



CDNet Summary Report to ACT Health

July 2015 to June 2016

In respect of the Letter of Offer between the Health Promotion Branch of ACT Health 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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August 2016



Executive Summary: CDNet 2015-16 activities

This summary report covers the budget period July 1st 2015 to June 30th 2016 for ACT Government funding of \$10,000 (excluding GST) received by the Community Development Network ACT & Region (CDNet) for the 2015-16 financial year. The ACT Council of Social Service is the auspicing body, as CDNet is not incorporated. The final Profit & Loss Statement for the financial year is not yet available nor audited at the time of writing. This financial year, for the second year, funding was split between the ACT Health Improvement Branch and Community Services Directorates. The report provides a level of background and detail for CSD personnel who are less familiar with CDNet, and to provide a comprehensive record for the volunteer CDNet Steering Committee.

The report addresses the following purpose of the funding as stated in the Letter of Offer:

- 2015-16 moderation of the CDNet email list, including six CDNet Working Group meetings
- Two forums/workshops, and
- An evaluation report for the activities undertaken in 2015/16 due by 30 September 2016.

CDNet's Terms of Reference specify that one of its key activities is to organise 'two forums, seminars or workshops per year'. This has been fully achieved in 2015-16, included a number of activities involving partnerships and collaborations with ACTCOSS, the Australian Bureau of Statistics, Communities@Work and SEE-Change:

- Australian Bureau of Statistics Research Skills Workshop #2 (August 2015)
- Jim Diers' Assets Based Community Development Workshop (November 2015)
- Inspired by the ABCD Workshop, SEE Change in collaboration with CDNet created a *Champions of Change* workshop (December 2015)
- Alternative Sources of Funding Workshop, facilitated by Dion Klein (March 2016)
- Six bi-monthly Community Development Peer Network meetings Summary of activities July 2015-June 2016.

Output targets (set in 2010)	Output achievements
	June 2015-mid-May 2016
1. Increases of 100 email subscribers per year	<ul style="list-style-type: none"> • 2593 to 3011 subscribers – an increase of 16%
2. Between 50 – 100 emails a month	<ul style="list-style-type: none"> • 275 to 240 emails per month – a reduction of 13%
3. 2-4 forums per year	<ul style="list-style-type: none"> • 5 forums planned • 4 forums implemented • 1 postponed due to outside stakeholder availability
4. 40 people attending each Forum	<ul style="list-style-type: none"> • Average attendance: 28 (NB: average registrations: 30) • 15 registered, 9 attended (Aug 2015) • 78 attended (Nov 2015) • 20 attended (December 2015) • 12 attended (February 2016) • 20 attended each Community Development Peer Network meeting
5. Forum feedback from participants	<ul style="list-style-type: none"> • Asset based Community Development Workshop (Nov 2015) • Alternative funding sources for NGOs (Feb 2016)

The year's activities in more detail

ABS workshop #2

Following the first ABS workshop – *How to access useful ABS data* – that CDNet facilitated in February 2015, a following up workshop was organised by CDNet and run by the ABS on Tablebuilder and SEIFA (Socio-economic Index for Areas) on July 30th. The University of Canberra kindly contributed use of one of their training rooms with 16 computers, which allowed people hands-on experience with these online tools.

The community development peer network

In June 2015, CDNet and ACTCOSS initiated a community development peer network for people who are working within a community development framework in the ACT who are interested in engaging and sharing ideas on resources, practice and tools. The peer network meets every two months, with an average of 20 people attending.

Asset based Community Development (ABCD) Workshop

Over 80 people attended this workshop facilitated by Jim Diers, an internationally recognised speaker. The workshop was followed by an online evaluation and asset mapping survey sent out by Communities@Work.

Follow up Champions of Change Workshop

Inspired by the ABCD Workshop which was attended by several SEE Change personnel, SEE Change created a *Champions of Change* workshop on 14 December. In collaboration with CDNet and Communities@Work, SEE Change designed a workshop before the end of year in order to capitalise on the energy and ideas generated at the ABCD Workshop and provide an opportunity to explore and share practical examples of how to effect change locally, in Canberra and the surrounding region. Twenty people attended.

Alternative Funding Strategies for Not-For-Profits

In this seminar, Dr Dion Klein, CEO of iPledg, a crowdfunding platform and consultancy, covered a variety of no-cost / low-cost strategies, including crowdfunding, that NGOs can implement into their our organisation. Twelve people attended. An online evaluation survey was completed by nine people.

Contents

Executive Summary: CDNet 2015-16 activities	ii
1. Introduction	2
1.1 Brief Background.....	2
1.2 CDNet Terms of Reference.....	3
2 Funding and budget reconciliation to date	4
2.1 Funding arrangements past and present.....	4
2.1.1 2004-2011 - Informal to formal Deed of Grant	4
2.1.2 2011-16 - Letters of Offer.....	4
2.2 2015-16 CDNet budget	4
2.2.1 Budget reconciliation to date	4
3 CDNet Activities for 2015-16.....	6
3.1 Summary of activities compared with previous years.....	6
3.2 CDNet email list.....	7
3.2.1 Subscribers to the CDNet email list continues to grow	7
3.2.2 Average number of emails per month.....	8
3.3 CDNet Steering Committee	8
3.3.1 In-kind contributions by the CDNet Steering Committee: 117 volunteer hours.....	9
3.3.3 CDNet Secretariat position	10
3.3.4 CDNet email list administrator position.....	10
3.3.5 CDNet website.....	10
3.3.6 Ongoing support for CDNet by CASE	11
3.4 CDNet Forums July 2015-June 2016.....	11
3.4.1 Forums and workshops run this financial year	11
3.4.2 Numbers attending forums and workshops	12
The forums/workshops in more detail.....	12
ABS workshop #2.....	12
Asset based Community Development (ABCD) Workshop.....	12
Alternative Funding Strategies for Not-For-Profits.....	12
3.5 Emerging Partnerships	13
3.5.1 A new CDNet/ACTCOSS Community Development Peer Network Collaboration...	13
3.5.2 Collaborations with Communities@Work and SEE Change.....	13
3.6 CDNet's Strategic Plan (2014-16)	14
4. The next 12 months.....	14
Attachment 1: Previous Terms of Reference (2004-2015)	15
Attachment 2: Budget and Letter of Offer 2015-16	16
Attachment 3: CDNet Forums (2004-2016)	19
Attachment 3: CDNet Forum—ABS Workshop Flyer.....	22
A CDNet/ABS Workshop 30 July 9.15am-12pm	22
How to build ABS data into your research & needs analyses.....	22
Attachment 4A: Asset Based Community Development Workshop Flyer.....	23
Attachment 4B: Evaluation of ABCD Workshop	24
Attachment 5: Evaluation of Crowdfunding Seminar Canberra March2016.....	24
Attachment 6A: Community Development Peer Network	27
Attachment 6B: Evaluation of CD Peer Network after one year.....	27
Attachment 7: How to engage Multicultural Communities in the ACT & Region.....	28
Attachment 8: CDNet Strategic Plan 2014-16	30
Attachment 9: Executive Summary CDNet Email Subscriber Survey 2014.....	35

1. Introduction

I am very happy to provide this unsolicited testimonial about CDNet! I absolutely love CDNet because:

It's an excellent resource. It's relevant, informative and interesting and provides important information about local and regional products, services, events, professional development and employment opportunities that I may not otherwise hear about. Hardly a day goes by that I don't forward something useful on to at least one of my networks.

Lisa McCarron
Membership Officer
Australian Association of Social Workers

This summary report covers the budget period July 1st 2015 to June 30th 2016 for ACT Government funding received by the Community Development Network ACT & Region (CDNet) for the 2015-16 financial year.

The ACT Council of Social Service (ACTCOSS) is the auspicing body, as CDNet is not incorporated. The final Profit & Loss Statement for the financial year is not yet available nor audited at the time of writing; however best estimates of expenditure are provided in this report.

This financial year, for the second year, funding was split between the ACT Health Improvement Branch ('ACT Health') and Community Services ('CSD') Directorates. As funding for the coming financial year (2016-17) will be provided by the CSD alone, this report provides a level of background and detail for CSD personnel who are less familiar with CDNet, and to provide a comprehensive record for the volunteer CDNet Steering Committee.

1.1 Brief Background

There have been two generations of the CDNet in Canberra, in the early 1990s, and between 2003 and 2016.¹ Both periods have involved the strong support and cooperation of the ACT Government's Health Promotion Unit (now Health Improvement Branch) and ACTCOSS, and more recently, CSD.

The CDNet Steering Committee takes this opportunity to sincerely thank the Health Improvement Branch for their invaluable support in the past, and to CSD and ACTCOSS for their past and continuing support of the Network.

Community Development Network – a potted history covers the period 2003-16 and is available at http://cdnet.org.au/images/stories/Community_Development_Network_a_potted_history.pdf. It provides a useful context for future funding arrangements.

¹ Records are kept in the CDNet archives with the Secretariat.

1.2 CDNet Terms of Reference

The CDNet Steering Committee reviewed and updated its Terms of Reference at its 28th April 2015 Meeting to more closely reflect its operations in recent years. These took effect from July 1st 2016:

The Community Development Network of the ACT R Region (known as CDNet) is a support network of community development workers and those interested in community development principles and practices. Our purpose is to:

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

CDNet receives core annual funding from the ACT government for the following key activities:

- A Steering Committee to oversee and coordinate the activities of the CDNet, supported by the employment of a secretariat position;
- 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, and
- Organising two forums, seminars or workshops per year.

For the record, CDNet Steering Committee previous Terms of Reference, which had been in operation since its inception in 2004, are in Attachment 1.

2 Funding and budget reconciliation to date

2.1 Funding arrangements past and present

2.1.1 2004-2011 - Informal to formal Deed of Grant

Between 2004 and 2007, ACT Health's Health Promotion Unit (HPU) provided \$5,000 (plus CPI) financial support per annum as well as secretariat support to the CDNet. For the first three years, there was an Agreement but no formal funding arrangement. In December 2007, due to restructuring at Health Promotion & Grants, the Manager of Community Development and Settings Team and the HPU secretariat regretted they were no longer able to be involved with the Steering Committee, but continued funding CDNet.

In March 9th 2010, a Deed of Grant formalised the funding arrangement between Health Promotion and CDNet through auspicing by ACTCOSS. A Service Funding Agreement was put in place to roll over for three years, which included the requirement to provide a short project report by September each year to describe how the funds have been used to deliver the outputs listed that were listed in Schedule 2 of the Deed of Grant (see 1.3).

2.1.2 2011-16 - Letters of Offer

ACT Health Promotion/Improvement Branch agreed to fund CDNet on a one-off basis for the 2012-13 financial year, and again in 2013-14. In 2014-15 and 2015-16, ACT Health Improvement arranged to split the funding 50/50 with Community Services Directorate.

The CDNet Budget and Letter of Offer for 2014-16 are shown in **Attachment 2**.

2.2 2015-16 CDNet budget

On June 16th 2015, CDNet received funding of \$10,000 (excluding GST), shared between ACT Health Improvement and CSD. This was a reduction in funding of \$1,457.54 from funding received in 2014-15. The new budget had to allow for a small increase the wages component and for the CDNet email list moderator, secretariat support for six CDNet Working Group meetings a year, and for IT support and ACTCOSS' auspicing fee.

This had the impact of leaving only \$430 a year to put on 2-4 forums or workshops in 2015-16 compared to \$2500 in previous financial years.

The Letter of Offer reflected these considerations in the Purpose in the Letter of Offer.

"2015-16 moderation o the CDNet email list, including six CDNet Working Group meetings and two forums/workshops. An evaluation report for the activities undertaken in 2015/16 due by 30 September 2016."

These requirements were more than met, as this report shows.

2.2.1 Budget reconciliation to date

At the time of writing (June 2016), the final Profit & Loss Statement from ACTCOSS is not available, pending final wages and payments. ACTCOSS will send the financial acquittal component for the report.

The only flexible component of the budget was the \$430 for funding, which was allocated as follows:

Forum items	Grant forum component in 2015-16	Expenditure from grant forum component
	\$430	
Catering for ABS Workshop and Peer Network Gathering.		\$120
CDNet Steering Group Meeting & Xmas gathering 1.12.15		\$70.3
Venue hire for Dion Klein Workshop 7.3.16		\$70
Catering for Dion Klein Workshop 7.3.16		\$58.94
Towards ABCD Workshop food & other supplies		\$110
Total grant spent on forums		\$429.24
Grant forum component remaining		\$0.00

Other forum costs were covered by charging registration fees.

3 CDNet Activities for 2015-16

CDNet's funded activities cover:

1. The CDNet email list
2. The Steering Committee, including secretariat and email list administrator positions
3. Forums/workshops
4. The first year of the Community Development Peer Network, a collaboration between ACTCOSS and CDNet
5. Ongoing work on the Strategic Plan, including an online evaluation survey of the CDNet email subscriber list
6. CDNet's website.

3.1 Summary of activities compared with previous years

For comparison purposes, activity summaries from the previous two years are included.

Output targets (set in 2010)		Mid-2012	By Mid-2013	By Mid-2014	Mid-June 2015	By early June 2016
a) over 600 members [in 2009] on CDNet, with increases of 100 per year	<i>No. of people subscribed to CDNet email list</i>	1593	1803	2300	2953	3011
b) between 50 – 100 emails a month	<i>Average emails per month</i>	172	237	262	275	240
c) 2-4 forums per year in March, June, September and November	<i>No. of forums</i>	3 planned 2 implemented	4 planned 3 implemented	4 planned 3 implemented	5 planned 3 implemented (2 postponed)	5 planned 4 implemented
d) 40 people attending each Forum	<i>Average nos attending forums</i>	Av: 25	Av: 39	Av: 25	Av: 22	Av 28

3.2 CDNet email list

- The CDNet has transcended all expectations of a subscriber email connection for the ACT community sector.
- The email list is a great service.

CDNet Email Subscriber Survey 2014

3.2.1 Subscribers to the CDNet email list continues to grow

The CDNet email list has grown every year since annual reports began, as the table and figure below show. Some years, there were strong increases in membership of 40% (in 2010 and 2011) and plateaus in other years (such as 2012-13). From August 2013-August 2014, there was an increase of 27%, and a further increase of 12% in the 10 months from August 2014 to mid-June 2015 to 2593 email list subscribers.

This trend has continued in this financial year: by mid-May 2016, the number of subscribers had reached 3011 (an increase of 16% in 11 months). These increases are shown in the table and figure below.

No. of subscribers to the CDNet email list Jan 2007 to May 2016

	No. of email list subscribers	Annual % increase
January 2007	380	
August 2008	501	32%
May 2009	645	29%
August 2010	902	40%
August 2011	1260	40%
August 2012	1593	26%
August 2013	1803	13%
August 2014	2300	27%
Mid-June 2015	2593	13%
Mid-May 2016	3011	16%

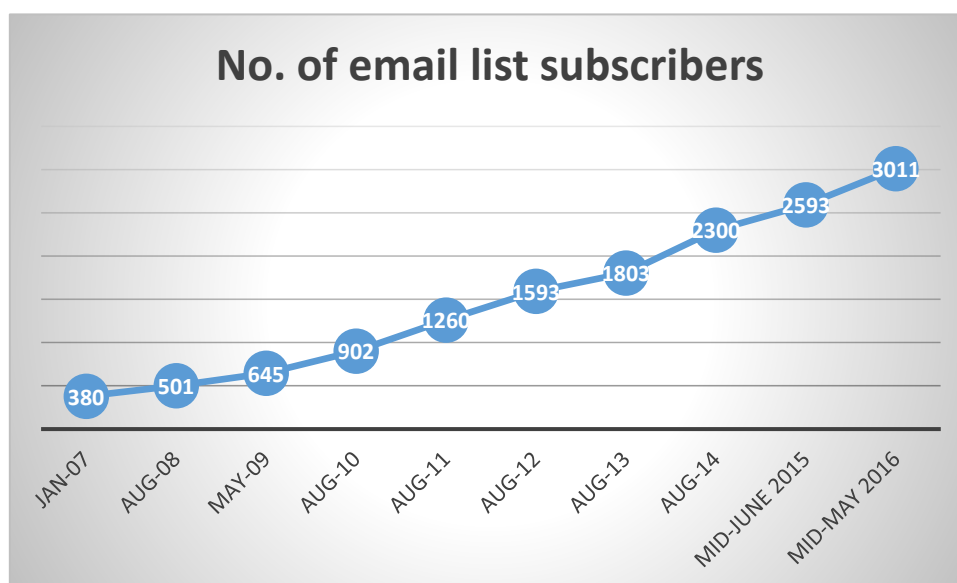


Figure 1: Numbers of subscribers to CDNet email list between 2007 and 2016

3.2.2 Average number of emails per month

On busy days, the email list can receive over 20 postings, with an average of 10 per working day.

After a strong increase in emails between mid-2012 to mid-2013 % on the previous two years, the amount of 'traffic' on the email list has consistently been about 50 emails a week, which continued this financial year.

Over the 10.5 months between July 1st 2015 and May 18th 2016, the average number of emails per month was 240 (a slight reduction from the previous two years and equal to 2012-13 numbers).

The table and figure below show these averages.

Average no. of emails per month 2011-2016

	Aug 2010– Aug 2011	Aug 2011– Aug 2012	Aug 2012– Aug 2013	Aug 2013– Aug 2014	Aug 2014– mid June 2015	July 2015– May 2016
Average no. of emails per month	150	172	237	262	275	240
% increase/decrease per year		15%	38%	11%	5%	-13%

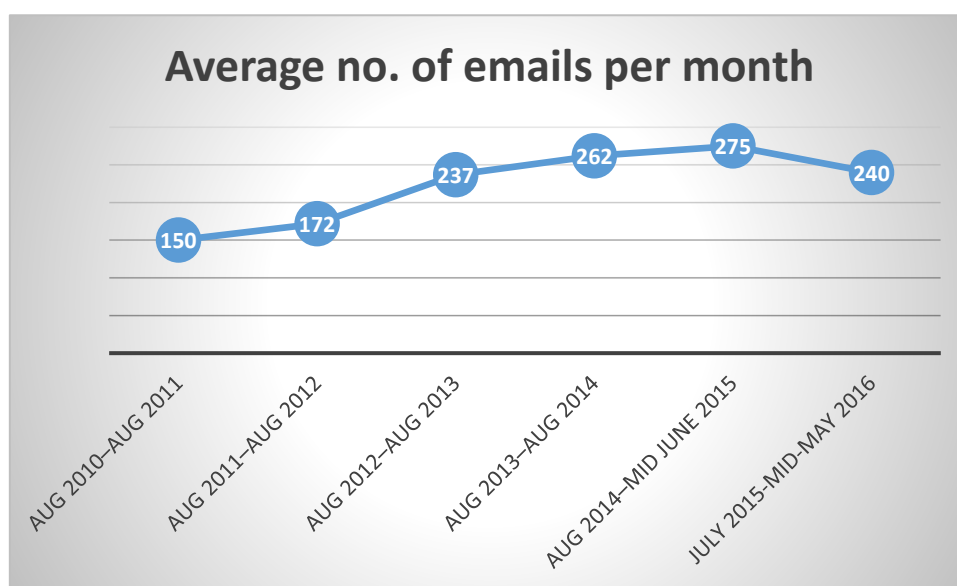


Figure 2: Average emails per month 2011-2016

3.3 CDNet Steering Committee

CDNet's Steering Committee oversees and coordinates the activities of the CDNet. It has representatives from a wide range of community organisations (see Table 3 below for the current list of organisations represented) and maintains 14-15 active members per year, with an average of 6-7 members of the Steering Committee attending each meeting. Some of those have been in the Steering Committee for several years; every year, one or two people 'move on' to other positions or organisations, while others have joined in the last year or two. At the start of each financial year, emails to the email list are sent out inviting new people to join the Steering Committee for one year. This usually results in 3-4 EOIs.

Table 1: List of organisations & positions in CDNet Steering Committee 2014-15

ORGANISATION/POSITION
ACT Mental Health Consumer Network, Executive Officer
ACTCOSS Sector Development Officer
Australian Institute of Sustainable Communities (University of Canberra)
Canberra Hospital and Health Services, Gungahlin Community Health Centre Community Development Officer, Community Health Support Unit, Cancer, Ambulatory & Community Health Support
CANTeen
CIT Solutions
Communities@Work – 2 members
Council on the Ageing ACT (COTA ACT), Policy Development Officer
Funny-Works (cartoonist, illustrator, facilitator)
Health Care Consumers' Association – 2 members
Queanbeyan City Council, Manager, Family Services & Community Development
Red Cross, Senior Client Engagement Officer (ACT/SE NSW)
Sexual Health & Family Planning ACT, Manager Education & Health Promotion
Women's Radio Program Convenor/Presenter, Community Radio FM91.1, Yes She Can program
'Friends of CDNet Steering Committee'
ACT Council of Social Services, Director and Deputy Director
Smith Family

The CDNet Steering Committee will have met six times during the 2015-16 financial period, usually every 8 weeks. Full minutes are available for all meetings.

Attendance per meeting has varied from 4 to 10, averaging 7 per meeting, with 5 to 10 'active members' sending apologies. This is consistent with previous years' average attendance as shown in the table below.

List of CDNet Steering Committee meeting dates and numbers attending

Date of CDNet meeting	No. attending	No. of apologies
Aug-4	10	5
Oct 13	7	8
Dec 1	7	8
Feb-13	9	5
Apr-12	4	10
Jun 9	tba	tba
Averages	7	7

In addition, **smaller working groups** met throughout the year to plan forums and workshops (see section 3.4) and to further the Strategic Plan (see section 3.5).

3.3.1 In-kind contributions by the CDNet Steering Committee: 117 volunteer hours

It is worth noting that the Steering Committee members contribute their time **voluntarily**, for bi-monthly meetings, some for organising forums and some for extra meetings to progress the Strategic Plan. In addition, both paid positions (Secretariat and Email List Moderator and Administrator) regularly contribute extra voluntary hours as needed.

Each financial year, an estimated 100 person-hours are volunteered by CDNet Steering Committee members:

CDNet Steering Committee voluntary activities	Person hours
Average of 7 people attending 2 hour meetings 6 times a year	84 hours
Planning forums	16 hours
Total in-kind person hours contributed:	100 hours

3.3.3 CDNet Secretariat position

An annual contract for 70 hours per annum @ CSW 6.2 + 25% loading to:

- Organise 6 Steering Committee meetings a year (preparing, organising, attending, minutes, etc.)
- Support forum organisation (publicity, registrations, evaluation, catering payment, etc.)
- Organise budget & write annual summary report.

Over the years, 5 hours a month (60 per year) seems to be a relatively accurate estimation. An extra 10 hours are factored in for working on the budget and annual report. Nevertheless, extra voluntary hours are usually required. The Steering Committee is always supportive of the secretariat claiming extra hours if funds allow at the end of financial year.

3.3.4 CDNet email list administrator position

The email administrator contract is for 2 hours a week @ CSW 6.2 + 25% loading for moderation of CDNet email list and website content management, plus 5 hours per annum for website maintenance.

Moderation of the CDNet email list

Monitoring levels of advertising on CDNet continues, occasionally requiring the list administrator to send out emails reminding members that advertising events should be targeted to disadvantaged community members or to the general community development sector, to facilitate their work and professional development only. If the email is ignored, subsequent emails from that sender can be screened by the administrator before being posted. Additionally, the administrator deals with emails sent to incorrect addresses, many of which have to be retrieved from the Spam area of administration and responded to, so that the information can be distributed correctly.

The need for 'user education' was identified from the CDNet Email Subscriber Survey in 2014 and following discussion with the CDNet Steering Committee, a series of emails were sent by the administrator to the CDNet list to attempt to address these issues.

3.3.5 CDNet website

The current CDNet website was launched in April 2010 (<http://www.cdnet.org.au/home>). Thanks to the ongoing and highly valued support given to CDNet by CASE (Computing Assistance Support and Education (see below)—together with Karen Realph's work—CDNet has developed its website considerably.

Since being updated in August 2013, the website now takes longer to update, due to restrictions being placed on it following the spamming attack of 2012-13. CDNet's web address remains on hackers' lists, so CASE will put a new system in place shortly which will alleviate the restrictions the Administrator has had to accessing the website.

3.3.6 Ongoing support for CDNet by CASE

CASE is a non-profit organisation formed to assist Australian community organisations in making better use of information technology (<http://www.case.org.au/>). From the outset, CASE has enabled CDNet to create its email and website functions.

CDNet pays CASE \$360 per year to cover technical support and web hosting. Technical support covers updating to the software program Joomla, which the web site is built in, and support to the administrator if required for specific email technical issues. CASE also hosts the CDNet domain, which exists on their server in the Weston community hub alongside other community groups like ACTCOSS.

3.4 CDNet Forums July 2015-June 2016

Attachment 3 provides a list of forums/workshops and events run by CDNet over the past decade or so.

The CDNet Steering Committee planned five and has run four forums/workshops between July 2015 and June 2016. One workshops has been postponed due to outside stakeholder reasons.

In addition, six two-hour Community Development Peer Network meetings were held (see section 3.1)

3.4.1 Forums and workshops run this financial year

Month	Forum topic	Nos attending	More information
August 2015	ABS Research Skills Workshop #2 Organised, promoted and catered for by CDNet	15 registered 9 attendees Two apologies and five no-shows ²	See Attachment 3 for workshop flyer
November 2015	Assets Based Community Development Workshop. Organised, promoted and catered by CDNet Facilitated by international speaker Jim Diers Enabled by Bank of Ideas ³ who had brought Jim to Australia for a tour of workshops.	78 registrations and attendees	See Attachment 4A for workshop flyer and 4B evaluation
December 2015	Champions of Change workshop , in collaboration with SEE-Change	20 attendees	
March 2016	Alternative Sources of Funding Workshop Organised, promoted and catered by CDNet Facilitated by Dion Klein	12 attendees	See Attachment 5 for evaluation.

² This tendency for people to dis-respect free workshops by not showing up has resulted in a decision by the CDNet Steering Committee to no longer offer free workshops, but to always charge a fee, however small.

³ <http://bankofideas.com.au/>

June 2015- June 2016	Community Development Peer Network – 6 bi-monthly gatherings, coordinated by ACTCOSS and CDNet	20 attendees to each	See Attachment 6A for flyer and section 3.4 below.
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3.4.2 Numbers attending forums and workshops

Forum topic	Attended	Registered
ABS Research Skills Workshop #2	9	15
Assets Based Community Development Workshop.	78	84
Champions of Change workshop	20	20
Alternative Sources of Funding Workshop	12	12
Community Development Peer Network meetings	20	20
Totals	139	151
Averages	28	30

The forums/workshops in more detail

ABS workshop #2

Following the first ABS workshop – *How to access useful ABS data* – that CDNet facilitated in February 2015, a following up workshop was organised by CDNet and run by the ABS on Tablebuilder and SEIFA (Socio-economic Index for Areas) on July 30th at the University of Canberra. The University of Canberra kindly contributed use of one of their training rooms with 16 computers, which allowed people hands-on experience with these online tools.

Asset based Community Development (ABCD) Workshop

Over 80 people attended this workshop facilitated by Jim Diers, an internationally recognised speaker. Feedback included:

- *It gave me really great ideas about getting people engaged*
- *Strengths, positives, ‘can do’ rather than gaps helped me look at what I’m doing in a different way.*

The workshop was followed by an online evaluation and asset mapping survey sent out by Communities@Work.

Alternative Funding Strategies for Not-For-Profits

In this seminar, Dr Dion Klein, CEO of iPledg, a crowdfunding platform and consultancy, covered a variety of no-cost / low-cost strategies, including crowdfunding, that NGOs can implement into their our organisation.

12 people attended. An online evaluation survey was completed by nine people.

3.5 Emerging Partnerships

3.5.1 A new CDNet/ACTCOSS Community Development Peer Network Collaboration

Wishing to see more representation from the Regional Community Services (who have come and gone over the years) but without asking busy people to commit to 6 meetings a year and possible extra work organising forums, various ideas have been discussed, such as twice-yearly Advisory Group meetings or an annual Networking activity to inform CDNet.

The simpler idea CDNet that has been trialled this financial year has been a new CDNet/ACTCOSS Community Development Peer Network Collaboration with bi-monthly meetings beginning in June 2015. (See section 3.5.1 for details.) The aim was to provide a more focused format in which community development workers could regularly meet to nut out issues of importance to them.

See Attachment 6A for details of the peer network.

Closer collaboration between CDNet and ACTCOSS has been facilitated by Sam Quimby, ACTCOSS' Sector Development Officer, joining the CDNet Steering Group. The idea for peer network meetings also evolved from a meeting early in 2015 to discuss and compare the mutual roles of ACTCOSS and CDNet. Points of mutual interest and activity between ACTCOSS and CDNet discussed were:

- ACTCOSS runs professional development and training seminars for the community sector, however there is little overlap with CDNet Forums, with the exception of a Wellbeing and Resilience Program held in April. Also, these seminars are quite costly compared with minimal or no costs for CDNet forums.
- ACTCOSS' Sector Development Officer is mapping training & development programs in the ACT & Region – a work in progress.
- CDNet & ACTCOSS will regularly exchange plans and information about their plans for seminars and forums
- ACTCOSS is very interested in evaluation and outcomes and any CDNet forums planned around this.
- ACTCOSS is keen to develop its Organisational Resource Kit and/or link to <http://www.communitybuilders.nsw.gov.au>

3.5.2 Collaborations with Communities@Work and SEE Change

Inspired by the Asset Based Community Development Workshop which was attended by several SEE Change personnel, SEE Change created a *Champions of Change* workshop on 14 December. In collaboration with those in CDNet and Communities@Work who organised Jim's workshop, SEE Change designed a workshop before the end of year in order to capitalise on the energy and ideas generated at the ABCD Workshop and provide an opportunity to explore and share practical examples of how to effect change locally, in Canberra and the surrounding region. The workshop aimed to:

- Review the key ABCD ideas made by Jim
- Identify key tools, skills and tips for being a Champion of Change
- Reflect on what questions or challenges people have with regards to being a Champion of Change, and
- Share experiences and knowledge of solutions for the questions and challenges.

SEE Change provided a summary of the Champions of Change workshop which included a helpful review of Jim Diers' workshop ABCD workshop.

3.6 CDNet's Strategic Plan (2014-16)

In November 2013, the CDNet Steering Committee invited past and present members to create its first strategic plan for the next three years. 12 members attended the meeting, facilitated by Wendy Prowse, Deputy Director of ACTCOSS. The Steering Committee subsequently rated and ranked items for importance. A small Steering Committee has been working through the Strategic Plan priorities identified (see **Attachment 8** for details).

In this context, in October 2014, as part of its 2013-16 strategic plan, CDNet sought feedback from its email list subscribers, of whom 154 (7%) completed the survey by November 2014. The survey aimed to:

- a) find out more about its subscribers' needs and how well the email list meets those needs
- b) develop the email list and website to meet those needs, and
- c) provide evidence to government and other potential sponsors on the merits of continued funding for the CDNet email list.

In this financial year, further actions were taken in respect of email 'user education', specifically a series of emails sent by the email moderator such as reducing the number of unnecessary 'unsubscribe me' emails to the list.

As the results of this survey are continue to inform and guide the Steering Group, the Executive Summary of the survey report is reproduced here in **Attachment 9**. The full report is available from the CDNet website (www.cdnet.org.au) under 'Surveys' and the survey results can also be viewed at <https://www.surveymonkey.net/results/SM-6C22H3WL>.

4. The next 12 months

One forum is so far planned for September 2016. Further planning for 2016-17 will occur in the last three months of 2016.

'NDIS – How is it going? (Late September 2016, 10am-3pm)

This NDIS Workshop is a follow up to one convened by CDNet a year ago. A keynote speaker (carer) and MC (person with an intellectual disability) are in place.

Engaging Multicultural Communities Forum

Although this forum idea has needed to be on put on the backburner for the time being, there are common ideas and interests being discussed between members of the CDNet Steering Committee.

Other forum/workshop ideas to keep in mind

- Communication skills for engaging communities
- Core issues in community development – a one day regional conference
- Contemporary thinking about researching and evaluating Community Development.

Attachment 1: Previous Terms of Reference (2004-2015)

The role and function of the Community Development Network (known as CDNet) is to:

- provide a support network for community development practitioners and those interested in community development principles and practices;
- share and disseminate information, and facilitate discussion and debate on current trends, good practice, activities and other information relevant to community development;
- provide information to government and non-government organisations and community groups on the role of community development in providing a sound foundation for healthy and sustainable communities; and
- provide opportunities for learning through seminars, workshops and conferences.

ACT Health funding will be utilised to provide services to support the CDNet. Specific outputs include:

- a Steering Committee to oversee and coordinate the activities of the CDNet;
- the employment of a secretariat position to support the CDNet Steering Committee;
- a minimum of four forums per year; and
- maintenance of the CDNet website, and distribution of emails to the CDNet.

Attachment 2: Budget and Letter of Offer 2015-16

	EXPENSE ITEM	Total/ annum	Outputs
Wages Component	Wages Administrator Position	\$4,937.70	2 hours a week for moderation of CDNet email list and website content management Plus 5 hours a year for website maintenance. The rate for a 6.2 is \$36.24. A casual loading brings the hourly rate up to \$45.30 ⁴
	Accrued super of 9.5% (every month that more than \$450 is earned)	\$0.00	More than \$450 a month is never earned
	Long Service Leave: 1.6% of all gross wages	\$79.00	
	Workers Comp of 1% - of all gross wages.	\$49.38	
	Total Administrator Position Wages Component	\$5066.08	
	Wages Secretariat position	\$3171.00	60 hours per annum (5 hours per month) to: <ul style="list-style-type: none"> Organise 6 Working Group meetings a year (preparing, organising, attending, minutes, etc. Support forum organisation (publicity, registrations, evaluation catering payment, etc.) Plus 10 hours to organise budget & write annual report The rate for a 6.2 is \$36.24. (\$45.30 with 25% casual loading)
	Accrued super of 9.5% (every month that more than \$450 is earned)	\$215	Based on previous year's occasional monthly earnings over \$450
	Long Service Leave: 1.6%	\$50.74	
	Workers Comp: 1%	\$31.71	

⁴ The rate for a 6.2 is \$36.24. A casual loading (in lieu of accruing leave entitlements) brings the hourly rate up to \$45.30. Other compulsory liabilities directly related to gross wages are: accrued super of 9.5% (every month that more than \$450 is earned); Long Service Leave of 1.6% - of all gross wages, and Workers Comp of 1% - of all gross wages.

	Total Secretariat wages component	\$3468.45	
	Total wages component	\$8534.53	
Administration component	IT support & infrastructure	\$360	Payment to CASE ⁵ for upkeep of the website mainly, server administration and domain name, email list high backend maintenance
	ACTCOSS admin costs	\$675	ACTCOSS auspicating fee and for processing of time sheets, invoices, etc.
	Total Administration component	\$1035	
Forums/Workshops component		\$430.47	2-4 forums, relying on registration fees to cover costs
Anticipated funding received from ACT Health Improvement Branch and Community Services Directorate		\$10,000 excl. GST	

⁵ Computing Assistance Support & Education Inc (CASE) www.case.org.au/

Ms Barbara Chevalier
Secretariat
Community Development Network of the ACT & Region (CDNet)
secretariat@cdnet.org.au

Dear Ms Chevalier

LETTER OF OFFER

Thank you for your proposal for funding to assist CDNet's activities during 2015-16.

I am pleased to advise that ACT Health and the Community Services Directorate are able to provide once only, non-recurrent funding for:

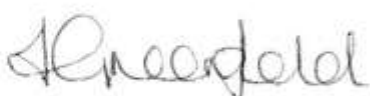
Purpose	Amount
2015-16 moderation of the CDNet email list, including six CDNet Working Group meetings, and two forums/workshops. An evaluation report for the activities undertaken in 2015/16 due by 30 September 2016.	\$10,000 (ex GST)

I note that under existing arrangements, the ACT Council of Social Service (ACTCOSS) auspices funding arrangements on behalf of CDNet. Once we have received the acceptance form signed by the appropriate officeholder at ACTCOSS we will arrange for payment to be made.

Please note that you will need to provide two separate invoices for \$5,000 to each Directorate as discussed.

The acceptance of funding form is at Attachment A. I would be grateful if it could be completed and returned to Rosemary Urquhart, rosemary.urquhart@act.gov.au

Yours sincerely



Joanne Greenfield
Director, Health Improvement Branch
16 June 2015

Attachment 3: CDNet Forums (2004-2016)

2004

May	<i>National Community Development Conference: Wrestling Wicked Problems</i> (attended by 400 people)
July	<i>Community Development in the ACT – how can community development contribute to the achievement of the social plan?</i> (A combined Health Promotion/CD forum)
August	<i>Asset Based Community Development workshop</i> (Facilitator: Jodie Kretzman)
November	<i>For Love or Money – the Status of Community Development in the ACT & Region</i>

2005

June	<i>Community Development Evaluation</i> (Paul Bullen and Barbara Pamphilon)
July	<i>Wellbeing – A common thread linking community development and health promotion</i> (a combined Health Promotion/CD forum)
September	<i>Capacity Building for Sustainability Leadership</i>
November	<i>Charlie Pahlman Spring Networking Forum & Picnic</i>

2006

April	<i>CDNet Expo: Canberra Flavoured Community Development</i>
May	<i>Connecting with the ACT Government</i> (a combined Health Promotion/CD forum)
July	<i>Strengthening Mental Health & Wellbeing in Our Community</i> (a combined Health Promotion/CD forum)
November	<i>Playful Participation Symposium: CD and the Arts and Heritage</i>

2007

May	<i>Inclusion Conference 07 - CDNet contributed \$2000 in sponsorship</i>
June	<i>Sustainable Consumption: Working with communities around climate change</i>
September	<i>Active Citizenship</i>
November	<i>Engaging Emerging Cultural Groups</i>

2008

August	<i>Storying: A Powerful Tool for Community Development</i>
July - Sep	<i>Mapping the Community Development sector</i>

48 individuals from 38 organisations responded to an online survey to provide a snapshot of who is working in community development (paid or voluntary), what community development projects are being conducted (funded or unfunded), and where the funding comes from. *Snapshot of Community Development in the ACT and Region: Report on a community development mapping project*, by Sue Hoffmann, December 2008, is available online at www.cdnet.org.au/surveys)

September	<i>Community Development Mapping Project Workshop</i> at ACTCOSS Conference on Sector Development, September 4-5th 2008
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2009

May	<i>Evidence Based Evaluation</i>
November	<i>Reflective Practice forum</i>

2010

<i>April</i>	<i>Launch of New CDNet website & email</i>
<i>August</i>	<i>Results Based Accountability Workshop #1</i>
<i>November</i>	<i>A collaboration between CD Net & Sustainability Network at the Belconnen Future Footprints Festival.</i>

CDNet initiated coordination and funding of a shared stall, recognising that staffing stalls with volunteers at community fetes and festivals is quite a drain on small organisations' willing pool of volunteers. Groups represented at the stall included the Canberra Environment Centre, SEE-Change, Permablitz, Climate XChange, Healthy Soils Australia, Eco-footprint Solutions, Climate Action Canberra, Slow Food, Canberra Organic Growers Society, Conservation Council, the Sustainability Network and CDNet. The stall fostered greater awareness of the vibrant diversity that exists in the sustainability movement in Canberra.

<i>December</i>	<i>Results Based Accountability Workshop #2</i>
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This workshop was designed to build on the RBA Workshop #1 to get participants thinking in an effective way about guiding community organisations to plan, implement and measure their activities to build stronger communities.

2012

<i>March</i>	<i>Flourishing Me, Flourishing Communities: Building strength and wellbeing: a half day capacity building workshop for community workers facilitated by Amanda Horne</i>
<i>July</i>	<i>Research skills for Community Workers Workshop (University of Canberra)</i>

2013

<i>March</i>	<i>Community Sector Forum: A snapshot of the ACT Community Sector and current issues in 2013.</i>
<i>June</i>	<i>Building a mentally healthy workforce: promoting self care. A learning and networking opportunity for community sector workers.</i>

2014

<i>May</i>	<i>NDIS Community Sector Forum, with speakers and panel.</i>
<i>June</i>	<i>Self-care Workshop for community sector workers, facilitated by Amanda Horne.</i>

2015

<i>February</i>	<i>ABS Showcase Workshop – designed to enable community sector organisations to access useful community profiles and health information to target their programs.</i>
<i>June</i>	<i>Qualitative Data Analysis – without software - one of a series of workshops by CDNet that aim to keep building the research and evaluation knowledge and skills in the community sector in 2015.</i>
<i>Jun-Nov</i>	<i>Three bi-monthly Community Development Peer Network Gatherings, a collaboration initiative between ACTCOSS and CDNet.</i>
<i>August</i>	<i>ABS Research Skills Workshop #2, organised, promoted and catered for by CDNet</i>
<i>November</i>	<i>Assets Based Community Development Workshop. Facilitated by international speaker Jim Diers (enabled by Bank of Ideas http://bankofideas.com.au/who had brought Jim to Australia for a tour of workshops.</i>
<i>December</i>	<i>Champions of Change workshop, in collaboration with SEE-Change</i>

2016 (to date)

March *Alternative Sources of Funding Workshop, facilitated by Dion Klein*

Feb-Jun *Three bi-monthly Community Development Peer Network Gatherings*

Attachment 3: CDNet Forum—ABS Workshop Flyer

A CDNet/ABS Workshop 30 July 9.15am-12pm

How to build ABS data into your research & needs analyses

CDNet – in collaboration with the Australian Bureau of Statistics (ABS) and University of Canberra (UC) – presents a follow-up training session requested by participants of the ABS workshop in February on *How to access useful ABS data*. Like the first workshop, it is intended for members of the community and those who work in the community and health sectors.

The workshop will be free to participants, thanks to the contribution of the ABS and funding that CDNet receives from the ACT Health and Community Services Directorates. UC is also kindly providing a training room with computers for participants.

Places will be limited to 16 so that each participant will have access to a computer at the venue. Therefore **registration is essential** via <http://cdnetabsworkshop2.eventbrite.com.au> **by Monday July 27.**

The focus of this second ABS workshop is to learn how to use Tablebuilder and SEIFA (Socio-economic Index for Areas). SEIFA is a product developed by the ABS, based on information from Census that ranks areas in Australia according to relative socio-economic advantage and disadvantage. ABS staff will show you where to find information on the ABS website, and explain it. Socio Economic Indexes for Individuals (SEIFI) is not a product that is automatically available but the workshop will cover it briefly.

After morning tea, Jeremy Walker will show you how to work with Tablebuilder and you will have the opportunity to use the product as he demonstrates it. In this product, you can build tables using the data items you want to use, for the geography (e.g. suburb) you want for anywhere in Australia. You can then save the resultant table either in the product or to your own files.

You will need to register for Tablebuilder Basic on the ABS website prior to the day and select a password: see <http://www.abs.gov.au/Census/Tablebuilder/Registration/Login/page>. (Don't worry, we will remind participants close to the time.)

Workshop details

Date: Thursday 30th July 2015

Time: 9.15am (for a 9.30 start – please allow time to find parking & the building/room) till 12.00 noon

Venue: Training Room 4, Level A, Library, Building 8, University of Canberra, Bruce (see map link below)

Workshop Outline

9.30 Welcome

9.40 SEIFA/SEIFI - an overview (no technical methodological aspects)

10:30 Morning Tea (provided – please advise of dietary needs)

11:00 Tablebuilder – a short introduction, demonstration, then practice on computers

12.00 Finish

For further information, contact: Barbara Chevalier, Secretariat@cdnet.org.au, 02 6247 0537/0417 240 026

Attachment 4A: Asset Based Community Development Workshop Flyer

Asset Based Community Development (ABCD) Workshop in Canberra

Wednesday 11 November 2015, 9.30am-4.30pm



CDNet presents this exciting Asset Based Community Development (ABCD) workshop in Canberra, facilitated by Jim Diers from the ABCD Institute founded by John McKnight and Jody Kretzmann. While most of us take a strengths-based approach to our work, this workshop is an opportunity to refresh, share and discuss ABCD philosophies and methodologies in our region.

For more about ABCD see abcdinstitute.org/publications/downloadable/ or bankofideas.com.au/resources/

Venue: Griffith Community Hall, Cnr Stuart & Barker Streets, Griffith, ACT 2603

Date & time: Wednesday 11 November 9.30am-4.30pm (8.45-9.15am: registration, tea & coffee)

Cost: \$75 (includes GST) per person—including morning & afternoon tea

- To keep costs down, we ask you bring your own lunch or try the excellent eateries at the adjacent Griffith Shops.

Registration by Friday 30th October via <http://cdnet-abcd-canberra-workshop.eventbrite.com.au>

- We need to reach 70 participants to cover costs, after which we can offer concessional places!

Workshop goal: To equip participants with skills, information, tools and motivation, enabling them to facilitate programs and train others in ABCD perspectives and strategies.

The one day workshop will focus on:

- In depth understanding of the philosophy, value and practice of ABCD—
 - Shifting the development mindset from needs and deficiencies to assets and capacities
 - Highlighting, mapping, connecting and celebrating the diverse range of community assets
 - Harnessing the connected assets to a hopeful future for the community

- Tailoring to your audience—communicating and applying ABCD in various sectors, communities and agencies
- Facilitation and training approaches and skills related to ABCD including the gaming, art of hosting and storytelling
- In-depth awareness of ABCD tools and resources.

About the trainer: Participatory democracy has been Jim's preoccupation for thirty years, over which time he has developed innovative ways to involve communities with decisions that affect their lives.

Jim's work for 14 years as Seattle's as Director of the City's Office for Neighborhoods has been acclaimed as one of the most innovative local government programs in the USA. Jim teaches community development to students at the University of Washington, is a popular international speaker and a faculty member of the ABCD Institute. He is the author of *Neighbor Power: Building Community: the Seattle Way*. For more about Jim and his work, see: abcdinstitute.org/faculty/diers and neighborpower.org.

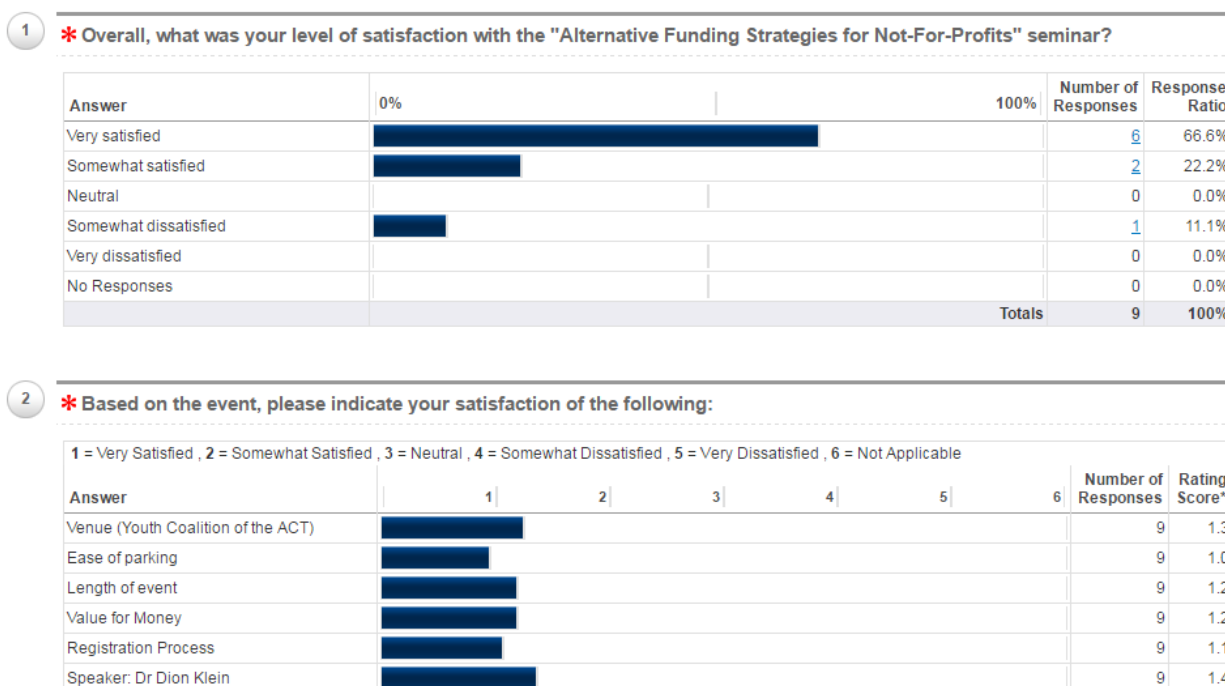
For further information: Barbara Chevalier, Secretariat, CDNet, secretariat@cdnet.org.au, 0417 240 026.

Attachment 4B: Evaluation of ABCD Workshop

(See separate evaluation report attached.)

Attachment 5: Evaluation of Crowdfunding Seminar Canberra March2016

Feedback was received from 9 of the 12 people who attended this workshop.



2 * Based on the event, please indicate your satisfaction of the following:

5 Responses

10 per page Update

Answer	Respondent
It was aimed for people with less knowledge about the subject than me so I didn't get as much out of it.	Anonymous
Dr Dion spoke well and his insight and experience was good however the session showed that most participants has different needs to his past. More engagement with the participants unique requirements would have been helpful. Dr Klein was 'selling' his software packages and was vague on other software options from competitors.	Anonymous
The room was very cold I found Dion to be a very engaging speaker however the content was not what I was expecting which was more along the lines of XYZ options are available for additional sources of funding in the ACT plus these ABC grants plus here is a few contacts for more options. I wasn't expecting the facilitator to spend so much time spruiking his own business.	Anonymous
One of the best I have attended.	Anonymous
I'm not unbiased as I organised it, but the room was light and not crowded, and the parking was easy (a great thing in Canberra).	Anonymous

3 * What was your best 'take-away' from the seminar?

9 Responses

10 per page Update

Answer	Respondent
Confirmation that our thinking around fundraising is on the right track.	Anonymous
Broadening our income stream options	Anonymous
Knowledge on crowdfunding.	Anonymous
The variety of ways of funding projects.	Anonymous
Dion has a few successful businesses	Anonymous
The realisation that appealing for funds online was a practical and promising option.	Anonymous
Process for managing risks in crowdfunding	Anonymous
I am interested in selling learning materials from the seminars we (at SHFPACT) develop and present. Good to hear from someone who is already doing this. My thinking about how to achieve this has progressed.	Anonymous
Inspiration, especially for crowd-funding.	Anonymous

4 * How likely are you to set up a crowdfunding campaign for your organisation? why or why not?

Answer	0%	100%	Number of Responses	Response Ratio
Very likely	<div></div>		4	44.4%
Somewhat likely	<div></div>		4	44.4%
Neutral	<div></div>		0	0.0%
Somewhat unlikely	<div></div>		1	11.1%
Very unlikely	<div></div>		0	0.0%
No Responses	<div></div>		0	0.0%
		Totals	9	100%

Comment(s) for:

4 * How likely are you to set up a crowdfunding campaign for your organisation? why or why not?

3 Responses

10 per page Update

Answer	Respondent
We are after large sponsorship options.	Anonymous
Our committee needs to come up with a project.	Anonymous
I find myself in the position of having to 'sell' this within my organisation.	Anonymous

5

* If there was a 1-2 day workshop that took you through the process of setting up a crowdfunding campaign for yourself or your organisation, how likely would you attend the event? Please comment as to why or why not.

Answer	0%	100%	Number of Responses	Response Ratio
Very likely	<div><div></div></div>		3	33.3%
Somewhat likely	<div><div></div></div>		2	22.2%
Neutral	<div><div></div></div>		1	11.1%
Somewhat unlikely	<div><div></div></div>		2	22.2%
Very unlikely	<div><div></div></div>		1	11.1%
No Responses			0	0.0%
Totals			9	100%

5

* If there was a 1-2 day workshop that took you through the process of setting up a crowdfunding campaign for yourself or your organisation, how likely would you attend the event? Please comment as to why or why not.

4 Responses

10 per page ▼ Update

Answer	Respondent
First need to finalise campaign goals.	Anonymous
I understand the process of crowd funding	Anonymous
We may do this, but I will have to be the driver. I think the idea is new and I realise that I need to get people to be able to imagine how it works.	Anonymous
Too much of a time commitment, it seems to me. One day workshop maybe. Depends on price too. For me, it would need to be below \$100 as it would be out of my own pocket, though tax deductible.	Anonymous

6

Please share with us a testimonial about the event along with your name (initials) and location. (e.g., J.Blogger, Canberra). ~ Thanks!

2 Responses

10 per page ▼ Update

Answer	Respondent
CDNet is a fantastic resource to connect and share knowledge with groups in the community. Thank you CDNet! - T.Watson, Canberra	Anonymous
One of the most interesting and useful I have attended. Hugh Smith, Canberra	Anonymous

Attachment 6A: Community Development Peer Network

AIM

To create a network of peers who are working within a community development framework in the ACT who are interested in engaging and sharing ideas on best practice and tools. The network could also facilitate collaboration across the sector.

PARTNERSHIP

- CDNet Steering Committee to find guest speakers to share on emerging issues/ideas
- ACTCOSS to facilitate and coordinate meetings, administer email network (Sam Quimby) – (ACTCOSS has similar peer networks for HR and Reconciliation)

NETWORK involves:

- Quarterly meetings w Guest Speakers/ information sharing
- Email Network of those who attend/are interested in attending

PROCESS

- Create Email network.
- Coordinate, organise first meeting (Guest speaker, Agenda that will be of interest)
- Invite Community Development workers in the sector specifically (ask CDNet Steering Committee to invite)
- Put invite out through CDNet

IDEAS DISCUSSED SO FAR

The network would operate for a one year trial as a 'community of practice' with four quarterly meetings with a capacity building focus.

- Clarifying the network's purpose or aims
- Identifying key areas of concern, interest, themes, and practice issues for community development workers in general
- Preferred meeting formats
- One or two (or a panel) of 'seasoned' CD workers to talk about their work: what they do, how they work and what informs their practice and why, and any tools/resources they recommend.
- Ideas for guest speakers/panel
- What informs your practice – an example of a project
- Principles and practices you have come to rely on
- Good process – what is it
- A case study as a way of sharing tools
- Planning tools
- Implementation
- Challenges

Attachment 6B: Evaluation of CD Peer Network after one year

Attachment 7: How to engage Multicultural Communities in the ACT & Region – planned forum

Background to ideas for this CDNet Forum

In planning forums for 2014-15, the idea of a forum or workshop about *How to Engage Multicultural Communities* had the highest average rating of forum ideas (as rated by CDNet Steering Committee members). A small planning group has begun planning and consulting key informants in the multicultural sector to ensure the forum is well grounded.

Rationale for Engaging Multicultural Communities forum

The broad aim would be to bring participants up to date with the current situation, and flag bigger picture problems they need to know about that are still to be solved.

There are primarily two potential target audiences:

a) Service Providers

- Nearly all funding requires engaging multicultural communities as a component, and/or engaging Indigenous communities
- Many organisations find it difficult – they don't have the contacts, information or time
- One aim of the forum is that service providers go away with information, contact people and useful pointers (do's and don'ts)

Why is it difficult for organisations

It's a one-sided funding requirement for service providers. This can result in token engagement/stick and paste/looking good. Service providers need to make contacts and provide information to multicultural organisations and communities. There are examples of organisations that do not engage with multicultural organisations, so the information does not trickle down into multicultural organisations.

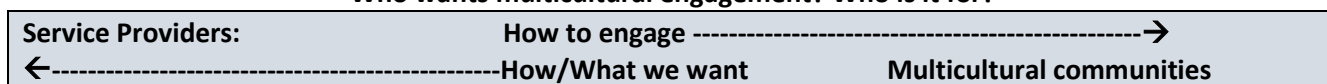
b) The Multicultural Sector

- What do *they* want? Do they want to be 'engaged' by service providers?
- How – what works and what does not work about being 'engaged'? Are there overarching 'Dos and Don'ts' for service providers?
- Are multicultural communities over-consulted? Over-engaged? Is there duplication? Are there inefficiencies?
- What happens to the existing consultations? Can there be a central repository for service providers to access?

(People new to the multicultural sector may also be a third target group. And there may be more.)

What is the incentive for multicultural communities?

Who wants multicultural engagement? Who is it for?



Other ideas so far

- **There will be different perspectives between diverse subgroups/sectors, for example**
 - aged care
 - refugees
 - disability
 - Also, short-term/recent vs long term migrants, refugees, asylum seekers

A possible panel of sub-groups, such as: women, aged, and disability?

- **The role of women in multicultural engagement**

Next steps in planning the forum

Further consultation with key stakeholders in the sector.

Attachment 8: CDNet Strategic Plan 2014-16

The following plan was created in December 2013.

1. ASPIRATIONS: Mission, Vision, Goals - Purpose and Direction
Mission
<ul style="list-style-type: none"> To provide an accessible communication medium and professional development opportunities for Community Sector organisations and workers so that they can be supported to work collaboratively to meet the needs of vulnerable people living in Canberra and the surrounding region.
Vision
<ul style="list-style-type: none"> CDNET is seen as an essential resource for those working in the Community Sector and those wishing to engage with the disadvantaged in Canberra and the surrounding region.
Strategic Goals
<ul style="list-style-type: none"> To be acknowledged as an essential service that supports the Community Sector To provide professional development opportunities that lead to innovative practice To be the knowledge hub of activities, programs and services that are available for vulnerable Canberrans and Community Sector workers.
2. STRATEGY: Actions & Programs / Events to fulfil overarching goals
YEAR 1 - 2014
<ul style="list-style-type: none"> Review the capacity and capability of the electronic distribution list to ensure that it is robust and provide recommendations as to the future proofing that will be required for the next 1-3 years. Investigate the ability for the CDNet website to offer blogs and other relevant forms of sharing information Develop a partnership engagement strategy (which will include links to the CDNet website) Provide learning and development opportunities for people to gain a greater understanding of what Community Development is Increase the communication / linkages between CD Net and Interagency Meetings
YEAR 2 - 2015
<ul style="list-style-type: none"> Develop a business and marketing plan to promote CDNet to the wider community Develop a comprehensive stakeholder engagement strategy with activities aligned to new business e.g. quarterly newsletter, informing Government of key community development initiatives and challenges that align with the Human Services Blueprint and Canberra Social Plan Establish a "Bank of Ideas" which will provide the community sector with the opportunity to...?? foster greater collaboration, enhance service delivery
YEAR 3 - 2016
3. ORGANISATIONAL SKILLS / HUMAN RESOURCES: Capability, Performance measurement, planning, resource management, external relationship building
YEAR 1 - 2014
<ul style="list-style-type: none"> Develop a program logic for the activities being delivered to measure the short term outcomes achieved by CDNet over a 12 month period

<ul style="list-style-type: none"> Investigate the opportunity to increase resources via paid and volunteer services so that the goals for 2014 can be achieved Develop a stakeholder engagement strategy for 2014 identifying organisations / personnel and the purpose for building the relationship e.g. funding, partnership to deliver service, building capacity, future proofing etc. identify professional development requirements for staff
YEAR 2 - 2015
YEAR 3 - 2016
4. SYSTEMS AND INFRASTRUCTURE: Planning, Decision Making, Knowledge Management, Administrative systems, Physical and Technological assets to support the organisation
YEAR 1 - 2014
<ul style="list-style-type: none"> Develop a Standard Operating Procedure manual outlining all key activities and tasks undertaken by staff Investigate the requirements to future proof the email distribution list and website Investigate the opportunity to include social media on the website Undertake a membership profiling exercise to assist with stakeholder engagement, value proposition statement for new members and new initiatives
YEAR 2 - 2015
YEAR 3 - 2016
5. ORGANISATIONAL STRUCTURE: Governance, organisational design, individual job descriptions
YEAR 1 -2014
<ul style="list-style-type: none"> Engage with Government to discuss the merits of continued funding, preferably for 3 years with commensurate funding to achieve the objectives in this strategic plan Review the current organisational structure and ensure it has the capacity and support mechanisms to achieve its goals As part of the organisational review structure - undertake a business continuity plan and risk management plan Review position descriptions and align with appropriate pay scale Policies and procedures are developed to ensure high integrity and increased capability so that CDNet can support the Community Sector and continue to be seen as a necessity for organisations (NFP & Govt) to communicate across the region so that they are able to achieve their own objectives
YEAR 2 -2015
YEAR 3 - 2016
6. CULTURE: The glue that binds the organisation together, including shared value and practices, appetite towards performance
YEAR 1 -2014
<ul style="list-style-type: none"> Continue to build upon the current culture of collaboration , strong work ethic and accountability Continue to celebrate the diversity, skills and local knowledge that is provided by members of the CDNet Steering Committee

<ul style="list-style-type: none"> Provide a thorough induction to new members of the Steering Committee so that they are able to fully engage in all conversations and participate in the activities to achieve the strategic objectives of CDNet.
YEAR 2 - 2015
YEAR 3 - 2016

Strategic Plan items for 2014 in rank order

The items were rated for importance from 1 (not important) to 5 (very important) by 7 Steering Committee members.

Rank order	Strategic Plan items	Av. ranking
1	Engage with Government to discuss the merits of continued funding, preferably for 3 years with commensurate funding to achieve the objectives in this strategic plan	4.7
2	Develop a stakeholder engagement strategy for 2014 identifying organisations / personnel and the purpose for building the relationship e.g. funding, partnership to deliver service, building capacity, future proofing etc.	4.6
3	Review the capacity and capability of the electronic distribution list to ensure that it is robust and provide recommendations as to the future proofing that will be required for the next 1-3 years.	4.4
4	Investigate the opportunity to increase resources via paid and volunteer services so that the goals for 2014 can be achieved	4
5	Increase the communication / linkages between CD Net and Interagency Meetings	3.9
5	Increase CDNet presence in social media	3.9
6	Develop a partnership engagement strategy (which will include links to the CDNet website)	3.6
6	Investigate the requirements to future proof the email distribution list and website	3.6
6	As part of the organisational review structure - undertake a business continuity plan and risk management plan	3.6
7	Review/amend Strategic Plan	3.4
7	Review the current organisational structure and ensure it has the capacity and support mechanisms to achieve its goals	3.4
7	Continue to celebrate the diversity, skills and local knowledge that is provided by members of the CDNet Steering Committee	3.4
7	Provide a thorough induction to new members of the Steering Committee so that they are able to fully engage in all conversations and participate in the activities to achieve the strategic objectives of CDNet.	3.4
8	Policies and procedures are developed to ensure high integrity and increased capability so that CDNet can support the Community Sector and continue to be seen as a necessity for organisations (NFP & Govt) to communicate across the region so that they are able to achieve their own objectives	3.3
8	Continue to build upon the current culture of collaboration , strong work ethic and accountability	3.3
9	Provide learning and development opportunities for people to gain a greater understanding of what Community Development is	3.1
9	Develop a program logic for the activities being delivered to measure the short term outcomes achieved by CDNet over a 12 month period	3.1
10	Investigate the ability for the CDNet website to offer blogs and other relevant forms of sharing information	3
11	Develop a Standard Operating Procedure manual outlining all key activities and tasks undertaken by staff	2.9
11	Undertake a membership profiling exercise to assist with stakeholder engagement, value proposition statement for new members and new initiatives	2.9

12	Review position descriptions and align with appropriate pay scale	2.7
13	Identify professional development requirements for staff	2.3

CDNet Strategic Plan 2013-2016 update

Highest ranked Strategic Plan items for 2014—actions to date

Rank order		Av. ranking	Actions
1	Engage with Government to discuss the merits of continued funding, preferably for 3 years with commensurate funding to achieve the objectives in this strategic plan	4.7	<i>Funding secured for 2014-15 and 2015-15 shared between ACT Health and Community Services Directorates for the first time. Need to be proactive with CSD for 2016-17.</i>
2	Develop a stakeholder engagement strategy for 2014 identifying organisations / personnel and the purpose for building the relationship e.g. funding, partnership to deliver service, building capacity, future proofing etc.	4.6	<i>Survey created: 154 responses received (7% of email membership)</i>
3	Review the capacity and capability of the electronic distribution list to ensure that it is robust and provide recommendations as to the future proofing that will be required for the next 1-3 years.	4.4	<i>Discussions in process after email subscriber survey re: Email list format; Filters, e.g. positions vacant, training, events. Develop website?</i>
4	Investigate the opportunity to increase resources via paid and volunteer services so that the goals for 2014 can be achieved	4	<i>Members are busy. Volunteering ACT; Uni students (placements & projects offered in 2014). Working with volunteers: what will they do? Who will supervise Connecting up: community IT organisations</i>
5	Increase the communication / linkages between CD Net and Interagency Meetings	3.9	<i>There are lots of Interagency meetings E-calendar?</i>
5	Increase CDNet presence in social media	3.9	<i>Facebook page created but not much used</i>
6	Develop a partnership engagement strategy (which will include links to the CDNet website)	3.6	<i>A Reference or Advisory Group of key people. Wide representation – ‘sector leaders’ to ‘drive’ the way CDNet operates. Biannual meetings. A formal letter has been drafted by several members</i>
11	Review position descriptions and align with appropriate pay scale	2.3	<i>Done (June 2014)</i>
8	Continue to build upon the current culture of collaboration , strong work ethic and accountability	3.3	<i>Collaboration discussed with ACTCOSS resulting in Peer Network initiative Collaboration with Communities@Work Community Development Team on research and evaluation workshops & Regional Conference in 2-16 Two collaborative workshops with the Australian Bureau of Statistics.</i>
9	Provide learning and development opportunities for people to gain a greater understanding of what Community Development is	3.1	<i>New Community Development Peer Network quarterly gatherings designed for this.</i>

The following actions are in process relating to the strategic areas and items:

8	Policies and procedures are developed to ensure high integrity and increased capability so that CDNet can support the Community Sector and continue to be seen as a necessity for organisations (NFP & Govt) to communicate across the region so that they are able to achieve their own objectives	3.3
11	Develop a Standard Operating Procedure manual outlining all key activities and tasks undertaken by staff	2.9
6	Investigate the requirements to future proof the email distribution list and website	3.6
7	Review/amend Strategic Plan	3.4
7	Continue to celebrate the diversity, skills and local knowledge that is provided by members of the CDNet Steering Committee	3.4
7	Provide a thorough induction to new members of the Steering Committee so that they are able to fully engage in all conversations and participate in the activities to achieve the strategic objectives of CDNet.	3.4
10	Investigate the ability for the CDNet website to offer blogs and other relevant forms of sharing information	3
11	Undertake a membership profiling exercise to assist with stakeholder engagement, value proposition statement for new members and new initiatives	2.9

Strategic actions not yet actioned

6	As part of the organisational review structure - undertake a business continuity plan and risk management plan	3.6
7	Review the current organisational structure and ensure it has the capacity and support mechanisms to achieve its goals	3.4
9	Develop a program logic for the activities being delivered to measure the short term outcomes achieved by CDNet over a 12 month period	3.1
11	Identify professional development requirements for staff	2.3

Attachment 9: Executive Summary CDNet Email Subscriber Survey 2014

May 2015

An online survey was sent to over 2300 subscribers to the Community Development Network of the ACT & Region's (CDNet) email list in October 2014; 154 people responded, a response rate of 7% that allowed for a reasonable sample for analysing qualitative feedback.

Over 50% of respondents had used CDNet for more than 3 years. The remainder were equally spread between 2 years and less than 6 months.

A report is available from the CDNet website (www.cdnet.org.au) and survey results can also be viewed at <https://www.surveymonkey.net/results/SM-6C22H3WL>.

Key survey findings

What people liked about CDNet

Nearly half the respondents said that what they liked about CDNet was the **information** or **being informed**. Specific reference was made to information about **events** (14%), **jobs** (13%) and **training** (10%). Keeping up-to-date with what is going on in the community sector was a clear theme for 10%.

The *simplicity* of the email system as a free, easy to use, one-stop shop for an under-resourced sector was also valued by 9%.

Focus areas of interest

A list of focus areas was provided in the survey, and all of these were ticked by at least 25% of respondents.

An encouraging majority (65%) ticked 'community development'. A large proportion (60%) also ticked 'mental health'.

Over half ticked 'training opportunities' (54%), 'events promotion' (53%) and employment opportunities (42%).

'Disability' and 'health' were important to 46% and 43% respectively. About a third were interested in 'multicultural' 'older people' and 'youth', respectively. Close to a quarter each ticked 'Aboriginal and Torres Strait Islander' and 'gender' issues.

A heartening 30% of CDNet's email subscribers found over 40% of the messages on CDNet were relevant to them. There were also many comments about the value of knowing what is going on even if it is not directly relevant.

What goals does CDNet help subscribers to achieve?

The survey asked what goals CDNet helps them achieve. Over half of those who responded to this question mentioned variations on **being informed, aware and up to date in a broad sense**, such as keeping abreast

and in touch, knowing what's going on in the sector. Another 20% used the words **networking** or **connecting**.

Professional or personal development goals was a major theme for 46% of respondents, through finding out—for themselves or their clients—about training, jobs, programs, projects, workshops, seminars, conferences and events. Others noted the **access** or **opportunities** regarding such activities.

The CDNet email list enabled 28% to achieve their goals through **advertising/promoting/disseminating information** about these activities—events, jobs, training, programs and workshops, etc.

What do people post emails about?

Respondents were evenly split between those who regularly post emails on CDNet and those who hardly ever or never do. There is a small group of 'heavy users': 3% who post once a week, 8% once a fortnight and 10% once of month. Almost one fifth (19%) post every three months and 10% once every 6 months.

Of the 'listeners', 27% never post, a further 17% almost never post, and 7% post once a year.

Half of the email messages are about events, a quarter about training, 22% about job opportunities and 17% about programs.

Over 60% of those who post messages on CDNet said their target audience was the broader community sector, particularly community workers, rather than specific sub-sectors. Nearly a quarter aimed to reach the general community or public. While a third mentioned particular sectors, the numbers were small. A few (9%) said they were targeting clients, family and carers through the community sector workforce.

Does CDNet save time and money?

About 70% of respondents said CDNet saved them time on advertising and publicity, and 60% thought CDNet saved them money on advertising and publicity. Estimations of money saved varied from \$50-\$600 saved per month.

Would people pay a subscription for CDNet?

Respondents were equally divided on whether their organisation would be prepared to pay a subscription to CDNet: 41% said 'probably' and 43% said 'probably not'. Only 6% gave an unequivocal 'yes' and 10% said 'definitely not'. Limited or no funds were mentioned by 10 people.

Estimations of what might be a reasonable subscription rate ranged from less than \$25 to \$50 a year. About a third of those who responded to this question thought 'less than \$25 a year' was a reasonable subscription rate, and another third thought '\$25 a year' reasonable. A quarter thought '\$50 a year'. 15 people effectively said 'none'—largely due to lack of funds or willingness to pay. A further 5 said it would 'depend'—on the size of the organisation, their funding or the subscriber's capacity. For example, 2 people thought \$100 would be reasonable for a large organisation. A few mentioned options such as: a sliding scale, having organisational and individual fees, or having no fees for individuals and small not-for-profit groups.

Suggestions for improvement to CDNet's email list

A substantial number (one third) of the comments under suggestions for improvements either had no suggestions or thought the email list worked well.

Suggestions for improvement fell into two broad themes:

- **Improving the system from CDNet's side** (improving access to messages and attachments, improved formatting and layout, categories or filters, improving the manage subscriptions system)
- **User issues and education** (using the daily digest, not posting unsubscribe messages on the list, not 'replying all', clearer emails and subject headings, less repetition and shorter messages)

The most frequent comments (21) were about **the number of unsubscribe messages** that go the wider email list. Some people acknowledged that there is a **user/education issue** given that CDNet regularly informs subscribers how to unsubscribe. However, some people felt the unsubscribe process could be improved, for example, by having an unsubscribe link at the foot of every email.

Feedback about the CDNet website

About half the respondents had accessed the website and half had not. There were 22 suggestions for improvement.

Actions by CDNet in response to the survey

The CDNet Steering Committee has examined the survey in detail, and broadly found the feedback heartening—bearing in mind that respondents were probably 'fans' of CDNet, most having been on the email list for three years or more.

Apart from sending the report to the CDNet email list, a series of administrative emails will be sent addressing some of the key suggestions for improvement, and explaining where some of the suggestions cannot be addressed. The website is currently being updated.

The issue of charging a subscription fee is deemed impracticable for a number of reasons: the fairly low level of support for the idea, the increased expectations that would arise, but chiefly the staff time, costs and complication associated with administering the fee collection and receipts. Above all, the risk that people would unsubscribe would defeat the current success of this simple, free and accessible community sector communication tool.