



**Edition 5, 2012 – Issued July 25, 2012**

Our Community Matters is your free community sector update, brought to you by Our Community – the premier destination for Australia's 600,000 community groups and schools. [Click here](#) to receive your free copy.



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## 1. New survey reveals donor fatigue, brand loyalty and a preference for the local

On Friday, Our Community Group Managing Director Denis Moriarty participated in the Melbourne launch of the **2012 Australian Charity Perceptions Report**.

The inaugural report by global research agency Millward Brown is the result of a survey of 1000 Australians in November 2011.

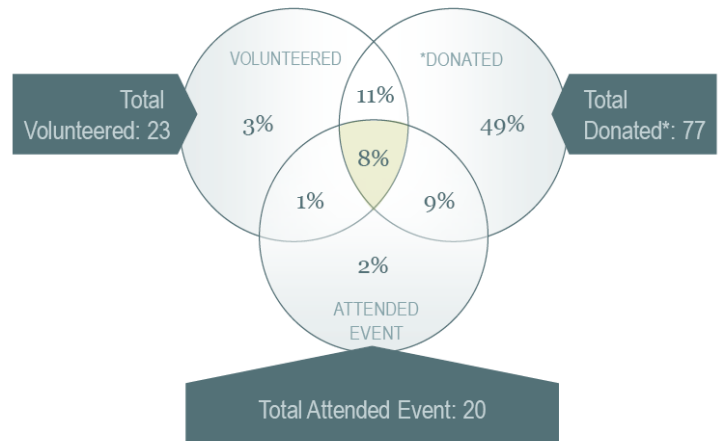
The report contains some key insights for community groups of all sizes. Here are the headlines:

- **Too many charities?**  
57% of people surveyed agreed that there were too many charities for the same cause.
- **Donor fatigue:**  
60% said they were getting tired of being asked for donations.
- **Brand loyalty:**  
Australians prefer to be loyal to a select few charities (though younger givers are slightly more “promiscuous” in their giving).
- **Transparency:**  
Transparency is important to Australian donors – 87% wanted to know how their donations were being spent.
- **Business model:**  
The majority of Australians (57%) think charities should be run like a business.
- **A preference for local:**  
More than two-thirds (67%) of Australians would prefer to support an Australian charity or not-for-profit than a global organisation.
- **Disasters top of the pops:**  
Disaster relief, health and poverty prevention/relief were ranked as the three most important types of charities (64%, 61% and 52% respectively), followed by educational causes (41%), armed forces/emergency services (38%), human rights and animal welfare (equal on 37%), environmental protection/improvement (34%) and community development (29%). Of lower importance were arts/culture/heritage/science (12%), religious causes (11%) and sport (10%).
- **Most trusted:**  
The top three most trusted large/global charities researched were: The Salvation Army; the Red Cross; the Cancer Council. The top three most trusted small/local charities researched were: Royal Flying Doctor Service; Guide Dogs Australia; and Legacy and Royal District Nursing Service (equal third).
- **A preference for giving monetary donations:**  
Monetary donations (61%) and purchasing merchandise (50%) or products/services (45%) were the top ways Australians preferred to support charities and not-for-profit organisations. Volunteering was favoured by 31%, with less popular interactions including attending an event (28%), sponsoring a person/team (21%) and hosting an event/selling merchandise/being a participant (9%). Younger people were more inclined to actively get involved.
- **Those who give, give often:**  
Donations are frequent throughout the year, with a third giving more than \$100 over the past 12 months. Lack of available funds (“I can’t afford to donate money” – 53%) and scepticism (“I don’t believe the money will be used correctly” – 20%) hinder some.
- **Those who volunteer, volunteer often:**  
Those who volunteer do so often, but lack of time is the biggest barrier – 46% nominated this as a reason they had not volunteered over the past 12 months.
- **Lattes and macaroons:**  
Food oriented events have the greatest appeal – 38% had attended one in the past 12 months, while 52% said they would be willing to attend this type of event.



- **Public Awareness:**

Only a select few charities and not-for-profits had achieved prominent “spontaneous” public awareness (i.e. could be named without prompting) – the top five were the Salvation Army, the Red Cross, Saint Vincent de Paul, the RSPCA, and the Cancer Council (Australia). When prompted with specific names, however, people were in fact aware of a large number of different charities and not-for-profit organisations. Prompted awareness is nearly universal for the bigger charity organisations, with strong awareness for “tier two” organisations and room to grow for “tier three” organisations.



The Millward Brown project is a corporate responsibility project designed to inform the 600,000 not-for-profits in Australia about current attitudes and behaviour towards the sector.

“The current landscape has not only a huge array of charities and not-for-profits fighting for the same time and dollar, but also several overlapping for the same cause,” the report says.

“With Australians preferring to remain largely loyal to a select few charities, it’s integral to be on the radar.”

Millward Brown says four key imagery attributes should be considered when planning interactions with the public: leadership and emotional connection; trust and transparency; essentialism; and being Australian.

“Transparency regulations are currently being put into place by the Australian Government,” the report says.

“However, it is important to remember that this is a key concern for people so don’t only adhere to what is required, go above and beyond to make this information accessible and clear.”

Millward Brown says it is essential to get people involved in your organisation in a meaningful way, making the following recommendations:

- Scepticism is a barrier for donations for some. Attitudes toward trust and transparency continue to play a role here and an emphasis within the organisation must be placed on this.
- Lack of volunteers comes down to people not feeling they have the time to spare. Tackle this by making volunteering positions easy to find and get involved with. Is there an obvious link and application form on your website? Are there jobs people can help out with that only take a few hours after work and not a full day?
- Food events hold the greatest appeal but there are still a quarter of people saying there aren’t any events they’re interested in. How can you leverage this in an exciting and different way, beyond the classic ‘afternoon tea + donation’?

► [Download the Millward Brown 2012 Australian Charity Perceptions Report](#)

### Post Script:

In the UK, a similar report has found that overall public trust and confidence in charities is on the rise. The Charity Commission research found that trust and confidence was at its highest level since measurements began in 2005.

Other findings revealed:

- 67% of the public agreed that some fundraising methods used by charities made them uncomfortable (up from 60% in 2010);
- 74% agreed charities were trustworthy and acted in the public interest;
- 96% said charities should provide the public with information on how they spend their money;
- 94% said they should provide the public with information on how they benefit the public;

- 43% said the most important factor affecting their trust was knowing that a reasonable proportion of donations reached the end cause;
- 59% felt that too much money was spent on salaries and administrative costs.
- Awareness of the Charity Commission had increased over time – 55% of people said they had heard of the commission, up from 46% in 2005.

► [Read the UK Charity Commission summary of findings](#)

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## 2. A Beautiful Set of Numbers: Three cheers for the Census

We're all into evidence-based practice these days, and every grant submission needs numbers; and the absolute platinum standard of evidence, and the most reliable source of numbers conceivable, is the **Census**.

The only thing wrong with the Census, in fact, is that it only comes out once every five years, and at the end of that period data can start getting a little out of date.

So this month we have something to celebrate; the first fruits of the 2011 census have just been released.

So what have we found out?



Australia's population has risen 8.2% since the last census in 2006, a new baby every one minute and 32 seconds – a rate that would, if continued unchecked, mean a population of approximately 68 million by the turn of the century.



Mandarin (at 1.6%) is now the second most common language spoken at home.



Australians reporting no religious affiliation grew from 18.7% of the population in 2006 to 22.3% today.



Median weekly household rents are up to \$285, from \$191 in 2006, an increase of 49.2%. Median monthly household mortgage repayments also increased from \$1300 in 2006 to \$1800 in 2011, an increase of 38.5%. The proportion of households where mortgage payments made up 30% or more of their income went from 8.4% to 9.9%.



The average number of people per household is 2.6. The average number of bedrooms per household is 3.1 (up from 3.0 in the last Census).



The median Australian is aged 37.



The median weekly household income is \$1234.

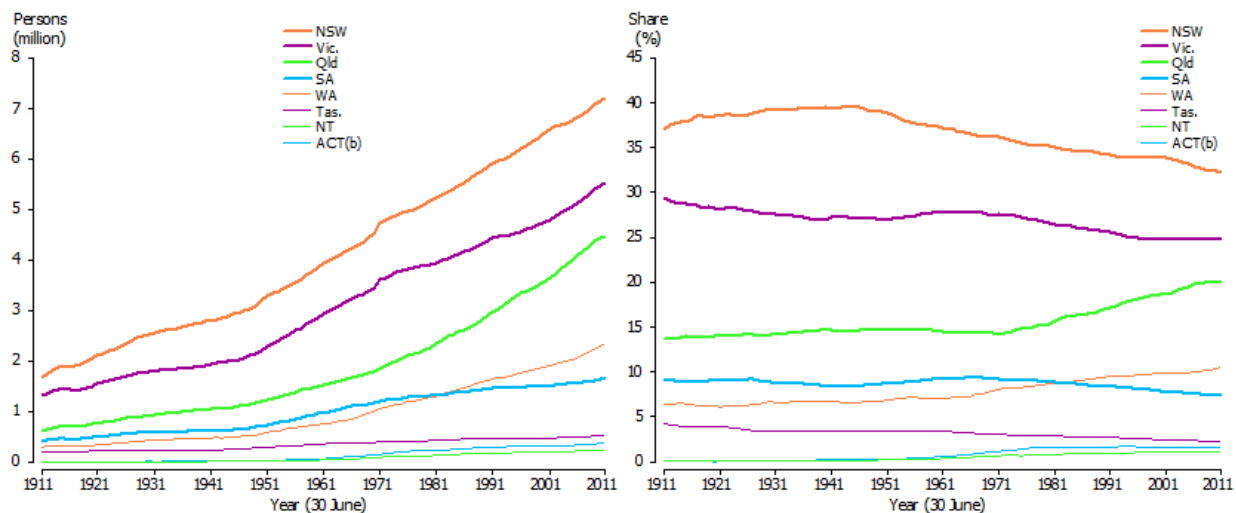


The average number of motor vehicles per dwelling is 1.7.



The number of same-sex couples went up by 32% (to 33,714) since the last Census in 2006, a rate that would, if continued, mean a proportion of approximately 30% by the turn of the century.

In addition, we can see that New South Welshpeople are becoming less dominant, and Queenslanders more influential.



Interesting to note, too, that the Census has tracked Australians through only nine generations (and the first five have already left the scene).

Generations	Birth cohort
Early-colonial Generation	1826–1846
Mid-colonial Generation	1846–1866
Late-colonial Generation	1866–1886



Hard Timers	1886–1906
Frugal Generation	1906–1926
Silent Generation	1926–1946
Baby Boomers	1946–1966
Generation X and Y	1966–1986
iGeneration	1986–2006

If you have a suggestion for the name of the post-2006ers, **send it in**. We'll allocate a small prize for the best label.

Not only is the Australian Bureau of Statistics **website** a wonderful source of relevant data about what's happening to the nation, it's quite easy to break down those national statistics.

You can find out what's happening in your region or your town through the use of **Community Profiles** – “a comprehensive statistical picture of an area in Excel format, providing characteristics relating to people, families and dwellings..... [covering] most topics on the Census form” and offering comparisons to national and state figures.

If you haven't yet got one of those for your own local area, you're not serious about grantseeking.

This is just the first Census info-dump, and there'll be further releases in October 2012 and early 2013. Put a note in your diary.

► [Visit Our Community's stats page](#)

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### 3. GiveNow ends financial year on a high

Donations to groups through giving service GiveNow.com.au hit record highs during June, with almost \$2 million raised during the last month of the 2011-12 financial year.

In what is traditionally the busiest month for donations, almost \$1.93 million was given to groups listed at GiveNow, with almost 8300 individual donations made to organisations via the site.

This is the second largest amount ever donated through GiveNow in a single month; only exceeded by the \$1.97 million donated during January 2005 in the aftermath of the Indian Ocean Tsunami. Compared to June 2011, June 2012 saw:

- 2493 more donations – an increase of 30%.
- \$700,869 extra raised – an increase of more than 36%.

The average donation through GiveNow during June 2012 was \$232.75, with \$20,000 the largest donation recorded. This commission-free service is supported by Westpac.

#### 2011-12 a record year for GiveNow

The bumper June total caps off a record year for GiveNow, during which \$5.97 million was donated to good causes across the country. In all:

- 54,607 individual donations were made through GiveNow during the 2011-12 financial year.
- The average donation was \$110.50.
- The biggest single donation was \$35,000.

In a challenging fundraising environment, these figures provide a clear demonstration of the growing importance of online donations in the not-for-profit fundraising landscape.

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## 4. Online giving boom a sign of the times

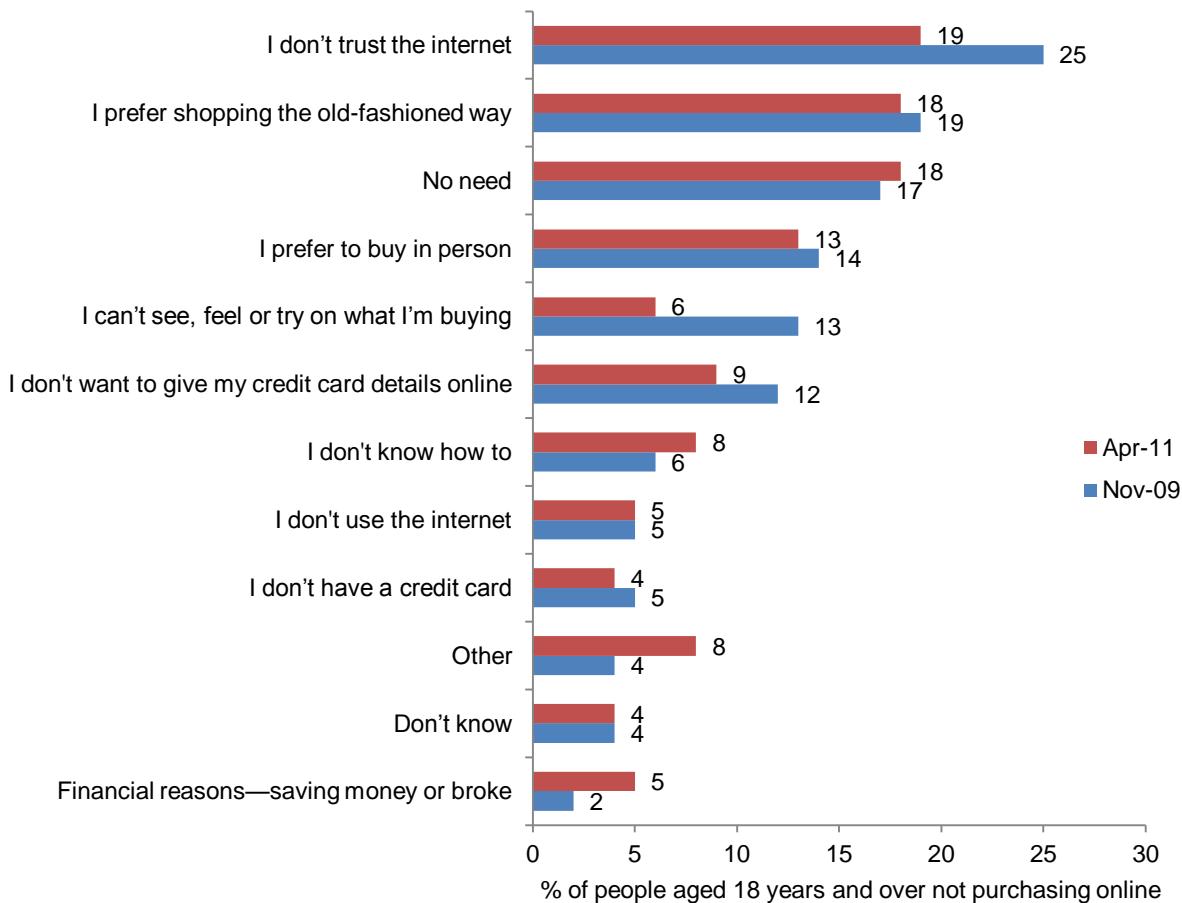
Donations to GiveNow are up (see [above](#)). We can't conclude from this that donations to not-for-profits are up across the board – [QUT](#)'s latest figures suggest that they may even be trending down.

In fact, a large part of what's happening is that more Australians are online (both as buyers and sellers, and by extension as donators), and Australians are more confident about spending money online.

The Australian Bureau of Statistics reports that Australian business received an estimated \$143 billion in internet orders in the 2009-10 financial year, a 15% increase on 2008-09.

(And judging by the increasing number of boxes arriving in our office every day, we're pretty confident in concluding that trend has continued.)

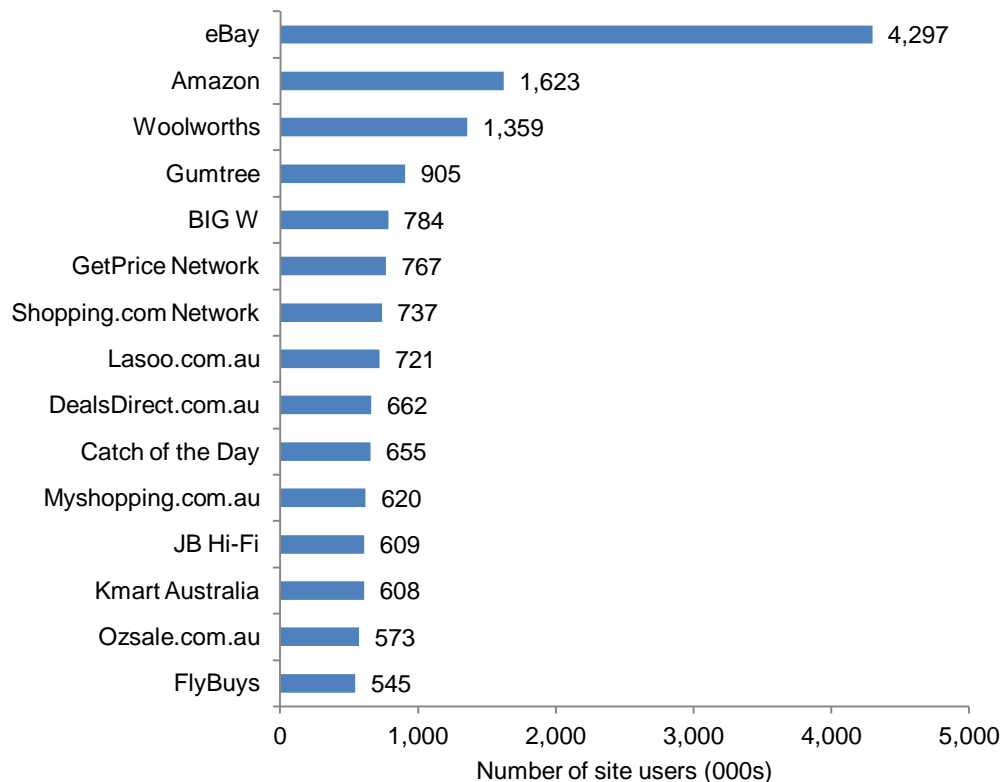
The Australian Communications and Media Authority tells us that 62% of Australians now buy [online](#), and trust online payments more. Here are the reasons why the minority still aren't convinced:



Still, general trust is up, and concern about credit card fraud is down.

It's not just young people, either; there's a slight lag in the elderly, but the trend holds true for virtually a majority or more in every age group except the very young.

Here, by the way, is where we were spending that online money:



Mainly, that is, on dedicated online centres (eBay and Amazon and Gumtree, etc.) rather than the online presences of retail shops.

We're going through a retailing revolution – and a corresponding donations revolution – that's going to change our world almost unrecognisably. Better get on board while you can.

► [Get commission-free online donations through GiveNow](#)

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## 5. Volunteering Australia releases national standards; Tassie decides to go it alone

Volunteering Australia's new National Standards for best practice in the management of volunteers aim to ensure volunteer rights are protected, their roles are well-defined and that they work in safe and healthy environments.

The **Standards**, which were developed with support and input from volunteers and volunteer-involving groups, cover a number of key areas related to volunteering:

- Policies and procedures, including the need for a general volunteer policy;
- Management responsibility, as well as how groups can have clear lines of authority for overseeing volunteers;
- The recruitment, selection and orientation of volunteers;
- Work and workplace, including the need to define volunteer roles and ensure volunteers' health and safety is looked after;
- The training and development of volunteers, as well as work appraisal and volunteer recognition;
- Service delivery;
- Documentation and records; and
- Continuous improvement, including asking for and analysing feedback.



Volunteering Australia says not-for-profits can use the Standards as a starting point for their own policies, as a best practice tool in improving their efforts with volunteers, or as a framework to use when establishing a new volunteer service.

(And, to give you a leg up, there's also a section on [Volunteer Policies](#) in Our Community's Policy Bank – see [Part 14](#).)

The Volunteering Australia guidelines are accompanied by a workbook and resource kit to help groups establish the standards in their own organisations, and an implementation guide – both of which can be bought separately.

► [Download the Standards](#)

### Volunteering Tasmania releases own guidelines

Meanwhile, Volunteering Tasmania (VT) has distanced itself from Volunteering Australia, releasing its own *Characteristics of Volunteering* statement in Hobart this week.

In what VT has admitted is a controversial move, the statement aims to “challenge long held assumptions of what constitutes a volunteering act”.

VT CEO Adrienne Picone said the changing volunteer landscape had shaped the organisation's decision to revisit the definition.

“In a controversial move, we have included activities where there is a financial benefit to the volunteering act, such as reimbursement of expenses incurred, a tangible reward such as a movie ticket or an enabling amount of money such as a living allowance,” she said.

“The Characteristics of Volunteering statement challenges Volunteering Australia's Definition and Principles of Volunteering statement and will translate to many more people who had not previously identified as volunteers now identifying as volunteers.

“The new principles focus on the outcomes of the act of volunteering rather than an individual's motivation or intentions.”

► [Read the statement](#)

### Volunteering Banned launched

Volunteering Queensland has launched an experimental fictional web-based series entitled *Volunteering Banned*.

Set in the year 2031, the initiative is set in a world where volunteering is banned. Anyone who the Agency, run by the Big Bad Baron, catches doing good deeds has their kindness wiped.

The story follows Riley, the leader of the Volunteer Resistance as she tries to change the world.

► [View Volunteering Banned](#)

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## 6. Got Grants Rage? Tell us about it!

The 2012 Grants in Australia Survey is closing soon.

This is your chance to have a say about what irks you (and delights you) in your work to apply for, administer and acquit grants.

The survey, which is conducted by Our Community in association with our best practice grantmaking arm, the Australian Institute of Grants Management (AIGM), is designed to uncover the experiences of grantseekers in the hopes of providing a roadmap towards better practice in grantmaking.

This is the seventh year we have conducted the survey.

This year we are bringing the survey into line with the AIGM's **Grantmaking Manifesto**, which spells out five key grantmaking principles:

- **Grantmaking is an absolutely central element in the Australian economic system**  
Not one dollar should be wasted on poorly designed, poorly articulated, poorly evaluated, or inefficient grants programs and systems. Grantmakers should maximise resources by sharing lessons, and seeking and learning from lessons shared by others.
- **Australia needs more and better professional grantmakers**  
The job of grantmaking should be afforded appropriate professional status, training and recompense.
- **Grantmakers should listen to the communities they serve**  
Grantmakers should be driven by outcomes, not process. They should trust and respect their grantees and offer programs, systems and processes appropriate to their needs and capacities.
- **Grantmakers should be efficient**  
Wastage is indefensible. Skimping on systems, technology and professional staff is equally wicked.
- **Grantmakers should be ethical**  
Grantmakers should ensure that the process of grantmaking is fair, unbiased, and transparent.

The results will paint a picture of how grantmaking is measuring up against those areas of grantmaking practice that we consider crucial to efficient and effective grantmaking.

Be quick – the survey closes on July 31.

▶ [Start the Grants in Australia Survey](#)

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## 7. Gender Equity: ups and downs

Amid the **hoo-ha** over the rather depressing unequal treatment for male and female basketballers en route to the London Olympics, it's good to note that there has been some good news out there for gender equity.

On July 15, the Federal Government announced an extra \$1 billion as part of its contribution to the community sector pay increase, taking its total pledged contribution to \$3 billion.

"From 1 December 2012, 150,000 of Australia's lowest paid workers will benefit from substantial pay rises of between 23 and 45% as a result of Fair Work Australia's decision to lift the wages of some of Australia's lowest paid workers," the Government said.

"Significantly around 120,000 of these workers are women."

Speaking at the NSW Labor Conference in Sydney, Prime Minister Julia Gillard said her Government was committed to meeting its share of the costs associated with the historic pay decision, and that she expected state and territory governments to "do the right thing" and fund their share.

Few state governments have made clear statements about if and when they will come to the party, though NSW does **seem to be warming** to the prospect (though it **won't put a figure** on its commitment).

Ms Gillard **said** social and community sector workers had some of the hardest jobs in the country.

"Every day they're hard at work, leading teams of counselling professionals, taking charge of homes for homeless men and the mentally ill, running women's refuges, disability support centres and family support services," she said.

"Put simply, Australia cannot ever be a fair nation without the efforts of these workers."

Meanwhile, the Federal Government has announced a range of new funding to support gender equality initiatives.

Minister for the Status of Women Julie Collins said the Government would provide more than \$900,000 to support projects and services aimed at bridging the gender pay gap and to support girls and women in the workforce and community.

The initiatives, developed through the Gender Equality for Women program, include boards and sports leadership scholarships and training for women, as well as a \$51,625 project to determine how to best support emerging women leaders in the community sector.

Other programs include measures to boost women's leadership in male-dominated industries, pay gap investigations and other labour force initiatives.

Ms Collins also pledged \$39,000 to enhance each government portfolio's capacity to meet the gender balance target of at least 40% women on Australian Government boards by 2015.

▶ [Gender Equality for Women funding announcement](#)

▶ [Social and Community Sector funding announcement](#)

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## 8. Grantmakers get to grips with evaluation

Does your organisation give out grants? If so, take our four-question challenge!

Think about the last grant your organisation gave out, then ask yourself these questions:

1. Are you clear about what this grantee is going to do?
2. How will you know if the grantee has actually created a difference, a change?
3. How are you going to judge success, for this grantee and for the program as a whole?
4. And how are you going to make sure that you and others can incorporate the lessons for next time?

*Need some help?*

The Australian Institute of Grants Management's 2012 **Evaluation Bootcamp** is a one-day **practical workshop** for grantmakers, to be held in Melbourne on August 24.

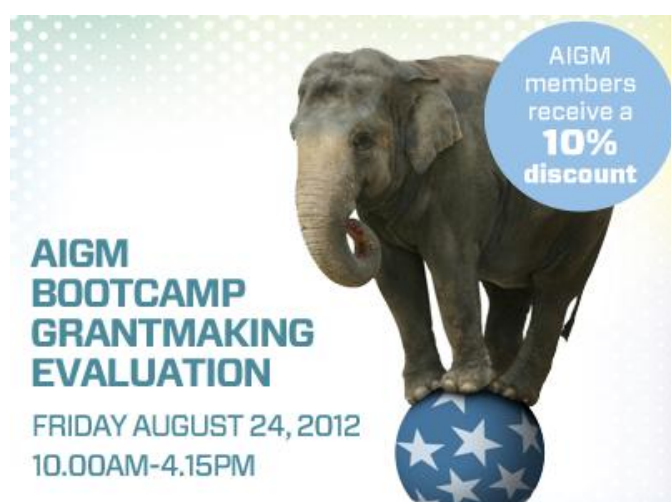
You'll learn about the role of evaluation in driving the grantmaking revaluation, and how you can develop your own best practice evaluation framework (within your own resources and budgets).

Plus you'll hear best practice case studies, industry snapshots and the results of the 2012 Grants in Australia Survey.

Networking drinks will take place at the conclusion of the Bootcamp.

This is a key learning opportunity for grantmakers of all types and sizes.

▶ [Find out more and book at \*\*www.grantsmanagement.com.au/evaluationbootcamp\*\*](#)

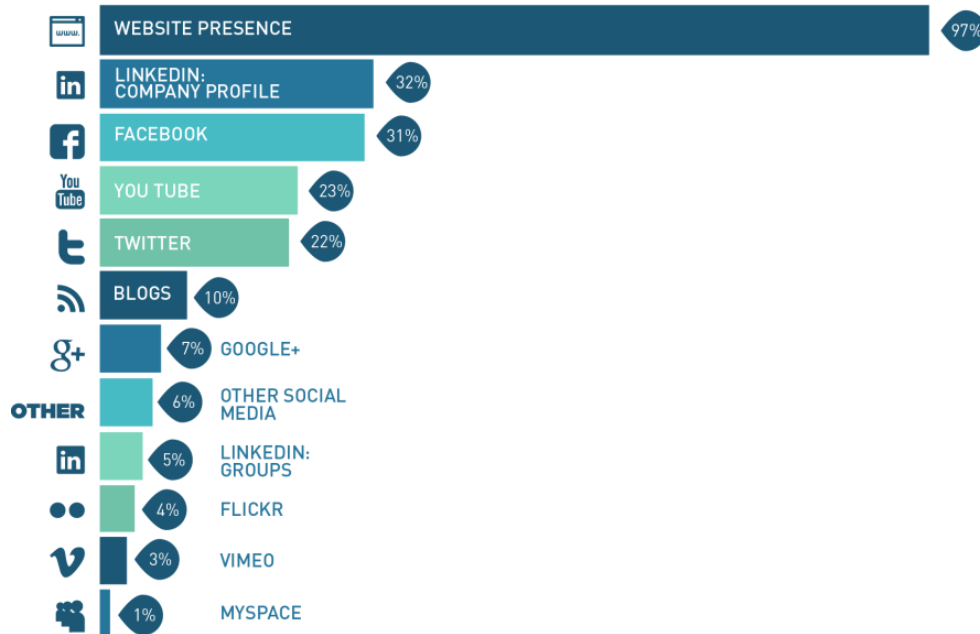


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## 9. Social Media Digest: New report paints picture of the sector's social media habits

In one of the most easily digestible reports we've seen in a while, **Wirth Consulting** has analysed the use of social media among Australian not-for-profits, based on an analysis of 596 organisations from a range of industries.

Some key findings are outlined below.



→ **97% of Australian not-for-profit organisations have an online website presence.**

The only thing surprising in this is that 3% *don't* have a website. If your group is part of the 3%, you really need to get with the program.

→ **LinkedIn, Facebook, Twitter and YouTube topped the list of most frequently used social media technology.**

"As the world's number one social networking portal [with 13.9 million unique visitors in Australia each month], it is perhaps not surprising that Facebook enjoys the highest number of local users," Wirth says.

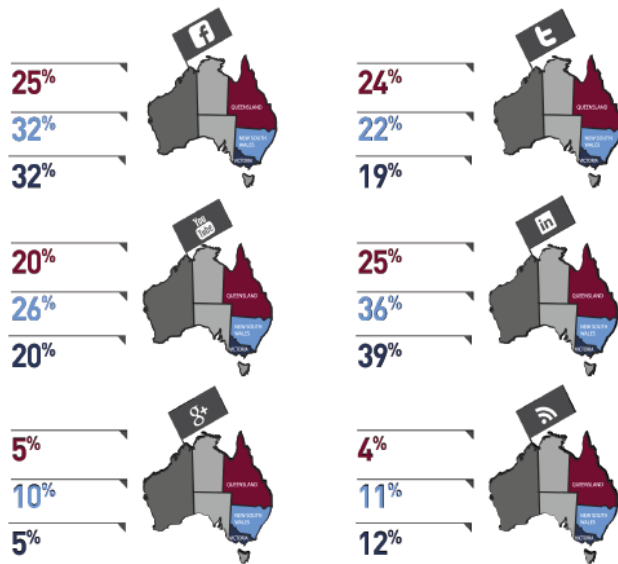
## Does revenue matter?

Apparently it does.  
But not necessarily in the way  
you would think.

→ **The smalls are embracing Facebook.**

"Organisations with revenue over \$5 million were most likely to use LinkedIn and YouTube. However if they had more than 1000+ employees, they were also least likely to use blogs," Wirth says.

"Organisations with revenues between \$100,000 and \$250,000 were least likely to use social media, while those earning revenues less than \$100,000 were the most likely to use Facebook."



→ It's a state thing.

Twitter attracted the highest use among organisations headquartered in Queensland.

New South Wales and Victoria came equal top on Facebook use, while institutions with their head offices in New South Wales took the honours for Google+ and YouTube.

Victoria was number one for Blogging and LinkedIn.

PLATFORM	POSTS PER WEEK	FOLLOWERS
Twitter	8	576
Facebook	3	2538
Google+	16	149

→ Facebook not-for-profit accounts had more fans on average (2500 fans) compared to Twitter (570 followers).

On average, Facebook accounts have the highest number of fans/followers, compared to not-for-profit accounts on other social media platforms.

→ On average, not-for-profits posted three times a week on Facebook, compared to eight times on Twitter.

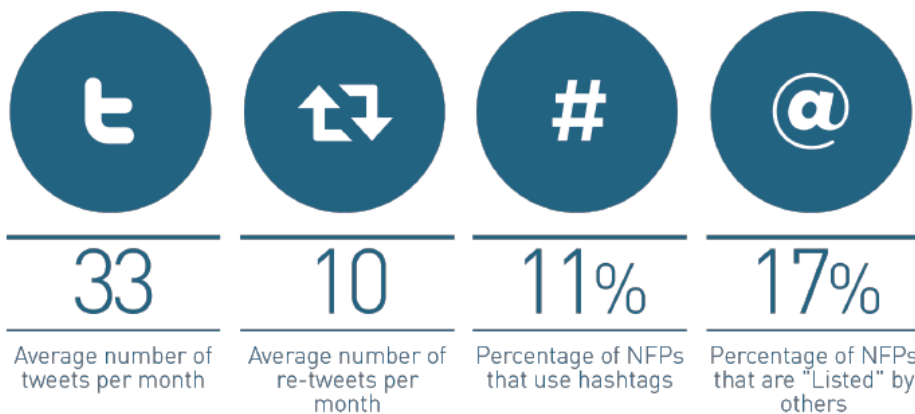
Facebook trailed both Twitter and Google+ in the average number of posts per week. Surprisingly, Google+ had the highest number of posts.



→ Twitter had the lowest abandonment rate (3% of accounts had no posts in the preceding 90 days), while blogs had the highest level of abandonment (31%).

“Anyone who has ever built a successful blog knows it takes nothing short of blood, sweat and tears,” Wirth says. “Little wonder that blogs showed the highest abandonment rate.”

The report authors suggest the brevity of the Twitter medium may contribute to its stickiness.

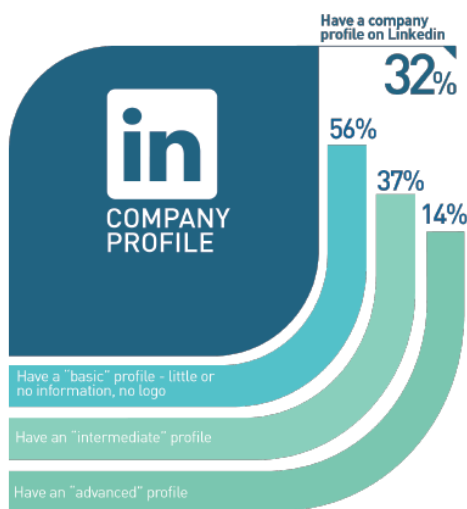


→ **Twitter highly shareable, but where are the hashtags?**

On average, Australia’s not-for-profits tweet roughly once a day and re-tweet once every three days.

“These numbers are not too different from Twitter’s global statistics where the 500 million users are responsible for about 400 million tweets per day as of June 2012,” Wirth says.

“Only 1 in 10 Australian NFPs use Twitter hashtags [oops, we don’t use them much either – OC], indicating a lost opportunity to gain greater coverage from individuals and organisations that use hashtags to monitor news and information delivered through this classification mechanism.”



→ **Missed opportunities**

There have been a number of missed branding and information dissemination opportunities in LinkedIn Company Profiles and in the customisation of social media accounts, Wirth says.

“Our recommendation? Get on LinkedIn and forge your organisation a new profile right now – it will take less than 10 minutes, we promise.”

► [Download the full report](#)

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## 10. Charities and Not-for-Profit Commission Bill info released

Australia’s not-for-profit sector is, as we’ve had occasion to remark before, big.

As the **Explanatory Materials** accompanying the new **Australian Charities And Not-For-Profits Commission Bill 2012** say, the sector is funded through \$25.5 billion government of funding (and an additional \$3.3 billion in tax concessions) and \$7.2 billion worth of donations (with another \$14.6 billion in volunteer time).



One consequence of that impressive \$50.6b size is that very small changes in the law may well have large effects on funding. A tiny shift at the margins affecting only 10% of the revenue of 10% of NFPs would affect \$500m worth of funding.

Correspondingly, Australia's large charities have been paying close attention to the detail of the Bill, line by line.

### **STOP! Do you Need to Read On?**

The Federal Labor Government started by wanting to boost the operation of the entire not-for-profit sector, and most of the inquiries that have looked into this supported them.

The more state involvement there is the more difficulty there is in running an organisation across state boundaries.

As this argument applies, however, to almost everything the states do, and could only be removed by abolishing the states entirely, it's not an argument that really appeals to Premiers, even the increasingly rare ones that are of the same party as the federal government.

As a result, the Commonwealth has been driven back to bringing under the Bill only those organisations that it can actually order around – specifically, those that get tax concessions; even more specifically, charities (a classification, of course, still awaiting legislative definition).

In a concession to the churches, it won't even cover "basic religious charities" – entities that are registered charities for the advancement of religion, aren't companies or incorporated associations, don't have DGR status (but do have other concessions), and have never received a government grant.

That'll probably leave the Commission overseeing something like the 59,000 significant economic entities estimated by the Productivity Commission – or, to put it another way, the Commission will be sorting through 236 returns each working day.

If you don't get any federal tax concessions, or if you're a basic religious organisation, read no further. We'll let you know if and when you're going to get drawn in to the ACNC's sphere.

Most not-for-profits won't need to go over every clause of this draft, being more interested in what the new Commission is going to cover, how much extra work will be involved, and how effective it's likely to be – three questions that don't have easy answers, because

- (a) a lot of the effect of the Commission is going to depend on other related issues that haven't been finally settled yet – the **definition of a charity**, or the **targeting of tax breaks**;
- (b) even in this document, a lot of the detail's not available; the governance standards that are going to be enforced on applicable not-for-profits are going to be set out in regulations rather than included in the Act, and we haven't seen them yet;
- (c) whatever the black-letter text, a lot is going to depend on whether the Commission itself sees its role as a kindly uncle or as a cleansing flame.

There's scope for both approaches. As the Explanatory Materials say,

The governance and external conduct standards will set a minimum level of behaviour [and] will provide assurance that registered entities meet community expectations about the use of public monies, volunteer time and donations (such as using their resources efficiently), and minimise the risk of mismanagement and misappropriation.

Further, the standards will create a framework to protect entities and their mission or purpose from mismanagement, and will ensure that the entity is focussed on its mission, and not the goals or interests of others.

After all, the most significant feature about the present patchwork of legislative responsibilities across the sector isn't the particular requirements of the Associations Act in each state – it's that absolutely no body at any level in any jurisdiction has the resources or the intention or the interest to enforce them. If the ACNC wants to get runs on the board, it's going to have to do better than that.

It's not going to be easy. For one thing,

The standards are expected to be principle-based, specifying the outcome to be achieved, rather than detailing how an entity must meet the standards, in its particular situation.

The more general the standards are, the harder it's going to be to prove that a not-for-profit is breaching them. The more general they are, too, the more complaints they're going to get from members who are unhappy about the decisions the Board's just taken, and it's going to be very taxing to filter out the serious incidents from the misunderstandings and exaggerations and backbiting and, let's face it, errors and misjudgements and accidents that can happen in any organisation.

One of the examples given, for example, is

Make it Better, a registered entity, remunerates its Director with an annual salary of \$3 million. This salary is excessive compared to other similar registered entities. This suggests that the entity is not being run as a NFP entity. The ACNC Commissioner may issue a direction to Make it Better to act to remedy the situation.

How long is it going to take the Commission to develop a set of guidelines saying how large a salary is too large? How many complaints are going to be coming in – from the *Daily Telegraph*, if nobody else – saying that the CEO of almost any national charity should be able to get by on the minimum wage?

## Comparisons

The test of whether the Act works will be if public confidence in charities increases, which will presumably be marked by a change in the trend line for giving and a tick up in the volunteering rate.

Actually, that's quite a big ask; those community activity rates are very hard to affect. The English 2006 Charities Act, for example, **didn't move the trend line** at all (though recent research has found that trust and confidence in the not-for-profit sector are up – see [Part 1](#)).

The English have in fact just produced a [review](#) of their Charities Act, which is handy timing – see [Part 11](#).

## What happens next?

The Government has now passed the Bill to the House of Representatives Standing Committee on Economics to look at over the winter break.

“The inquiry will help ensure that there is further public consultation on the draft ACNC legislation, as well as appropriate Parliamentary scrutiny,” Treasury says.

“The Government will then consider any recommendations made by the Committee prior to introducing the legislation later in the year, ahead of the ACNC's 1 October 2012 start date.”

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## 11. Board member payment proposal draws heavy criticism

A plan to allow the UK's biggest charities more say in whether they pay board members has proven to be the most controversial of more than 100 proposals featured in a sweeping review of the UK's Charities Act.

The review report, *Trusted and Independent: Giving Charity Back to Charities*, conducted by Lord Hodgson and released last week, included 113 recommendations aimed at improving and updating the Act, which passed into law in 2006.

A recommendation that charities with an annual income of more than £1 million (AUD\$ 1.5 million) be able to pay their board members without having to seek the permission of the UK Charity Commission came under immediate fire from charities and sector umbrella bodies.

Lord Hodgson said that while it was best to maintain the status quo (whereby it's OK to pay board members only after receiving permission from the Commission to do so) for smaller groups, larger organisations should not need permission as long as they disclosed any payments in their annual reports.

If the proposal was adopted, more than 6000 charities across the UK would be able to pay their board members without getting a green light from the Commission.

The idea attracted near-universal criticism from the sector, with claims it:

- Would create a “two-tier sector”, with the best board talent going to larger organisations where they would be paid.
- Could make it more acceptable to have a paid CEO also sitting on a board, bringing about possible impacts on organisational governance.
- Would go against the voluntary ethos of the sector.
- Was in conflict with general public opinion, and not feasible for many groups struggling financially.

### “Haves and have nots”

A number of organisations fear Lord Hodgson’s recommendation could lead to a situation of haves and have nots.

Charity sector lawyer Alana Lowe-Petraske said such a move could put increased pressure on board recruitment for smaller groups.

“Where board member payment becomes the norm rather than the exception in larger charities, it may be increasingly difficult for larger charities who do not wish to pay board members (or only some of them) to avoid a new board member expectation,” she told *Civil Society UK*.

“This may lead to a 'two-tier' sector where board members at smaller charities are generally volunteers and those at larger ones are generally paid.”

A formidable coalition of umbrella bodies – including the National Coalition for Voluntary Organisations, Volunteering England, the Institute of Fundraising, the Directory of Social Change, Small Charities Coalition and Community Matters – have formally written to Civil Society Minister Nick Hurd to ask him to reject the proposal.

“The pressure that would follow for charities to begin paying their trustees or to increase their expenses and remuneration could be very damaging for the sector and their beneficiaries,” the letter says.

### Concerns over proposed Commission registration changes

Meanwhile, smaller charities have criticised another of Lord Hodgson’s recommendations – that the minimum threshold at which charities can register with the Charity Commission be raised from £5000 to £25,000.

They say that registration with the Commission carries with it a public perception of having a “tick of approval” as a legitimate, functioning charity – vital when it comes to receiving donations and attracting donors – and without it smaller charities might not be considered by prospective donors.

Pauline Broomhead, chief executive of the Foundation for Social Improvement – an organisation which works with thousands of small charities – told *Civil Society UK* the proposed change posed a massive threat to smaller organisations.

However, in response to the concerns, Lord Hodgson said smaller charities would still be welcome to register with the Commission, but those that did not wish to register – for financial reasons, or to avoid red tape – would not be compelled to do so. “Far from being damaging to smaller charities it will, in fact, empower them,” he said.

The government has called for public comments on Lord Hodgson’s review, and will also review the recommendations.

► [Read the report](#)

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## 12. Australian community sector unsure/unclear about Big Society

There's increasing sense of disquiet in some quarters about the effects of the UK Government's "Big Society" experiment.

Big Society was a flagship policy of the UK Conservative Party that was taken to the 2010 election by now-PM David Cameron. It can be described simply as the retreat of government from social services in favour of individual, community-based and mutual support – taking power away from government and giving it to the people.

While many in the community sector spoke in favour of the policy before its introduction, opinion has since soured.

In the context of the UK's grinding recession, many have come to see the Big Society policy as cover for moving responsibilities from the state to the community sector without any corresponding shift in funding.

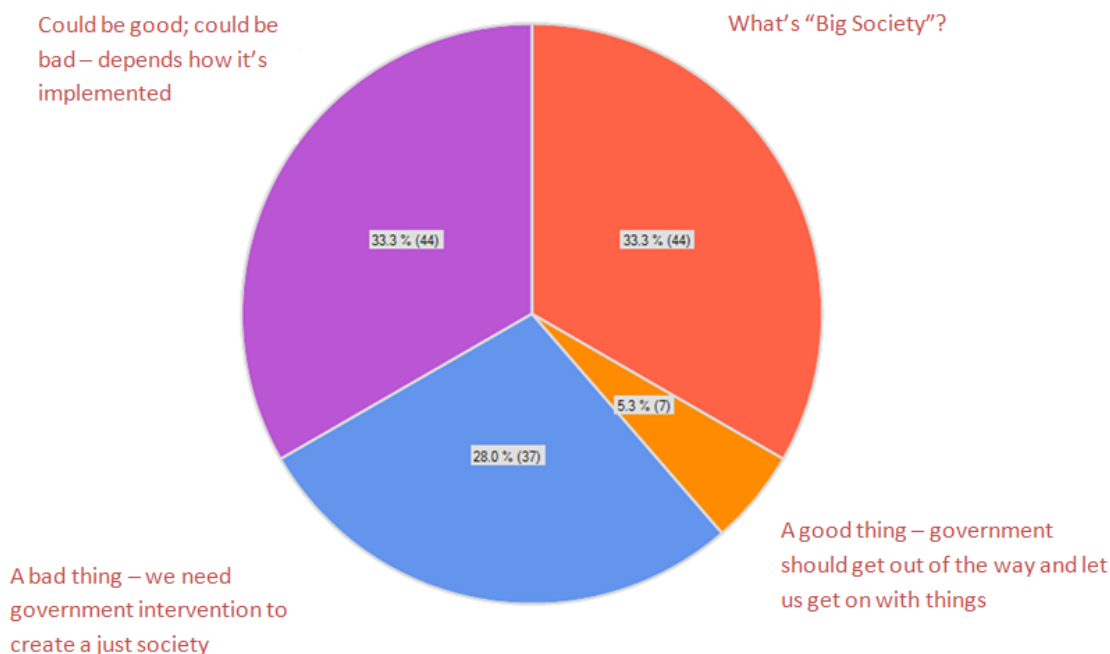
In his new book, *Faith in the Public Square*, the Archbishop of Canterbury **reportedly** described the Big Society as aspirational waffle "designed to conceal a deeply damaging withdrawal of the state from its responsibilities to the most vulnerable".

As outlined in the last edition of *Our Community Matters*, it appears likely that at least some aspects of "Big Society" are headed our way, with governments of all political persuasions appearing to edge towards its introduction.

The Coalition, in particular, has signalled its strong support for a small government, with leader Tony Abbott declaring, "The Coalition is much more interested in an empowered community than we are in an empowered government."

We surveyed Our Community members on their views about "Big Society". More than 130 people responded. Here are the results:

In **his speech** at the 2012 Communities in Control Conference, Dr James Whelan told us that ready or not, the UK's "Big Society" may well be heading Australia's way. What do you think about "Big Society"?



Want to find out more?

- ▶ [Read the Centre for Policy Development's new report on Big Society,](#)
- ▶ [Read, watch or listen to James Whelan's speech to Communities in Control 2012](#)

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## 13. 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 issue in Australia. Some events taking place in the next month include:



### [Jeans for Genes Day: 3 August](#)

Jeans for Genes Day is the major fundraising event for the Children's Medical Research Institute, which is on a mission to reduce the number of children born with genetic illnesses.



### [Homeless Persons Week: 6-12 August](#)

Homeless Persons Week is aimed at raising awareness of the roughly 105,000 Australians who are homeless. The theme of this year's event is "HOMING IN on the *real* issues of homelessness".



### [National EOS Awareness Week: 12-18 August](#)

National EOS Awareness Week is a week to raise awareness for eosinophilic gastrointestinal disorders in Australia.



### [Local Government Week: 13-19 August](#)

Local Government Week provides a focus for councils to promote the importance of local government to the community, as well as opportunities for public participation.



### [Children's Vision Day: 15 August](#)

Children's Vision Day, organised by the Optometrists Association Australia, is designed to help children to learn about the importance of good vision.



### [Hearing Awareness Week: 19-25 August](#)

Hearing Awareness Week provides an opportunity to raise community awareness of hearing impairment and ways to protect your hearing.



### [Keep Australia Beautiful Week: 20-26 August](#)

The aim of the Keep Australia Beautiful campaign is to demonstrate the easy ways people can help the environment and also save money by making a few simple changes around the home and in their daily lives.

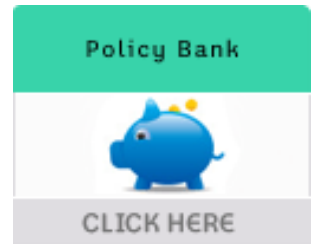
► [More events](#)

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## 14. Need a policy? Try the Policy Bank

We have just completed a review and upgrade of our free **Policy Bank**.

This free resource lists more than 50 sample policies designed specifically for the needs of Australian community groups. Policies are listed under the following headings:



### Values Policies

- **Code of Ethics**
- **Environmental Sustainability Policy**
- **Anti-discrimination Policy**
- **Access & Equity Policy**
- **Bullying Policy**
- **Sexual Harassment Policy**
- **Affirmative Action Policy**

### Governance Policies

- **Governance Policy**
- **Board Office-bearer Policy & Position Statements**
- **Board Attendance Policy**
- **Board Dispute Resolution Policy**
- **Conduct of Meetings Policy**
- **Crisis Response Policy**
- **Board Member Recruitment Policy**
- **Board Member Induction Policy**
- **Conflict of Interest Policy**
- **Committees Policy**
- **Board Confidentiality Policy**
- **Transparency & Accountability Policy**
- **Delegations**
- **Legislative Compliance Policy**

### Financial Management Policies

- **Budget Planning**
- **Ethical Fundraising Policy**
- **Board Fundraising Policy**
- **Investment Planning Policy**
- **Sponsorship Policy**

### Financial Control Policies

- **Authority to Sign Cheques**
- **Reimbursement of Expenses**
- **Credit Card / Financial Transaction Card Policy**
- **Fraud Risk Management Policy**
- **Acceptable Use of Vehicles & Equipment Policy**
- **Acceptable Use of Computers, Internet & Email Policy**

### Communications Policies

- **Copyright Policy**
- **Media Relations Policy**
- **Email Retention & Archiving Policy**
- **Privacy Policy**

### Volunteer Policies

- **Volunteer Management Policy**



- [Acceptable Use of Vehicles & Equipment Policy](#)
- [Acceptable Use of Computers, Internet & Email Policy](#)

See also Human Resources policies, below. Many will be of relevance to volunteers as well as paid staff.

### Human Resources Policies

- [CEO Recruitment Policy](#)
- [Staff Recruitment Policy](#)
- [Equal Employment Opportunity Policy](#)
- [Staff Induction Policy](#)
- [Professional Development Policy](#)
- [Performance Review Policy](#)
- [Grief and Loss Policy](#)
- [Bullying Policy](#)
- [Sexual Harassment Policy](#)
- [Affirmative Action Policy](#)
- [Staff Dispute Resolution Policy](#)
- [Time in Lieu Policy](#)
- [Family Friendly Policy](#)
- [Employment References Policy](#)
- [Acceptable Use of Vehicles & Equipment Policy](#)
- [Acceptable Use of Computers, Internet & Email Policy](#)
- [First Aid Policy](#)
- [Injury and Incident Reporting Policy](#)

Most of our sample policies contain both policies and procedures (the policies provide guidance on standards for the organisation, while procedures provide instructions on how these standards are to be implemented).

We recommend that policies be adopted at a board level, while procedures be developed and signed off by the organisation's head staff member (e.g. the CEO).

The Policy Bank also includes information on how to customise a policy for your own organisation.

► [Go to the Policy Bank](#)

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## 15. Bingo Alone: UK report puts forward challenging civil society argument

In 1995 Robert Putnam published *Bowling Alone*, a scholarly lament that Americans were doing fewer things together and joining up less.

His title came from his example, tenpin bowling. Although the number of people who bowled had increased in the past 20 years, the number of people who bowled in leagues had decreased. If people bowled alone, Putnam thought, they did not participate in social interaction and civic discussions that might occur in a more socialising league environment.

ResPublica, an English NFP thinktank, has produced a new report on why and how we should support the production of social capital through clubs.

In *Clubbing Together: The hidden wealth of communities* they argue that “social good best flourishes within existing forms of community”; we should work with the organisations that already exist.

The background is that in the UK, too, participation has declined.

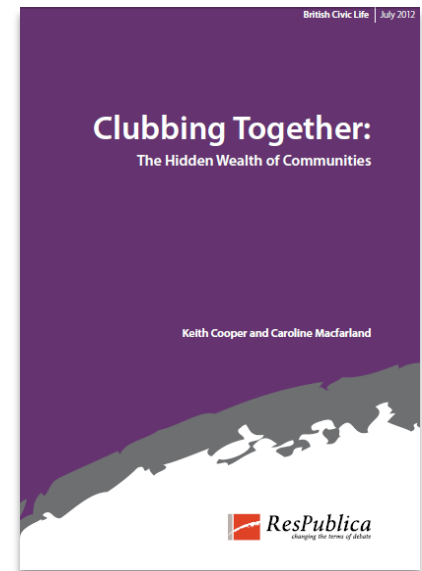
Religious participation has also nosedived in the UK. In 2010, half of respondents to the British Attitude Survey said they followed no religion compared with 31% in 1983. 56% said they never attended a religious meeting in 2010 – a drop of seven percentage points from 1990. The overall decline in participation was concluded to be largely due to the increasing rejection of religion by younger generations. In 2010, 65% of 18

to 24 year olds said they did not belong to a religion, compared with 31% of respondents aged between 65 and 74.

Traditional forms of secular association have also declined. The number of traditional working men's clubs plunged from 4000 in 1974 to half that amount in 2012. A further five clubs close each week. Membership of the Federation of Women's Institutes has more than halved from 442,000 in 1972 to 210,000 today.

People, the report says, are motivated through their existing interests, networks and social journeys. The groups and associations that are already established – groupings that extend some way beyond the not-for-profit realm – strengthen relationships, encourage feelings of belonging, and create social capital.

We refer to these groups as 'the hidden wealth of communities': groups that generate for both members and non-members a wealth of social and public good that is often intangible and unquantified.



It's an argument that we can all identify with, partly because we tend to think of our own groups as just the kind of organisation that would be funded under such a system. ResPublica does, however, push the argument further.

The report was commissioned by the Bingo Association, the peak body for 500 bingo halls – commercial organisations that are declining in numbers for a number of reasons.

The report brings this kind of body – commercial groups providing entertainment – firmly into the camp of civil society.

Leisure, sports and other group social pursuits commonly encourage us to join or create our own associations or clubs. Such pastimes have obvious attractions and benefits....

Activities for which citizens agree to regularly congregate, however, play a wider but less visible role in society. They help us to form and foster trusting relationships and create contagious attitudes of engagement which help our civic society to thrive. Clubs, associations and activities which emulate them are also tried and trusted forum for combating loneliness, improving wellbeing and building resilience against civil disorder.

At one time bingo held a major place in British society, being seen as a respectable form of gambling. It never really caught on to the same extent in Australia, and has survived largely under the cover of being a rather ineffective fundraiser for charities. It's come under rather a cloud recently, though, because churches and charities find it easier to be against gambling in all its forms rather than explaining why bingo is OK but poker machines aren't.

"We argue that provoking group instead of individual behaviours, and using groups and clubs to draw in further participation, should be central to initiatives across a range of policy areas," ResPublica says.

Not all club activity needs to lead towards civic action in order to be of value. But the potential for social and membership activities to 'spin-out' and become catalysts for civic activity and public good is evident. Often, clubs provide a notable framework for public policy objectives. Clubs and membership activities generate sentiments of trust, reciprocity and purpose, which pass more easily from member to member than if all were acting alone. Such 'norms' can and do spur members into social action, such as voluntary work or charitable giving.

Is it the case, then, that in this new atomised online society we must retreat from attempts to foster the strong bonds of, say, unions and churches and fall back on the weaker bonds of free association?

ResPublica rather thinks so:

Whilst traditional forms of group decreased during the later part of the 20<sup>th</sup> Century, this by no means implies that group formation and membership is in decline. Rather, individuals have adapted their group behaviours to changing socio-cultural and technological environments.

The report recommends 'hot-housing' a culture of clubs through, for example, facilitating their use of public space, including clubs in social consultations, and relaxing "a discriminatory tax regime which fails to recognise the social value that bingo clubs contribute to their communities".

Rather than hoping that the ‘movable middle’ suddenly feels inspired to volunteer, perhaps those concerned about social capital and the Big Society should turn to these ‘routine’ organisations, since these have not only the means but also the incentive to alter their behaviour. Want more bowling leagues? Stop hoping for enthusiasts. Convince the managers of bowling alleys, who have something to gain!

Is there still a point in retaining the distinction between the not-for-profit sector and the broad culture of social mingling? It’s a challenging proposition, and ResPublica make a good case – if one slightly under the shadow of its funder. Think it over.

► [Read the report](#)

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## 16. Training Galore: Coming soon to a centre near you

There’s training galore on offer through Our Community’s training arm.

**Advanced Grant Writing Seminar:** [Click here for details...](#)

Location	Dates
<b>2012</b>	
Melbourne	10 August
Sydney	10 August
Perth	17 August
Brisbane	17 August
Melbourne	3 December
Sydney	3 December
Perth	7 December
Brisbane	7 December

**Certificate IV in Governance - for Community Boards (BSB40907)** [Click here for details...](#)

Location	Dates
<b>2012</b>	
Melbourne	24-27 September
Sydney	24-27 September

**Introduction to Project Management** [Click here for details...](#) **NEW!**

Location	Dates
<b>2012</b>	
Sydney	28 September
Melbourne	28 September

**Introduction to Writing Winning Grant Applications** [Click here for details...](#)

Location	Dates
<b>2012</b>	
Melbourne	27 July

Sydney	27 July
Perth <b>[Cancelled]</b>	30 July
Brisbane	30 July
Melbourne	17 September
Sydney	17 September
Perth	21 September
Brisbane	21 September
Inverell	24 September
Byron Bay	26 September
Melbourne	23 November
Sydney	23 November
Perth	26 November
Brisbane	26 November

**Secrets of Successful Boards Seminar** [Click here for details...](#)

Location	Dates
	<b>2012</b>
Melbourne	20 August
Sydney	20 August
Perth	24 August
Brisbane	24 August
Melbourne	15 October
Sydney	15 October
Perth	19 October
Brisbane	19 October

**Strategies for Sustainable Funding Seminar** [Click here for details...](#)

Location	Dates
	<b>2012</b>
Melbourne	27 July
Sydney	27 July
Perth <b>[Cancelled]</b>	30 July
Brisbane	30 July
Melbourne	17 September
Sydney	17 September
Perth	21 September
Brisbane	21 September
Inverell	24 September
Byron Bay	26 September
Melbourne	23 November
Sydney	23 November
Perth	26 November
Brisbane	26 November

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## 17. Coding for a Cause: Vodafone Foundation launches “App Aid”

If your organisation has an idea for an App that will add value to your organisation and the community you support, the Vodafone Foundation wants to hear from you.

The Foundation’s first *App Aid* event will be held in Sydney from September 20 to 22.

The aim of the event is to connect charities with some of Australia’s best app developers to build smartphone apps that will support the community.



“The challenge is that teams will only have 48 hours to build the prototype!” the Foundation says.

A total of \$40,000 in donations will be provided to the organisations associated with the top two successful smartphone app prototypes chosen by the judging panel (first place \$30,000; second place \$10,000).

Applications to take part in App Aid will be open from August 1 to 22.

► [Find out more at www.vodafone.com.au/appaid](http://www.vodafone.com.au/appaid)

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## 18. Community Sector Briefs

### Who are the true Australian heroes? Nominations now open

Nominations for the 2013 Australian of the Year Awards are now open.

Nominations can be made for the categories of Australian of the Year, Senior Australian of the Year, Young Australian of the Year and Australia’s Local Hero until August 31, 2012.

2010 Australian of the Year, mental health expert Professor Pat McGorry AO, said the award gave recipients a genuine opportunity to contribute further.

“It isn’t just an award, but a way forward,” he said. “It’s great to nominate someone who not only has made a difference but will also make an even bigger difference in the future.”

2005 Australian of the Year Dr Fiona Wood AM said the awards provided a way to share the stories of people and communities which often went unnoticed.

“Nominating for the Australian of the Year Awards is a way of telling good news stories to inspire and motivate us all to contribute to building an Australia we can all be proud of,” she said.

► [Find out more](#)

### Flood assistance available for Victorian communities

Low-interest concessional loans of up to \$200,000 are available to eligible primary producers, small businesses and not-for-profit organisations in the 17 local government areas that suffered direct damage in the June floods.

This includes the Baw Baw, Bass Coast, Cardinia, East Gippsland, Latrobe, Mornington Peninsula, South Gippsland, and Wellington shires.

The closing date for these loan applications is December 31.

Assistance is also available for East Gippsland entities that suffered damage in the late February- early March floods. The closing date for these loan applications is September 30.

► [Find out more](#)

## More Communities in Control videos online

More videos from the 2012 Communities in Control Conference are available for viewing.

Videos can be viewed of the speeches of:

- **The Hon. Peter Ryan MP**, Deputy Premier of Victoria
- **Dr James Whelan**, Research Director, Public Research Program, Centre for Policy Development
- **George Megalogenis**, author, journalist, political commentator, blogger
- **The OurSay panel**,
- **The 2012 Joan Kirner Social Justice Award**, and
- **The 2012 Joan Kirner Social Justice Oration**.

Plus you can download a transcript or listen to an audio-cast of most speeches.

► [Access the transcripts, audio and video](#)

## NSW announces public service awards

Not-for-profits are among those invited to enter a new set of awards aimed at recognising excellence in public service delivery.

The New South Wales Government's Premier's Awards for Public Service are open to government, private and other non-government groups (including not-for-profits). Nominations are being accepted in four categories:

- **Premier's Award for Individual Excellence and Achievement** – open to public sector employees.
- **Premier's Public Sector Awards** – recognising outstanding performance and achievement in the public sector.
- **Premier's Partnership Awards** – recognising public sector teams and their partners in business, non-government and academic organisations that are delivering results against at least one of the NSW 2021 goals
- **Premier's Award for Excellence in Public Service Delivery** – recognising the achievements and contribution of non-government employees and organisations for excellence in public service delivery on behalf of the NSW Government.

Nominations are open until Friday, August 17.

► [Find out more](#)

## Want to start a university? New guide explains how

The people behind the Melbourne Free University initiative have compiled a new manual to help Australian community groups, neighbourhood houses and libraries start their own free universities.

**How to Start a Free University: A Guide by the Melbourne Free University** provides some background on the Melbourne Free University (MFU) initiative, as well as pointers on how they can be started in other communities.

**MFU**, which was established in 2010, says its courses offer the chance for "independent engagement with important contemporary ideas and issues," away from what it sees as an "outcomes-orientated" education system.

MFU runs six-week courses on a range of subjects and themes, as well as one-off sessions on a range of topics throughout the year.



The new guide covers a number of issues groups need to address in establishing their own free university, including:

- Defining aims, objectives and expectations;
- Building an audience base;
- Finding venues;
- Designing courses;
- Finding lecturers; and
- Media, marketing and outreach.

► [Download the Guide](#)



### New Tax Office guide for not-for-profits released

The Australian Taxation Office (ATO) has released a new version of its popular ***Income Tax Guide for Non-Profit Organisations***.

The guide is for not-for-profit office bearers and advisors to use when self-assessing whether their organisation is exempt from income tax.

It includes detailed information about which groups can work out for themselves their income tax status, and how to go about it.

The ATO has also released a new **worksheet** to help groups self-review their income tax status, and to confirm if they are income tax exempt, or if they have to pay tax.

► [Go to the ATO's not-for-profit section](#)

### How to buy off a community

If you need a bit of (dark) light relief, check out this one-minute clip of PR gun for hire Toby Ralph explaining on *Gruen Planet* back in 2011 how to buy off a community.

First, some context: Toby Ralph is no saint.

“I’m appalling but at least I know I’m appalling” – that’s how Ralph describes himself. Hmm.

“Toby Ralph has no office, no job title and no qualms about spinning for the forces of darkness,” **wrote Matthew Knott** in Crikey’s *The Power Index* in February.

“Tobacco companies, the nuclear waste industry and banks wanting to kill off the four pillars policy are some of the flamboyant freelancer’s controversial past clients.”

Anyway, here’s the clip: <http://www.youtube.com/watch?v=qHWso24nzgE>

**Warning:** contains the “f” word.



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## 19. Good Moves: Community Sector Jobs & Board Vacancies

### JOB VACANCY LISTINGS (Paid Positions)

#### New South Wales

Job Title	Organisation	
Manager - Disability Services	Lifebridge East Inc.	<a href="#">Details</a>
Australia for UNHCR - Face to Face Fundraiser	Australia for UNHCR	<a href="#">Details</a>

#### Queensland

Friends Care Project Officer - Brisbane South	Carers Queensland Inc	<a href="#">Details</a>
Carers Support Initiative Project Officer – Ipswich	Carers Queensland Inc	<a href="#">Details</a>
Counsellor & Carers Supportive Initiative Project Officer – Rockhampton	Carers Queensland Inc	<a href="#">Details</a>
Multicultural Service Coordinator – Townsville	Carers Queensland Inc	<a href="#">Details</a>
Multicultural Service Coordinator & Multicultural Information & Training Officer - Mackay	Carers Queensland Inc	<a href="#">Details</a>

#### Victoria

General Manager - Day Programs	Bayley House / Dakin Mayers	<a href="#">Details</a>
Community Engagement Officer	Hotham Mission Asylum Seeker Project	<a href="#">Details</a>
Community Arts Project Manager	Wild@heART Community Arts	<a href="#">Details</a>
Casework Team Leader	Hotham Mission Asylum Seeker Project	<a href="#">Details</a>
Family Counsellor and Settlement Facilitator	Brotherhood of St Laurence	<a href="#">Details</a>
PA and Events Coordinator to CEO Creative Universe	Creativity Australia	<a href="#">Details</a>

### BOARD/COMMITTEE VACANCY LISTINGS (Volunteer Positions)

#### New South Wales

Position Title	Organisation	
General Board Member	Family InSight	<a href="#">Details</a>

#### Queensland

Treasurer	Technical Aid to the Disabled QLD	<a href="#">Details</a>
General Board Member	Thornbury Women's Neighbourhood House	<a href="#">Details</a>
Secretary, General Board Member	Cara	<a href="#">Details</a>
General Board Member	Princes Hill Community Centre	<a href="#">Details</a>
General Board Member	Alphington Community Centre	<a href="#">Details</a>
Treasurer, General Board Member	Household Disaster Relief Fund	<a href="#">Details</a>
General Board Member	Werribee District Hospital Foundation	<a href="#">Details</a>
Chair, General Board Member, Registrar	Beehive Foundation	<a href="#">Details</a>
General Board Member	Wild@heART Community Arts	<a href="#">Details</a>
General Board Member	Volunteer West	<a href="#">Details</a>

#### Western Australia

Treasurer, General Board Member	Citizen Advocacy South Metropolitan	<a href="#">Details</a>
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## 20. 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.

If you no longer wish to receive this newsletter, please email [service@ourcommunity.com.au](mailto:service@ourcommunity.com.au) and put "Unsubscribe-OCM" in the subject line.

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## 21. About Our Community

Our Community is a world-leading social enterprise that provides advice and tools for Australia's 600,000 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 (comprising the online Knowledge Centres) and publishing house - accelerating the impact of Australia's 600,000 community organisations and schools
2. [GiveNow.com.au](http://GiveNow.com.au) - Helping individuals and businesses give more, give smarter, give better, Give Now!
3. [Australian Institute for Community Practice and Governance](#) - practical and accessible certificated training delivered locally through our training Institute
4. [Australian Institute of 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

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