

Summary Notes: Written form

Breakout Session *Third Sector Sustainability*

Facilitator: Anthea Hancocks, CEO Scanlon Foundation

What is the Third Section about?

1. Amy Hubbard, CEO Capire Consulting

Amy presented Capire Consulting Group work by making every member of the crowd meet each other in order to establish a connection. According to Amy knowing the target group is a very important step for a specialist community engagement company. Capire acts as a middle man between communities and all the sectors, including NGO. NGO - what a confusing name, Amy admits.

What is NGO?

- NGO have got a strong mission
- NGO strengths:
 - they know the community, build trust;
 - is a part of the bureaucracy;
 - know the ways of how to sustain themselves, saves money;
 - competitive (funding, relevance of services).
- NGOs weaknesses:
 - not always they have a coordinated & collective voice;
 - need a better knowledge/training on policy & planning;
 - need a better understanding of bureaucratic language;
 - need a better ability to produce a feedback to the government on their work, produce real life examples/achievements.

2. Mark Carlovic, Head of People, Performance & Legal, Sovereign Hill Museums Association

Sovereign Hill is Ballarat's largest employer. The association owns museums, farms, catering services, accommodation and much more. Sovereign Hill is a non-for-profit, community based organisation that puts all the profit back in their facilities and activities.

In his role as Head of HR, Mark has implemented Diversity and Inclusion Policy, since then the organisation has:

- Partnered with BRMC and YMC to seek their insight in the CALD community and their needs
- Invited young refugees to gain work experience
- Grown Ballarat's population
- Sought training on ethnic diversity matters/needs/expectations
- Employed CALD staff to assist thousands of culturally diverse visitors
- Built valuable connections with variety of community organisations
- Diversified its Board of Directors
- Recruited a number of volunteers.

Mark stresses out that Sovereign Hill's growth relies on diversity of the workforce, also investing the surplus money back into the organisation. In addition, networking and skill acquisition are another key sustainability points.

3. ChenSu Ooi, ECCV Aged Care Sectoral Development Officer

There are significant policy and funding reforms underway in the aged care and disability sector. The national aged care reform and the progressive roll out of the National Disability Insurance Scheme (NDIS) is as big as the introduction of the Medicare system.

- In 2015, ECCV is funded by the Lord Mayor Charitable Foundation to conduct a project with the objectives to support ethno-specific and multicultural community aged care organisations to understand the changes, options and increase capacity to make informed decision about the future sustainability of their organisation.
- As part of this project, ECCV conducted focus groups with over 35 older people from non-English speaking backgrounds about their experience with ethno specific organisations, to understand the values and role of ethno specific services.
- And conducted six in-depth case studies with ethno specific and multicultural organisations.

The key benefits of ethno specific and multicultural providers

- providing culturally Appropriate Services,
- high quality care and
- build their organisation upon strong community partnerships

Went through 5 business model options:

1. Acquisition
2. Group structure
3. Strategic alliance/joint venture
4. Merger/new entity
5. Collaborative network

Many ethno specific organisations expressed a collaborative network is most desirable and appropriate for their needs, as it is important for them to retain their cultural identity, and yet collaborate to achieve economic of scale and efficiencies.

What if we do nothing about the changes?

It is likely that a large number of small community embedded ethnic and multicultural organisation will become unsustainable and fall over. Collectively, we are at risk of losing decades of cultural expertise, social capitals – the network that link people together, and make community organisations effective, and risk of discontinuity of care for older people from non-English speaking backgrounds that are already vulnerable.

It is most important for organisation to start the conversation of collaboration and working together so they can find strength in size and stronger together. Ethno specific organisation vision for their future is about working with other organisations; continue to strengthen partnership with community and their internal business capabilities.

Q & A

1. What are Sovereign Hill engagement strategies for recruitment?

Mark: Sovereign Hill calls out for interest in Indigenous communities. The organisation sponsors and engages with employees, mainly locals.

2. What is the united voice issue that Amy mentioned in her presentation?

Amy: NGOs have to strengthen the connections, to be more practical and time-frame aware.

3. How is valued the voice of the community?

ChenSu: We all have to be better communicators. We have to be better at

communicating the total capitals that are put on a table. It is important to build knowledge on top, from previous experiences and data rather than start fresh.

4. More comments on planning skills.

Amy: NGOs have to provide more evidence, know rules of report writing. NGOs need coaching on becoming advocates with a loud voice.

Key Learning

1. Importance of using the existing resources
2. Need of collaborations with the right sectors and community organisations
3. Importance of being relevant: stay in touch, uniqueness, visibility, knowing the need and the change
4. Need of getting your voice heard
5. Importance of moving from a victim mentality to seeing the communities as resourceful
6. Need to change a mainstream by providing a much more diverse workforce, create more efficient employment linkages
7. Importance of training and education for workplaces on diverse needs.

Notes taken by Gabrielle Rukas