

Natalie Egleton (CEO)
Foundation for Rural & Regional Renewal (FRRR)

11th July 2023

Dear Natalie,

I'm CEO of a not for profit organisation set up to assist all not for profit organisations (community organisations). We assist not for profit organisations with a range of services from governance compliance, sourcing funding and attracting volunteers.

We have developed a set of standards to measure the health of not for profit organisations which results in the organisation receiving a Report Card and an improvement plan.

Please find attached an electronic copy of the Report Card developed for the Gladstone Region. This regional prototype was developed based on the 250+ community organisations we currently work with. The Regional Report Card provides advice on where funding should be directed to build resilience, capacity and economic benefit to community organisations to:

- Dedicate funding where it will most support the community
- Measure the impact of the funding provided
- Minimise duplication
- Improve funding utilisation
- Decrease funding body risk
- Support fraud mitigation
- Add efficiencies to the funders' assessment process of not for profit organisations
- Provide funders with visibility and certainty that the service operates under an agreed level of operational performance
- Encourage continuous improvement in the not for profit sector

We feel that the Report Card process could be enhanced further to provide benchmarks for not for profit organisations impacted by severe weather conditions.

We understand that the FRRR Future Drought funding is looking at how to measure and reduce the social impact on a community caused by drought.

NFP House are currently engaged in a project to assist small communities in Central Queensland with the Dawson Catchment and through this project we have come to understand how the Report Card process could be enhanced to provide information on 'social indicators of impact' for example:

- Community organisation's suffering due to low number of volunteers;
- Activities being cancelled due to lack of support by the community who are feeling down or don't have energy or surplus income to participate in activities;

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- The community organisations being sustainable in times of crisis; there could be indicators that discuss how and when the organisation might reduce activities or have identified activities to be conducted when community are feeling most vulnerable. It may be a case of temporarily ceasing activities within a well thought out plan and not a reaction; and
- The social fabric of the small community being eroded due to people not connecting with each other as they would in a more positive time.

NFP House believe we can assist the not for profit organisations to lessen the impact:

- of severe weather conditions on them
- of the social fabric of their society

Introduction to NFP House:

Not-For-Profit (NFP) House is the local one-stop-shop for not for profit support. The House is located in a centralised location to enable ease of accessibility for community organisations, volunteers and funding body representatives. We offer services to the not for profit sector and help provide solutions to their challenges. NOTE: we are currently in a position to service rural and regional Queensland.

NFP House enables not for profit organisations to build their capacity and resilience and improve the benefits they offer the community.

NFP House's corporate partnerships enable us to provide quality services to not for profit organisations that they may not otherwise source due to financial costs. These services include governance and compliance, financial management and planning, communication, volunteers and participation increases, planning and policy development and facility development and management. These services will increase the organisation's capacity to deliver activities/programs more efficiently and effectively boosting the wellbeing of the community.

NFP House have recently released to the public a Volunteer Portal for community organisations to advertise their public notices of volunteer needs, and for the public to create their profiles containing their passions and interests to be linked with these volunteer opportunities. Please check out www.nfphouse.org.au and go to the portal. NOTE: this Portal can be multi-tenanted and made available to other regions in Queensland.

Purpose:

A key objective of NFP House is to build a resilient, skilled not for profit sector that not only contributes to the community wellbeing but also contributes to the local economy. To achieve this success, NFP House has a Service Delivery Model which includes a community organisation assessment to achieve a GREEN TICK STANDARD (the Report Card). NFP House works with the not for profit community organisations to achieve the standard as follows:

1. Base = Governance compliance has a minimum standard achieved
2. Medium = Organisation is a self-sustaining operation

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3. High = Organisation uses IT solutions, attracts a diversity of people and minimises its environmental impact.

NFP House Delivers:

NFP House supports not for profit organisations to access the advice, services and resources they need; including:

- Matching volunteers to opportunities
- Implementing Workplace Volunteer Programs, and Transitioning to Retirement Programs for corporate organisations
- Undertaking organisational assessments, providing results measured against the standards in a Report Card and identifying strategies for improvement
- Developing and offering programs tailored to not for profit organisational needs; such as grant writing, social media promotion and conflict resolution requirements etc.
- Trusted Advisor for all stakeholders involved in the not for profit sector; including funding providers, all levels of Government, volunteers, community organisation committees
- Providing expert local sector specific advice and information relating to return on investment
- General drop in centre as the hub for community and not for profit organisation information and advice
- Setting up, operation, and closure of community organisations; including conflict resolution
- Stock of equipment suited to projects, events, functions and equipment suitable to assist in relocating premises, are all available to borrow for use
- Additional equipment and supplies being donated by funders and rediverted to not for profit organisations for their future use and consumption
- Providing a shared space through which not for profit organisations can occupy to operate from share desks, meeting spaces, store items and a fully functional meeting room set up for video conference
- Administration services; including a centralised reception to host enquiries while not for profit organisations are not physically present in the office, in addition to other services such as appointed secretariat

We would be very excited to present this concept to FRRR to ensure we are measuring and reporting against a set of standards and practices to enable more efficient and effective use of funding.

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