

"ACF has been a game changer! The support ACF provides to our services and the families we support is invaluable. Without ACF, many families would remain struggling and just surviving, but with ACF's help we now have an ever-increasing number of families thriving in our community. The efficiency of the application process allows for timely outcomes, which is important when delivering crisis services." – Jo Fictoor Anglicare



A Shared Approach To Supporting Individuals

A discussion paper by The Albany Community Foundation



At the Albany Community Foundation (ACF), we recognise the Community Foundation sector is doing wonderful work in supporting Communities around Australia. This support is often seen through granting of funds to an appropriately registered third party, who in turn brings a project, program, or community event to life. This traditional model allows transparency and efficient use of funds to reach a wide cross-section of a community.

Over time, the ACF considers, there has been parts of our community missing out on direct support as a result of this traditional model. We have seen many families and individuals facing crisis, who just need a helping hand to get past a difficult period in their life. These people are often the most vulnerable members of our community. At ACF, we consider our role within the community is to lead by example, fill gaps and support as many vulnerable community members as possible.

We would like to offer this discussion paper on how we feel the Community Foundation sector can better support individuals in their own community, without the need to change their structure or add any significant new resources.



Background

Getting Together To Give



ACF Tip! – In the early days of collaboration face-to-face provides many benefit; wherever possible try to meet in person!

Collaboration is the Key!

Bringing together Individuals in needs, Agencies and The Community

- Community Foundations Support Agencies
- Agencies Support Individuals
- Together We Can Build Stronger Communities

A Simple Approach with Powerful Outcomes

A simple approach where service agencies make application (using set criteria) to request financial assistance to fill the gaps in their existing funding to allow full support of their clients. We are not suggesting agencies should auspice our applications, rather, encouraging agencies to access our funding for their existing clients – a simple distinction with powerful outcomes! **Applications should be targeted at supporting gaps in the needs of the individuals, not agency costs.** Experience has taught ACF, there are many relatively low value items, that are identified as gaps in funding, that make a huge difference to the outcomes of individuals. Some examples you may consider are; crisis accommodation, car registration, basic household furniture, utility arrears, clothing.....



Collaborate

- Contact your local service providers to engage the idea of supporting gaps in funding which allow them to better support their most vulnerable clients
- Engage with donors to discuss what areas of support are meaningful to them – you may find a single donor willing to create an entire sub-fund dedicated to supporting individuals!
- Engage with the community and key stakeholders about specific criteria to access funding
- Engage with us at ACF, no need to reinvent the wheel; we are more than happy to share our resources as your starting point!



Create

- Create a simple application form allowing agencies to access funding
- Consider set criteria to access funding rather than trying to assess micro detail on every application
- Consider upper limits on application amounts and the number of applications agencies can submit on behalf of any one individual
- Build a strong relationship with key staff within an agency and consider using their authority to sign off on applications rather than it being open to all staff



Share

- Share your vision and ideal outcomes with agencies – allow them to feel part of the process and empowered. Allow their experience to guide shared outcomes
- Consider starting with a few key agencies to streamline the process

You are now ready to share the prosperity of your Community Foundation with individuals in need!



ACF Tip! – Trust the agencies' experience to help guide the type of items that can be funded

Know Your Strengths



ACF Tip! – Don't put your energy into duplicating existing services. Allow the agencies to use their expertise and do all the work for you! Agencies know the history of the client, what existing services and support they can access, where the gaps are, and what the client most needs to help move past the crisis they are facing.

Community Foundations

Best placed to initiate collaboration and provide funding:

- Uniquely placed to facilitate arms-length support to multiple service agencies
- Well established practice of granting funds
- Creative & flexible approach with minimal red tape
- Independent and trusted in the community

Support Agencies

Best placed to support individuals:

- Existing access to all the necessary experience and infrastructure, including; in-take workers, financial counsellors, social workers, support staff etc
- Existing access to individuals in need
- Experience in assessing needs and supporting individuals
- Existing procedures in place to deal with applicants' demands and expectations

PARTNERSHIP





ACF Tip! – Keep the application process simple; a single page, tick the boxes application form! Quick turn around times are essential when involved in crisis funding.

Step By Step Process



Everyone Benefits



ACF Tip! – A strong relationship with agencies can lead to opportunities with workplace giving, corporate donations or individual membership.

Applicant

1. Access to a support worker to help articulate their needs and advocate on their behalf
2. Access to other support services and referrals
3. Applicants' full needs, not just financial needs, are addressed

Support Agency

1. Access to funding that previously didn't exist
2. Filling gaps to better support clients
3. Achieving better outcomes for clients
4. Quick turn around times with a high certainty of success

Community Foundation

1. Clean and simple process
2. Access to a wide range of applicants
3. Shared responsibility for Due Diligence of applicant
4. Clear lines of communication with experienced social workers
5. Filling gaps in the community
6. Not duplicating existing services
7. Efficiently and effectively fulfilling CF objectives



Building a stronger community together

How The ACF Has Connected With Our Community

The ACF has funded in excess of \$446,000 in collaboration with over 20 local agencies to supported 100's of individuals and families!

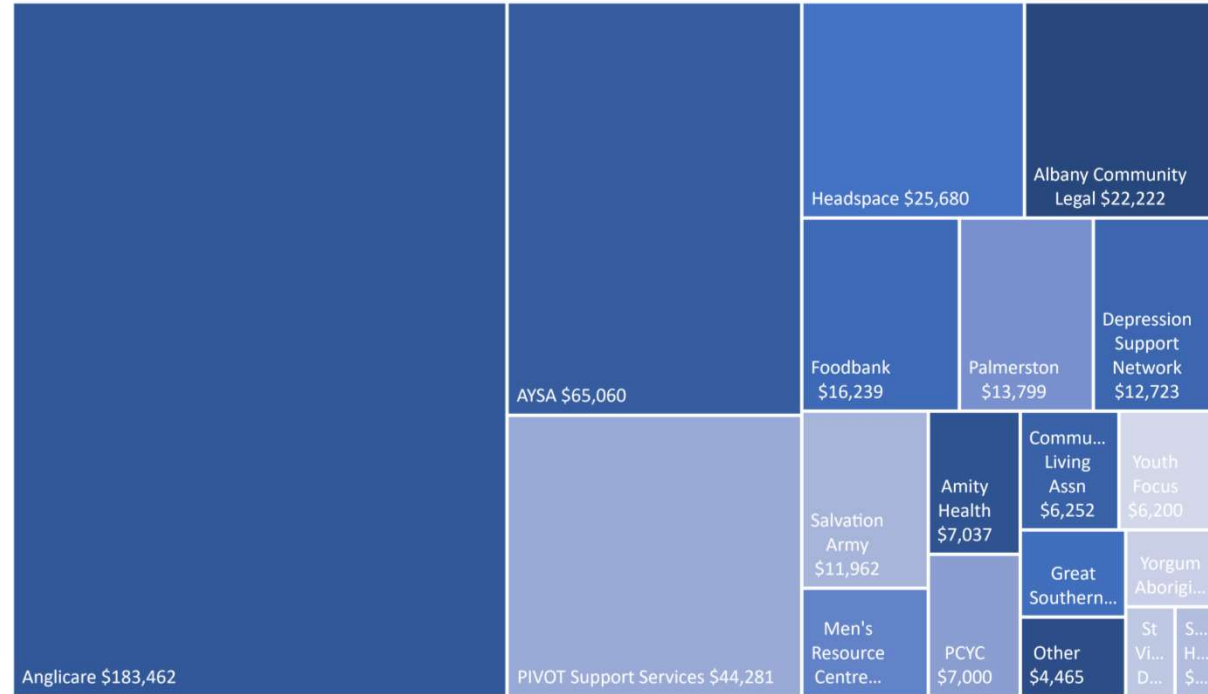
#RealHelpReachingRealPeople!



ACF Tip! – You can search your local area for DGR registered entities at: <https://abr.business.gov.au/Search/Advanced>

ACF Cornerstone Funding \$446,706

- Albany Community Legal \$22,222
- Anglicare \$183,462
- Depression Support Network \$12,723
- Headspace \$25,680
- PCYC \$7,000
- Shalom House \$2,000
- Youth Focus \$6,200
- Other \$4,465
- AYSA \$65,060
- Foodbank \$16,239
- Men's Resource Centre \$7,313
- PIVOT Support Services \$44,281
- St Vincent De Paul \$2,360
- Amity Health \$7,037
- Community Living Assn \$6,252
- Great Southern Personnel \$4,907
- Palmerston \$13,799
- Salvation Army \$11,962
- Yorgum Aboriginal Corporation \$3,745



Getting Together To Give – Good News From The ACF

Types of Funding

This is only limited by your imagination and the needs in your community!

Important to us at ACF is demonstrating the item(s) are of necessity and an identified gap in existing funding. Items we commonly fund:

- White Goods and Household Furniture
- Vehicle Registration and Tyres
- Utility Arrears
- Food Vouchers
- Relocation Costs (commonly for families facing domestic violence)
- Crisis Accommodation
- Clothing



ACF Tip! – Good news stories make a wonderful edition to your newsletter

Good News Stories

A selection of our supported applications to inspire your journey!

- Single mum experiencing hardship following end of 2 year FDV relationship requests assistance with payment of security improvements and with household rates. ACF paid 50% of rates and \$1590 for locks, with additional support from Anglicare
- Elderly indigenous man with mental health issues seeks assistance with food vouchers for Meals on Wheels. Application came through Great Southern Mental Health Service. ACF paid \$400 for 8 weeks of meals.
- Couple who relocated from Vic on promise of work which fell through once arriving in Albany and have been living in their car whilst waiting for housing. ACF assists with crisis accommodation and fuel vouchers totalling \$430. Application was through Pivot.
- Teenager from disadvantaged background seeks assistance with cost of driving lessons to assist with employment opportunity totalling \$520. Application through Albany Youth Support Agency.

More good news stories can be found at www.acfwa.com.au

Agency Feedback

Ian Neil | Chief Executive Officer – PIVOT Support Services

“In addressing client needs we find the cornerstone fund helps our case management of those in disadvantage by providing direct and timely access to funds to alleviate the financial stress experienced by the client. This not only addresses immediate issues but increases our chances of a quality outcome for the client.”



Joanna Fictoor Service Manager Great Southern

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Keep It Simple

Our final tip is to keep it simple! The easier the process is for you the more likely this stream of funding will become an every day part of your Foundation.

The ACF puts the onus back on the applying agency to ensure their request meets all our criteria. We have them tick the boxes and sign a declaration. After building a trusted relationship with our key partner agencies, we estimate approval of over 90% of applications submitted.



This is an extract of the key criteria we ask agencies to comply with. A full version of our Application Form can be found at: www.acfwa.com.au/guideline

	I have attached a cover letter including but not limited to the following:
	<ul style="list-style-type: none">• The financial background of the individual including their main source of income (you may wish to use the ACF's Financial Summary Worksheets found on our website)
	<ul style="list-style-type: none">• Any medical conditions and ongoing treatment
	<ul style="list-style-type: none">• Relationship status and number of dependent children
	<ul style="list-style-type: none">• Details of other avenues of support considered and why they were not successful
	<ul style="list-style-type: none">• All other extenuating circumstances you wish the ACF to consider
	I attach 2 x independent quotes for any items costing over \$1000
	I confirm the requested items have been identified as a gap in funding
	I confirm the requested items have been identified as a necessity to help the individual maintain a basic standard of living
	I confirm my organisation has vetted the financial capacity of the applying individual and verify they lack the financial capacity to help themselves



Thank You

Tae Wood



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www.acfwa.com.au



The ACF would be pleased to share our experience, ideas and resources to help other Community Foundations interested in supporting individuals. Please stay connected!