



CDNet Summary Report Overview

July 2016 to June 2017

In respect of the Letter of Offer between the Contracts and Grants Unit, Community Services Directorate and the ACT Council of Social Service (ACTCOSS) auspicing the Community Development Network of the ACT & Region

For the attention of:

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Steering Committee members of the Community Development Network of the ACT & Region.

December 2017

'When I first moved to ACT CDNet was an absolute lifeline to jobs and opportunities and I'd love to contribute to others getting the same value out of it that I did.'

New steering group member, Rob Woolley,
Just Better Care Canberra, General Manager, Canberra/South East NSW
(September 2017)

The full Summary Report for 2016-17 has been made available to the above interested parties and is available on CDNet's website: <http://cdnet.org.au> under Reports.
For further information, contact CDNet Secretariat: secretariat@cdnet.org.au

Some of the supportive and appreciative comments received during the email list transition (May-June 2017)

Thank you for your work. It's been fascinating and unfortunately also somewhat disturbing the way that people have directed their frustrations that must surely be about the ungenerous and overworked nature of the world at the moment at the list. Be assured that people's feelings come from this place, and not from any minor technical glitches from a hard-working and probably voluntary team of genuinely intentioned folks such as yourselves. People's unthinking dramatisation of their disappointments and frustrations at the whole list, reinforcing the issue that rose cause for their complaint, says something very curious about where the 'progressive'/'community-oriented' end of Canberra culture is really at, and what might be done about that.

Thanks - perfectly understandable - good on you for providing such a valuable community service

No worries. Thanks. I am sorry so many people are ranting at you through reply-all.

I just wanted to say thank you for all of the hard work you do and I am so sorry that this must have been a stressful and busy time! I for one am very happy to cop a few extra emails in the short term. The minor inconvenience is nothing compared to the benefits. This email service is very valuable and useful!

Thanks again!

Hang in there and keep up the good work.

It's a great list, and I don't think the disruption is that much of a hassle, thanks for continuing to run it

Thanks again. I look forward to continuing to be the benefit from this service, along with the communities I am connected to

Hello, I appreciate what you are going through and know that it will be sorted soon.

Subject: [CDNet] Unsubscribe – No Way!

You are ALL salt of the earth. You work with the community in one way or other. We need to increase the ratio of wins to losses. In that regard, can I say – don't give up. I know CDNet owners are working feverishly behind the scenes to fix their software and make things better. To UNSUBSCRIBE ME says, CDNet is worthless and does not help.

The reality is we will all be poorer for it if we give it away, or UNSUBSCRIBE. Stay with it! On our own we can do little, but together we can do much. That is what COMMUNITY is all about.

Subject: [CDNet] More emails please!

I would like to put it out there how useful CDnet is and thank the admin crew for doing their best to juggle the technical challenges. Today has been mad I'm sure it will settle down!!! Hang in there 😊

Subject: [CDNet] More emails please!

These glitches cannot all be anticipated.

And surely, it not worth unsubscribing from such a list providing such an important community service merely because there are technical problems when shifting to a new platform?

Overview of CDNet activities in the 2016-17 financial year

Following discussions between Community Development Network of the ACT & Region's (CDNet) Steering Committee members and ACT Community Services Directorate (CSD) staff, the Director, Service Strategy and Community Building, CSD, sent a letter 'offering a Grant (Ref No: DG.2015.034) of \$14,300 (GST inclusive) to Australian Capital Territory Council of Social Service Inc (ACTCOSS) as a contribution to the Organisation to meet its objectives' (CDNet is not incorporated and has been auspiced by ACTCOSS for many years).

The funded activities relate to CDNet's Terms of Reference:

CDNet is a support network of community development workers and others interested in community development principles and practices. Its purpose is to:

- Facilitate the sharing of information on current trends, good practice and activities relevant to community development through an email distribution list;
- Provide information on the role of community development to ensure a solid foundation for healthy and sustainable communities; and
- Provide opportunities for discussion and learning through seminars, workshops and conferences.

Key funded activities	Key outputs delivered
A Steering Committee to oversee and coordinate the activities of the CDNet supported by the employment of a secretariat position	<ul style="list-style-type: none"> - The Steering Committee maintained 14-15 members, with three or so people moving on and joining during the year. - The committee met bi-monthly five times from August 2016 to May 2017. In-kind contributions by the committee are estimated at around 200 voluntary hours a year (approximately \$10,000)
Maintenance of the CDNet website and distribution of emails to the CDNet supported by the employment of an administrative position to manage the website and moderate the email list	<ul style="list-style-type: none"> - CDNet needed to change list-server and website host in May 2017. Unfortunately, glitches occurred during the transition resulting in 1000 subscribers unsubscribing in frustration. By June 30, 67 had resubscribed, resulting in 2067 subscribers. This represents a 31% loss of subscribers since June 2016.¹ - Prior to the change, the period June 2016-April 2017 showed a 10% increase (3011 to 3250 subscribers). - The website is under-used and attention will be turned to this in the coming financial year.
Organising two or more forums, seminars or workshops per year.	<p>Three forums were delivered to a total of 85 participants:</p> <ul style="list-style-type: none"> - The Ripple Effects of the NDIS - Two Years On—September 2016 - Asset based Community Driven Effort (ABCDE) Workshop—Oct 2016 - Building Professional & Personal Resilience – June 2017 <p>In addition, six bi-monthly Community Development Peer Network meetings were held – a collaboration between CDNet and ACTCOSS – with on average 20 people attending each.</p>

¹ Since then, numbers of subscribers have continued to grow. Average monthly numbers of emails have remained largely the same.

Outputs in more detail

Output targets (set in 2010)	Output achievements
	June 2016 to June 2017
1. Increases of 100 email subscribers per year	Between June 2016 and the change of list-server in May 2017: <ul style="list-style-type: none"> - 3011 to 3250 subscribers – an increase of 239 or 10% - No. of subscribers lost due to problems in change of list-server: 1250 (includes approx. 180 defunct email addresses) – a net loss of 1070 (35%) of previously <i>viable</i> subscribers By 30 June, 67 had resubscribed to a total of approx. 2067 (66% of previously <i>viable</i> subscribers)
2. Between 50 – 100 emails a month	<ul style="list-style-type: none"> • June 2016-April 2017: average 240 to 316 emails per month (an increase of 32%). June 2017: average of 244 emails for the month (May 2017 records lost during list server transition)
3. 2 or more forums per year	<ul style="list-style-type: none"> • 3 forums planned and implemented • 6 Community Development Peer Network meetings
4. 40 people attending each Forum	<ul style="list-style-type: none"> • 35 <i>NDIS two years on forum</i> (Sept 2016) • 30 <i>ABCDE workshop</i> (Oct 2016) • 20 <i>Building Professional & Personal Resilience</i> (June 2017) • Plus, 20 on average attended each <i>Community Development Peer Network</i> bi-monthly meetings

Forum descriptions in brief

The Ripple Effects of the NDIS - Two Years On—September 2016

A two-year follow up of a CDNet forum in June 2014, this was a collaboration between CDNet, Ready4 and ACTCOSS. The combined focus was on capacity building for organisations with respect to the NDIS, as well as the impacts on the organisations and participants and how people were feeling about these.

Asset based Community Driven Effort (ABCDE) Workshop—October 2016

In collaboration with Bank of Ideas, Community Minds and Queanbeyan Palerang Regional Council, CDNet coordinated and MC-ed this one-day workshop on Asset Based Community Driven Effort (ABCDE), led by two Australian leaders in the field, Peter Kenyon and Zizi Charida.

Building Professional & Personal Resilience June 2017

Facilitated by Fran Price from the Resilience Centre (<http://www.theresiliencecentre.com.au>). This workshop introduced participants to a strengths-based model for building resilience, called the Resilience Doughnut. The session explored how to work together to develop strategies and ideas to build resilience into participants' personal and professional roles.

The Community Development Peer Network bi-monthly meetings

A collaboration between ACTCOSS and CDNet, this network provides a regular opportunity to meet, network, and share ideas on resources, practice and tools for people working within a community development framework in the ACT.