference outlined in last month's *Our Community Matters* newsletter, and specifies those questions to which the Commission would particularly like not-for-profit groups to respond.

For example: “Comments are invited on the Commission’s proposed approach of adopting a broad view of the sector for the purposes of assessing its contribution and narrowing the study’s focus to consider the specific policy and capacity issues raised in the terms of reference.”

Public submissions to the inquiry are due by May 29.

The paper says the Commission will consider the findings of previous studies and invites comments on the findings and recommendations of those previous inquiries, noting that groups that made submissions to previous inquiries could draw the Commission’s attention to those submissions, rather than providing the information again.

Those groups that have attempted to assess their own contribution to society are encouraged to communicate with the Commission.

The Commission has proposed examining the community sector’s contribution by looking at its inputs, outputs, outcomes and impacts.

The Federal Government commissioned the review as part of its social inclusion agenda.

The review’s focus is to improve the measurement of the community sector’s contributions and remove obstacles to maximising those contributions.

To view the issues paper or download a form that can be submitted to register your group’s interest in the review, go to <http://www.pc.gov.au/projects/study/not-for-profit>.

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## 5. National 2020 Summit – final report issued

In April 2008 more than 1000 Australians came to Parliament House in Canberra for the 2020 Summit to discuss an agenda for the nation.

The [Final Report](#) from the Summit (May, 2008) contained a strikingly high proportion of suggestions concerned with the not-for-profit sector.

The government’s [response](#) to the Summit’s proposals has just come out. Understandably, the government’s response concentrates on issues to do with social inclusion and poverty. Nonetheless, some community sector proposals are considered.

### Community Engagement

The Summit proposed several institutional measures, including a Charter of Community Engagement (similar to a Charter of Human Rights) and an Office of Social Innovation.

The government has responded –

*The Government agrees with the idea of enhancing community engagement. The Government’s approach is to trial different and innovative mechanisms and draw on specific suggestions across several streams in that context.*

*For example, the Government is committed to developing practical initiatives in e-governance that increase the communities’ ability to interact with the parliament and the policy development processes of government.*

*The Government is also considering holding a set of forums that will bring together experts, business and community representatives and others.*



### Third Sector Reform / Working with Government

The Summit proposed more flexible funding agreements, more scope for advocacy, better governance structures, a national standards framework, and a national coordinating body for the community sector.

*The Government recognises the important role of the third sector within the Australian community..... The Government is considering strategies to this effect, one of which is a national compact between the Australian Government and the sector.... in 2009. ....key governance and structural issues will be addressed in that compact.*

*The Government will also consider broader reform, including reforms to the way the sector is regulated, in light of the findings of ongoing reviews. For example, the Minister for Finance and Deregulation is examining ways of reducing red tape across Commonwealth grants.... Philanthropic tax incentives fall within the broad scope of the current review of the Australian taxation system....*

### Third Sector Reform / Innovation and Partnerships

The Summit proposed longer-term, secure funding for non-government organisations and called for partnership arrangements between private enterprise, government and the community sector to support social inclusion.

*The Government is considering wider incentives and strategies for corporate philanthropy, and is considering the input provided by the Australia 2020 Summit in that context.*

*The Government is also considering the development of a national volunteering strategy.*

*Through the \$650 million Jobs Fund, the Government will support local jobs, build skills and improve facilities in local communities through investment in community projects and local infrastructure that will.... assist in providing start-up capital for innovative social enterprises.*

### Third Sector Reform / Building a Strong and Sustainable Third Sector

The Summit asked for additional support for the community sector to build capacity to deliver on the social inclusion agenda and called for a Community Service Commission (like the Productivity Commission) to lay out plans for the community sector.

*The Government recognises the important role of the third sector within the Australian community and is committed to building a strong and sustainable sector. The Government is considering strategies to this effect, one of which is a national compact.....*

*One of the objectives of a national compact will be to enhance the capacity of the sector to deliver efficient and effective services, thereby increasing capacity to evolve to meet changing and complex community needs.*

*The Government has commissioned the Productivity Commission to undertake a study into the contributions of the not for profit sector....*

*In addition, a Community Response Task Force has recently been established to help the non-profit sector work directly with Government regarding the impact of the Global Financial Crisis on vulnerable Australians.*

### Support for Philanthropy and Giving

The Summit proposed more generous treatment of deductible gift recipient status and more tax incentives for business involvement in social inclusion.

*Philanthropic tax incentives fall within the broad scope of the current review of the Australian taxation system....*

*The Government is considering wider incentives and strategies for corporate philanthropy, and is considering the input provided by the Australia 2020 Summit in that context.*

*The Government is also considering the development of a national volunteering strategy.*

*Job Services Australia ... will encourage job seekers to participate in volunteer and other community work to build their work skills.*

Overall, the government has steered away from addressing the suggestions in detail (many go unmentioned), and has offered no major new initiatives in this area (though there are a possible two new inquiries to add to the seven listed [elsewhere](#) in this newsletter).

Still, it is hoped that this exercise gave the government an opportunity to take a comprehensive overview of the needs of the sector, and that when its inquiries are complete it will offer a comprehensive program of reforms.

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## 6. Your Voice in the House: New advocacy tool released

When you contact a politician about an issue that you're concerned about, often the first thing they do is check the electoral roll. How they respond to you may well be influenced on whether or not you live in their electorate.

So it is important to know which electorate you live in and which politician (or politicians) you should be contacting.

That isn't always easy – especially if you want to know who is representing you at both a state and federal level. You have to go to both the state and federal electoral commission or parliamentary websites and sift through a lot of information, often having to look at maps of electorates to see where you fit.

You also might need to sort through both the upper and lower houses of parliament – both of which have people that represent you.

Plus every state has a different electoral system that is unique and independent from federal parliament.

By the way, electoral boundaries shift after every election so you'd better be paying attention.

Is it any wonder most people don't know who represents them?

The Australian Centre for Democracy and Justice ([www.democracyandjustice.org.au](http://www.democracyandjustice.org.au)) is making the task of finding your elected representatives very straight forward, launching a new campaign website called Your Voice in House – [www.yourvoiceinhouse.org.au](http://www.yourvoiceinhouse.org.au).

Now all you need to know is where you live.

The website allows you to enter your postcode or location and it will tell you every politician that represents you, in both houses of parliament, at both the state and federal level.

The site provides postal addresses, phone numbers and email addresses.

Plus you can select which politicians you want to contact and the site will allow you to send an email to everyone you have selected with just a couple of clicks of your mouse.

This is a really exciting initiative for anyone with an interest in having their voices heard.

And, according to the Australian Centre for Democracy and Justice, it's just the beginning.

The organisation, which is working to create a just and democratic society through engagement, mobilisation and interaction, has big plans for this site. Stay tuned for updates.



[www.yourvoiceinhouse.org.au](http://www.yourvoiceinhouse.org.au)

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## 7. Lessons for community groups revealed in new Government blogs

Anybody who's been wandering round the internet for long will have tripped over a blog.

It's an abbreviation for 'Web log' – a site where someone offers their opinions to the world at large.

Some are personal diaries, some report on particular interest areas.

They're generally characterised by a casual and informal manner, frequent use of links – bloggers link rather than quote at length – and by their use of comments to extend and deepen the discussion by bringing in the reactions and contributions of their readers.

There are well over 100 million of them out there in the ether, and as a part of a general attitude of appearing to listen to what the Australian people have to say the Australian Government has just added another six.

A number of departments and agencies are represented. Some do better at it than others.

The group site, at [www.australia.gov.au/have-your-say/blogs](http://www.australia.gov.au/have-your-say/blogs), begins by saying that "a blog is a less formal and more immediate way for government to inform and engage with the public and create communities of interest."

Informality is by its very nature something that governments have problems with, in that the opinion of a government is hard to distinguish from a policy, and a policy is something that has consequences. It's not easy for a government to speculate idly, or make jokes, or snark, and it's not easy for a government website to give its employees licence to do these things.

Many of these features apply to community groups, which are also making baby steps into the world of blogging. With that in mind, it's worth glancing at the Commonwealth's first efforts in this area.

The blogs that do best are those that

- **Have useful content**

The [Austrade](#) blog isn't so much a blog as a magazine on running a business – and a very good magazine at that (have a look at [this tip](#) on how to use Flickr for your presentations, for example). The blog makes a gesture towards the political ideal of consultation, saying that it aims to allow Austrade "to communicate with the wider Australian exporter community across a number of content categories and topics relating to export" but the comments section is used not for policy discussions but for queries on topics like Flickr.

- **Have a natural constituency**

The [Australian War Memorial](#), for example, has a vast potential audience of people who are interested in militaria, genealogy, and Australian history, and its blog is able to put up interesting tit-bits without arousing controversy. The comments section, again, primarily allows people interested in militaria to query staff – and query them in a situation where there's a public pressure for a quick answer.

- **Have essential information**

With the [Training.gov.au Project Blog](#) the information offered is basically the timetables and terms of reference of current joint initiative of Australian, State and Territory Governments "to develop a suite of websites, tools and interfaces collectively". Nothing deep, but the blog allows that specialised group of people who are actually interested to link to the one fixed site – indeed, to put in a feed from that site to their own iGoogle page, so that any new information pops up automatically.

- **Have an opinionated target group**

The National Portrait Gallery [Education Blog](#) is "a communication tool for teachers, educators and students to discuss topics related to identity, education, art and of course all things portrait-related." The comments stream allows teachers and students to kick around potential essay topics.

- **Have a single personality behind them**

The Human Rights and Equal Opportunity Commission's [Listening Tour Blog](#) follows Elizabeth Broderick, Sex Discrimination Commissioner, on her Listening Tour, intended to lead to a five-year Plan of Action Towards Gender Equality. Because it's written and overseen entirely by Ms Broderick, and because Ms Broderick and the Commission operate at arm's length from government, there's scope for something that resembles an individual opinion – and to illustrate both the upside and the downside of blogs, the Listening Tour blog is the only one of the six to be newsworthy. Some comments by Ms Broderick on how long it's taking to get a maternity leave scheme in place were picked up by the media. Comments, too, can be answered discursively

rather than by repeating government policy (“The Listening Tour runs a blog which provides Australian citizens with the opportunity to contribute on what they think is important.”)

The importance of these factors is shown by the failure of the sixth example – the [Department of Defence Blog](#) (“This blog allows Department of Defence to inform and communicate with Australian Citizens on defence related topics”).

This is simply a site for human interest press releases, with no provision for comments. The communication only goes one way.

It’s easy to see why comments would be difficult to handle in an area of high sensitivity and considerable polarisation, but that’s also probably a reason not to go into the blogging business at all. Interaction isn’t a frill, it’s the point of the exercise, and if you’re not able to manage it then don’t pretend you can.

The problem that you, as a community group, have and the government hasn’t is resources. Basic blogs are cheap enough – [Typepad](#) and Google’s [Blogger](#) provide them free – but doing them well and keeping on top of them does take some time, and the more successful they are the more time they take.

It’s absolutely essential that comments are moderated and checked before they’re allowed to be posted – it’s humiliating and in every way counter-productive to have racist rants or Viagra advertisements appearing under your logo.

You have to have frequent changes of content – weekly, at least. You’ll have to devise a policy, too, on who can say what with what caveats.

It may be worth the work. Blogs are valuable in creating a bond between the reader and the organisation, and creating that kind of bond is particularly important to organisations that rely on the public for support.

But, as the examples above illustrate, only if you do it well.

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## 8. COMMUNITY CLASSIFIEDS – Notices, Offers, Awards, Giveaways & Tips

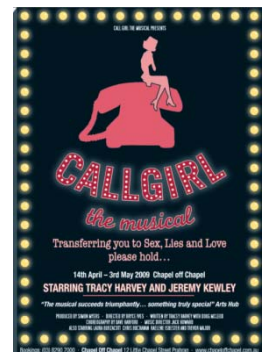
### TWO FOR ONE OFFER: Comedy Tickets (Melbourne)

Prominent Melbourne-based comedian Tracy Harvey is offering a two-for-one deal for Our Community members to see her new show, *Callgirl: The Musical*.

The show is a musical comedy set in a call centre. Compulsive volunteer Jean Brown goes over to the dark side, only to realise that love (and volunteering) is her only hope.

The show is playing at Chapel off Chapel in Prahran.

A total of 60 tickets per night are available to Our Community members who call Chapel off Chapel on (03) 8290 7000. Please quote “Our Community Two for One” when you book.



### WANTED: Communications Projects (Melbourne)

RMIT University in Melbourne runs a degree program where groups of communication research-trained students work on a communication research project for a not-for-profit client.

If you have a question or problem that relates to your organisation’s communication then students may be able to assist.

Students work in teams to plan, execute, evaluate and present a research project under the supervision of course co-ordinators for not-for-profit clients.

If your organisation is planning, currently implementing or has just completed an event, communication initiative or ongoing communication campaign, the students may be able to assist by conducting supporting research at no cost to you.

Please register your interest before July 2009, by sending an email to [olivia.guntarik@rmit.edu.au](mailto:olivia.guntarik@rmit.edu.au) or calling (03) 9925 1911.

### TO RENT: Office Space (Melbourne)

Social Ventures Australia is a Melbourne-based organisation that works with innovative non-profit organisations to increase their growth and impact to drive transformational social change.

The organisation is hoping to share its office space at Suite 203, Level 2, 120 Clarendon St, Southbank, with another social enterprise.

The office area available is the back half of Suite 203, comprising approximately 100 square metres, plus a shared kitchen, utility room, boardroom and meeting room.

The lease is available until September 5, 2010, with the option to renew for further three years. Monthly rent is \$4663.94 (plus utilities), and a three-month security deposit of \$14,502.87 is required (either in cash or bank guarantee).

For further information, including a floor plan, contact SVA office manager and partnerships coordinator Rebekah Loring by email to [rloring@socialventures.com.au](mailto:rloring@socialventures.com.au).

### TO GIVE AWAY: Medical Supplies (Melbourne)

A Braybrook family has a range of medical supplies to give away, almost all of them brand new and in their original packaging.

The goods include: 16 individually sealed Welland WBF No Sting Barrier Wipes, 3 individually sealed Multigate Sterile Basic Dressing Packs (exp. 2012/12), 4 packs of Ansell Micro-Thin Nutex Powder Free Latex Gloves (sealed & sterile, size 7), Terumo Syringes (sealed and sterile), one Viasys Enteral Feeding Tube with stylet (latex free, still in original packaging, size 6 French, 56cm in length), 31 Sodium Chloride Injection BP (0.9% 90mg in 10mL, Exp. Nov 2010 & Jan 2011), 4 gravity set holders, a couple of metres of Hypafix 5cm x 10 cm (box opened, Exp. 2012/07), and 21 individually sealed sets of Abbott Flexiflo Gravity Feeding Set (Exp. 2010/09).

If your organisation has a use for these items, please contact Amanda via email to [rockyroadnc@yahoo.com.au](mailto:rockyroadnc@yahoo.com.au)

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## 9. Think global human rights, act local

We're all in favour of human rights in Tibet, but we sometimes aren't quite as perceptive when it comes to our own home turf.

The Victorian Equal Opportunity and Human Rights Commission is now experimenting with bringing rights home. Its new pilot project, *Everyday People, Everyday Rights*, will encourage people from the City of Hume to consider what human rights mean to them.

The project is being run until December 2009 with funding provided by the Legal Services Board.

It's hoped that residents, members of local organisations, school students and community centres will be better equipped to stand up for their rights after receiving training and information through participating in the project.

There's a Community Network Reference Group, with representatives from the local council, neighbourhood houses, business, education, health care, seniors, Indigenous people, and youth. The Reference Group guides and advises the Commission on the best ways to make human rights more accessible to the people of Hume in their day-to-day lives.

Hume residents get to take part in local meetings and contribute to the development of new human rights resources.

And 10 community members with a passion for human rights will have the opportunity to participate in a facilitator's training program and have support to deliver human rights training and activities in their community.

Anyone interested in becoming involved, joining the mailing list, or providing information about human rights activities or issues in the Hume area is encouraged to contact the project coordinator, Jessie Lees, on 9281 7108 or to email her at [jessie.lees@veohrc.vic.gov.au](mailto:jessie.lees@veohrc.vic.gov.au).

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## 10. TOP TEN: Community Group Funding Models

Business executives use business models – such as “low-cost provider” (tries to undersell) or “the razor and the razor blade” (gives away the hardware, charges for services and replacements) – as a shorthand way to describe and understand the way companies are built and sustained.

The value of such shorthand is that it allows business leaders to articulate quickly and clearly how they will succeed in the marketplace.

Community group executives, to their detriment, are not as explicit about their funding models and have not had an equivalent lexicon – until now.

William Foster, Peter Kim, & Barbara Christiansen have filled this gap with an article in the Spring 2009 issue of *Stanford Social Innovation Review* (SSIR).

The article is based on American models and, more than that, on large American models; smaller Australian not-for-profits may feel rather left out. Still, it’s worth trying them on for size:

### 1. HEARTFELT CONNECTOR

Some community groups grow large by focusing on causes – the environment, international aid, or medical research – that resonate with the existing concerns of large numbers of people at all income levels, and by creating a structured way for these people to connect where none had previously existed.

### 2. BENEFICIARY BUILDER

Some not-for-profits – hospitals and universities, for example – are reimbursed for the services that they provide, but rely on people who have benefited in the past from these services for additional donations. The vast majority of these not-for-profits’ funding generally comes from fees, but fees don’t cover the total cost of delivering the benefit. The not-for-profit tries to build long-term relationships with people who have benefited from the service, and donors are often motivated to give money because they believe that the benefit they received changed their life. This model tends to obtain the majority of its charitable support from major gifts.

### 3. MEMBER MOTIVATOR

Some not-for-profits, often those involved in religion, the environment, or arts, culture, and humanities, rely on individual members who donate money because the issue is integral to their everyday life. Not-for-profits using this funding model do not create the rationale for group activity, but instead connect with members (and donors) by offering or supporting the activities that they already seek.

### 4. BIG BETTOR

A few not-for-profits rely on major grants from a few individuals or foundations who want to tackle a deeply personal issue. Most are focused either on medical research or on environmental issues where the problem being addressed can potentially be solved with a huge influx of money (launching a research institute to cure a specific illness. say), or where the organisation is using a unique and compelling approach to the problem.

## 5. PUBLIC PROVIDER

Many not-for-profits work with government agencies to provide essential social services, such as housing, human services, and education, for which the government has previously defined and allocated funding. As they grow, they often seek other funding sources to augment their funding base.

## 6. POLICY INNOVATOR

Some not-for-profits have developed novel methods to address new social issues. They've been able to convince government funders to support these alternate methods, usually by presenting their solutions as more effective and less expensive than existing programs. (By contrast, Public Providers tap into existing government programs.)

## 7. BENEFICIARY BROKER

Some not-for-profits compete with one another to provide government-funded or -backed services to beneficiaries in the areas of housing, employment services, health care, and student loans.

## 8. RESOURCE RECYCLER

Some not-for-profits have grown large by collecting in-kind donations from corporations and individuals, and then distributing these donated goods to needy recipients who could not have purchased them on the market. The vast majority are involved in food, agriculture, medical, and nutrition programs, often internationally focused.

## 9. MARKET MAKER

[This one seems entirely an American kind of thing, with very limited Australian application. Look up the original report (link above) if you're curious.]

## 10. LOCAL NATIONALISER

A number of not-for-profits have grown large by creating a national network of locally based operations. These organisations focus on issues, such as poor schools or children in need, that are important to local communities across the country. Most of the money for programs is raised locally, often from individual or corporate donations and special events. Very little of the money comes from government.

If you're interested in reading more, you can access the full article and associated comments [here](#).

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## 11. Marketing Guru



As mentioned in the last edition of Our Community Matters, the winner of the most recent Media, Marketing & Post Centre quarterly prize is Beagle Rescue Victoria, a volunteer organisation that rehouses dogs in need.

The Beagle Rescue response to the news that it had won the \$1000 prize is worth highlighting as it indicates a few community relations basics that all community organisations should have down pat (but so many do not).

### Speedy response

Kath Malone, secretary of Beagle Rescue Victoria, replied to our email about the prize within an hour of us sending it. This is best practice, particularly for a community group with no paid staff.

If you are going to provide an email address as a contact point for your organisation, make sure it's checked regularly – daily if at all possible. Otherwise, you might be better providing a phone contact only.

### Primed and prepared

When asked by Our Community if Beagle Rescue had any plans for the \$1000 prize money, Kath was quick to get back to us with a response.

As for the money [she wrote], well it's pretty much spent. Below is where the \$1,000 will go!

**Buddy** – Microchipping, vaccination and training: [www.petrescue.com.au/view/38125](http://www.petrescue.com.au/view/38125)

**Cooper** – Training, desexing: [www.petrescue.com.au/view/42045](http://www.petrescue.com.au/view/42045)

**Pippa** – Ear infection, ear drops & vet check: [www.petrescue.com.au/view/38948](http://www.petrescue.com.au/view/38948)

**Winki** – Check-up, allergies, medication and boarding: [www.petrescue.com.au/view/39494](http://www.petrescue.com.au/view/39494)

**Hibby** – Our fire beagle, who has lost his family and home at 12 years of age, needed a urgent vet visit due to erratic breathing and general ill health. Hibby is not listed for adoption but a photo is attached. Hibby will remain a member of BRV for life. Due to his age and health needs he will require long term foster care and any donation helps go towards these costs.

**General** – Flea, worm, heartworm treatment for 12 beagles – a cost of \$214 for a month

This is an illustration of an organisation that knows what it does and knows what it needs, which is a key prerequisite for any group that is seeking public support and donations.

### A picture paints a thousand words

The picture (right) that Kath sent through of Hibby the Beagle along with her response had the email quickly whizzing around the Our Community office.

All of the explanations above were also accompanied by a link to a photo to illustrate exactly how the prize money would be used.

Granted, Beagle Rescue does have a client base that lends itself particularly well to photographic illustration, but there are few community groups that cannot find some way to get their point across with pictures.

If you're stuck for ideas, check with your members and supporters to see if anyone has photography skills and





hold a brainstorming session to come up with some photographic options. Get some photos on standby so they can be used to illustrate the work you do at a moment's notice.

If you still come up blank, see if the Photo Bank – [www.ourcommunity.com.au/photobank](http://www.ourcommunity.com.au/photobank), a free resource provided by Our Community with the support of Australia Post – has something appropriate for your group's use.

### Opportunistic

Beagle Rescue won the \$1000 prize after filling in an online survey being run by the Media, Marketing & Post Centre to gauge current and future use of the Centre, as well as community groups' use of the mail.

Another \$1000 is up for grabs next quarter – you can enter by going to [www.ourcommunity.com.au/mmp](http://www.ourcommunity.com.au/mmp) and following the links.

And you can read more about Beagle Rescue at [www.beaglerescuevic.org](http://www.beaglerescuevic.org).

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## 12. Show us the faces of your community leaders

If you haven't already had a look at Our Community's Photo Bank, be sure to do so.

New photos are regularly being uploaded, illustrating the diversity among Australia's community groups.

In the gallery, you will find images of wild animals, old heritage buildings, thrill-seeking adventurers, and great Australian landmarks.

Our next project is to start uploading pictures of our favourite people.

Who are the people who represent your group or community – your CEOs, patrons, board members, key volunteers, the people that keep your group ticking.

There are a huge number of talented individuals out there selflessly contributing their time and energy to ensuring the best for our communities.

Show us their faces.

Upload photos of notable community people into the Photo Bank.

They will join the likes of Joan Kirner (former Premier of Victoria and current Victorian community ambassador), Aunty Mulanjarlie (Traditional Owner and elder), and other community advocates.

View these photos and contribute your own at [www.ourcommunity.com.au/photobank](http://www.ourcommunity.com.au/photobank)

(And while you're there, check out the newly contributed photos contributed by Pauline Crosbie. The photos – including those pictured below – are of paintings created by children from areas affected by the February bushfires.



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# Little things getting on top of you?



**Come and recharge at the  
Communities in Control Conference**

MELBOURNE, 15 & 16 JUNE 2009

BOOK: [www.ourcommunity.com.au/cic2009](http://www.ourcommunity.com.au/cic2009)



## 13. Talking Finances ... by Westpac Head of Community Markets, Vanessa Nolan-Woods

I recently came across a booklet of '101 top tips' from successful Australian entrepreneurs offering reflections of what they've learned on their journey.

A recurring theme amongst the entrepreneurs was the co-existence of three key principles – high-quality delivery, great people, and strong financial management – three pillars that are a valuable blueprint for organisations of any size.

One of the first pieces of advice a banker will provide to any organisation is that the key to strong financial management is to never take your eyes off the cash flow.

To do this successfully you need an effective accounting system, plus simple to follow processes that make it easy for your staff or treasurer to record the everyday transactions of your organisation.

Here are a few ideas that will help to ensure your books stay in good shape:

- **Everything has to add up:** adopt a methodical and reliable accounting system. Make the most of its software and processes to record all transactions relating to monies coming in and going out.
- **Time savers:** if needed, investigate additional products such as tools to manage invoicing, superannuation and payroll. Your banker can help here.
- **Sound administration:** keep a separate file for each project, make sure your internet banking forms clearly identify their purpose, and keep a hard copy of receipts and budget spreadsheets as a back-up.
- **Never let your accounting processes slide:** no matter if you're a larger organisation with auditing requirements or a smaller group (auditing requirements vary from state to state), you'll need to keep accurate and up-to-date records for taxation reasons.

Setting up a full and documented accounting system and easy to follow processes will also reduce the potential for fraud or simple mistakes like miscalculations which can be damaging to your organisation.

Also, your Treasurer may change overnight through accident, retirement or new election, and the newcomer will quickly need to extract everything they need from your organisation's records.

Effective accounting is not only the foundation of a sustainable organisation, but ultimately a time saver that will free-up your time so you can focus on providing your services where they're needed most.

**Vanessa Nolan-Woods**  
**Head of Community Markets**

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## 14. Our Community named in 'Smart 100' Index

The information and tools provided by Our Community have been recognised in a new Australian innovation award – the 'SMART 100' Index.

Our Community came in at number 61 in the listing of Australia's 100 most innovative products, as judged by 1600 'maven\*' judges.

A revolutionary breast cancer detection test was named the most innovative product in Australia, heading the list of 100 innovative Australian products celebrated at *Anthill* Magazine's inaugural Smart 100 Awards, held at Docklands in Melbourne on Thursday April 9.

Business magazine *Australian Anthill* and market research leader Colmar Brunton joined forces to create the 'Smart 100', billed as Australia's largest and most democratic innovation awards.

The Awards process spanned more than six months and harnessed the power of 1600 'mavens' identified by Colmar Brunton to judge the 861 products entered.

*(‘Maven’ is a Yiddish word that means, literally, “one who understands”. ‘Mavens’ are therefore those, as described by author Malcolm Gladwell, “who are intense gatherers of information and impressions, and so are often the first to pick up on new or nascent trends”. There’s your word for the day!)*

“The SMART 100 aims to bring a greater commercial focus to the concept of innovation, returning ownership of the principles surrounding this important word to the private sector,” said James Tuckerman, Founder and Publisher of *Anthill Magazine* and founder of the ‘SMART 100’ Index.

“Most awards rely on the expertise of a select few. The inaugural ‘SMART 100’ employed the knowledge and opinions of over 1600 ‘maven’ judges.”

Industries represented in the Smart 100 include medicine and bio-technology, sport, energy, occupational health and safety, textiles, telecommunications, education, art and the environment.

“The word ‘innovation’ means many things to many people. In fact, it is so over-used it is in danger of losing its meaning ... and relevance,” said Mr Tuckerman.

“As a nation, we are facing new challenges. New ideas are needed to fuel new industries for Australia to remain internationally competitive. The ‘SMART 100’ Index is not just about unearthing these innovations. It is also about market testing the ideas by putting them under the scrutiny of people with a unique ability to gauge their future success.”

The ‘SMART 100’ aims to bring a greater commercial focus to the concept of innovation, returning ownership of the principles surrounding this important word to the private sector.

More information: <http://anthillonline.com>

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## 15. Community Briefs

### Community Idol – nominate now!

Nominations are pouring in from across the country for this year’s Westpac Australian Community Idol competition – the competition that seeks to unearth Australia’s best community group.

There are something like 700,000 community organisations operating in Australia, filling a huge range of important roles.

They give voice to local community concerns, distribute resources, improve quality of life through shared interactions, events and celebrations, provide a place for people to participate and engage with others.

They break down isolation and enable people from a wide diversity of backgrounds to join up and join in, they provide the opportunity for shared responsibility.

They create health and wellbeing for their members and stakeholders (and I’m not just talking about health-related groups here, all participative community groups have a health-giving effect).

Mostly, though, they just go about doing what they do, whether that’s about putting on a play, getting a team out onto the field, getting together to share knowledge and experiences, or providing services.

That doesn’t mean they’re not extraordinary.

If you’re involved in a great community group, put them forward for the award. There are great prizes for the three finalists, and prestige and acclaim for the top 13.

The closing date has been extended to Friday May 29.



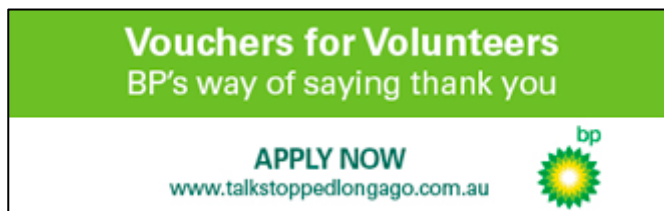
[www.ourcommunity.com.au/idol](http://www.ourcommunity.com.au/idol)



## Vouchers for Volunteers

Vouchers to cover some of the petrol costs incurred by volunteers are available under a new BP Australia scheme.

The Vouchers for Volunteers program, which opened on Monday, will provide \$250,000 in fuel vouchers to volunteer assisting not-for-profit organisations.



**Applications will be open for only two weeks** so you need to get in quickly. Applications will not be accepted beyond 5pm AEST on Monday, May 11.

All applicants will be notified via email of the outcome of their application by June 1, with fuel cards to be allocated by June 30.

BP says it has introduced this scheme so it can thank Australian volunteers who constantly dedicate their time towards helping others, often without reward.

“In the current environment, we need our Australian volunteers more than ever. As fuel is a major component required for many volunteers to undertake their volunteering activities, BP saw an opportunity to assist our volunteers and say thank you.”

Any permanent Australian resident who volunteers at a not-for-profit organisation anywhere in Australia is eligible to apply. Check the website for further eligibility requirements and to make your application.



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

## IDEAS YOU CAN STEAL: Rewarding Volunteers

And while we're on the subject of rewarding volunteering, our thanks to Peter Keynon from the Bank of I.D.E.A.S. for alerting us to a great scheme being run in the City of Swan in Western Australia.

Local businesses are enrolling in a new program that aims to reward local volunteers by providing discounts of purchases within their businesses.

Volunteers registered with Swan Volunteers will be issued with a VV card, which they can show to participating businesses to access discounts and other offers.

The program is being run by the City of Swan, Community Key, Swan Chamber of Commerce, Community Newspaper Group and the city's four Rotary Clubs.

“The Valued Volunteer card is a shining example of local business community partnerships, where business helps community and community helps business,” said City of Swan Mayor Charlie Zannino. “This program is a perpetual cycle of benefit to our community by our community.”

For further information about the scheme, see the City of Swan media release [here](#).

## Ten million reasons to sign up for online donations

Our Community's online giving portal, GiveNow.com.au, recently clicked over the \$10 million mark – that's \$10 million that has gone right into the pockets of community groups who have signed up for this commission-free service.

There are a number of enhancements that are about to be unveiled to make this service even better.

If you want to sign up to be part of the action, you can do so now at [www.ourcommunity.com.au/receivedonations](http://www.ourcommunity.com.au/receivedonations).

## Get Recognised at Communities in Control 2009

A number of community groups and organisations that serve the community sector have contacted Our Community seeking the opportunity to showcase their work during the Communities in Control conference in June.

Due to space limitations, we're not able to offer every Our Community member free advertising space, but we have developed a number of packages for those who want to take advantage of the exposure to the 1500-odd delegates we expect at this year's conference, while taking away some wisdom as well.

- **Option 1: Display Table**  
Package includes a display table (table provided) plus 10 tickets to Communities in Control – June 15 and 16 (usual cost for 10 tickets is \$2850).  
**Cost:** \$2500 including GST
- **Option 2: Display Table + Brochure Insertion**  
Package includes a display table (table provided) plus 10 tickets to Communities in Control – June 15 and 16 (usual cost for 10 tickets is \$2850), plus a brochure included in delegates' pack.  
**Cost:** \$3000 including GST
- **Option 3: Brochure Insertion**  
Brochure inserted in delegates' packs only.  
**Cost:** \$1500 including GST

Space is limited and will be restricted to those whose values are in line with Our Community, Centacare Catholic Families Services and the Communities in Control ethos. All inquiries to Lisa Reed, Telephone (03) 9320 6820 or email [lisar@ourcommunity.com.au](mailto:lisar@ourcommunity.com.au)

## Have your say on indigenous education

New South Wales firm Social Investment Solutions is asking for public feedback and ideas on the role of technology in supporting indigenous education via its blog.

Social Investment Solutions works with both the community sector and through businesses to build community programs and invest in social initiatives.

Among its recent work has been organising a partnership which has seen the Cisco ANZ Civic Council work in Cape York with Djarragun College and the Cape York Institute. The partnership is helping the college – a school outside Cairns – place an emphasis on making technology an integral part of everyday learning.

The organisation is now keen to receive further public feedback on technology's role in indigenous education. To have your say, visit Social Investment Solutions' blog here: <http://siscsr.blogspot.com>.

## Putting schools first

As the wise old saying goes, *"It takes a village to raise a child"* and it's this sentiment that's at the heart of the new Schools First initiative – an awards scheme designed to encourage and recognise excellence in school-community partnerships.

With a prize pool of \$5 million every year for three years, Schools First will provide capacity building financial rewards for outstanding school-community partnerships, as well as seed funding to build stronger school-community partnerships.

There are more than 80 awards to be won with a national prize of \$500,000 - \$1 million for a truly exceptional school-community partnership that demonstrates improved student outcomes.

Drawing on a robust research base, Schools First has designed a number of resources to support the development and strengthening of school-community partnerships.

From March to June 2009, a national series of workshops will be presented to inform, inspire and equip schools and their current or potential partners to improve student outcomes and apply for a Schools First award.



How to get involved:

**(1) Attend a *Schools First* Workshop.**

Log on to [www.schoolsfirst.edu.au/rsvp/](http://www.schoolsfirst.edu.au/rsvp/) to register for the workshop nearest you.

**(2) Register for regular updates.**

Log onto [www.schoolsfirst.edu.au/pages/Register.html](http://www.schoolsfirst.edu.au/pages/Register.html) to register.

Visit [www.schoolsfirst.edu.au](http://www.schoolsfirst.edu.au).

### Time you made a move?

Our Community's *Good Moves* newsletter provides a weekly update of community sector job vacancies across Australia.

The newsletter is free to those looking for a job, while listing a job vacancy in the newsletter costs just \$30.

You can also search the listing online – visit [www.ourcommunity.com.au/goodmoves](http://www.ourcommunity.com.au/goodmoves) to search the directory or sign up for the newsletter.

### New fundraising help sheets

We're always adding new help sheets and other free material to our website.

The latest editions include a series of new fundraising help sheets, which can be downloaded at the Community Funding Centre at [www.ourcommunity.com.au/funding](http://www.ourcommunity.com.au/funding).

The new Fundraising Basics section includes six new help sheets:

- [The Six Pillars of Fundraising](#)
- [Developing a Fundraising Strategy](#)
- [Getting Ready to Receive Donations](#)
- [Top 10 Fundraising Tips](#)
- [Top 10 Fundraising Mistakes](#)
- [Useful Fundraising Resources](#)

There are also four new help sheets on community-business partnerships:

- [Community-Business Partnerships: The Essential Facts](#)
- [How to Get Started in a Community-Business Partnership](#)
- [Making an Approach to a Business](#)
- [Maintaining your Community-Business Partnership](#)

We have also recently updated the page that provides information on where to buy collection tins and other fundraising aids – see [www.ourcommunity.com.au/tins](http://www.ourcommunity.com.au/tins) (thanks to the tip from Aaron from Tasmania who provided us with some updates for the page).

If you're having trouble finding what you need on the Our Community website, try the Index at [www.ourcommunity.com.au/index](http://www.ourcommunity.com.au/index) – this is your one stop shop for all the materials we provide for community organisations through our website.

## Community Calendar: What's on in the community sector

Our Community's online [Community Calendar](#) features all of the nationally significant events focussed around a major community or advocacy/awareness issues in Australia.

Here are some of the events taking place in May:

- **Jelly Baby Month:** May 1-31
- **Starlight Day:** May 1
- **World Press Freedom Day:** May 3
- **Tourette Syndrome Awareness Week:** May 3-9
- **Privacy Awareness Week:** May 3-9
- **International Midwives Day:** May 5
- **World Asthma Day:** May 5
- **National Volunteer Week:** May 11-17
- **World Hepatitis Day:** May 19

More events, plus the full listing for each event, can be found at [www.ourcommunity.com.au/calendar](http://www.ourcommunity.com.au/calendar).

### FEATURED EVENT

#### Loud Shirt Day – May 15

Schools, community groups and workplaces are encouraged to ignore their usual dress codes and make a 'LOUD' fashion statement instead to help thousands of deaf and hearing impaired babies and children throughout Australia.

Everyone who participates makes a donation and the money raised in each state will be used to support local children and families.

The event is an initiative of "deaf kids talking", whose aim is to support deaf and hearing impaired children throughout Australia so they can learn to hear, listen and speak.

More information: [www.loudshirtday.com.au](http://www.loudshirtday.com.au)

## Inside information for NSW grantseekers

New South Wales grantseekers have an invaluable opportunity to gain an insight into federal and state-based grantmaking priorities at a grants expo scheduled for Coonabarabran in late October.

The expo, organised by the New South Wales Grants Network and Warrumbungle Shire Council, will see grantmakers from both the government and non-government sectors share information about their funding priorities, process and programs.

It is aimed at helping grantseekers, including local government grants officers as well as community organisations, better shape their funding applications by hearing from the grantmakers themselves.

The expo will be based around three streams:

- Grant giving
- Grantseeking, and
- Community.

The 2009 expo will include workshops and seminars on a number of topics, as well as keynote speakers and opportunities to learn from successful examples of submissions and grant-funded project management.

The expo will be held in Coonabarabran from October 29-31, with final details of speakers as well as expo costs to be finalised soon.

Warrumbungle Shire Council is now taking expressions of interest for the expo from potential exhibitors, speakers, workshop presenters and delegates. If you are interested in attending, visit [www.warrumbungle.nsw.gov.au/news/pages/1853.html](http://www.warrumbungle.nsw.gov.au/news/pages/1853.html) to download an expression of interest form to fill out and return to the council.

Expressions of interest must be completed before May 30.

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## Good Moves :: Jobs Bulletin

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

### JOB VACANCY LISTINGS (Paid Positions)

#### Australian Capital Territory

Job Title	Organisation	
Event Project Officer	Northside Community Service	<a href="#">Details</a>
Disability Support Worker	The Human Resources Centre	<a href="#">Details</a>
NDSS Business System Support Team Leader	Diabetes Australia	<a href="#">Details</a>

#### New South Wales

Job Title	Organisation	
Youth Workers - Inner West	Guardian Youth Care	<a href="#">Details</a>
Disability Support Workers	House With No Steps	<a href="#">Details</a>
Before and After School Care Centre Coordinator	YMCA of Sydney	<a href="#">Details</a>
Business Development Manager	Job Futures Ltd	<a href="#">Details</a>
Disability Support Worker	Pegasus Community Care Pty Ltd	<a href="#">Details</a>
Credit Caseworker	Attorney General's Department	<a href="#">Details</a>
Business Development Director	Outward Bound Australia	<a href="#">Details</a>
Data Entry Operator	Multiple Sclerosis Ltd	<a href="#">Details</a>
Policy Adviser	ACON	<a href="#">Details</a>
Case Worker - Child & Family	CatholicCare	<a href="#">Details</a>
Community Support Workers	Sunnyfield	<a href="#">Details</a>
Supervisor - Katoomba	Kirinari Community Services Ltd	<a href="#">Details</a>
Trainers/Assessors	Interaction Disability Services	<a href="#">Details</a>
Membership Manager	CBAA	<a href="#">Details</a>

#### Northern Territory

Job Title	Organisation	
Anthropologist	Ngaanyatjarra Services	<a href="#">Details</a>

#### Queensland

Job Title	Organisation	
Coordinator MY Home	FSG Australia	<a href="#">Details</a>
Organisational Support Officer	Hepatitis Council of Qld Inc	<a href="#">Details</a>
Client Services Manager	Capricornia Respite Care Assoc. Inc.	<a href="#">Details</a>
General Manager - Community Services	Redlands Bayside Disability Services Inc.	<a href="#">Details</a>
Advisor - Support Services Team	Alzheimer's Australia (Qld) Inc	<a href="#">Details</a>
Coordinator - Foster & Kinship Care Program	Spiritus	<a href="#">Details</a>
WACOSS	Surf Life Saving Queensland	<a href="#">Details</a>

#### South Australia

Job Title	Organisation	
Case Worker	Baptist Care	<a href="#">Details</a>
Domestics	Direct Care Australia Pty Ltd	<a href="#">Details</a>

#### Victoria

Job Title	Organisation
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Community Support Worker	Burke and Beyond	<a href="#">Details</a>
Program Planner/Coordinator	Advertiser: Interchange Loddon-Mallee Region Inc.	<a href="#">Details</a>
Soup Van Operations Coordinator	St Vincent de Paul Society Victoria Inc.	<a href="#">Details</a>
Peer Support Volunteer	depressioNet	<a href="#">Details</a>
English Teacher _ HighWater Theatre	Wodonga Middle Years College	<a href="#">Details</a>
Bush Fire Case Manager	Kildonan UnitingCare	<a href="#">Details</a>
Manager - Disability Support Services	Golden City Support Services	<a href="#">Details</a>
Project Officer - Nillumbik Shire Health and Wellbeing Profile - Families	Nillumbik Community Health Service	<a href="#">Details</a>
Disability Support Workers	Yooralla	<a href="#">Details</a>
Diversional Therapist	Brotherhood of St Laurence	<a href="#">Details</a>
Coordinator - Respite Options Southern Metropolitan Based in Frankston	Mental Illness Fellowship Victoria	<a href="#">Details</a>
Project Coordinator	Connecting People	<a href="#">Details</a>
Settlement Caseworker	Spectrum Migrant Resource Centre Inc	<a href="#">Details</a>
Welfare Team Leader - Knox (part-time)	CityLife Community Care Inc.	<a href="#">Details</a>
Systems and Quality Officer	EW Tipping Foundation Inc	<a href="#">Details</a>

## Western Australia

Job Title	Organisation	
Coordinator Networks and Membership	PIN	<a href="#">Details</a>
Support Worker/Group Facilitator	Communicare Inc	<a href="#">Details</a>
Health Promotion Officer	Nindilingarri Cultural Health Services	<a href="#">Details</a>

## BOARD/COMMITTEE VACANCY LISTINGS (Volunteer Positions)

The following is a list of the most recent Board/Committee vacancies listed at Our Community. To view other board or Committee vacancies [please click here](#) (This matching service is free)

## New South Wales

Job Title	Organisation	
General Board Member	Families in Partnership	<a href="#">Details</a>

## Queensland

Job Title	Organisation	
General Board Member	Kyabra Community Association Inc.	<a href="#">Details</a>

## South Australia

Job Title	Organisation	
Chair; General Board Member	Playgroup SA	<a href="#">Details</a>

## Victoria

Job Title	Organisation	
Treasurer	Benalla Community Financial Services Inc	<a href="#">Details</a>
General Board Member	Fitzroy Adventure Playground	<a href="#">Details</a>
Community Advisory Group Members	Footscray YMCA	<a href="#">Details</a>
Associate Director	North West Melbourne Division of General Practice	<a href="#">Details</a>

## Western Australia

Job Title	Organisation	
Chair	Mandurah Disabled Support & Recreational Respite Inc	<a href="#">Details</a>

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

## 17. Fast Forward

If you found this newsletter helpful, please feel free to send it on to 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 webpage.

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## 18. About Our Community

Our Community is a world-leading social enterprise that provides advice and tools for Australia's 700,000 community groups and schools, and practical linkages between the community sector and the general public, business and government. Our major offerings include:

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 Centres – accelerating the impact of Australia's 700,000 community organisations
2. [GiveNow.com.au](http://GiveNow.com.au) – Helping individuals and businesses give in every way
3. [Australian Institute for Community Practice and Governance](#) – practical and accessible certificated training delivered locally through our training Institute
4. [Institute for Best Practice in Grants Management](#) – the unique suite of grants management services for government
5. [Australian Institute for Corporate Responsibility](#) – cutting edge corporate responsibility resources for large, medium and small business and community organisations

Read more about us at [www.ourcommunity.com.au/aboutus](http://www.ourcommunity.com.au/aboutus).

### Intensive Winning Grants Seminars

Are you frustrated at putting time and effort into grants submissions only to be rejected again and again?  
Are you looking for grants to support your new projects or to extend tried and true programs?

**YOU WILL LEARN**

- **The best ways to present your proposal** - tell the story of your project and your group to the greatest advantage
- **How to develop your statement of need** - choosing data to support your project proposal
- **How to develop an "organisation template"** - to save time in writing applications
- **How to humanise your story** - presenting a compelling picture
- **How to navigate the grants landscape** - sorting out which grants are best for your project
- **How to write a proposal** - every word matters; style, treatment and content
- **Making friends and long-term relationships with grantmakers** - managing relationships, acknowledging funders
- **Giving the grantmaker what they want** - how to tailor your proposal for multiple grantmakers
- **Creating winning project plans & realistic budgets** - ensure project plans and budgets get the proposal across the line
- **Meeting different requirements from different sources** - different levels of government, philanthropic and corporate

**BOOK IN YOUR STATE NOW:**  
visit: [www.ourcommunity.com.au/winninggrants](http://www.ourcommunity.com.au/winninggrants)  
email: [service@ourcommunity.com.au](mailto:service@ourcommunity.com.au)  
call: 03 93206800



# If you're looking after the community, we'll look after you

Through work with community organisations of all sizes – from local sports clubs, to schools and national aged care facilities – we've learned that the demands and opportunities of this sector are enormously diverse. Strong banking is key; but we need to offer more than that.

## Westpac supports the supporters by:

- Understanding your unique day-to-day financial workings and requirements.
- Designing and innovating our products and services to align with your needs.
- Providing specialist bankers, who are dedicated to servicing the Not-for-Profit sector.
- Connecting you with the education, training, resources and other areas beyond just banking that will help strengthen your organisation and achieve your long-term vision.

## We can make your day-to-day banking run smoothly by:

- Configuring your main accounts for optimum efficiency, and offering special benefits that suit your operational needs.
- Offering a complete suite of competitive interest, savings and investment products, so every dollar in your account works harder.
- Providing the latest facilities for collecting funds – the lifeblood of your organisation, to get money where it's needed.
- Helping your organisation grow and expand with a range of finance options.

Talk to your Not-for-Profit Banking Specialist or call 1300 655 734 today