

**Getting with the Program! Enhancing business and organisational practices in the
Non-Profit sector using ICT**

Key themes / issues / questions arising from discussion:

Dept of Corrective Services – Re-entry Service Provider Community

- Portal more than a site with links
- Two programs providing services
- 40 users – departmental staff and other organisations
- Confidentiality and security a key issue
- Increase in number of Aboriginal clients suggests that programs are culturally appropriate?
- Early indications that effective in reducing recidivism

Questions & discussion

Portal not an off the shelf product, was designed by Pretzel Logic.
Feedback from a user of the system working within the TASS service was very positive and there is evidence that Dept of Justice has actually consulted with the service providers in its design.

The system has the potential to pick up a whole lot of other services for use by community services sector to manage the multiple reporting requirements of a range of different government funding sources. BUT so far there is no interest from any other government department in using this program.

In developing any similar programs, need to take account of differing levels of familiarity with technology and build in appropriate capacity building and training.

Need to start with awareness of the business and then how to make the system as simple/user-friendly as possible.

For reporting – simplifies the quarterly reporting process by continual input of data and reporting function which creates the reports.

Greg Davidson, TSA Corporation – Leveraging IT Options...

Developing partnerships between not for profits and private sector

In-house, co-sourcing or out-sourced ICT models? No one correct answer – it is what is best for individual organisation.

Need to ask the right questions (e.g. from a client's perspective geographical, volunteers & organisational structure, what value & benefits will partner)

Questions & Discussion

Always a challenge – going into organisations and having to hose down expectations or get organisations to be realistic about their requirements
Experience in UK has been problems with negotiating contracts with the private sector, and probably prevents a lot of non-profit organisations from pursuing partnerships with the private sector.

Jacquie Thompson, Lotterywest – Connecting Potential

Since 2000 around \$14million in grants to community organisations.
Now on next wave, and Lotterywest seeing a change in requests for infrastructure and customised ICT software.

Research

- little engagement between government and sector in ICT
- new technologies have possibility to benefit more than one organisation

ICT engagement with whole of not-for-profit sector – community services, environmental, culture & arts, leisure & sports

Lotterywest Capacity Building Initiative

- consortium
- inspired by UK model

Stage 1 - development and relationship building & feasibility

Stage 2 - delivery

Alan – Program manager at Lotterywest

Questions & Discussion

Aimed at particular sized organisations? At the moment it is not being directed at any one sized organisation and further details will emerge in the consultation process.

National consortium already been formed – DCAT but seems to exclude Western Australia. Lotterywest have talked to federal and state government agencies but have confidence in capacity to develop project (with some further consultation with government agencies).

CISA – lead agency in national consortium, and WA represented by ACOSS and National Not-for-Profit Roundtable

How to develop new and innovative ways of using ICT for rural and remote areas.

Summary points

Key point – to manage the contract side (e.g. seeking references of individual organisations) of working in partnership with the private sector. The sector doesn't have time, energy or capacity to be able to manage that side of the ICT process.