

Orientation to the Community Sector

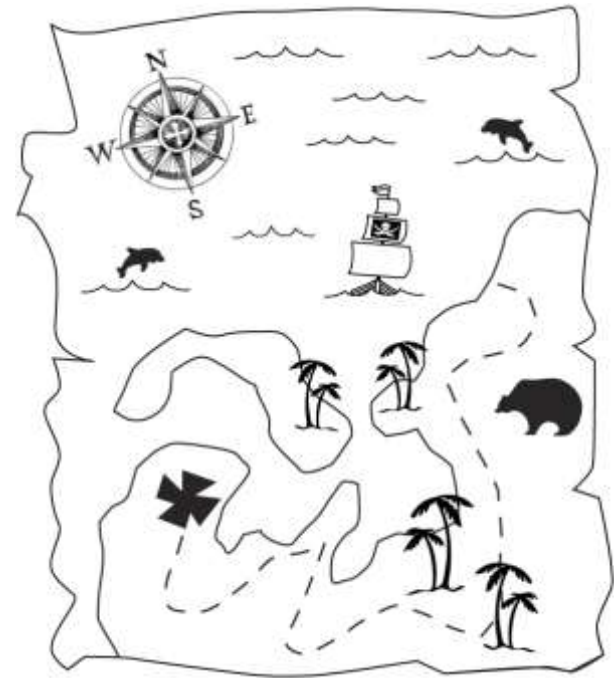


Not for Profit agencies

- What do we already know about them?
- Not for Profit agencies have a number of distinct characteristics.
- Example-WACOSS

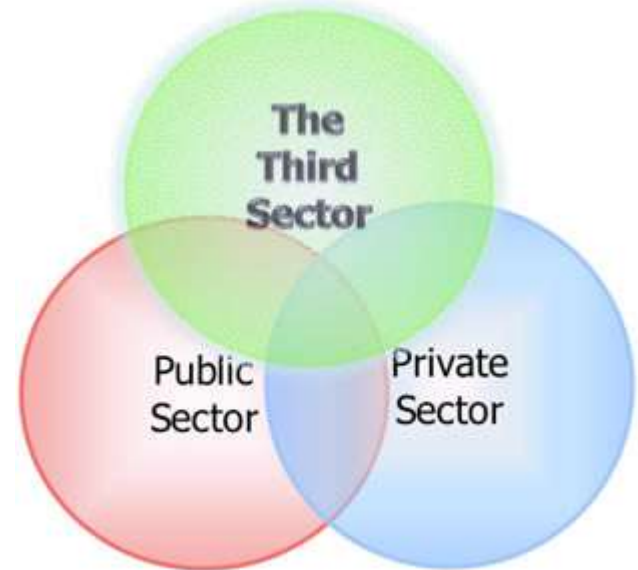
At City West Lotteries House our task is to find out how many different agencies have offices there, visit as many as possible, bring back something which represents that agency and tell the rest of the group about it.

Treasure hunt



Three sectors of community life

- Business (the for-profit sector)
- Government (the public sector)
- The not-for-profit sector



Definition of Not-for-profit

“Community Service

Organizations ...a not-for-profit society, association or club that is established for community service purposes. Community service purposes must be its main purpose.



What kinds of work do NFPs do?

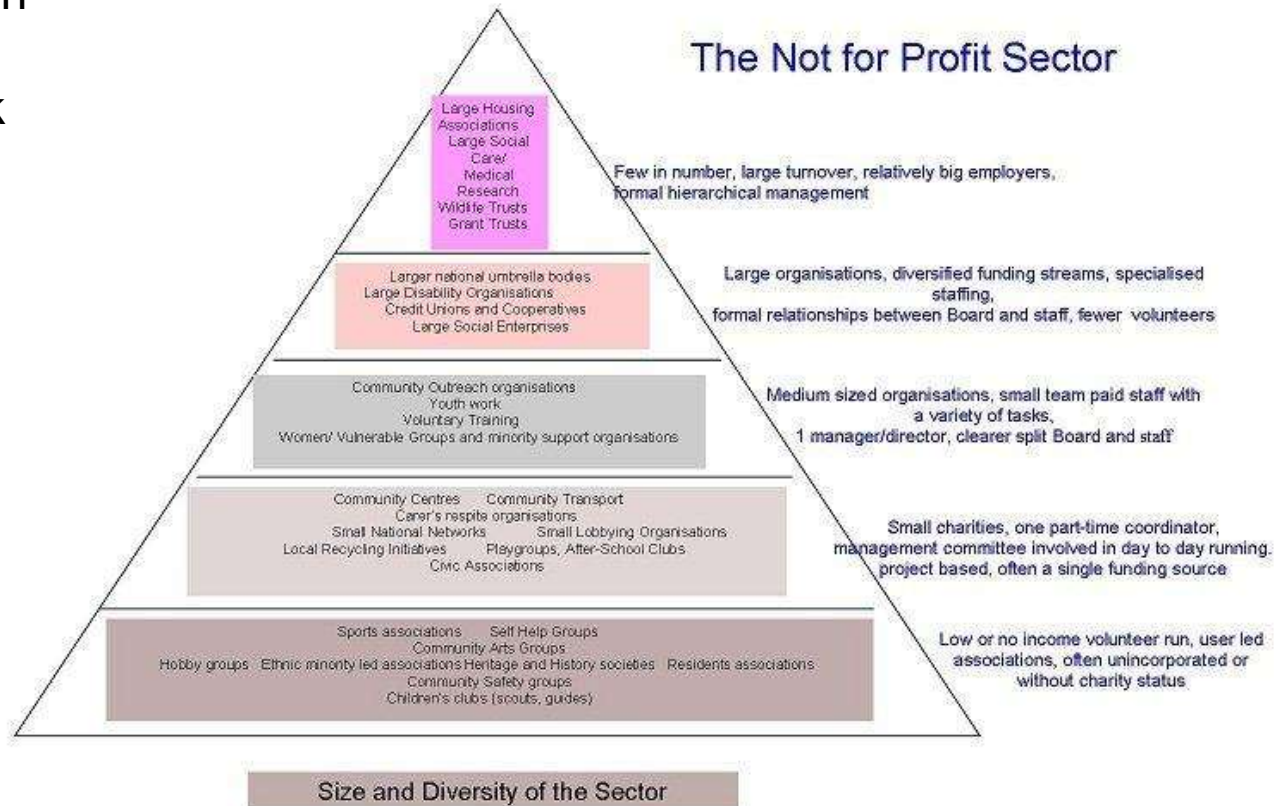
- *service delivery* to members or clients
- *exerting influence* and initiating change on a range of economic and social issues
- *connecting the community* and expanding people's social networks
- *enhancing the community endowment* by investing in skills, knowledge and
- physical, social, cultural and environmental assets for future generations.

Examples of community service not for profits

- Let's make a list!



Diagram in your handbook



Orientation to working in the Not for Profit sector

How is the not-for-profit sector different?

NFPs are more likely to:

- value the **processes** used in undertaking their activities, especially collaborative and participative processes
- use these processes to enhance the intrinsic quality as well as the effectiveness of their activities
- rely on **relationships and trust** rather than contract provisions to underpin transactions with clients, workers and funding sources (investors)
- attract and utilise **volunteers** in both management and production of activities
- value **control, recognition, and benefits to others as major motivating factors.**

How Many NFPs?

- 600,000 in Australia, with approximately 60,000 which are ‘economically significant’ –including those who employ staff.
- The number of NFPs is growing.
- There are approx 890,000 people employees in NFPs and that is approx 8.5% of the total workforce.
- The main areas of employment are in social services, education and research –more than half the jobs in the sector are found here.
- These are also the areas of strongest employment growth.
- NFPs employ people for:
 - Services
 - Administration
 - Management

How most NFPs handle Governance

- The Board of Management
- The Incorporated Association (other models)
- Staff relationship to Boards



Orientation to working in the Not
for Profit sector

Morning tea



Orientation to working in the Not
for Profit sector

The Board of Management

An incorporated association must appoint or elect a management committee that is responsible for managing the affairs of the association.

What legal responsibilities do members of a NFP Board have?



Working with a Management Committee

- The Management Committee will require reports from its staff
 - The Management Committee will need to give permission for certain new activities to take place. This will require staff to wait for the Committee meeting before being able to proceed.
 - Most members of Management Committees are volunteers-their time is limited. Be ware of this when writing reports etc.

Weaknesses of the not-for-profit sector

- Democracy can mean slow decision making
- Skills of the board may vary
- Funding –grants, trusts, projects affect cash flow
- Staff recruitment and maintenance



Why does this NFP exist?

The Mission, Vision and Values

- The **Mission** is the reason why the Organization exists:
‘providing excellent health care to the district of Wobegone’
- The **Vision** is a description of the organization as it carries out its operations
“a vibrant and inclusive volunteer society dedicated to excellence in music teaching”
- The **values** are the core values which underpin the organisation’s choices: eg
- *Accepting diversity; Integrity; Equality of opportunity*

Where the clients come from

- Type of need-eg special health needs
- Type of income or the lack of it
- Disability
- Culture
- Ethnicity
- Sexuality
- Employment status
- Address
- Other?



Service Delivery issues

Why are people in this situation?

- Discussion

What does the service provide ?

- the tension between the expectations of the client, the needs of the client and what the service can deliver

Who provides the service?

- Volunteers
- Paid staff
- People who have been users of the service first
- Professionals



We need volunteers

- Not for Profit agencies often rely on the work of volunteers
- Volunteers can work in ways that paid staff cannot:
 - Eg after hours
 - Social interactions
 - On-call

Volunteering Principles

- volunteer work is unpaid;
- volunteering is always a matter of choice;
- volunteers do not replace paid workers or constitute a threat to job security of paid workers; and
- volunteering is a legitimate way in which citizens can participate in the activities of their community.

We need volunteers for these important positions:

- Client service delivery
- Back end administration
- Fundraising
- Promotion
- Governance



Volunteers have rights

- Volunteers do not get paid, but may be reimbursed for legitimate expenses incurred while doing work for an association.
- When associations engage volunteers, they must consider the rights and responsibilities of volunteers, as well as the rights and responsibilities of the association.



Volunteers are skilled workers

- Volunteers may not get paid, but they still may have high levels of skills and responsibilities
- Volunteers need to be included and respected in their roles in the volunteer work setting.

Policies for volunteers

- Although volunteers are not employees, it is important for an association to have clear policies and procedures for recruiting, selecting, managing and supporting volunteers.
- Incorporated associations should have adequate insurance cover for volunteers.

Staff and volunteers

Key features of interactions should be:

- Respect for each other's positions
- Keen awareness of boundaries
- Reliability and trustworthiness

The Administration or support staff's role within the client service delivery agency

- Boundaries-leave the professionals to do their role without interference
- Interactions with clients –respectful, confidential
- Provide support to allow the professionals to do their job



Lunch



Return in 30 minutes
please

Values in the NFP Community Sector

- Language
- Processes and Outcomes
- Values

Afternoon tea

- 15 minutes please



Where the funding comes from

- Memberships
- Donations and bequests
- Grants
- In-kind contributions
- Fees and Contracts
- Fundraising



Why do people work for NFPS?

- Job Satisfaction
- Want to provide services to those who desperately need them
- Like being part of a team
- Share the values and beliefs of the sector
- Want to change the policy agenda
- Want to develop their skills

Why do people work for NFPS?

Job satisfaction

- A recent survey by Warwick University identified that voluntary sector workers get more job satisfaction than those in the private sector and the public sector. On a scale of one to seven, the average scores were;
- Voluntary Sector: 5.72
- Public Sector: 5.45
- Private Sector: 5.35

Why do people work for NFPS?

"Services to people who desperately need them"

- *"My satisfaction comes from being part of a process that delivers services to people who desperately need them."*
- Andrew Van Doorn, Policy and Research Officer, National Homelessness Alliance

Why do people work for NFPS? "Part of a team"

- *"I enjoy working as part of a team and the unit I work in is very close. The people in the wider organisation are very enthusiastic and committed about their beliefs, and Greenpeace is a very dynamic place to work in with values which I uphold."*
- Andrew Sturley, PA/Administrator, Greenpeace UK



Why do people work for NFPS? "Values and beliefs I share"

- *"I work at the RSPCA. Previously, I had worked in the commercial sector (in IT and manufacturing) and felt disillusioned with the type of work I was doing. I knew that I wanted to work for an organisation with values and beliefs that I shared."*
- Karen Shaw, Branches Personnel Officer, RSPCA



Why do people work for NFPS? Changing the policy agenda

- *"Working in the voluntary sector can be a joy - you can feel you are really making a difference. It can also be frustrating due in part to lack of resources. For all that, I don't think I could get job satisfaction in the same way in the private or statutory sector because I want to feel I make a valuable and valued contribution to the community."*

- Julie Stuart, Training Adviser, Citizens Advice Scotland



Why do people work for NFPS?

Multi-tasking allows for skill development

Work in the voluntary sector gives you the opportunity to:

- Work on wide range of subjects and tasks
- High level of responsibilities and involvement in numerous initiatives
- Involvement in the decision-making process
- Develop a wide range of skills such as people skills, working in teams, commitment to the work, improving self-confidence and self-esteem
- Scope to exercise creativity and influence and be more than a clog in the work machine

The voluntary sector provides:

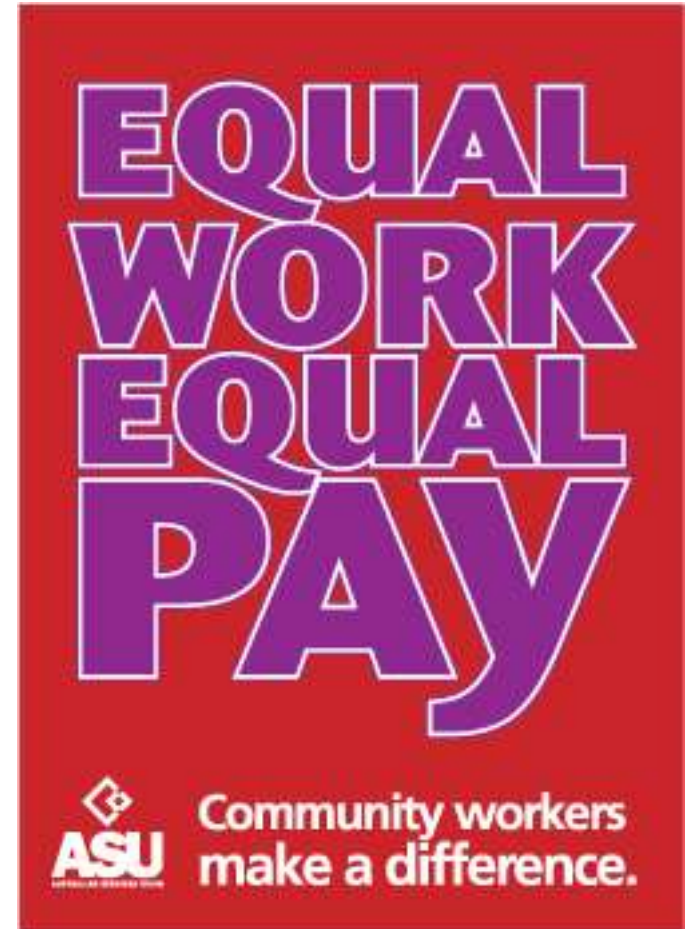
- More flexible forms of work - part-time working, job sharing, non-standard hours and working from home
- Work-life balance and workplace flexibility
- Encouragement to pursue further studies and interests

WHAT NOT TO DO WHEN WORKING FOR A NFP:

- Talk about clients outside of the agency
- tell inappropriate jokes
- expect ‘luxury services’ such as couriers
- overspend the budget
- use the wrong language
- over-ride the team-NFPs value cooperation rather than competition
- don’t muck in and help with the team when required –painting the offices –cleaning the kitchen-bulk mail out etc etc
- bring the agency into disrepute
- talk about the agency in public forums without permission

The Modern Award

NB the New Award



Orientation to working in the Not
for Profit sector



WACOSS
Western Australian
Council of Social Organisations

Networking in the NFP sector

- Why we network
- How we network
- How to network
 - Strategies for the Sector Breakfast



Useful websites

- ATO NFP <http://www.ato.gov.au/nonprofit/>
- Workplace Relations Management Consultants <http://www.wrmc.com>
- Council of Australian Governments <http://www.coag.gov.au/>
- Ourcommunity.com <http://www.ourcommunity.com>
- WACOSS <http://www.wacoss.org.au>
- Employer Assist <http://www.employers.co.nz/about-us.aspx>
- NFP Network <http://www.nfpn.com.au/>
- ACOSS <http://www.acoss.org.au/>
- Lotterywest Grants <http://www.lotterywest.wa.gov.au/grants>
- Volunteering WA <http://www.volunteeringwa.org.au/>

Occupational Health and Safety

- Occupational Safety and Health as a NFP worker- everyone's responsibility

