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1. Calling for Good Gifts! Free listing in our Good Gifts Guide

The 2011 Good Gifts Guide is now in production and we are looking for good gifts sold or produced by community groups to promote.

The Good Gifts Guide will be published in the lead-up to Christmas and promoted during GiveNow Week from November 28 to December 4, 2011.

The aim of GiveNow Week is to focus attention on the many ways that individuals, families, businesses, and groups can make a difference to the community in the lead-up to Christmas.

The Good Gifts Guide provides a list of fabulous and meaningful gifts that are not only great presents, but help make that difference.

Have a look at last year's guide to get a taste of what we are looking for:

<http://www.givenow.com.au/givenowweek/goodgiftsguide>

Criteria

- The gift must be produced by a not-for-profit organisation
- Entries must be actual gifts – don't just ask for a cash donation towards your cause
- The gift should be something you'd be happy to receive yourself!

Items included in last year's Good Gifts Guides included:

- Cookbooks produced by the Mirabel Foundation
- Spiced chocolate sold by the Asylum Seeker Resource Centre
- Prayer flags and incense sold by the Langritangpa Centre
- Photo blocks and scarves sold by Orphfund
- Christmas puddings sold by the RSPCA
- Soundtrack from the movie Samson and Delilah sold by ANTar
- Subscription to *The Big Issue*
- Community development gifts – e.g. a \$75 gift certificate for Alola Australia to buy a year's education for a young East Timorese
- Symbolic wildlife and environment adoptions – e.g. \$60 to adopt a quoll, or \$30 to protect a tree.

We don't have room for everyone, but we promise we will let you know as soon as possible if your good gift has made the guide.

If you have a good gift which meets our criteria, please send through a short description about the gift and your organisation, a high-quality PDF picture if applicable, and your website address to donations@givenow.com.au.

Be quick! Submissions close October 28, 2011.



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2. Learning from Failure: Guide to grantseeking

Seeking honest and useful feedback from grantmakers after a failed application, as well as making contact with them before submitting an application, are among best practice grantseeking suggestions contained in a new UK research report.

The report – *The Art of Refusal: Promising Practice for Grant makers and Grant Seekers* – aims to help grantseekers reduce the time they spend on unsuccessful applications by learning from their past failures.

Among the recommendations in the report are to:

- **Try to make preliminary contact with grantmakers:** Not every funder will allow this but if it is possible, grantseekers ought to take it up.
- **Target your approach:** Grantseekers should identify the best person from their organisation to approach the funder; for example, someone who has had prior contact with the grantseeker.
- **Taking soundings:** Use your networks to gauge past experiences of the funder. This may provide an indication of what preliminary contact with them might yield.
- **Be realistic:** Don't mistake politeness or encouragement for likely success.
- **Be prepared:** Find out when a decision on your application is expected, how it will be delivered, and to whom.
- **If unsuccessful, seek further comments:** Always take up any opportunities offered for getting further information about the reason for refusal.
- **Learn from your experiences:** Identify particular learning points – solid examples of areas where your organisation can improve its grantseeking. "Examples of areas in which it could be very helpful to receive feedback include the budget or financial projections which accompanied the application; any collaborative working arrangements; or the outcomes that you'd put forward," the report says.
- **Decide in advance how refusal will be handled internally.** Decide how and with whom the news will be shared, ensuring that particular people (e.g. fundraising staff) do not become a particular focus for criticism.

The Art of Refusal: Promising Practice for Grant makers and Grant Seekers also contains extensive advice for grantmakers about how to say no constructively.

The report was compiled by City University London's Cass University School from more than 100 grantmakers and 40 groups seeking funding.

Download the report here: <http://tiny.cc/ptab0>

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3. Bureaucrats urged to improve communication, put people first

Poor communication is at the heart of many of the complaints about government, according to Commonwealth and ACT Ombudsman Allan Asher.

In a speech titled *Why do good policy ideas turn into porridge?* Allan Asher told the 2011 Public Affairs convention that each year his office received around 39,000 “approaches and complaints” about Australian Government agencies – and, he said, “I suspect that for every complaint we get, there are maybe 10 we don’t”.

“One of the key issues my office encounters is the gulf between how a policy is framed and how it is delivered,” Mr Asher told the conference.

“I believe that to a great extent this comes down to poor communication, which underlies many of the complaints we receive. This is partly because many agencies see the way they communicate as a side issue to the services they provide, whereas the two are inextricably linked or indeed the same thing.”

Mr Asher said poor communication included lack of accessibility, poor complaint-handling procedures and language that was unduly complex or bureaucratic.

“Failures in service delivery are also due to rolling out programs that are too high level and don’t involve enough community consultation,” he said.

“Ultimately, I believe addressing these problems comes down to empathy, to putting yourself in the shoes of the end-user and to working on broad, underlying issues; to making sure that the wellbeing of Australians is your focus, that social inclusion and customer-centred service are your watchwords, not your buzzwords.”

Mr Asher provided some common examples of poor, “or even lazy” communication:

- computer-generated form letters, or letters that cut and paste great tracts of impenetrable legislation, or refer to websites to which their clients may not have access;
- sending people too much correspondence, or too little, or none at all;
- call centre staff who don’t have enough information themselves, or don’t have the authority to make proper decisions;
- failing to provide key information, such as the right to review, and how to complain;
- writing in bureaucratese rather than plain language, using jargon, acronyms and abbreviations;
- failing to provide simple explanations for people with cognitive impairment ;
- taking an officious tone;
- not providing translations or interpreters; and
- having no single point of contact, so that people have to repeat their concerns over and over again.

Mr Asher offered some solutions for government agencies keen to improve on the status quo, including strategies to engage stakeholders in decision-making, implementation and information-dissemination processes; putting customers at the centre of all services; and better complaint handling.

“Agencies that have good complaint-handling systems are doing themselves a favour,” Mr Asher said.

“Not only do they have the opportunity to clarify or resolve a matter for their customer – thereby making them happier – but complaints are a valuable source of intelligence on how effectively the agency is performing.

“They also provide an opportunity to learn from any mistakes made and improve systems. A healthy bureaucracy welcomes all this input and smart administrators recognise its value.”

Mr Asher also made an impassioned plea for a move to plain language in government agencies.

“The benefits of plain language to all concerned are clear,” he said. “The time and money saved from the agency’s point of view, and the improved accessibility for users, can be significant.”

He said moving to plain language could result in “startling” time savings and increases in client satisfaction.

Mr Asher offered a five-point plan for agencies, and government as a whole, to begin to improve the services they deliver:

1. Support a government-wide plain language initiative.
2. Take active steps to reach socially excluded stakeholders.
3. Consult with key stakeholder groups before implementation, not afterwards.
4. Support better scrutiny of executive schemes (described as “a means for an agency to make discretionary compensation payments or provide government grants under their own power rather than that conferred by legislation”). This might be from other sections of an agency or even an inter-departmental review committee that randomly selects and reports on half a dozen schemes a year.
5. Build better complaint-handling and accountability mechanisms into inter-government agreements.

Mr Asher’s full speech can be downloaded here: <http://tiny.cc/tqbid>

Social inclusion commissioner urges bureaucrats to put people first

In the meantime, outgoing South Australian Social Inclusion Commissioner David Cappelletti has told Adelaide newspaper *InDaily* that bureaucrats had made it difficult for him to succeed in his role as a social reformer.

“They perpetuate their own myths,” Monsignor Cappelletti was reported as saying.

“Bureaucracy unfortunately takes over and put people second. What I’ve been trying to do, sometimes with success, sometimes not, is say for God’s sake put people first in your systems.”

Monsignor Cappelletti said it was hard to implement meaningful change – even when driven by a government minister – because bureaucracy had a self-serving sense of priorities.

“It serves its own needs and unfortunately the people who get caught up in it, they become slaves to it,” he said.

“They become defensive, so defensive of their position that they tune out to constructive ideas and different ways of looking at it and different ways of thinking. They perpetuate their own myths. I have found a lot of that, I’m afraid.”

Read the *InDaily* article here: <http://tiny.cc/ienu1>

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4. Not-for-profit sector fuelling jobs growth

In the United States the not-for-profit sector is advertising its ability to add jobs to a depressed economy.

A [new report](http://bit.ly/opih0j) from the Johns Hopkins Nonprofit Economic Data Project (<http://bit.ly/opih0j>) has found that not-for-profit employment actually grew by 1.6% per year between 2007 and 2009, the worst of the recent recession, while for-profit employment fell by 3.3% per year.

Even in 2010, in the teeth of a continuing recession and with local governments cutting back grants, not-for-profits grew by 0.8%.

“People tend to overlook the nonprofit sector when thinking about job creation,” the report's author said, “But we would do well to recognise it as ‘The little engine that could,’ producing a substantial share of the job growth we’ve seen in the US economy.”

And in Australia? Between 2007-9, jobs in the not-for-profit sector grew by 3% per annum (better than the US, but less than the overall national employment growth of 3.4% p/a), in 2010 a healthy 3.1%, and in 2011 a projected 5.4% (all figures from [Ibisworld](http://ibisworld.com)).

Of course, jobs growth in the Australian not-for-profit sector isn’t, in the main, over in the outback where jobs are plentiful. Not-for-profit jobs are providing a buffer back in the states which are losing manufacturing jobs as the high dollar chokes off exports.

In the move to a service-based economy, not-for-profits are in the lead. We need to keep this in the front of the government’s mind.

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BOARD BUILDER CONFERENCE (SPRING 2011)

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5. Jargon Busters – your top 10 hated words

Inspired by a similar campaign in the UK, Our Community recently asked our members to contribute to a list of words it believes the public sector should stop using. Our thanks to the 270 good humoured (but exasperated) community group representatives who replied. Here's what came in at the top of your hit-list.

- 1. Incentivising:** *To provide someone with an incentive for doing something.*
A quarter of our respondents nominated this as one of their top three hated words.
- 2. Synergies:** *The interaction or cooperation of two or more organisations, substances, or other agents to produce a combined effect greater than the sum of their separate effects*
It's a word that sounds nice and means nice things, but it's despised by almost a quarter of our respondents.
- 3. Going Forward:** *In the future*
A phrase one *Guardian* journalist described as "superfluous, meaningless, ubiquitous"; a "kind of burp" – 'going forward' was hated by 22% of our respondents.
- 4. Can-do culture:** *A feature of organisational culture characterised by willingness and ability to act*
Just over 19% of our respondents have a can-do attitude to eliminating this word from the vernacular for good.
- 5. 360-degree feedback:** *A performance appraisal tool that takes in feedback from many directions – e.g. subordinates, peers and supervisors, rather than just from the top down.*
Exactly 19% of our respondents nominated this as among their top three hated terms.
- 6. Working families:** *Definition unknown (families who work?)*
Described by political author Dr Nick Dyrenfurth as "the latest in a long line of rhetorical appeals to the middle ground or swinging voters of the Australian electorate based upon the politics of grievance", this is a phrase despised by 18% of our respondents.
- 7. Moving forward:** *Definition unknown (antonym: moving backwards)*
Not to be confused with "going forward" (#3), this phrase was popularised by Prime Minister Julia Gillard when she used it 24 times during her 2010 election launch speech (prompting Chaser comedian Julian Morrow to reflect on the 'vomit principle' – "If you haven't said it so much that saying it again will make you vomit, you haven't said it enough"). A total of 17% of our respondents would prefer to never hear these two words together again.
- 8. Paradigm:** *A worldview underlying the theories and methodology of a particular concept or subject*
A word with scientific origins, the movement of 'paradigm' into government parlance has irritated 17% of our respondents.
- 9. Promulgate:** *To promote or make widely known an idea or cause*
14% of our respondents would like to make it widely known that they do not approve of the use of this word in official government documents.
- 10. Disconnect:** *A break in connection; as in, 'There is a disconnect between this and that'*
When used in the traditional way, as a verb ('to disconnect the power'), there's little to complain about. When used as a noun, there is a vast disconnect between what our bureaucrats like to say and what our respondents like to hear – 14% would like to see the word banned.
- 10. Tranche:** *A portion of something, especially money*
Coming in at equal 10th, 14% of our respondents picked this as one of their top three hated words.

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6. Leadership opportunity for women: Christine Nixon courses (Melbourne)

Our Community, Women's Leadership Institute Australia and Christine Nixon APM have joined forces to offer leadership training designed for women in supervisory, management or leadership positions, and those who aspire to those roles.

Women Achieving and Flourishing

The introductory course – Women Achieving and Flourishing – will allow participants to

- Share your experiences in leadership and talk about ways of leading;
- Learn how to implement change; and
- Find ways to achieve goals, develop resilience and flourish.

The fifth and sixth workshops in this highly popular series are being held at Karstens, Level 12, 123 Queen St Melbourne from 9.30am to 1pm on Tuesday, October 18 and Wednesday, November 16.

The workshop will be facilitated by former Victoria Police chief and former Chair of the Victorian Bushfire Reconstruction and Recovery Authority, Christine Nixon. Cost is \$145.

Women Leaders – Taking the Next Steps

For those who have completed the introductory course, Christine will also be hosting a follow-up leadership course, *Women Leaders – Taking the Next Steps*.

This course will allow participants to discover and share skills on:

- Becoming the leader/manager you would want to work for;
- The secrets of good performance management;
- Ways to create sustainable organisational change;
- Planning your career;
- Overcoming barriers; and
- Hints on surviving and thriving.

This course is being held for the first time at Karstens, Level 12, 123 Queen Street, Melbourne, from 9.30am to 1pm on Wednesday, October 26 and Thursday, November 17. Cost is \$145.

Women's Leadership Institute Australia Alumni

Participation in an Advancing Women leadership course automatically qualifies you for free membership of the Women's Leadership Institute Australia alumni network, which is designed to advance women in positions of leadership through training, networking, thinking and leadership.

Register at www.ourcommunity.com.au/advancingwomen.

“The workshop with Christine Nixon was the best professional development event I have attended in 8 years. It left me inspired and invigorated.”

**

“I just thought I'd drop a line and say THANK YOU! What an amazing morning. To be in the presence of such amazing people was so motivating. Christine's facilitation and openness was wonderful.”

Other training opportunities available through Our Community include:

Advanced Grant Writing Seminar ([Click here for Details...](#))

Sydney	21 October
Perth	21 October
Adelaide	27 October
Brisbane	27 October
Armidale	28 October
Melbourne	28 October

Alice Springs Grantmaker and Grantseeker Strategy Workshop ([Click here for Details...](#))

Alice Springs	24 November
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Board Builder Conference – Spring 2011 ([Click here for Details...](#))

Board Builder Conference - Spring 2011	18 November
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Certificate IV in Business (Governance) - for Community Boards ([Click here for Details...](#))

Armidale	24-27 October
Wagga Wagga	7-10 November

Diploma of Management ([Click here for Details...](#))

Melbourne	21-25 November
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Introduction to Writing Winning Grant Applications ([Click here for Details...](#))

Armidale	29 October
Wagga Wagga	11 November
Wagga Wagga	12 November

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

Wagga Wagga	11 November
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For a full list of scheduled training go to www.ourcommunity.com.au/scheduledtraining.

Our Community also provides tailored training programs, which can be designed to meet the needs of your community and delivered in a location of your choice.

To find out more go to www.ourcommunity.com.au/tailoredtraining or email alanm@ourcommunity.com.au.

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7. News book for mental health consumers: *Speaking Our Minds*

Our Consumer Place, a groundbreaking mental health resource centre auspiced by Our Community, has released the second title in its series of consumer-developed booklets produced by and for consumers.

Speaking Our Minds: A guide to how we use our stories provides an overview of storytelling from the perspective of people who have been diagnosed with 'mental illness' ('consumers').

It is part of a series of consumer-developed booklets produced by Our Consumer Place (www.ourconsumerplace.com.au), which is run by and for consumers and funded by the Department of Health (Government of Victoria).

Our Consumer Place offers information and advice for individual consumers, groups of consumers and anyone else who supports consumer leadership.

The organisation's first booklet, *So You've Got A 'Mental Illness' ... What Now?*, exhausted its first print run and is now available for free download via the Our Consumer Place website. This acclaimed publication provides an introduction to the complexities of 'mental health' from the perspective of lived experience, covering everything from medication issues to rights and staying safe in a psychiatric hospital, as well as exploring how diagnoses work and providing an introduction to the mental health consumer movement.

The new book, which is also available via www.ourconsumerplace.com.au, takes a fresh look at the stories of people who have experienced 'mental illness'.

It's about *how* consumers use stories, why consumers might not use their own stories, and how consumers can best make use of stories when they do share them.

The booklet was launched by the Victorian Mental Health Minister Mary Wooldridge at the opening of Mental Health Week on October 10, 2011.

"It's important for people diagnosed with mental illness to be able to tell and share their story," Ms Wooldridge said at the launch.

"These stories contain insight, they offer solutions, and ultimately lead to change. I can't stress enough how important it is for every one of us to actively listen."

Our Consumer Place says this is not just another book written by 'mental health experts' telling people what's good for them; instead it's written from the unique and valuable perspective of people who have been there and have the stories to tell.

Speaking Our Minds includes fabulous cartoons from high profile nutcase and consumer leader, Merinda Epstein.

"All too often our stories are used as colourful and emotional additions to the 'real scientific knowledge' of other experts," Our Consumer Place workers say.

"This booklet argues that we have an incredibly valuable perspective and deep insights to offer. We are increasingly using our stories in various contexts and in sophisticated ways – including educating mental health workers, creating our own media and discussing important issues in our communities.

"This booklet is *not* another collection of stories and it's certainly not an uncritical repetition of the script: 'I was really sick/mad/odd, then I got properly diagnosed and treated and now I'm all better thanks to the (wonderful but underfunded) mental health system.'



“While things like ‘hope’, ‘resilience’ and ‘recovery’ are very important, our stories need not always be told in ways that make other people feel comfortable and optimistic – sometimes our stories are necessarily unsettling.”

Speaking our Minds is free to download from the Our Consumer Place website, and hard copies are also available for \$10 each (people with lived experience of ‘mental illness’ can receive a free copy by request).

Visit www.ourconsumerplace.com.au.

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8. Roll on the Revolution! Our Community releases Grantmaking Manifesto & Award

The Australian Institute of Grants Management (AIGM), Our Community’s best practice grantmaking division, is working on new ways to bring grantmakers together to share, learn and provide advice and support to each other.

The AIGM’s latest offerings include a Grantmaking Manifesto, a \$5000 grantmaking award, a Grantmaking Toolkit and the release of major enhancements to Australia’s most widely used grants management system, SmartyGrants.

Grantmaking Manifesto

The Australian Institute of Grants Management (AIGM) has released a Grantmaking Manifesto, which sets out the organisation’s values and beliefs and charts its change agenda.

The Manifesto illustrates the AIGM’s framework for reform and for the further professionalisation of grantmaking.

“This Manifesto lays down our values and beliefs, based on all we have learned about grantmaking, and describes how we think grantmaking can and should look,” said AIGM Executive Director Kate Caldecott.

“Grantmaking is big business – a multi-billion dollar business – we can’t afford to muck it up.”

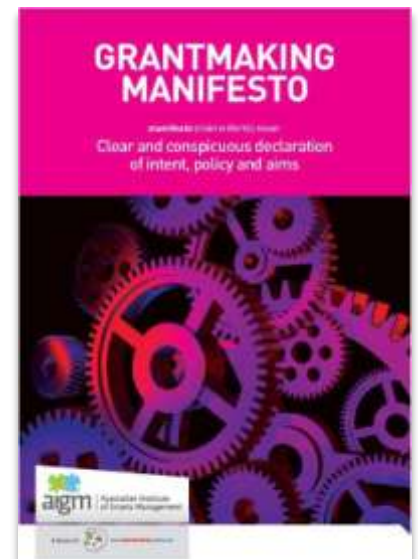
The Manifesto lays out the AIGM’s five key beliefs:

- **That 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 systems. Grantmakers must maximise resources by sharing lessons, and seeking and learning from lessons shared by others.
- **That Australia needs more and better professional grantmakers:** The job of grantmaking should be afforded appropriate professional status, training and recompense.
- **That grantmakers must listen to the communities they serve:** Grantmakers should be driven by outcomes, not process. They must trust and respect their grantees and offer programs, systems and processes appropriate to their needs and capacities.
- **That grantmakers should be efficient:** Wastage is indefensible. Skimping on systems, technology and professional staff is equally wicked.
- **That grantmakers must be ethical:** Grantmakers must ensure that the process of grantmaking is fair, unbiased, and transparent.

The AIGM also includes in the document a Code of Practice for Professional Grantmakers, and a Code of Practice for Grantmaking Agencies.

“We hope that the Manifesto and the Codes of Practice will give grantmakers lots of food for thought, as well as being a tool they can use to drive grantmaking reform within their own organisations,” Ms Caldecott said.

To download the Manifesto, go to www.grantsmanagement.com.au/manifesto.



Grantmaker of the Year Award

The release of the Manifesto comes as the AIGM also unveils a new award for grantmakers.

The Grantmaker of the Year Award asks professional grantmakers to outline what's wrong with the Australian grantmaking scene, and offer some suggestions of how those problems might be fixed.

"As we say in the Manifesto, grantmaking is an art, a craft, a distinct profession," Ms Caldecott said.

"We know that many highly skilled, very thoughtful grantmakers are out there, working to make sure that every dollar that is given out produces the maximum benefit for the recipient, the grantmaker and society as a whole.

"We want to unearth those grantmakers and showcase their ideas to the profession at large."

A cash prize of \$5000 will be awarded to the winner of the Grantmaker of the Year Award. Nominations close at 9am on November 24 (AEST), with the winner to be announced in February 2012.

To find out more, go to www.grantsmanagement.com.au/award.



Grantmaking Toolkit

Close to 100 copies of the AIGM's Grantmaking Toolkit have been shipped.

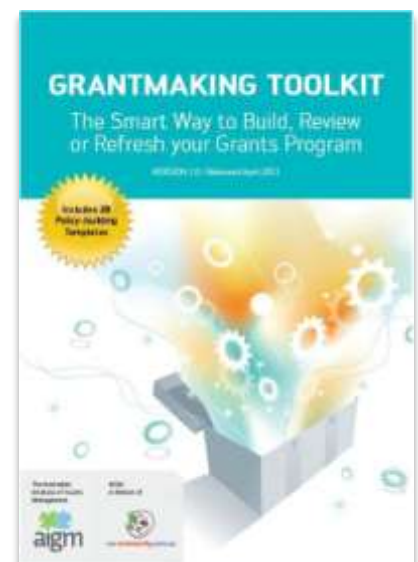
The Toolkit, which was produced by the AIGM in association with leading grantmaking experts Fiona Dempster and Barry Smith, is an all-in-one decision-making framework, workbook (including policy-building templates), and check-up tool.

It walks the grantmaker through the process of building, reviewing or refreshing a grants program.

"Our first edition of the Toolkit was release just five months ago. It's incredibly heartening that it has been taken up so enthusiastically by grantmakers of all types and sizes across the country," Ms Caldecott said.

"The Toolkit has been used by a number of grantmakers to aid the review of their programs and we hope many more will use it to build or rebuild programs from the ground up to ensure best practices become part of their programs' DNA."

More information about the Grantmaking Toolkit is at www.grantsmanagement.com.au/toolkit.



SmartyGrants passes key milestone

In a big month for the AIGM, we are also celebrating the launch of a key piece of new functionality for SmartyGrants, our best practice online grants management system.

The launch of a new form editor tool is being hailed as the biggest enhancement to SmartyGrants since its November 2009 launch.

The form editor will allow users to be more creative in composing their application, assessment and acquittal forms.

Users will be able to choose from a large range of question types, design multi-column tables, and use conditional logic to enable or disable sections of a form based on applicants' responses.

A limited trial will be undertaken over coming weeks, with the new functionality expected to be available to all SmartyGrants users within a month.

“This is the most exciting SmartyGrants development since we launched,” said AIGM Director of Grantmaking Reform Simon Herd.

“We now have more than 50 users – local, state and federal government grantmakers, corporate and not-for-profit and philanthropic foundations and fund managers. We’re really pleased to be fulfilling our promise to keep rolling out the very best tech solutions for grantmakers across the country and indeed across the world.”

For more information about SmartyGrants, go to www.smartygrants.com.au.

For more information about the AIGM, visit www.grantsmanagement.com.au

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9. Marketing Guru: Spruiking for your cause

As a conference, event and expo emcee across Australia, Brett de Hoedt sees hundreds of speakers each year. He even speaks himself on occasion.

Here’s his advice for speakers; from the novice to the ‘professional’.



Greatness by association

Waaay too many speakers throw in life lessons, quotes and anecdotes from the lives of the great and the good. Please don’t waste audiences’ time telling them things they already know about people they already know such as a) Nelson Mandela b) Richard Branson c) Steve Jobs d) His Holiness the 14th Dalai Lama or any of the usual suspects.

And that list includes sporting ‘heroes’. These people exist in a similar but different universe.

Frankly, sport is a very simple area of endeavour with more support and rewards for protagonists than members of your audience receive in a lifetime. Thus it is not a good metaphor or parallel for real life and business.

Do some real research and find unexpected and unknown inspirations if you must – this will make you look original; even smart, which audiences still appreciate.

Go with the flow

Don’t be a robo-speaker.

There’s a default setting for professional speakers these days that turns many of them into automata.

The approved style involves a Lot. Of. Pauses. I mean A. Lot.

The pauses are meant to convey gravitas and garner attention but taken to an extreme, as they so often are, they make for verbal constipation.

Hands behind backs

Robo-speakers also use unnatural, exaggerated poses or hand gestures, often repeatedly unleashed in synch with a key word or concept for emphasis.

I’ve seen hands at right angles to represent windows (of opportunity) mimed bike riding (the bike was being ridden to our goals) and a cat licking its tail (don’t ask).

This is silly and belongs in a Parisian school for comedia dell’arte.

Mimimum background

Don't start your presentation with an overview of your organisation.

Boring. The audience should know that from the bio in the program or the introduction that you provided to the MC.

I'm sick of hearing who co-funds the speaker's unit, within the sector, within the department....

I'm sick of hearing how the current program came out of the previous program which was based on a pilot program...

Your hero's journey is over. Tell us what how you got there.

This will sound harsh but here goes: If you have a heart-wrenching, inspirational type story to tell please tell it. People love that stuff.

However, there is only so much value for your audience in being told to be like you. Give them concrete ways to turn your inspiration and example into specific actions that might help them towards their own goals.

Vagaries like "dig deep", "team work", "find another way" are too broad. Think of yourself as a navigator.

Nobody wants directions such as "keep driving", "you'll get there", or "you'll know your destination when you arrive". We all need specific directions. Too many presentations spend too much time on themselves and too little on the audience.

PowerPoint

There is no longer any excuse for bad use of this tool. One simple rule: no words; just pictures – the more obtuse and cryptic the better. Use each picture to inspire the next passage of discussion.

([Click here](#) to check out a recent SmartyGrants PowerPoint for a good illustration of what Brett means – Ed.)

Seek meaningful relationships

I'm staggered at how many speakers fail to ask the audience for so much as a show of hands to gauge an opinion on an issue.

People get bored sitting down all day – involve them.

I saw a speaker (who was otherwise pretty weak) instantly raise energy levels during a late afternoon session by asking people to pair up and confer for 60 seconds on a relevant issue. It can be that simple.

Enough with the video clips

More and more presenters glam up their sessions by playing humorous YouTube clips; often from *The Simpsons* or a *US Tonight Show*.

Don't use long clips and don't use them until you've established yourself on stage.

Be careful – clips be funny or clever or telling but they aren't your work so you can look a little...dodgy...using them.

Hootville is running a series of webinars for anyone, anywhere about social media, eNewsletters, copywriting and search engine optimisation. Details at: <http://www.hootville.com/training>



The Marketing Guru is an initiative of the **Marketing, Media and Post Centre**, the online resource provided by Our Community and Australia Post. Send your questions to guru@ourcommunity.com.au.

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10. Twitter and Facebook: assessing the legal risks for community groups

Social media has become an important communication and marketing tool, and a tool for social activism. But what are the legal risks? Katrina Chow and Suhanya Ponniah from Moores Legal offer their view.

Many organisations, particularly not-for-profits, use Facebook and Twitter to promote their causes and interact with the community.

Social media is not just used by a young audience any more: it is used by 65% of adult American internet users, showing how influential it has become. There are now over 750 million people on Facebook alone.

Organisations are often unaware of the legal implications of using social media, which are briefly summarised here.

Issues to look out for

Social media law touches on many areas. An organisation can be liable for posts made on its Facebook or Twitter page, breaches of privacy, defamation and intellectual property issues.

Facebook and Twitter pages

The Federal Court recently determined that organisations can be liable for posts made by third parties on their Facebook and Twitter pages.

In *ACCC v Allergy Pathway Pty Ltd (No 2)* [2011] FCA 74, Justice Finkelstein stated that a company was responsible for misleading reviews that customers had written on the company's Facebook page, because the company knew of the Facebook posts, had the power to remove them and did not take steps to do so.

► Tips:

- Set a policy of regularly monitoring your social media pages. Promptly delete incorrect, misleading, defamatory or discriminatory posts and content that infringes intellectual property rights.
- Include a statement on your website and social media pages that you are not responsible for content posted by third parties, but be aware that this is not absolute protection.

“The Federal Court recently determined that organisations can be liable for posts made by third parties on their Facebook and Twitter pages.”

Intellectual property

Organisations may unwittingly infringe intellectual property law by posting photos, text or other content that the organisation does not own.

Organisations may also be liable if third parties post infringing content on their website or social media page. It is easy to copy and post material from one site to another, making such violations increasingly common.

► Tips:

- Develop a policy concerning use of other people's material.
- If the organisation is requested to remove material that allegedly violates intellectual property law, seek legal advice fast.

Privacy

Organisations should note that information gathered through social media may be subject to privacy laws that restrict how the information can be used. They should also be cautious about what information they put on social media sites, as the site may gain ownership of that information.

► Tips:

- Ensure that you and your employees do not disclose confidential information on social media.
- Develop an employee policy – see the tip below.

Employment law

Organisations can be liable for misleading, defamatory and other inappropriate statements that an employee makes on social media.

Alternatively, an organisation may wish to discipline or terminate an employee's employment if they behave inappropriately online. First check whether this is permitted under the law.

► Tip:

- Put in place an employee social media policy, to establish clear expectations for conduct. It may be helpful to seek legal advice on what to include in the social media policy.

Moores Legal is a Melbourne law practice servicing clients in the corporate and community sectors as well as private clients. Visit www.moorelegal.com.au

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11. Social Benefit Bonds project takes off in NSW

The NSW government has accepted the recommendations of the Centre for Social Impact (CSI), and in its latest budget has announced that it intends to establish two pilot Social Benefit Bonds in the areas of out-of-home-care and prison recidivism.

“A Social Benefit Bond is a new financial instrument in which private investors provide up-front funding to service providers to deliver improved social outcomes,” the Government says in its budget papers.

“When these outcomes are delivered, there are cost savings to Government that can be used to pay back the up-front funding as well as provide a return on that investment.”

The Treasury's [FAQ page](#) asks the obvious question:

“If this is such a good idea why doesn't the Government just fund it directly? Isn't it more expensive to pay the private sector?”

“In comparing different funding options, the Government considers cost-effectiveness, not just direct cost; that is, the comparative benefits that can be ‘purchased’ for any particular level of expenditure. SBBs have an advantage over current direct funding models in that public funds are only expended (in the form of principal repayments and reward payments) after the benefits have been achieved.

“Another benefit of the SBB funding model is that, by accessing private capital, it facilitates upfront expenditure over and above what is available from public funds at the time the expenditure is needed. If the funded intervention is successful, additional public funds are then freed up to repay the upfront expenditure.

“If these trials are successful, the Government is hopeful this will open up an entirely new field of social finance, and will provide a new source of funding for these much-needed programs and outcomes.”

The total government investment in the two schemes is \$21 million – a substantial toe in the water.

Treasury says its pilot will test the capacity for Social Benefit Bonds to:

- Increase funding for prevention and early intervention programs in a sustainable manner
- Improve accountability for the effectiveness of expenditure on social services
- Catalyse the development of the social finance sector
- Harness the innovation capacity of both investors and service providers; and
- Improve the evidence base for, and focus on measuring the impact of, social services.

It's a big ask.

The Government expects to pick its project partners by the end of the year. Contracts should be signed mid-2012 (designing an evaluation is a tough and time-consuming job).

We'll see how successful the projects are some five or six years after that (and the long timeline is not, of course, a reason not to make the effort).

If you're interested, check out [the tender documents](#).

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12. New event publicity tools released

The internet now offers a bevy of ways to get your message out to the public for free.

Two recently introduced tools – one a smartphone app, the other a website – can help your organisation get online and spread the word about what you are doing.

WotsGoingOn



A new smartphone app called WotsGoingOn can help get the word out about your next event.

WotsGoingOn allows not-for-profits to mark their locations and events on online maps. The map – with event marker – can be viewed on a GPS-equipped smartphone.

The possibilities an app like this presents are huge. Awareness of your group and its events can receive a boost, but importantly people who might be visiting your area and are looking for something to do can find your event on WotsGoingOn and then visit.

It is free for not-for-profits to use this service, and free for phone users to access it.

WotsGoingOn is currently only available for the iPhone, however plans are in place allow use of the app in other smartphone platforms like Android, Windows Phone 7 and BlackBerry.

The app can be downloaded from the Apple iTunes store here:

<http://itunes.apple.com/au/app/wotsgoingon/id449451018?mt=8&ls=1>.

WotsGoingOn is also creating a page – to be located at www.wotsgoingon.com/NFPtemplate – where groups can register to download a template in which they can fill in the details they want included in their WotsGoingOn listing.

For more information, visit <http://www.wotsgoingon.com>.

Jedo

Jedo (www.jedo.me) is a new site that allows people to promote their events and activities for free on the web.

The site caters for events of all types and sizes, and aims to help people find events that fit their interests, either close to home or in a holiday destination.

The site was launched in Victoria in late September and already has more than 2000 events listed.

It is free to have an event listed, and you can even sell tickets to your event through the site (a booking fee of \$2 per ticket applies).

For more information, visit Jedo at www.jedo.me.



For more ways to promote your event for free on the web, visit Our Community's updated help sheet – www.ourcommunity.com.au/promoteevent.

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Our towns and cities provide the backdrop against which most of us live our lives.

We look to them to offer us all the qualities and opportunities we need to meet our needs. They represent our familiar surroundings and are populated by people we hold dear and are the settings for our memories, our hopes and our dreams.

However the fragility of our urban areas when faced with nature's fury has been demonstrated in the last few years across Australia with bushfire, drought and flood taking its toll on people and communities.

The catastrophic impact of these disasters destroys not only things and people but also the connective tissue that binds them together, unravelling the very fabric of community.

The familiar settings that people had built up to meet their needs, often over many generations, may be lost. Positive associations will be overlaid with negative ones. Certainties (such as faith) will be shaken. Grief may be more difficult to deal with because of constant reminders of the disaster to those left.

This affects how people see their surroundings and their relationships with other people. This in turn will influence their ability to look after those surroundings and the conclusions they draw about what their surroundings enable them to do. Denied appropriate opportunities to meet their needs, these people will find it harder to overcome their loss, rebuild, thrive and fulfil their potential.

Put another way the relationship between people and place changes, quite abruptly and often violently, throwing people into a new relationship with their surroundings, calling on different skills and challenging established and comfortable habits and patterns of behaviour.

When we help people rebuild their communities after they have befallen disasters we are intervening in a very sensitive set of circumstances, quite different to those encountered in conventional planning processes. This demands prompt, careful and sensitive responses – if we get it wrong, the recovery process can be slowed down and the human cost can be considerable.

Getting the rebuilding process right requires understanding the recovery process and people's rapidly evolving needs, as people move through shock, anger, acceptance and finally adaption to the new normal. The wrong response at the wrong time can derail this process and lock in environments that may well prove inappropriate down the track.

Getting it right means;

- **Diminishing risk without destroying what makes the place special**
Perhaps the most pressing and obvious response to disaster is to minimise the risk of reoccurrence. However this needs to happen in a way that doesn't destroy the essence of a place and the very qualities that brought people to the place in the first instance.
- **Balancing the importance of rebuilding quickly with the importance to rebuild better.**
Taking the time to replan an area and address strategic long term issues such as sustainability or facilitating as prompt a response as possible are both important but often conflicting objectives. Rebuilding without adequate planning can potentially "lock in" existing problems that could potentially have been overcome and increase the community's vulnerability to other problems.
- **Listening**
Places have meaning for people. Understanding the uses, values, aspirations and fears that people have about different areas is an essential part of rebuilding a place sensitively. Whilst it is never entirely possible to 'see a place through their eyes' the time and effort taken to understand what is important to the effected community will be essential to informing appropriate solutions and making best use of what are invariably scarce resources.
- **Responding to and predicting evolving priorities**
Allocating resources to predict future needs and getting 'runs on the board' by flagship developments can provide an important psychological boost for the community and can help address frustration.

- **Respect cultural/community values**

Communities often find that after their immediate needs are met their need to share support and reforge community life comes to the fore, as witnessed by the imperative to rebuild churches and sports grounds in many flood and fire afflicted towns. This allows those people to rebuild their own lives and reinforce their identity and sense of belonging.

- **Create places with new meaning**

Beacons of hope and rebirth for a community can play an important role in helping people help themselves. Creating spaces and places quite unconnected with the disaster in pursuit of other planning goals shows that life goes on that the disaster need not dominate life or dispel hope.

- **Respectfully remembering the past**

It should not be forgotten that many people suffered in these disasters, many loved ones were lost and dreams were dashed. They also bring out many acts of great humanity, sacrifice and heroism. It is important to remember the events of the past and explain them to future generations. This can provide people with a place to grieve and go through their own personal journey of recovery.



Typical view of memorial park for most of the year



Typical view of memorial park in late December

Figure 9 Hambantota Beach Memorial Park, most of the year and in late December (sketches by author)

This is a concept image for a memorial park in Sri Lanka. In places where buildings were completely devastated by the tsunami, the outlines of the buildings are planted with flowering plants that bloom in late December. This will serve to remind people both of the anniversary and impact of the tsunami, as well as creating a strong, simple visual composition that can provide an iconic image for the park and for Hambantota.

Jenny is the principal of Inclusive Design, an urban design practice that is focussed on achieving positive social outcomes. Jenny has had considerable experience in Australia and overseas in renewal and rebuilding after disasters and been commissioned by the CSIRO to write a book by the same title as this article. As part of making sure the book is grounded on real world experience, Jenny is inviting any communities afflicted by the natural disasters of the past few years if they would like to be considered as case studies in the book. Jenny would also like to volunteer the assistance of her practice in preparing plans to assist the rebuilding process. Contact Jenny on 0407 501 832 or email Jenny.away@hotmail.com.

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14. Community Classifieds



TO SUB-LET: Office Space (Adelaide, South Australia)

The Conservation Council of South Australia (CCSA) has a private office space to sub-let within its first floor office at 157 Franklin Street, Adelaide.

This space, which is available from October 14, 2011, would be ideally suited to an environment or community group or an individual/s.

The secure, air-conditioned, north-facing office space is 13 square metres and can be easily occupied by two people. The CCSA can supply unfurnished or with one desk, chair and filing cabinet if desired. You will have shared use of amenities with CCSA staff. Please note there is no lift to the first floor.

Terms of rent are \$5408pa + GST paid quarterly and inclusive of all outgoing, rates and taxes and utilities, including weekly cleaning.

There are telephone and internet outlets ready to be connected. The cost of data and telephone services will be at the cost of the lessee.

On-site car parking can be negotiated separately with the building owner if available.

Expressions of interest: please contact Virginia Swan on 08 8223 5155 or email virginia.swan@conservationsa.org.au

WANTED: Office space (Melbourne, Victoria)

Women with Disabilities Victoria is seeking an inner-city office space (preferably in the central eastern end of the Melbourne CBD), beginning **January 2012** or before.

The organisation, which undertakes community education, advocacy and research, requires a minimum of 75m², plus shared reception, circulation space, meeting space, kitchen and bathroom facilities.

Rental budget is approx \$22,000 per annual.

The organisation is looking for a space that is accessible to public transport (train or tram), with reasonably flat terrain between the office and the transport, a doorway width of at least 850mm, plus level entry at ground floor or availability of multiple lifts.

It also requires wheelchair-accessible toilets, plus a large meeting space with movable chairs and tables.

Contact Grant McKenzie on 0418 590 615 or email to grantm@kligerwood.com.au

WANTED: Interfaith TV program ideas (Victoria)

The producer of the long-running *Spirit of Life* program on Melbourne community TV station Channel 31 is seeking story ideas for an inter-faith and multi-faith awareness program.

David McLauchlan's project will aim to increase public awareness of multi- and inter-faith initiatives in Victoria.

The 13-episode program is planned to air at the beginning of December and Mr McLauchlan expects an audience of 15,000-20,000, based on numbers from his *Spirit of Life* Christian interview program.

It is expected that the program will help to benefit the multi- and inter-faith groups that are the subjects of each episode through the exposure Channel 31 can offer.

If you have any stories to suggest, email David at dmclauch@bigpond.net.au

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15. Ansvar takes corporate responsibility to the next level

Sixteen Ansvar Insurance specialists have stepped out of their modern inner-city surrounds and into a five-day mentoring program for Indigenous young people in outback Australia.

The employees of Ansvar Insurance, an Our Community partner, travelled to Melville Island, north of Darwin, as part of a lifestyle education program run by the community service organisation Red Dust role models.

Ansvar CEO Andrew Moon said the staff members were keen to step out of their comfort zone.

“They are genuine creatures of the corporate world and well-adapted to the busy 9-to-5 routine, in which they handle insurance claims, process accounts and help commercial firms to manage their risk,” Mr Moon said.

“The mentoring assignment on Melville Island has seen them swap a computer for a back pack, and step out of a corporate suit into some sturdy outdoor gear.”

The staff members assisted Red Dust as they delivered a range of classes, workshops, and sports activities to disadvantaged Tiwi Islanders.

The intensive program aims to help young people to make good decisions with respect to education, health, diet, nutrition and drugs, and develop strong self esteem and emotional wellbeing.

“The participating staff were so inspired by the work of Red Dust they have spoken of doing further mentoring and work on the Island next year, in their own personal time if permitted,” Mr Moon said.

“Red Dust offers a very hands-on project and that suits our staff members, who are can-do in their approach to work and life generally.

“Quite a few of the participants from Ansvar Insurance had never been to the northern regions of Australia, and they can’t wait to go back.”

Ansvar Insurance paid the salary of each employee and the costs of airfares and accommodation throughout the program.

Ansvar Insurance has supported Red Dust for many years through grants from its Community Education Program (CEP) initiative, through which a percentage of Ansvar Insurance profits, annualised over three years, goes to grassroots initiatives that educate, empower and rehabilitate young people.

In 2011, the company delivered more than \$700,000 worth of grants to 37 different projects across Australia, with a further 1200 volunteer hours donated by staff to the community.

Ansvar Insurance is a leading “specialist insurer with a social conscience”, working within the community service, care, education, heritage and faith sectors.

Part of the global UK-based Ecclesiastical Insurance Group, Ansvar is currently celebrating 50 years of caring for the community.

For further information, visit www.ourcommunity.com.au/insurance.



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16. 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:



[Mental Health Month: 1-31 October](#)

The main aim of Mental Health Month is to promote social and emotional wellbeing, enhancing the coping capacity of communities, families, individuals, and increasing mental health literacy.



[National Water Week: 16-22 October](#)

Coordinated by the Australian Water Association, National Water Week provides a national focus for the achievement of improved water management and conservation. Anyone can get involved, with many organisations and communities running events across the country.



[National Nutrition Week: 16-22 October](#)

National Nutrition Week encourages Australians to learn about making healthy food and lifestyle choices.



[Safe Work Australia Week: 16-12 October](#)

Safe Work Australia Week is about preventing workplace incidents and managing injuries. Workplaces across Australia organise a range of activities to increase safety awareness.



[World Polio Day: 24 October](#)

World Polio Day serves as a reminder that the disease, which can cause lifelong paralysis, is almost eradicated. The day is used to raise funds for polio foundations to continue their efforts to finally see the end of polio.



[Lung Health Awareness Month: 1-30 November](#)

Lung Awareness Month is used to promote lung health and focus on the impact of lung disease in the Australian community.

*"When you can't breathe...
nothing else matters"™*

More events, plus the full listing for each event, can be found at www.ourcommunity.com.au/calendar.

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Membership Poll: Why do you work in the community sector?

This one's just for the paid workers of community organisations.

Why do you work in the community sector?

- For the money – gotta pay the bills
- Job satisfaction – I like what I do
- To change the world – someone's got to do it
- No idea – drifted into it and stayed
- It's the only place I could find a job – would get out if I could
- Not sure

Vote here: www.ourcommunity.com.au/poll.

The poll will stay open for approximately one month. Results next edition of *Our Community Matters*.

Bridging the divide between funder and fundee

The Ian Potter Foundation, Menzies Foundation, Desert Knowledge Australia and Our Community are working together to help bridge the divide for desert communities.

A new Grantmaker and Grantseeker Strategy Workshop will be held in Alice Springs on November 24.

The workshop is designed to provide a unique experience for funding organisations to learn more about Desert Australia, as well as provide networking opportunities for both grantmakers and grantseekers.

It's hoped the workshop will result in a valuable exchange on how funding organisations and not-for-profit organisation can better collaborate and achieve more strategic and sustainable change in the desert areas of Australia.

In addition, grantseekers who attend will be given a hands-on session to help them to gain better success with grant submissions.

For more information go to www.ourcommunity.com.au/grantmakersforum **or contact Helen Woods: phone 0419 565 537; email** helenw@netspace.net.au.

2011 PwC Transparency Awards launched

PricewaterhouseCoopers has joined with the Institute of Public Accountants in Australia (IPAA) and the Centre for Social Impact to launch the 2011 PwC Transparency Awards.

The awards give not-for-profits an opportunity to demonstrate their commitment to transparent and quality reporting.

There are two award categories for which groups can nominate:

- **Category One** – Groups with revenue in excess of \$30 million. This category is capped at 30 entries.
- **Category Two** – Groups with revenue of more than \$5 million but less than \$30 million. This category is capped at 40 entries.

The winner and runner-up in each category receive \$20,000 and \$10,000 respectively towards sending members of their organisation on training and development or study tours.

Entrants also receive individual feedback on their reporting – feedback they can use to identify strengths and areas for improvement in the reporting process of the organisation.

To be a part of the awards, register online at <http://tinyurl.com/2a4sano> by 5pm Friday 4 November 2011. For further information please contact Georgie Swan, georgie.swan@au.pwc.com or (03) 8603 4597.

Think women



Thumbs up to Federal Finance Minister Penny Wong for announcing a 40% target for women on all government business boards.

As a strong supporter of gender targets (and indeed quotas), Our Community applauds Ms Wong's announcement of a 40% target for women on the boards of all government business enterprises, including NBN Co, Australia Post and Medibank Private.

Meanwhile, another initiative is aiming to ramp up the number of women standing for Victorian local government elections.

Women make up 51% of the population and 43% of the workforce, but just 26% of local government representatives.

To correct this, the Victorian Government has launched its Think Women For Local Government initiative, through which it is hoping to have at least some women standing in at least 90% of wards in 2012.

It's run by the Victorian Local Governance Association (VLGA) and builds on the work done by the Women's Participation in Local Government Coalition (WPILGC) since the 1980s.

Find out more at <http://thinkwomenlg.org.au/>



Regional Funding

From Pilbara to Illawarra and Kimberley to Barossa, Australia is home to 22.7 million people separated into 55 regions and three external territories.

The Federal Government has allocated \$4.2 million over the next four years to create a website that provides users with information on government projects and spending in their regions.

MyRegion.gov.au has been created for the purpose of greater transparency and accountability, the government says.

Minister for Regional Australia Simon Crean said the website would encourage communities to understand and engage with local government projects.

"The MyRegion website will help the community to see how the Government is working with their local region to deliver the best outcomes for all Australians – regardless of where they live," Mr Crean said.

Users will be able to engage with local projects through the website, which includes a national forum for individuals and communities to discuss local topics and issues.

The website provides a map for users to view information about all Regional Australia projects, including their location and Commonwealth funding figures.

Visit <http://www.myregion.gov.au/>

National Survey: Have your say about volunteering

Volunteering Australia's National Survey of Volunteering Issues is now open.

The survey is described by the national peak body for volunteering in Australia as a "critical tool to help drive and shape Volunteering Australia's policy and advocacy for the coming year".

The survey has been conducted annually for more than five years and Volunteering Australia says the data has been used by many sources to influence decision-makers about the key issues affecting volunteering.

"This year we are giving more emphasis to asking what priority volunteers, organisations and companies give to particular issues, what would make a difference, and what makes volunteering work well," the organisation says.

The survey will be open from October 10 to November 6, with the results to be released on International Volunteers Day on December 5.

To find out more, go to www.volunteeringaustralia.org and follow the links.

One for the Treasurers: ATO checklist

The ATO has issued a checklist “to support your governance approach to tax and superannuation affairs”.

‘Governance’ may be putting it rather strongly – most of the checklist covers simple accounting procedures.

The only ones we’d call governance-related are “Does your organisation have a process for keeping up-to-date on changes to tax obligations and concessions for non-profit organisations?” and “Has your organisation conducted a self-review of its continued entitlements within the last 12 months?”

As is often the case with the ATO, legal worries mean that it can’t explain the meaning of anything except by repeating it in much the same words.

Pass the checklist to the Treasurer and ask him/her to report briefly on it to the board. It’s at <http://www.ato.gov.au/content/00294114.htm>.

Countdown begins to Creative Innovation 2011

The countdown has begun to Creative Innovation 2011, an event designed to explore the challenges and opportunities of a super-connected world.

Creative Innovation features more than 35 world-class Australian and international keynote speakers, leaders and thinkers, including creative thinking guru Edward de Bono and leading psychologist and social researcher Hugh Mackay.

The program also includes in-depth thinking and skills development “Master Classes”, as well as “Deep Conversations”, offering the chance to share viewpoints with some leading thinkers.

Creative Innovation is being held at the Sofitel Melbourne on Collins, 25 Collins St Melbourne, on November 17 and 18, with pre-conference events including Deep Conversations and Master Classes on November 16.

To claim a 10% discount, use the password ‘CONNECT’ when booking.

For more information visit <http://www.creativeinnovationglobal.com.au/Ci2011/>



Get MoneyMinded this November – free Melbourne workshops announced

Three new MoneyMinded workshops will be staged in Melbourne next month.

The workshops, which are backed by the Brotherhood of St Laurence, are aimed at helping those who work with people who could benefit from an improved understanding of all things financial.

They cover a broad range of topics including planning and budgeting, debt, understanding paperwork, rights and responsibilities, superannuation and tenancy.

The three-day workshops are aimed specifically at community workers interested in delivering the MoneyMinded resource to their own clients.

The aim of the program is to help transform finance from something complicated into a tool that is easy to understand and manageable.

The workshop is free for community workers, and will be held on November 22, 23 and 28 at the Brotherhood of St Laurence’s offices – 145 Smith Street Fitzroy – between 9.30am and 4.30 pm.

To register, email: moneyminded@bsl.org.au or fmendez@bsl.org.au.

Registrations open for Certificate II in Community Services Work

Queensland volunteer-based organisation Pine Rivers Community Support Services has opened for registrations for its accredited training, a Certificate II in Community Services Work.

Pine Rivers offers courses through its training division, Training Tracks, and is a Registered Training Organisation. It has received funding under the Queensland State Government's Skilling Queenslanders for Work Productivity Place Program.

The next course officially begins in April 2012. However, Pine Rivers is accepting applications now with "learners" able to start immediately and complete training between March and August next year.

Courses are held at Training Tracks' Petrie location. For more information on the courses, or to register, contact prcssltd@yahoo.com.au or visit www.trainingtracks.org.au.

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18. Good Moves: Community Sector Jobs & Board Vacancies

The Community Jobs Centre is the place to find or advertise a community sector job in every state of Australia.

It's free to browse the listings, or to be sent the weekly "Good Moves" jobs listing bulletin, while advertising a job costs only \$30. Visit www.ourcommunity.com.au/jobs

Australian Capital Territory

Job Title	Organisation	
Executive Officer	National Ethnic Disability Alliance	Details

New South Wales

Job Title	Organisation	
Director (Marketing)	Empower Inc	Details
Director (Marketing)	Empower Inc	Details
Partnerships Manager	Westmead Medical Research Foundation / Dakin Mayers	Details
Executive Officer	Blacktown Community Transport	Details
Executive Assistant	Peninsula Community Centre	Details

Queensland

Job Title	Organisation	
CALD Multicultural Services Coordinator/Multicultural Information & Training Officer - Hervey Bay	Carers Queensland	Details

Victoria

Job Title	Organisation	
Health Professionals Coordinator	Cancer Council Victoria	Details
Finance & Administration Manager	Our Community	Details
Christina Noble Children's Foundation Australia	Committee of Management Opportunities	Details

Events Officer	Kids Under Cover	Details
Trainer	Our Community	Details
Financial Literacy Coordinator	Community Credit Foundation	Details
Administration Coordinator	Community Credit Foundation	Details
Chief Executive Officer	Hotham Mission Asylum Seeker Project	Details
Communications Advisor	Barwon Medicare Local	Details
Chief Executive Officer	Northern Melbourne Medicare Local	Details
Director of Clinical Services	Barwon Medicare Local	Details
GROWING INCLUSION PROJECT OFFICER (12 Month Fixed Term, Part Time)	Mansfield Shire Council	Details
Skate Park Coordinator / Youth Worker	YMCA Victoria	Details
Advocate Position - Part-time Temporary	Disability Justice Advocacy Inc	Details
Director - Voluntary	Mirboo North & District Community Foundation	Details

www.ourcommunity.com.au/jobs

BOARD/COMMITTEE VACANCY LISTINGS (Volunteer Positions)

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

New South Wales

Job Title	Organisation	
Chair, Treasurer, Secretary, General Board Member	NILC Inc	Details
General Board Member	NORTEC Employment and Training Ltd	Details
Treasurer, Secretary, General Board Member	PIIP	Details
General Board Member	Northside Community Forum Inc.	Details

Queensland

Job Title	Organisation	
General Board Member	Jacaranda Clubhouse Association Inc.	Details
Treasurer, Secretary, General Board Member	Hepatitis Queensland Inc	Details

Victoria

Job Title	Organisation	
General Board Member	Post Placement Support Service (Vic) Inc	Details
Chair, Secretary, General Board Member	Rainbow Riders Inc	Details
Treasurer, General Board Member	Yarra Valley Arts	Details
General Board Member	Extended Families Australia	Details
Secretary	Eating Disorders Victoria	Details
Chair, Secretary, General Board Member	Soul Theatre Incorporated	Details
General Board Member	Fernlea House Inc	Details
General Board Member	Limbs 4 Life	Details
General Board Member	Wombat	Details

General Board Member	Melbourne East Disability Advocacy (MEDA)	<u>Details</u>
Chair & Deputy Chair	Catchment Youth Services Inc	<u>Details</u>
General Board Member	Northern Support Services	<u>Details</u>
Treasurer, General Board Member	Statewide Autistic Services Inc.	<u>Details</u>

www.ourcommunity.com.au/boardmatch

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19. 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.

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" and a direct link to the www.ourcommunity.com.au site if on a webpage.

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20. 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** - 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** - 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

► Read more about us at **www.ourcommunity.com.au/aboutus**

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