

23 June 2021



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Dear Co-op Committee,

RE: Call for Expressions of Interest for CENSW Digital Literacy and Information Project

We have received \$50,000 grant funding from DCJ's Social Sector Transformation Fund (SSTF). **Wayne Stamp from Planet X** alerted us to this grant and helped us develop the idea.

The SSTF provides grants for small and medium-sized charities and not-for-profits working in health and social service to help modernise operations to remain efficient, effective and viable.

We pitched a trial project called **CENSW Co-operative Connect (CCC)**.

This new project is a trial on six Co-operatives that has two components:

- We will provide IT equipment and basic software to enable access and improve digital literacy for our members.
- We will rebuild the Member Portal into an easily accessible digital resource library.

This trial project will run from **1 July 2021 to 30 June 2022**.

The successful delivery of this project will complete Phase 1 of the overall Digital Transformation Plan (still being finalised) for CENSW.

We are looking for **six Co-op Committees** to be a part of the Project Control Group, to steer this project. This group will be critical in informing the design, accessibility requirements, resource materials and equipment needs.

The representatives from the six Co-ops will also be a part of the trial rollout for the equipment, subsequent training, and member portal access.

Please refer to Pages 3 to 7 of this document for more information

- FAQ
- Level of Technology Use

Please submit an Expression of Interest via email or post by 21 July 2021.

Email: prema@commonequity.com.au

Mail: PO Box Q1323, Sydney NSW 1230

Please address the following questions in your EOI.

- Tell us why you would like your Co-op Committee to be a part of this trial project.
- How would you rate your Co-op Committee's level of technology use? *(Please refer to Page 6 for Level of Technology Use document for scale information)*
- How does your Co-op Committee want to, or currently, use technology for governance and administrative matters?
- Tell us if and how your Co-op Committee delivered on commitments within the Co-op or with CENSW? *(Please list any special projects/initiatives within your Co-op or in collaboration with CENSW)*

We encourage you to apply. This is an excellent opportunity for Co-ops to inform the design, accessibility requirements and resource material needs of our service delivery.

Please feel free to contact me if you have any questions.

Yours sincerely,



Prema Menon

Senior Project Manager – Service Improvement

prema@commonequity.com

02 9356 9224

My working hours are 8 am to 4 pm, Monday to Friday.



1. *What do we mean by a trial project?*

The \$50,000 grant will cover us testing our proposed portal and supplementary support model on 6 Co-operatives.

There are two components we want to trial:

- Providing Co-op committees appropriate equipment and training to use that equipment.
- Rebuilding the current member portal to meet the information and resource needs of our membership.

If the trial achieves its objectives of improving digital literacy and enabling better information access, we will assess the resources and grants available to roll this out to all Co-ops.

2. *What is the duration of this project?*

The trial project has 8 stages that will take place between **1 July 2021 to 30 June 2022**.

- i. Project Resourcing
- ii. Consultation
- iii. Project Design
- iv. Portal Build
- v. Production of Training Materials
- vi. IT Equipment and training
- vii. Portal Testing
- viii. Launch

3. *How much time is required?*

The nominated representative should be available for a 1.5-hour meeting every month, starting from late July 2021 or early August 2021. These meetings will be a hybrid format (ability to attend in person at our office and online) to enable participation from regional Co-ops.

Outside of meetings, there will also be papers and reports to review for feedback.

4. *Who will be on the Project Control Group?*

The core group will consist of:

- Three CENSW staff, including Senior Project Manager – Prema Menon
- Six Co-op Committee Representatives
- Our technology partners

There will be participation from other Subject Matter Experts as and when the need arises.

5. *How many people are required to participate from each Co-op?*

The stages that are relevant to Co-ops are Stages 2, 3, 6, 7 and 8.

We recommend nominating a representative from each Co-op for **Stages 2 and 3 (Consultation and Project Design)**.

For **Stage 6 (IT Equipment and Training)**, we encourage the attendance of at least three Co-op members to maximise the training opportunity.

Stages 7 and 8 (Portal Testing and Launch) are feedback collection stages and can be done remotely.

Co-ops can nominate to rotate meetings between a few members. Still, we would recommend ensuring that each participant is updated about the project's status.

6. *Does the nominated representative need to have any particular skills?*

The nominated representative needs to have a basic understanding of the administrative functions of a Co-op Committee to better inform technological needs.

7. *Is this a project only for Senior Co-ops?*

No, this is a project for all Co-ops.

8. *Your Co-op is already great with technology; can you apply?*

Yes! This project's success relies on understanding how Co-ops are currently using technology to manage their administration and governance. Input from Co-ops who already have processes and systems working for them will go a long way in informing the eventual design of this project.

9. What if you do not have an internet connection?

Please indicate this in your EOI, and we will get in touch to discuss possible options upon confirmation.

10. What equipment will Co-ops be provided with?

Depending on the need of the Co-ops, we have set aside a budget to supply a leased IT device to the Co-op's committee. The Project Control Group will be advised on what we can afford within the amount we have set aside. The final recommendation of equipment purchase will be made in consultation with the PCG.

11. How will Co-ops be selected?

We are looking for a diverse range of background and experience for the pilot phase.

More questions?

Please email prema@commonequity.com.au or ring 02 9356 9224 between 8 am to 4 pm on weekdays.

Co-op Technology Use Reference Scale



Level 1 – No technology

The Co-op Committee:

- communicates with CENSW primarily via mail and phone calls.
- provides information for governance, compliance and bookkeeping purposes over mail or in-person visits.
- has limited access to internet-enabled devices and/or the internet.
- maintains their records and communication on paper

Level 2 – Some technology

The Co-op Committee:

- communicates with CENSW primarily via mail and phone calls.
- provides information for governance, compliance and bookkeeping purposes over mail or in-person visits.
- has personal mobile phones and email addresses.
- maintains their records and communication on paper

Level 3 – Basic

The Co-op Committee:

- communicates with CENSW primarily via email.
- provides some information for governance, compliance and bookkeeping purposes over email and through mail or in-person visits.
- has internet-enabled personal devices, mobile phones and reliable internet connection
- maintains their records and communication on paper

Level 4 – Occasional

The Co-op Committee:

- communicates with CENSW primarily via email.
- provides a majority of their information for governance, compliance and bookkeeping purposes over email.
- have internet-enabled personal devices, mobile phones and reliable internet connection
- has some degree of IT implementation for their inter co-op matters – e.g. online meetings, meeting logs, recording issues, bookkeeping.
- maintains some digital records

Level 5 – Frequent

The Co-op Committee:

- communicates with CENSW primarily via email.
- provides all of their information for governance, compliance and bookkeeping purposes over email.
- has internet-enabled personal devices, mobile phones and reliable internet connection
- has good IT implementation for their inter co-op matters – e.g. online meetings, meeting logs, recording issues, bookkeeping.
- communicates with its Co-op members over messaging platforms or emails
- maintains considerable digital records

Level 6 – IT Operational

The Co-op Committee:

- communicates with CENSW primarily via email.
- provides all of their information for governance, compliance and bookkeeping purposes over email.
- has internet-enabled personal devices, mobile phones and a reliable internet connection
- has excellent IT implementation for their inter co-op matters – e.g. online meetings, meeting logs, recording issues, bookkeeping, removing the need for administrative duties
- communicates with its Co-op members over messaging platforms or emails
- maintains extensive digital records