

# OUR COMMUNITY matters



ourcommunity.com.au

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Our Community Matters is your free community sector update, brought to you by [Our Community](#) – Australia's centre for excellence for the nation's 600,000 not-for-profits and schools, providing advice, tools, resources and training. [Click here](#) to receive your free copy.



## Inside:

- What we Reckon: the REAL giving scandal ... p2
- Great Grant ... p3
- Communities in Control: The Lucky Country ... p4
- Income generating strategies for not-for-profits ... p6
- Need to Know: Not-for-profit news as we saw it ... p7
- New governance institute launched ... p9
- Freebies: Police records check ... p10
- Training and events ... p12
- Big Three: social media tips for beginners ... p13
- Pulse Poll ... p13
- Web Digest ... p14
- Around the Houses: Our Community news ... p15
- Community Calendar ... p16
- Board & job vacancies ... p17
- Volunteer Survey ... p18

## TOP 10: Volunteer grumbles

### ... And how to fix them

It's hard enough, goodness knows, to find volunteers. Once you've got them you want to keep them. These are some of the lines you don't want to hear – and how to fix things when you do.

### 1. I don't know what I'm doing here.

Some of your volunteers won't know anything about your organisation – they'll be there because a friend or a relative asked them to come along. Give them a quick plug for your good works before they start, so they'll have that warm inner glow when they really need it.

### 2. I don't know what I'm doing here.

Uncertainty is very stressful. Make sure your volunteers have clearly defined tasks, preferably set out in writing.

### 3. I don't know why I'm doing this.

Not only do people need to understand what their own job is, they need to know how it fits in with what everybody else is doing and where they sit in the wider scheme of things. They need to be able to see the point of the task.

### 4. I don't know why I'm doing this.

Try to match people to jobs. People like to be able to contribute in the areas that they know something about, are good at, and identify with.

### 5. I don't know how to do this.

People don't like being caught out or shown up, so you've got to be sure that they have enough training to be able to satisfactorily perform the task you've given them. Again, a written help sheet is a valuable backup.

### 6. I don't know if I'm doing this properly.

People like feedback, which means supervision – the team leader should be on the move, helping out, tactfully feeding in corrections, listening to suggestions, and maintaining a sense of control.

## 7. I'm thirsty and my feet hurt.

Don't forget the basics – ensuring that the volunteer gets a good work environment, doesn't get left behind, and knows where the bathroom is.

## 8. I haven't got a pen.

Check out the equipment requirements of each position, and make sure to have everything covered, with spares – just in case. Keep a toolkit, a laptop, and a mobile phone handy in the command centre.

## 9. Nobody loves me.

In ordinary working life, people know they're appreciated because other people pay them to do things. Every pay cheque is a validation. With volunteers you don't have this prop, and you have to use others – certificates, praise, T-shirts, pep talks, and/or post-event events.

## 10. Are we having fun yet?

Anything that you can do to make the day enjoyable is a big plus. Think about contests between different volunteer teams, prizes, and pizza and beer to follow.

## Valuing your volunteers

You're trying to recruit new volunteers, and you're trying to motivate and challenge the ones you have. And if that's one of your strategic goals, then you should be measuring it.

Do you survey your volunteers? Do you ask them whether they're satisfied with the way you use them? Do you know what they like, and what they hate? Here's a hint; they like to be asked.

See page 19 for a sample survey.

# WHAT WE RECKON: The REAL giving scandal

### [Editorial]

Just before Christmas, we were alerted to yet another supposed scandal about Australian charities paying too much in fundraising costs – 40c in the dollar, according to *The Age*.

If you look at the comments on these sorts of stories you find person after person tut-tutting about how they'd read about this waste and extravagance and just stopped giving – season of goodwill be damned.

Mind you, I do always wonder if such people had given anything much to charity before they'd decided not to give. It's

not as if Australians are pouring rivers of gold into the organisations that don't spend much on fundraising. Shy and retiring not-for-profits that don't rattle tins in people's faces or send them begging letters can scrape by if they underpay their staff and skimp on their services, but only just.

Australians, on the whole, don't tend to give money to good causes unless they understand the importance of the cause, **and they're asked to give.**

And raising awareness and asking strangers for money costs money.

It's also unwise to presume that a charity's own internal processes are the only thing driving up fundraising costs. Governments of all flavours around the country have been useless at establishing meaningful fundraising legislation.

**Anyone who is truly worried about the costs of fundraising in Australia should be banging down the doors of every politician – state and federal – demanding something be done to reduce fundraising red tape.**

Australian not-for-profits are doing immense amounts of important things that seriously need doing. They could do better – be more efficient, more cost-effective, more frugal – but then so could I, and so could everyone.

My plea to the Australian community is to choose wisely the groups that they donate to. Find out who's doing work that is creating the sort of world you want to live in, and give. Give even to groups that don't ask you.

**Denis Moriarty**  
Group Managing Director

> [Read the full opinion piece](#)



# GREAT GRANT: Our Neighbourhood Community Grant

**Provider:** Australia Post

**Purpose:** The 2014 Our Neighbourhood Community Grants program encourages charities and community organisations to apply for one-off cash payments up to \$10,000 for projects that will help to build healthier, more vibrant and more inclusive communities across Australia.

**Overview:** Projects will need to benefit the wider community, align with the key focus areas (digital inclusion; workplace inclusion; community inclusion; disaster readiness; small business innovation) and primary audiences (regional and remote, Indigenous, culturally and linguistically diverse, disability, aged and economically disadvantaged communities), and meet an immediate need of the community.



[Find out more](#)

**Grants Guru Says:** This grant closes on April 4

## Hot Tip:





Don't try to convince the grantmaker to like what you do.

Work out what you do that the grantmaker likes, and sell them that.

It's their money. It's their rules. It's their dream.

## Want more grants?

The Funding Centre is Australia's best grants & fundraising hub. Members get:

-  Grants database access (**2773** live grants!)
-  Customised grants and fundraising newsletter
-  Customised grant alerts
-  Fundraising help and tools



[Find out more](#)

## Subscribe to the Funding Centre!


Grants database access, customised grants newsletter, grant alerts, fundraising help and tools and more...

ACCESS ALL AREAS!

### Search for Grants

2714 live grants

Login or subscribe to search the database



# COMMUNITIES IN CONTROL 2014: The Lucky Country

In 1964, Donald Horne wrote "Australia is a lucky country, run by second-rate people who share its luck." It was a searing criticism that has now been adopted as a nationalistic boast.

Luck: it's a millstone round our neck. We take it for granted, and we don't ask why. We don't say we work harder than other countries, or that we're stronger or smarter or more creative, or even that we've been blessed by destiny. We're just luckier. And that leads nowhere.

At the 2014 Communities in Control Conference (The Lucky Country Conference) – **Melbourne, May 26 and 27** – we want to bring the spotlight back on what we've gained and lost as a society, and how we can organise ourselves to get from where we are to where we need to be.

The program is just about to be released. Here's a sneak peek of of the highlights:



## Musical performance:

'No More Whispering', title track of John Pilger's new film *Utopia*

**Glenn Skuthorpe**  
Singer/songwriter



## Televised Welcome

**The Hon Tony Abbott MP**  
Prime Minister of Australia



## Whose Lucky Country?

The Indigenous land titling 'revolution' and community-based development

**Professor Jon Altman**  
Centre for Aboriginal Economic Policy Research, Australian National University



## The Great Debate:

**Bambi v Godzilla**

*Should community groups, charities and local government authorities be small, nimble, and responsive, or big, cost-effective, and secure?*

Featuring **Cr Stephen Mayne**, City of Melbourne Councillor, Crikey founder, shareholder activist, transparency crusader; **Rowena Doo**, Executive Officer – Administration, Victorian AIDS Council; **Maggie Maguire**, Chief Executive, The Abbotsford Convent; **Peter Kenyon**, Social capitalist, community enthusiast, Founder and CEO, Bank of I.D.E.A.S.; **Brett de Hoedt**, Mayor, Hootville Communications



## Joan Kirner Social Justice Oration 2014

**The Hon Julia Gillard**

Former Prime Minister of Australia; Chair, Global Partnership for Education

**Response and vote of thanks**

**The Hon Joan Kirner AC**

Former Premier of Victoria, Our Community Ambassador



## The Luck of Fools

**Dr Simon Longstaff AO**

Ethicist, Philosopher, Executive Director, St James Ethics Centre



## Burger Off:

We decide who comes into our community, and the circumstances in which they come

**Garry Muratore**

Spokesperson, NMITDR (No McDonald's in the Dandenong Ranges)



## What makes a life worth living?

**Hugh Mackay**

Psychologist, social researcher extraordinaire, multi-award winning author



## The Sweet Spot

**How Australia Made Its Own Luck – And Could Now Throw It All Away**

**Peter Hartcher**

Award-winning journalist; political & international editor, *The Sydney Morning Herald*



## Light Bulb Moments

**Getting young people involved in community**

**Linh Do**

Co-Founder, OurSay.org; founder, Change a Million Light Bulbs

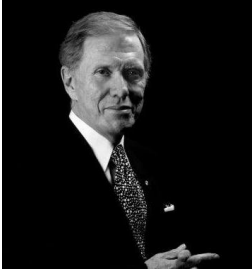


## From Bush Telegraph to Twitter:

How communications changed Australia, and how communities can lead the next phase

**Jane Caro**

Author, lecturer, social commentator, columnist, broadcaster



## Leaders Walking Eight Abreast:

How to distribute leadership to the grass roots

**The Hon Michael Kirby AC, CMG**

Former High Court Justice; human rights activist; leader

**BOOKINGS → [www.ourcommunity.com.au/cic](http://www.ourcommunity.com.au/cic)**

But wait, there's more!



**Pozible**  
Crowdfunding Creativity

**SOCIALTRADERS**  
A Force for Social Enterprise

**2014 Not-for-profit Skills Day**

**Show Me the Money:**

Income generating strategies for enterprising not-for-profits

- **Get in the Driver's Seat:** Delivering sustainable social outcomes through social enterprise. The 'What' and 'Why' of social enterprise
- **Profit for Purpose:** Social enterprise in profile
- **Generating ideas:** For those looking for a social enterprise idea
- **Starting a social enterprise:** For those with a social enterprise idea
- **Supporting social enterprise in your community:** For local governments and philanthropic organisations
- **Financing and Legal Structure:** What and when is appropriate
- **Anything is Pozible!** Crowd-sourcing funds for your not-for-profit venture

**→ Melbourne: Sunday, May 25. →BOOK NOW!**

## **NEED TO KNOW: Not-for-profit news as we saw it**

### **LAW**

**"The government realised that a lot of people did a privacy policy and then just put it in the drawer."**

- Cecelia Irvine-So

The Moores lawyer offers a frank observation about the importance many not-for-profits place on privacy, ahead of the March 12 introduction of the most significant legal changes in the field in decades. She predicts many organisations will be caught out by the reform, while for others it may present an opportunity. [>Full story](#)

### **FRAUD**

**"For any organisation, not-for-profit or otherwise, these are significant sums."**

- Marita Corbett

The BDO risk advisory lead partner reacts to results of the company's 2014 Fraud Survey, which revealed fraud resulting in losses of \$3.2 million – with an average reported fraud of \$22,904 – was recorded in not-for-profit organisations in Australia and New Zealand. [>Full story](#)

### **GIVING**

**"Volunteering remains the most significant opportunity for companies to increase their community contributions."**

- LBG Australia and New Zealand

The benchmarking group identifies a way for companies to increase their workplace giving programs, after its report found the number of employees who volunteered increased last year but the number of hours they contributed was less than the previous year. [>Full story](#)

### **BOARDS**

**"We need leaders who come from a position of the heart, but we need people also who can lead from the head."**

- Professor Peter Shergold

The University of Western Sydney Chancellor speaks at the launch of the Institute of Community Directors Australia, and throws his support behind its (our!) Diploma of Business (Governance). He says education is a key factor in improving partnerships between community organisations and governments. [>Full story](#)

### **GIVING**

**"The donation is important, but building long-term relationships with supporters is equally so."**

- Jerome Moisan

The Blackbaud Europe managing director explains almost half of donors want easy access to further information about the causes they support through online donations. His comments were based on new research that found most people donate online to support a friend or family member. [>Full story](#)

Continues ...

## GIVING

**"Online fundraising continues to be a growth engine for nonprofit organisations, and there is no reason to expect this growth to slow for the foreseeable future."**

- Blackbaud

The technology provider predicts growth in online giving will continue in 2014, after it increased by 13.5% last year – its second consecutive year of double-digit gains – while overall giving grew by 4.9%. It also found that online giving spiked in times of disaster. [>Full story](#)

## GOVERNANCE

**"We work with charities to help them correct their mistakes, using the least intrusive powers possible to do so."**

- Australian Charities and Not-for-profits Commission

The national charity regulator defends its sensitive approach to compliance after releasing an overview of its compliance activity. It revealed it responded to more than 200 complaints in its first year of operation, with governance breaches, fraud and charitable funds being used for personal gain the chief concerns. [>Full story](#)

## LAW

**"They were expecting at least 3500 claims to be made this year alone ... but there are many out there that think that was an under-baked figure."**

- Catherine Brooks

The Moores senior lawyer predicts there will be an increasing number of claims this year under amendments to the Fair Work Act, which allow workers to take action through the Fair Work Commission if they believe have been bullied in the workplace. Initial figures will be published at the end of the month. [>Full story](#)

## REDTAPE

**"Governments of all flavours around the country have been useless at establishing meaningful fundraising legislation."**

- Denis Moriarty

Our Community's group managing director hits back at a media investigation that found some of Australia's biggest charities were spending almost half their donations on fundraising, saying it is unwise to presume that the internal processes of a charity are the only things driving up fundraising costs. [>Full story](#)

## FUNDING

**"It may be wise for NFPs to explore alternative avenues of funding and business sustainability."**

- Community Business Bureau

The South Australian consultancy issues a warning after finding that insecurity with funding was the top concern keeping Australian not-for-profit executives up at night last year. It says many organisations may need to consider other funding options as they see their reliance on government funding threatened. [>Full story](#)



## DRUM ROLL: New governance institute launched

Australia's 1.1 million-strong army of hard-working not-for-profit board and committee members are the focus of Our Community's newest enterprise – the Institute of Community Directors Australia.

The Institute – [www.communitydirectors.com.au](http://www.communitydirectors.com.au) – will serve as a key source of knowledge, connections and credentials for not-for-profit board members and the senior staff who work alongside them.

Key facets of the Institute include:

- **A Diploma of Business (Governance).** A tailored qualification for not-for-profit board members: Dip. Bus (Gov)
- **Credentials.** Three membership options:
  - FICDA (Fellow of the Institute of Community Directors Australia);
  - MICDA (Member of the Institute of Community Directors Australia; and
  - AMICDA (Associate Member of the Institute of Community Directors Australia), providing community and professional recognition for educated and engaged not-for-profit board members
- **Tools.** A Board Matching Service (a free online service to help create connections and aid board upskilling and renewal), a Policy Bank (sample policies in the areas of governance, human resources, financial management, values and communications ) and an expanding range of practical, downloadable templates and tools
- **Knowledge.** Regular newsletters, training and networking events, governance help sheets and news.

The Institute of Community Directors Australia is the latest initiative added to the Our Community stable of enterprises. Group Managing Director Denis Moriarty said the not-for-profit landscape was changing markedly.

"Not-for-profit board members used to be seen as little more than 'time donors', congratulated for their commitment but often excused from too-high expectations," Mr Moriarty said.

"It's time to stop patronising the people who oversee the finances and the direction of the 600,000 organisations that make up the \$100 billion not-for-profit sector.

"Not-for-profit governance is different to corporate governance – the Institute of Community Directors Australia will ensure that not-for-profit directors have the knowledge and connections they need to do the job well, and that they'll feel supported and connected throughout their term."

Visit [www.communitydirectors.com.au](http://www.communitydirectors.com.au)

**Get Qualified**  
Australia's most practical not-for-profit governance training

The Diploma of Business (Governance) – BSB 50710 is the course for existing and prospective not-for-profit board/committee members, and the CEOs and senior staff who work alongside them.

### Participants receive:

- iPad mini preloaded with materials
- A quality learning environment that provides practical outcomes
- Exposure to a diverse range of views and approaches to governance
- A program that provides value for all participants regardless of experience
- Post-training contact to assist with assessment
- Support beyond the Diploma program through support materials, resources and networking opportunities

[> Find out more](#)

# FREEBIES: Police records check

Working with children laws require everybody who works with children to have a police check, volunteer or not; and if you have a large number of volunteers, this can be a major item in your budget. Depending on your home state, though, you may be able to get a break.

State/Territory	Provisions
<p><b>ACT</b></p> <p>(The website makes no mention of concessions, but we're assured they do exist).</p> <p>Full fee - \$42 Concession – Information available on application (they wouldn't tell us: they don't seem to want to be quoted)</p>	<p>ACT police record checks are handled by the Australian Federal Police, which also runs the national scheme. Fees can be waived for volunteers with ACT community groups (but don't send them applications from NSW, say, hoping to get the concession; they will just send you back to the NSW police).</p> <p>If you want your fees waived apply to the Co-ordinator of Criminal Records, PO Box 401, Canberra ACT 2601.</p>
<p><b>New South Wales</b></p> <p>Full fee - \$52 Concession - \$52</p>	<p>NSW provides no concessions for not-for-profits. If your organisation is planning to process more than 150 of them per year you can apply to be a Registered Organisation, but while this gets you a rather more efficient application procedure it gets you no financial benefits.</p>
<p><b>Northern Territory</b></p> <p>Full fee - \$52 Concession - \$5</p>	<p>The Northern Territory does not have legislation providing concessional rates to volunteers for criminal history checks. However, subject to the Commissioner's discretion, the fee applicable may be waived, and the current policy of the Northern Territory Police in relation to providing criminal history checks for volunteers is to waive the prescribed fee for a name check, provided the volunteer meets certain criteria:</p> <p>Their service is provided to a recognised not-for-profit community organisation.</p> <p>The volunteer receives no remuneration for their service.</p> <p>A covering letter from the particular organisation is attached to the Northern Territory Police 'Authority to Release Criminal History' form. This letter must include the name of the volunteer, the role or service the volunteer will provide to the organisation, and a clear statement confirming the person is a volunteer and will not receive any remuneration.</p> <p>The 'Authority to Release Criminal History' form and an attached covering letter must be forwarded to the Officer in Charge, Northern Territory Police Criminal History and Warrant Unit.</p> <p>Each application will be considered on its merits, provided the application meets the stipulated criteria. The Officer in Charge will forward it to the Commissioner's delegate for recommendation and approval.</p>



## Financial clarity & management

Want to gain financial clarity and convey focused messages to your key stakeholders?

**Businestorylab** is a new business that is working to create more meaningful accounting reports for not-for-profits.

Founders Ruth Rozario and Amy Yong say Businestorylab was created to deliver:

- Financial clarity
- Clearer messages
- Quick, clear and relevant customised reports
- Business stories that connect financial and business data to strategy.

The first five not-for-profit organisations that contact Businestorylab citing this article will receive a complimentary diagnosis – call Ruth on 0402 262 568 (or [email](mailto:ruth@businestorylab.com)), or Amy on 0423 631 164 ([email](mailto:amy@businestorylab.com))

> [businestorylab.com](http://businestorylab.com)

<p><b><u>Queensland</u></b></p> <p>(The website makes no mention of concessions, but we're assured they do exist).</p> <p>Full fee - \$51 Concession - \$7</p>	<p>The Queensland Police Service offers concessional rates for checking volunteers of approved benevolent organisations. The cost of these checks is \$7 for each applicant, regardless of the outcome of the check. If the volunteer does have disclosable history, this will be provided on a National Police Certificate Name Only, returned to the volunteer. It is up to the organisation to then refer to the volunteer to request to see the certificate. Before this can be achieved, however, a questionnaire must be mailed to the organisation for completion, to be provided back to the Police Department with supporting documentation to indicate its status as a benevolent organisation justifying the request for concessional cost of volunteers.</p> <p>You get to be one of these approved benevolent organisations (and it's for Queensland organisations only; the police don't provide this service for interstate organisations) by contacting the Coordinator, ICT Division, Police Information Centre (telephone 07 3364 4139) to discuss general eligibility. If it appears your organisation may be eligible, they'll send you a questionnaire to complete. When the questionnaire and other required documents (mentioned in the questionnaire) are received, they'll decide whether to grant approval.</p>
<p><b><u>South Australia</u></b></p> <p>Full fee - \$56.50 Concession - \$0 (or \$36.50 if you're not a VOAN)</p>	<p>South Australia waives the fee for volunteers working for approved Volunteer Organisation Authorisation Number organisations (VOANs), and the government funds the cost.</p> <p>This is the most progressive policy anywhere in Australia, and the government should be commended for it.</p> <p>To apply for VOAN status go to <a href="http://www.police.sa.gov.au">www.police.sa.gov.au</a> for the form. If you're volunteering for a non-VOAN you can still get a reduced rate under certain conditions.</p>
<p><b><u>Tasmania</u></b></p> <p>Full fee - \$45 Concession - \$5</p>	<p>Tasmania used to provide state police checks free and charge everybody \$12 for national checks. It has now committed fully to national checks. They say: "If you have volunteers who work for your organisation you may be eligible to register with Tasmania Police to receive National Police Record Checks at a concession rate." Regrettably, this applies only to charities, not all not-for-profit organisations.</p>
<p><b><u>Victoria</u></b></p> <p>Full fee - \$42 Concession - \$15.90</p>	<p>Victoria Police offers a partially subsidised rate of \$15.90 for national police records checks conducted on volunteers of authorised organisations.</p> <p>Volunteers, student placements and persons who qualify under the Family Day Care Scheme as an adult (18 years or over) residing with a Family Day Care provider can obtain a National Police Certificate at a reduced fee. A valid Community Volunteer Fee (CVF) number must be provided by an organisation registered with Victoria Police to claim the reduced fee. The reduced application fee only applies to organisations registered with Victoria Police. Organisations need to download, complete and submit the <a href="#">application form</a> to obtain a CVF number.</p>
<p><b><u>Western Australia</u></b></p> <p>Full fee - \$62.75 (No concession)</p>	<p>The Western Australia Police Service has no concessional fee rate for volunteer groups. This may have been acceptable a decade ago when the fee was only \$12, but it is now more than \$60 – the highest in any Australian jurisdiction - and these charges will be a severe penalty for many organisations.</p>

# UPSKILL: Upcoming OC Training & Events

<b>What</b>	<b>Where</b>	<b>When</b>
<b><u>Board Builder Conference 2014</u></b>	Melbourne	<u>24 March</u>
<b><u>Diploma of Business (Governance) BSB 50710</u></b>	<u>Sydney - Course S1402</u>	<u>12 March</u>
	<u>Melbourne - Course M1402</u>	<u>12 March</u>
	<u>Brisbane - Course B1401</u>	<u>26 March</u>
	<u>Sydney - Course S1403</u>	<u>14 April</u>
	<u>Melbourne - Course M1403</u>	<u>14 April</u>
	<u>Perth - Course P1401</u>	<u>5 May</u>
	<u>Brisbane - Course B1402</u>	<u>19 May</u>
	<u>Darwin - Course D1401</u>	<u>19 May</u>
	<u>Adelaide - Course A1401</u>	<u>23 June</u>
<b><u>Introduction to Writing Winning Grant Applications</u></b>	<u>Sydney</u>	<u>24 March</u>
	<u>Melbourne</u>	<u>31 March</u>
	<u>Perth</u>	<u>1 April</u>
	<u>Brisbane</u>	<u>2 April</u>
<b><u>Strategies for Sustainable Funding Seminar</u></b>	<u>Sydney</u>	<u>24 March</u>
	<u>Melbourne</u>	<u>31 March</u>
	<u>Perth</u>	<u>1 April</u>
	<u>Brisbane</u>	<u>2 April</u>
<b><u>Show Me the Money:</u></b>		
<b><u>Income generating strategies for enterprising not-for-profits</u></b>	<u>Melbourne</u>	<u>25 May</u>
<b><u>Communities in Control 2014:</u></b>		
<b><u>The Lucky Country Conference</u></b>	<u>Melbourne</u>	<u>26 &amp; 27 May</u>

# BIG THREE: Social Media Tips for Beginners



## 1. Have a policy

It may be tempting to jump head first into tweeting and posting, but it's wise to have a clear social media policy in place first. It's important that social media posts are in keeping with the image of the organisation and don't damage its reputation. Our Community's sample [Social Media Policy](#) will help you get started.

## 2. Share to be shared

If you want your posts to be shared, get involved in your community by sharing messages about others more than messages about yourself. Retweet other organisations' posts whenever possible and share interesting web content relevant to your campaign.

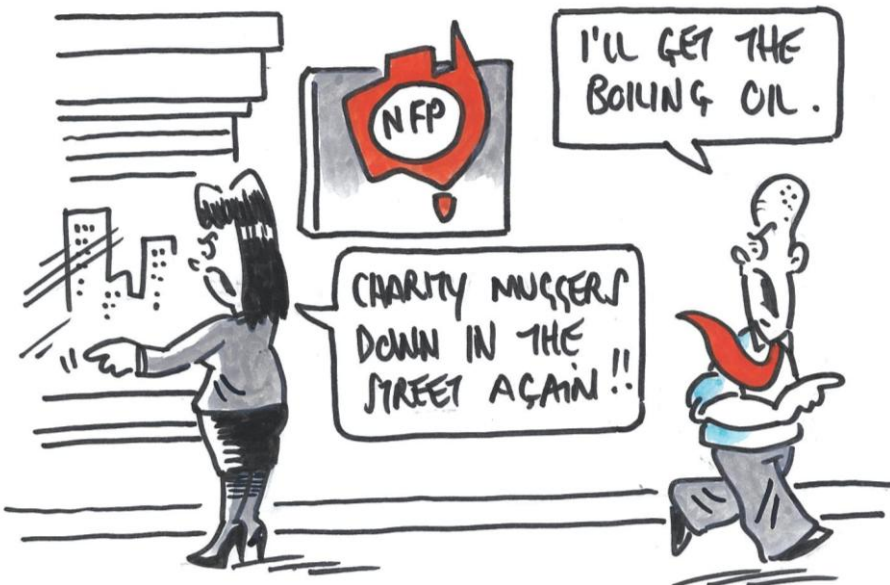
## 3. Don't get distracted

Aim to focus on using social media as an extension of your fundraising or marketing strategy, rather than forming its core. Don't forget the importance of [attracting traditional media coverage](#), fundraising events and even the old-fashioned collection tins. And email! Don't forget email! ([Hootville says](#) it's still the best medium so it must be true.)

> [More tips](#)

## Fundraiser Funnies

(With thanks to Mark Cornwall)



## Pulse Poll:

The federal funding climate is getting tougher.

We want to know who's affected, and who's worried they're going to be affected.

[Take the Poll](#)

# WEB DIGEST: Click if you're interested

## SPORT

Western Australia's community sporting clubs are leading the way in breaking the link between alcohol and sport. > [READ](#)

## CHOIRS

A statistical picture of the demographic and gender makeup of community choirs, how they are supported, some information about budgets and revenue streams, and an indication of the contributions that choirs make to their local community. > [DOWNLOAD](#)

## RED TAPE

Summary of the Australian Charities and Not-for-profits Commission forum on 'Measuring and Reducing Red Tape in the Not-for-profit Sector'. > [READ](#)

## COMMUNITY ACTION

Neighborland – "Facebook for volunteering": a new community action platform designed to empower the people to shape the development of their cities (for America only, so far). > [READ](#)

## BIG SOCIETY

Audit of UK flagship social sector policy finds mixed success. > [READ](#)

## ETHICAL INVESTMENT

The UK's Comic Relief investments into alcohol, arms and tobacco highlights the challenges charities face in trying to be perfect ethical investors. > [READ](#)

## CEO SALARIES

The best way to make a charity nervous at Christmas is to ask questions about its financial performance, says *Sydney Morning Herald*. > [READ](#)

## DUPLICATION

Some philanthropists argue the increase in tax-exempt charities is duplicating good intentions and could fracture donations into smaller and less effective pieces, the *Sydney Morning Herald* says. > [READ](#)

## PRESSURE

The UK's voluntary sector was stretched to breaking point in 2013. Has it been broken beyond repair, or can it be rejuvenated by the new models emerging? > [READ](#)

## AWARENESS

A UK charity will become the first medical research organisation to appoint a person to update the online encyclopaedia's entries involving cancer. > [READ](#)

## REGULATOR

The Republic of Ireland last week announced emergency plans to set up a charity regulator by Easter this year, following a national scandal at a disability charity. > [READ](#)

## SOCIAL BENEFIT BONDS

Evaluation finds Social Benefit Bonds are viable in NSW and can produce positive outcomes. > [DOWNLOAD](#)

## AROUND THE HOUSES: Our Community news



### Wey-hey WA!

Since February 2013 more than \$80,000 in donations has been distributed to Western Australian community organisations thanks to the [WA Giving Hub](#).

The brainchild of [Giving West](#) and [GiveNow](#), the WA Giving Hub is a localised online giving centre designed to give the people of WA instant access to all WA based causes.

Kevin MacDonald is CEO of GivingWest, an organisation which was created to encourage more effective giving in Western Australia.

"The WA Giving Hub is the perfect vehicle for anyone wanting to donate to local causes, or simply to find out more about local need," he says. "It's one of the many ways we promote giving. Partnering with GiveNow was an easy decision – we are both committed to improving the giving landscape, making it easier for people to give and for community organisations to get funded to do their vital work."

WA Giving Hub Fast Facts:

- There are 176 active community organisations using the WA Giving Hub
- People can donate to more than 200 fantastic causes
- 50 new groups have come on board since the WA Giving Hub was launched
- 5315 donations have been made since February 1, 2013

To find out more about giving in WA visit [www.givingwest.org.au](http://www.givingwest.org.au).

To give to one of the many hundreds of worthy WA causes go directly to : <http://givingwest.givenow.com.au/>



### Brisbane grantmaker named Grantmaker of the Year

Brisbane City Council's Carley Commens has been named the 2014 Australian Institute of Grants Management's (AIMG) Grantmaker of the Year.

Ms Commens works in the council's Creative Communities team, with previous experience including the management of a number of arts grants funds and work across the arts sector. She also coordinated JUMP, the Australia Council for the Arts national mentoring program for young and emerging artists, has worked with Youth Arts Queensland, and is also an active blogger and social media user.

Ms Commens' quirky award entry discussed a number of challenges facing grantmakers – particularly those relevant to the arts. Among them was the concept of "unfunded applications waste".

AIMG executive director Kate Caldecott presented Ms Commens with her award and \$5000 cash prize at February's AIGM Grantmaking in Australia conference.

Ms Caldecott said the quality of entries for the 2014 award was the best in its history, with the judges commending four other entries:

- Lesley Lightfoot & Cynthia Scherer, Give Where You Live Community Foundation
- Adama Kamara, Auburn City Council
- Jonathan Srikanthan, Qantas Foundation
- Susy Jones and Marguerite Jones-Roberts (and Jen McKinley) from Accuteque and the Department of Human Services in Victoria.



# COMMUNITY CALENDAR: What's on in the NFP sector

## Free Webinar: Understanding Charity Apps: Why Go Mobile?

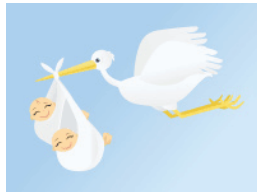
**Friday March, 14**  
**10:30am AEST**

Telco Together has launched a free webinar for Australian not-for-profits as part of its [Apps4Change program](#).

'Understanding Charity Apps – Why Go Mobile' will cover the role of apps in service delivery, cause awareness, donor engagement and fundraising.

- > [More info](#)
- > [Register](#)

GiveNow's online [What's On Calendar](#) features all of the nationally significant events focussed around a major community or advocacy/awareness issue in Australia. Some events taking place in the next month include:



### Multiple Birth Awareness Week: 9-16 March

Multiple Birth Awareness Week is a celebration of families raising twins, triplets, and more. The day also aims to raise awareness of the challenges that go hand-in-hand with raising these children.



### A Taste of Harmony: 17-23 March

A Taste of Harmony celebrates diversity in Australian workplaces by encouraging colleagues to share food and stories from different cultural backgrounds.



### Ride2School Day: 19 March

Ride2School day encourages children to become more active and healthy in and out of school. Children participate by walking, riding or scooting to school.



### Close The Gap Day: 20 March

Close the Gap is Australia's largest ever campaign to improve the health of Aboriginal and Torres Strait Islander people.



### International Day of Happiness: 20 March

There are three ways to help: affirm the pledge; cheer happy heroes; take part on the day. Do something, big or small, to bring happiness to others.



### World Poetry Day: 21 March

The United Nations describes poetry as another facet of the dialogue among cultures. World Poetry Day is a celebration of the contribution made to society by poetry.



### Harmony Day: 21 March

Harmony Day is a day of cultural respect for everyone who calls Australia home - from the traditional owners of this land to those who have come from many countries around the world.



## BOARD MATCHING SERVICE: NFP board vacancies

### New South Wales

- Chair, Treasurer, Secretary, General Board Member
- General Board Member
- Secretary, General Board Member
- Chair, General Board Member
- General Board Member

Enveco Healthcare Inc  
NSW Wildlife Information Rescue & Education Service Inc  
Kogarah Community Services Inc.  
Spaghetti Circus Inc.  
Mind Blank

**EXPRESS AN INTEREST**

### Queensland

- General Board Member x 2
- Treasurer, Secretary, General Board Member
- Treasurer

Help Enterprises  
United Youth Global  
ASD Kidz & Familyz Inc

**EXPRESS AN INTEREST**

### South Australia

- Chair, Treasurer, Secretary, General Board Member
- Treasurer, General Board Member

Diompillor Kissia SA Inc  
Seaton Community Childrens Centre

**EXPRESS AN INTEREST**

### Tasmania

- General Board Member x 2
- General Board Member

Citizen Advocacy Launceston Region Inc  
Volunteering Tasmania

**EXPRESS AN INTEREST**

### Victoria

- Treasurer, General Board Member
- General Board Member
- General Board Member
- Treasurer
- General Board Member, Membership Director
- Treasurer, General Board Member
- Treasurer
- General Board Member
- General Board Member
- Chair, Treasurer, Secretary, General Board Member

Iramoo Community Centre  
Uniting Church Schools  
Group Training Association of Victoria  
Maryborough Community House  
Globe Melbourne  
2 & 5 Inc  
Malvern Early Learning & Child Care Centre  
Cheltenham Community Centre  
Christina Noble Children's Foundation  
Boccia Victoria

**EXPRESS AN INTEREST**

### Western Australia

- Treasurer
- General Board Member
- General Board Member
- General Board Member
- Treasurer
- General Board Member

One World Centre  
Consumers of Mental Health WA  
Peel Community Development Group  
Bamboo Micro Credit Inc  
Karratha Community House Inc  
SMP lifeskills2work

**EXPRESS AN INTEREST**



[Advertise a Board Vacancy](#)

## GOOD MOVES: Not-for-profit sector jobs

### Victoria

- Executive Officer
- Manager, Opportunity Shops Program

Abestoswise  
Doncare

[Details](#)

[Details](#)



[Find or advertise a paid job](#)

## SAMPLE Volunteer Feedback Survey

The Boolligal Swamp Park Trust wants to pick your brains as an observer and meet your needs as a volunteer. Please help us by answering these questions and returning your completed survey in the enclosed envelope. Your answers are important to us – we promise! – and we need them by June 31, 2014, so please take a few minutes right now and complete the questionnaire. Thanks for your help. All responses will remain confidential within the Trust.

How many years have you been a volunteer here? \_\_\_\_\_

Are you planning to return as a volunteer this season? \_\_\_\_\_

How did you learn about volunteering with us? \_\_\_\_\_

What attracted you? \_\_\_\_\_

### TRAINING

How many hours of training did you get? \_\_\_\_\_

What type of training did you get? \_\_\_\_\_

Was the training you received **Excellent/Good/Fair/Poor**

How did your training prepare you for your tasks? **Very well/Somewhat/Not at all**

If you have comments you'd like to share on how training could be improved for new volunteers, please tell us (write on the back if there's not enough room).

\_\_\_\_\_  
\_\_\_\_\_

### SUPERVISION

Were you provided with a clear Position Description? **YES/NO**

Did your direct supervisor provide adequate support? **YES/NO**

Did they make you feel I valuable? **YES/NO**

Do you feel that the Park, as a whole, supports volunteers? **YES/NO**

Did you feel that we got as much from your service as we could have? **YES/NO**

Did you feel that your efforts were being recognized and appreciated? **YES/NO**

Any other comments?  
\_\_\_\_\_  
\_\_\_\_\_

### FEEDBACK

Were your views on the activity/program sought out? **YES/NO**

Did we listen to you? **YES/NO**

### OVERALL SATISFACTION

Were you treated like a regular staff member? Better? Worse? **The same/Better/Worse**

Would you recommend volunteering with us to someone else? **YES/NO**

What would you tell them? \_\_\_\_\_

From your experience, have you got any suggestions that would help the Program to improve the volunteer experience for yourself and others?

\_\_\_\_\_  
\_\_\_\_\_

Thanks!

# BOARD BUILDER CONFERENCE 2014

Monday, March 24, 2014  
9.30am – 4.20pm  
Moonee Ponds, Melbourne

You're not fooling  
anybody but  
yourself.



Come on out and  
meet a braver world.

**BOOK NOW:**

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or call 03 9320 6800

A practical,  
inspirational, and  
affordable event for  
community sector  
boards, committees  
& councils  
**BOOK NOW!!**



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