

Nonprofit Sector –Australian Initiatives

Organisations whose mission is capacity building for the sector are examples where ICT has a demonstrable positive effect. These intermediary enabling organisations have a significant influence on takeup rates of new practices within the sector. They actively work to help nonprofit organisations partner in the development of a variety of applications.

Our Community and **Infoxchange Australia** play this role at a national level. South Australia's Community Information Strategies Australia (CISA) Inc. is an example of a state based enabling organisation.

CASE - Computing Assistance Support and Education

<http://www.case.org.au/>

CASE was formed to assist Australian individuals and community organisations in making better use of information technology to accomplish their goals. CASE offers education, advocacy and technical assistance.

Community Information Strategies Australia (CISA) Inc

<http://www.cisa.asn.au/>

CISA has operated in SA for over 22 years, providing information management and technology consultancy services to community organisations, the Common Knowledge and CommunIT projects:

- Common Knowledge provides a single access point for South Australian communities to share information and improve knowledge about the community services sector in South Australia
- CommunIT provides information, ICT training, access to resources and discussion forums as strategies in developing cost-effective ICT solutions for agencies working in the community sector

Infoxchange Australia

<http://www.infoxchange.net.au/>

Infoxchange Australia is a nonprofit organisation working in the welfare sector. Infoxchange provides the Infoxchange Service Seeker (ISS), <http://www.serviceseeker.com.au> directory of community services, and are developing a total service offering for nonprofit organisations. This means bundling everything needed to use ICT and get online, from acquiring PCs through Green PC, training, ICT help and support and online access through the Infoxchange Internet Service Provider (ISP).

Our Community

<http://www.ourcommunity.com.au/>

Our Community is a Melbourne based social enterprise organisation which operates on a nonprofit basis. Services include :

- National Giving Centre website helps nonprofit organisations engage in online fund raising and collects donations
- online processing and payment of memberships

Philanthropy Australia

<http://www.philanthropy.org.au>

Philanthropy Australia is the peak organisation for the philanthropic sector, acting to promote and protect the interests of family, private, corporate and community giving within Australia. It represents more than 220 members, with estimated total assets of more than \$10 billion, and who annually distribute tens of millions of dollars to the community. Funding is distributed primarily to the areas of social services and welfare, health, education, arts and culture, housing and community development, with particular emphasis on programs which benefit families, children and youth, and senior citizens.

Pro Bono Australia

<http://www.probonoaustralia.com.au/>

Pro Bono Australia is Australia's portal for the nonprofit sector. Pro Bono Australia's aim is twofold: to facilitate and increase the level of Philanthropy in Australia and to give nonprofit organisations the resources they need to run effectively.

Etree

<http://www.ETree.com.au/Default.asp?bhjs=1>

eTree is an example of using ICT to preserve the environment. A Computershare initiative with Landcare Australia, eTree allows shareholders of Australian companies to elect to receive shareholder communications electronically.

Australian Government

Family Community Network Initiative (FCNI) and Local Answers

<http://www.facs.gov.au/internet/facsinternet.nsf/aboutfacs/programs/community-fcni.htm>

http://www.facs.gov.au/internet/facsinternet.nsf/aboutfacs/programs/sfsc-local_answers.htm

The Family and Community Networks Initiative is an example of the practical opportunities the Australian Government provides to support families and strengthen communities. The *Stronger Families and Communities Strategy* gives families, their children and communities the opportunity to build a better future. Building on the success of the first four years of the Strategy, from 2004 the *Local Answers* initiative will provide funding for small-scale projects developed by local communities in response to local issues. *Local Answers* gives communities the power to develop their own solutions to local problems and helps them help themselves.

Community Portal

<http://www.community.gov.au>

The Community portal is a conduit or linking site for all Australians, to web sites which support, encourage, facilitate, promote or are involved in general and specific community issues, concerns and activities. The range of subjects covered is constantly growing as the www.community.gov.au site allows members of the public to actively suggest new sites which are then considered and linked to if appropriate.

Volunteer Small Equipment Grants

<http://www.facs.gov.au/vseg2004/>

Through Volunteer Small Equipment Grants organisations can apply for grants of up to \$5000 to buy small equipment items that support the work of volunteers by making it easier, safer

and/or more enjoyable. The second funding Round for 2004 has given \$7 million to 3,400 organisations to help Australia's volunteers carry on with their vital work. This is the sixth time financial support has been committed to directly support volunteers since 2001, bringing the total funding to over \$26 million, helping over 11,500 community organisations.

Programs to help regional and remote Australia connect to ICT

Broadband programs <http://www2.dcita.gov.au/ie/framework/broadband>.

The Australian Government has also worked cooperatively with all state and territory governments to develop the National Broadband Strategy. Key programs are the Coordinated Communications Infrastructure Fund (CCIF), a \$23.7 million program to support infrastructure projects that have aggregated demand both across key sectors such as health and education and across particular geographic areas. The \$8.3 million demand aggregation brokerage program aims to consolidate demand at regional and sectoral levels to attract broadband investment. The Higher Bandwidth Incentive Scheme (HiBIS), http://www.dcita.gov.au/Article/0,,0_1-2_1-4_117154,00.html. HiBIS is a \$107.8 million initiative of the Australian Government providing registered Internet service providers with incentive payments to supply higher bandwidth services in regional, rural and remote areas at prices comparable to those available in metropolitan areas.

Telecommunications programs http://www.dcita.gov.au/Subject_Entry_Page/0,,0_1-2_3,00.html

TAPRIC connects remote Indigenous communities through support for improved and sustained take-up and use of telephone, Internet and broadband services and increased awareness of telecommunications opportunities and rights. The Networking the Nation (NTN) program has assisted the economic and social development of rural Australia by funding projects which enhanced telecommunications infrastructure and services and increased access to these services. The IT Training and Technical Support Program assists people and organisations in very remote Australia to access basic IT training and support.

Culture and recreation portal

<http://www.cultureandrecreation.gov.au>

The culture and recreation portal provides access to over 3,000 websites and 1.3 million pages about Australia's culture and recreation. It provides a range of information for cultural institutions, including guides on creating a website and using eBusiness. The eBusiness guide is designed to help Australian cultural organisations develop and improve their use of the internet as a business tool. The Internet Development Guides are designed to help Australian culture and recreation sector workers and organisations discover why they should use the Internet, how they might use it, and how to develop an Internet presence.

NetSpots

<http://www2.dcita.gov.au/ie/netspots/view>

NetSpots is an online search facility which assists the public and researchers to find where Internet and Video conferencing facilities are located throughout Australia. The NetSpots search facility is also accessible by phone on free call 1800 222 797.

Tel:info

<http://www.telinfo.gov.au>

The telinfo website provides up-to-date information about telecommunications services and entitlements for people in regional, rural and remote Australia. It keeps telecommunications stakeholders informed about telecommunications services, consumer rights, Government programs and regional telecommunications.

Australian Capital Territory

Digital Divide Grants for Community Based Programs

<http://www.cmd.act.gov.au/digitaldivide/archives.htm>

On 4 March 2002, the ACT Government announced \$300,000 in Digital Divide grants to 19 community organisations to provide seniors, young people, persons with disabilities, persons from non-English speaking backgrounds, Aboriginal and Torres Strait Islanders, and single-parent and low income families with better access to information technology and training to use computers and the Internet.

Digital Divide Grants for Public IT Access Centres

<http://www.cmd.act.gov.au/digitaldivide/>

The [ACT Government Community IT Access Plan](#) sets out the strategic approach being taken by the ACT Government to bridge the digital divide in the ACT. This approach tackles the key issues through: providing IT access and training, particularly to residents of disability housing, carers and other disadvantaged groups, a free computer training resource and The PC Reuse Scheme.

New South Wales

Human Services Better Service Delivery

<http://www.hsnet.nsw.gov.au/bsdip>

The NSW Government has made available \$13.9 million over three years to the Better Service Delivery Program (BSDP), which will improve communication and information management for government and non-government agencies in the NSW human services sector. The Program will assist human service agencies exchange information, make referrals to others and provide the best possible service to their clients. The Council of Social Services NSW (NCOSS) and Forum of Non-government Agencies (FONGA) are involved in planning and implementing the Program - <http://www.ncoss.org.au/bsdip/index.html>

CTC@NSW

<http://www.ctc.nsw.gov.au/>

CTC@NSW is a \$16.45 million State/Commonwealth initiative and is part of the NSW Government's commitment to assist regional communities develop sustainable information technology facilities and services. Through CTC@NSW 55 Community Technology Centres (CTCs) have been funded in regional NSW.

Queensland

Queensland Community Skills Development Program in ICT

http://www.iie.qld.gov.au/comminfo/csdp_applicants.asp

The Community Skills Development Program in ICT (CSDP) was a Queensland Government funding program for community organisations within rural, regional and remote Queensland. It was designed to bring higher levels of information and communication technology (ICT) skills into local communities by providing funding for 'hands-on' ICT training to community members.

Community housing online

<https://www.chol.housing.qld.gov.au/>

The Department of Housing, through its Community Housing service area, works in partnership with nonprofit organisations and local governments. The Department has developed an Extranet called Community Housing On Line to facilitate communication between service providers and the Department.

e-democracy

<http://www.qld.gov.au/edemocracy>

The e-Democracy Unit is responsible for implementing and managing the Queensland Government's three e-democracy initiatives; Online Community Consultation, Broadcast of Parliament and e-petitions, which are designed to test how information technology can enhance the community's access to government and participation in government decision-making.

Get involved in Queensland

<http://www.getinvolved.qld.gov.au/>

The Community Engagement Division of the Department of Communities works with government agencies and communities across the state. It explores and implements effective ways of working cooperatively to develop solutions to local problems, improve the way government services are provided and enhance the quality of life for Queenslanders.

South Australia

NetWorks For You program

<http://www.iepo.sa.gov.au/networks/>

NetWorks For You is a program to develop use of the Internet and a series of *NetWorks Centres* being established throughout South Australia. Local community facilities such as schools, libraries, telecentres, and neighbourhood centres, are being invited to open their facilities for a range of Information Economy activities. These *NetWorks Centres* offer community access to the Internet, awareness programs and business development assistance.

Community Information Strategies Australia

<http://www.cisa.asn.au/>

CISA (Community Information Strategies Australia Inc.) is the peak community information organisation in South Australia, providing essential community services information and information management services including software, consultancy and training.

Human Services Finder

<http://www.hsfinder.sa.gov.au>

The South Australia Department of Health has developed a Human Service Finder which lists health, housing, family and community services from the private, public and community sectors. Access is free to the public. Access by service providers is also free and includes richer functionality.

Tasmania

Tasmanian Communities Online project

<http://www.tco.asn.au>

The Tasmanian Communities Online Project accelerates the uptake of information technology for people living in rural and regional Tasmania through the operation of 64 strategically located Online Access Centres which provide low cost access to computers and the Internet as well as one-to-one training and assistance in their use.

Victoria

The ACE Community Building Hubs Initiative

http://www.acfe.vic.gov.au/news/20031007ACBH_news.asp,
<http://mc2.vicnet.net.au/home/acetech/index.html>

The Victorian Adult Community and Further Education (ACFE) Division of the Department of Education & Training has received a grant from the Community Support Fund to establish Community Building Hubs in adult and community education (ACE) organisations. The ACETECH program promotes strategic planning for ICT in community organisations.

Growing Victoria Together

The Victoria Government Growing Victoria Together (GVT) strategy aims to build an innovative, caring and sustainable state by 2010. One of the Government's GVT important issues is building cohesive communities and reducing inequalities. The Government will support volunteering in Victoria with \$20 million in funding over three years.

My Connected Community

<http://mc2.vicnet.net.au>

My Connected Community provides training and online resources to enable community groups establish a website, publish online, network with members, extend group membership and activities and communicate with other communities of interest.

Western Australia

First Click program

<http://www.training.wa.gov.au/initiatives-events/content-firstclick-default.asp>

First Click is designed to increase computer literacy among the 400 000 adult Western Australians who have no computing or Internet skills and who do not want to enrol in a formal course at TAFE or University.

WA Telecentre Network

<http://www.telecentres.wa.gov.au/home/>

Offering the largest coordinated network of Telecentres in the world, Western Australia's network of over 100 regionally located Telecentres open up a wealth of opportunities in a geographically vast State. Telecentres link country Western Australia with local, regional, state, national and international trade, employment and training opportunities.

Local Government

The following is an indicative overview of types of projects at local government level. This list is not comprehensive and there are many more projects.

New South Wales.

Fairfield City Council - Community Spirit Social Capital and Community Development Project

<http://www.fairfieldcity.nsw.gov.au/>

The social capital and community development project is a collaborative project, facilitated by Fairfield City Council, that aims to bring together local communities, community

organisations, and other Council and government departments to better understand and build social capital (social fabric/community pride) in the Bonnyrigg and Carramar/Villawood areas of Fairfield.

Inverell Shire Council - Inverell Online

<http://www.inverell-online.com.au/dir205/InvOnline.nsf>

Inverell Online is a project funded by the Inverell Shire Council as a free service to the local community. It aims to provide a centralised Internet based business and community directory incorporating electronic commerce facilities. It promotes Internet based services and facilities to enhance local economic growth; promotes the area as a tourist destination to local, national and international visitors; and provides equity of access to the Internet for local community groups and organisations.

Queensland

Crows Nest Shire Council - Smart Community Strategy

<http://www.cnnnet.com.au/>

Crows Nest Shire's Smart Community Strategy empowers local communities through the uptake of information and communication technology (ICT).

Livingstone Shire Council - Small Communities IT Outreach Program

<http://www.livingstone.qld.gov.au>

The Small Communities IT Outreach Program has been structured to broaden the capacity of people in isolated rural areas, particularly women, to access information through the use of information technology (IT) and to drive community projects.

Ourbrisbane.com

<http://www.ourbrisbane.com.au/>

ourbrisbane.com is a Brisbane City Council sponsored community initiative for the people of Brisbane. Its vision is to provide Brisbane's residents and visitors with an accessible and friendly Internet experience that supports individuals and communities.

South Australia

Adelaide City Council - SPINACH - City of Adelaide Website for Young People

<http://www.spinach.org.au/>

SPINACH is believed to be the first stand-alone youth website produced by any local government authority in Australia. The site has proved to be an exciting and successful way to provide information to young people on facilities, services, activities and programs in the city and to involve young people in council activities.

Victoria

Bayside City Council - Information Infrastructure for Bayside

<http://www.bayside.vic.gov.au/>

Bayside City Council has become a leading provider of access to internet technology for its community. This project has brought benefits to the community such as the provision of information and internet technology to the community, particularly the 60+ age group.

Greater Dandenong City Council - Greater Dandenong - Corporate Community Database

<http://www.greaterdandenong.com/index.cfm>

The City has developed an integrated Microsoft Access database storing business-related data producing several directories.

Kingston City Council - Emerging Communities Project

<http://www.kingston.vic.gov.au/>

The Emerging Communities project exemplifies the role of Local Government in building participation of their constituents and the capacity of local communities, through offering women a pathway to overcoming some of the barriers to participation in community activities and access to services.

Western Australia

Networked Neighbourhoods is a web based community connectivity tool designed to build stronger geographically based communities through the use of ICT. Deployed in Picton Waters, WA it provides a stand-alone Internet application which allows individuals to contact local people with shared interests, discover useful businesses and services in their area and access information.