



Community Works

CAPABILITY STATEMENT

FOR COMMUNITY WORKS ASSOCIATES PTY LTD



Community Works

Quality Services in Development and Management

Organisations working in community-based projects face challenges. These can range from setting up a new program under rapidly-changing conditions to the need for meaningful and practical discussions with community members. They may be struggling to build internal capacity or seeking to learn from previous projects to inform future planning. Or they simply need assistance to handle project development and management.

There are critical points in the cycle of any project or program where an outside contribution can make a big difference to the eventual outcome. Examples are group exercises to define the purpose of a project, support to key individuals on defining their roles and workshop sessions that bring out potential risks early on in the process.

Community Works collaborates with others to achieve results. This begins with a conversation about a problem, an idea or a desired outcome. Contact us for an initial discussion.





Community Works

Quality Services in Development and Management

Community Works is a consulting service in program development and management for organisations working in the fields of community, Indigenous and international development.

Community Works collaborates with clients to achieve the outcomes that they desire. We do this through a range of services that assist clients to:

- Design and develop programs and projects
- Engage with communities
- Build skills in development practice
- Make strategic choices to maximise impact
- Improve leadership and management skills
- Research, analyse and communicate effectively on key issues
- Deliver results from workshops and seminars
- Resolve conflict and disputes
- Monitor projects, evaluate impact and learn from experience

From the outset of all its assignments, **Community Works concentrates on outcomes**. We listen and learn. We tailor services to each project. We add value to existing projects and programs. Understanding that clients operate in an environment that is complex and multi-disciplinary, we are sensitive to the finer points of their needs. We act only when we are certain we have understood clearly the results desired by the client through active discussion and exploration of the options available.





Community Works

Our Areas of Expertise

Project Development

Effective project design and development calls for suitable pacing of the process to achieve participation of all those people with a stake in its results. Identifying options, making the right choices for a given situation and writing up the results in a way that attracts funds are essential to the planning process. Community Works collaborates at any stage of the project cycle, ensuring suitable techniques are used to achieve the design that will achieve the maximum positive impact.

Community Engagement

Community Works has extensive experience of working with communities in remote and rural locations in Australia, Asia and Latin America. Our approach respects local culture. We place effective communication at the heart of our practice and ensure relationships are built on clarity and trust. We use proven tools and techniques to support discussion between external agencies and community residents.

Development Practice

Skills in development include logical framework development planning, problem analysis, impact evaluation, participatory methods and sustainable livelihood development. We deliver a range of approaches that build capacity in development practice and support the work of community-based organisations, NGOs and government agencies. We train and coach development practitioners in strategies, tools and approaches for community engagement.

Strategic Choices

Effective strategies are often the most critical elements of any organisational endeavour. Community Works supports the process of consultation, discussion, development of ideas and the ultimate choices that lie at the heart of a good strategy. We work with clients to identify key decisions and focus on exploring the costs and impact of each as a means of underpinning the process. Good strategies are practical and meaningful to a range of people. This is what Community Works aims to achieve.

Management Coaching

Effective leadership and management skills are highly valuable. Using a range of techniques that start with the needs and expectations of individuals, Community Works fosters management development through tailored coaching. The result is a calibrated and cooperative process that achieves goals.

Our coaching program has three core elements. Through competency mapping, we work with managers in a confidential environment to reach a shared understanding of their current competencies and areas of practice in which they wish to improve. Professional development plans are then prepared with individuals to identify goals and the means to achieve them. Coaching and mentoring concentrates on meeting each goal through a flexible sessional approach. This enables managers to reflect on recent events in the workplace, prepare for upcoming challenges and receive practical guidance.





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Our Areas of Expertise

Research, Analysis and Communication

Often key issues emerging from programs are overlooked through insufficient attention to their analysis. Community Works adds value to projects by bringing new perspectives both conceptually and practically. Desired community outcomes depend on effective communication. We offer skills in written and visual approaches to communicating ideas, especially in discussing technical concepts with lay audiences.

Workshop Facilitation

Getting the most from a workshop or seminar is a challenge for any organisation given the inevitable competing agendas and pressures on time. Community Works is experienced in managing complex agendas and reaching measurable outcomes. We place special emphasis on inclusiveness, bringing out diverse viewpoints and resolving differences of opinion to arrive at results that exceed the expectations of participants.

Conflict Resolution

In a crowded and competitive world, conflict is inevitable. The skills to manage and resolve disputes are increasingly important. Having worked in a range of challenging settings, Community Works employs techniques that build common ground between people in dispute and focus on future positive outcomes. As a member of LEADR, the Association of Dispute Resolvers. We have particular expertise in cross-cultural and multi-party disputes.

Monitoring and Evaluation

The concluding phase of a project presents a unique opportunity to learn from and maximise its impact, but the process of achieving this begins at the design phase and continues throughout its term. We work with clients to devise suitable approaches to capturing knowledge from projects and evaluating the outputs and outcomes achieved. This is where innovative and participatory approaches to evaluation ensure all perspectives are heard.





How Community Works Delivers Results

Community Works undertakes assignments for clients in Australia and internationally.

Recent project assignments include:

- Facilitation of community workshops to produce an Alcohol Management Plan for Tennant Creek for the NT Department of Justice.
- Management coaching and mentoring for the Mental Health Association of Central Australia.
- Preparation and submission of funding proposals for BasicNeeds, an international NGO developing pilot community mental health programs in Colombia, Nepal and Bangladesh.
- Facilitation of a community energy planning workshop for the Bushlight program.
- Mediation of community and neighbourhood disputes in Central Australia for the Community Justice Centre of the Northern Territory.
- Facilitation of workshops on Aboriginal intellectual property and for the training of community researchers for the Desert Knowledge Cooperative Research Centre.
- Governance training for new members of the board of the Mental Health Association of Central Australia.
- A situational analysis of the Australian Indigenous sector for World Vision Australia.
- Preparation of a case study publication on a community-based health program for BasicNeeds India.
- Training in mediation for the law and justice group of a remote community in Australia.
- Strategic advice on the planning of rural programs for NGOs working in energy and health in India.

Clients of Community Works can rely on:

- A focus on tangible outcomes from every assignment.
- A personalised professional consulting service tailored to meet their specific needs and circumstances.
- Collaboration through sound professional understanding and agreement.
- Ongoing discussion of progress of work according to agreed time and budget constraints.
- Agreement in advance on any changes of approach and discussion of unexpected challenges or issues as they arise.
- Unlimited meetings and telephone contact before, during and after every project.
- Availability at short notice or to address urgent requests.
- Consistency and continuity of project management approach.
- Client information treated with absolute confidentiality.
- Responsible communication with staff of client organisations, ensuring that expectations are managed and realistic.
- Longer-term collaboration and links to other assignments being undertaken by Community Works.



Community Works

Profile

Steve Fisher is the Director of Community Works. He has extensive experience in participatory training, facilitation, social animation and mediation in a wide range of community, Indigenous and cross-cultural settings. His specialised skills include international development practice, sustainable livelihoods, community development and appropriate technology.

Steve is an accomplished manager in the non-profit and social enterprise sectors. He was formerly Marketing Director, Operations Director and Deputy Chief Executive of Practical Action, an international NGO that addresses poverty through technology. He was Chief Operating Officer of the Centre for Appropriate Technology, a national Indigenous organisation, and Asia Director of BasicNeeds, an international organisation that focuses on mental health and development. His management expertise includes professional mentoring, change management, strategic development and attracting resources for new ventures. Steve was formerly a board member of Intermediate Technology Consultants. He is a fluent speaker of Spanish and has extensive community project experience in Spain, Peru and Colombia.

Steve has published almost two hundred articles on a range of subjects, worked as a lead trainer on international training programs in development-related subjects and has been a keynote speaker at international conferences. With technical, degree and post-graduate qualifications in engineering, international development and management, Steve is a member of the Australian Institute of Company Directors through LEADR, the Association of Dispute Resolvers.



Company Details

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ACN 129 977 135

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Public Liability Insurance

QBE (AUD\$10 Million)

Professional Indemnity Insurance

AON (AUD\$5 million)



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