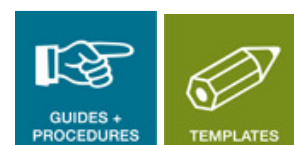


How to Plan and Manage Sustainable Neighbourhood Activities



A Guide for Sustainable Neighbourhood Groups

Purpose of This Document

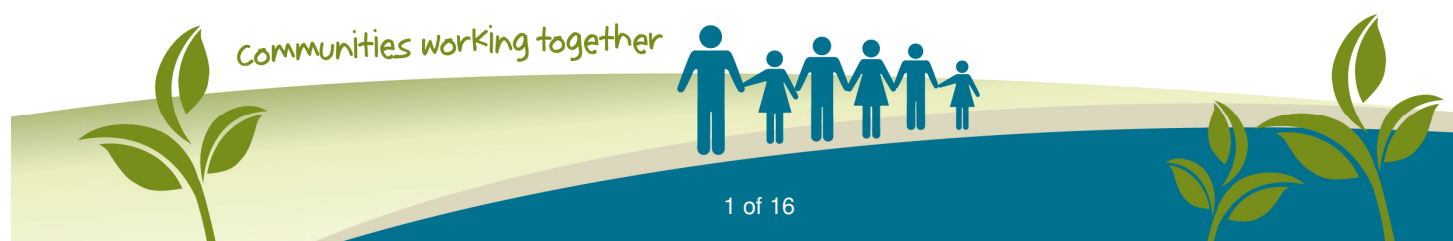
Use this guide to:

- effectively plan for and manage your Sustainable Neighbourhood activities and projects;
- follow consistent procedures for notifying the Alliance of upcoming activities and projects; and
- manage risks associated with Sustainable Neighbourhood activities and projects.



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Definitions

Alliance	The Lake Macquarie Sustainable Neighbourhood Alliance Inc
Activity	<p>A small event or one-off activity that is:</p> <ul style="list-style-type: none"> • endorsed by a local Sustainable Neighbourhood group; and • organised by financial members of the Alliance, who have undertaken appropriate planning, management, and risk management training. <p>Note: Council has a procedure and approval process that applies to conducting large events on public land. Public land is land that is owned and/or managed by Council, for example a public park or soccer oval. Contact Council on 4921 0333 for more information.</p>
Council	Lake Macquarie City Council
SNAP	Sustainable Neighbourhood Action Plan

1. List of Related Documents

Process for Alliance Insurance Requests	Outlines the process for requesting insurance coverage through the Alliance
Activity Notification and Risk Assessment Form	<p>Use this form to:</p> <ul style="list-style-type: none"> • summarise the details of your activity; • notify the Alliance of an upcoming activity for promotion; • request Alliance insurance coverage for an activity; and • complete a Risk Assessment for your activity
Health and Safety for Sustainable Neighbourhood Activities	Use this guide to understand your obligations as a Sustainable Neighbourhood volunteer to protect the health and safety of volunteers and participants. This guide also explains how to complete a risk assessment for your group's activities.
Volunteer Registration Form	Use this to register your Sustainable Neighbourhood group volunteers and collect personal details that may be required in case of an accident or emergency.
Sign on / Sign Off Template	Use this form at your events and activities to record participant and volunteer attendance and hours.
Incident, Accident, or Near Miss Report	Complete this form if there is an incident, injury, accident, or near miss at your activity or event.
Promoting Your Activities on the Internet	Advice and instructions on how to publish and promote your event details on a number of free internet sites.
Participant Evaluation Form Template	Modify and use this form to collect participant feedback about your activity.
How to Manage Privacy and Personal Information	Details the actions that are necessary for Sustainable Neighbourhood groups to protect the privacy of their volunteers, participants, and contacts.



Summary and Introduction

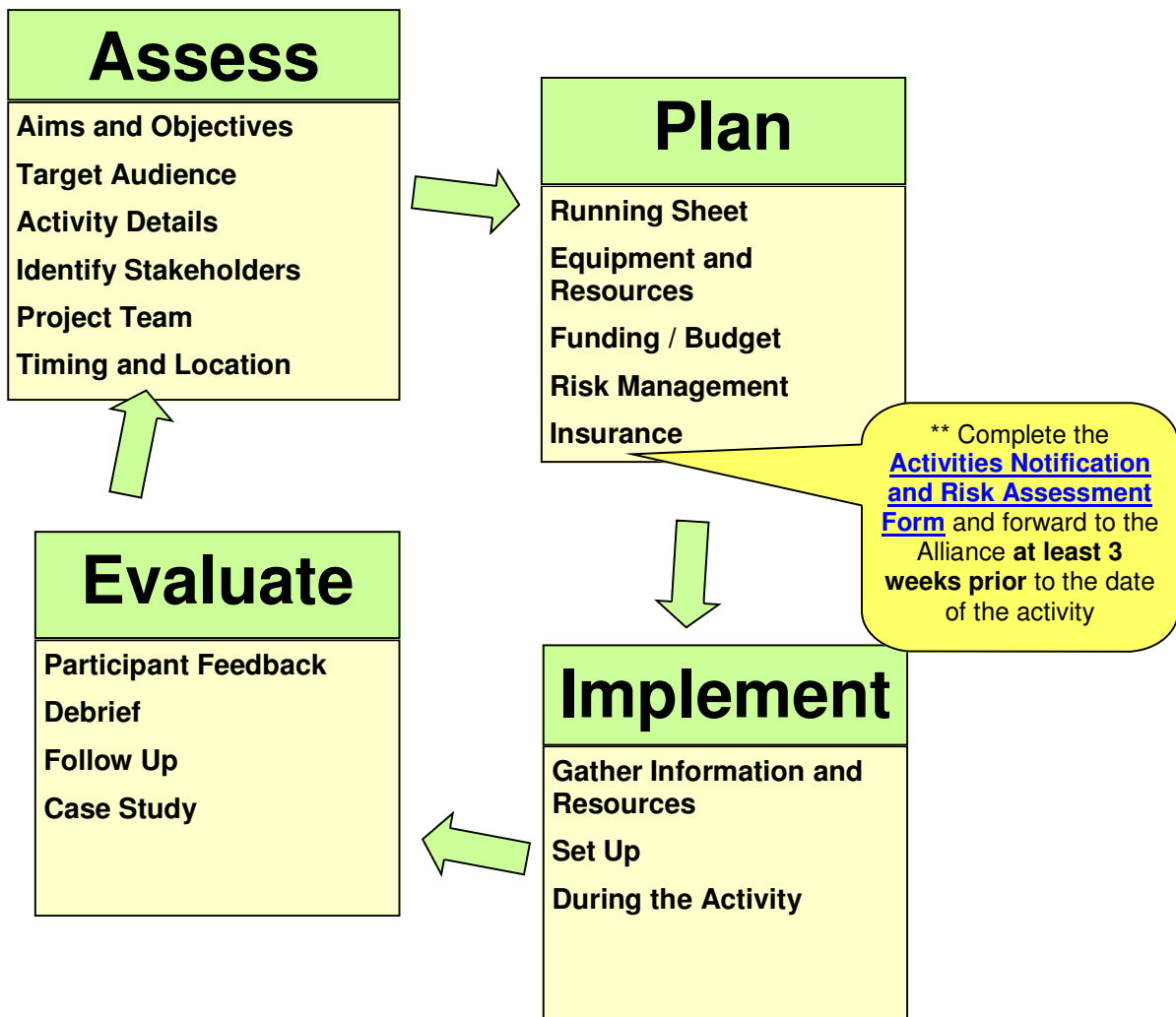
This guide will help your Sustainable Neighbourhood group to effectively plan and manage your activities and projects. The management cycle sets out a path for your group to think through why, how, what, when, and where to enable you to achieve your objectives.

Following this guide will assist your group to:

- ensure your activities are managed safely and have appropriate insurance;
- ensure that your group conducts their business in a safe manner for all involved; and
- work together to implement effective and worthwhile events, activities and projects.

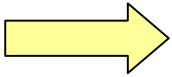
This hard copy contains an example activity from 'Smithtown'. Use the electronic copy of this guide as a template when planning your group's activities.

2. Management Cycle – Activities and Projects



Assessing or Initiating Your Activity

The first step in turning an idea into a project is to ensure that your Sustainable Neighbourhood group agrees on the aims of the project or activity and has a common understanding of what the project entails. Your group also needs to decide if the activity is feasible and whether the group has the capacity to plan, implement, and evaluate your activity.



If you have a project idea that you would like to implement, take it to a meeting of your Sustainable Neighbourhood group. If the group agrees to go ahead with the project, include the decision in the meeting minutes and attach these minutes to your [Activities Notification and Risk Assessment Form](#).

3. Define Overall Aim and Objectives

Define the ultimate reason(s) for doing your activity. All of your planning should relate to achieving your overall aim and objectives.

- Why do we want to do this activity?
- What do we (our Sustainable Neighbourhood group) want to get out of it?
- How will this activity contribute to achieving our neighbourhood's vision and objectives, as set out in our SNAP?

Activity Aim and Objectives

The Smithtown SNQ would like to:

- help and encourage our neighbours to share their unwanted good quality household items and therefore avoid waste and unnecessary consumption; and
- enjoy each others company and get to know our neighbours in a fun and informal atmosphere.

4. Identify a Target Audience

State who you want to attend or take part, or who will be impacted by your project, and what you want them to get out of it.

- Who do you want to participate? Age group, demographic, interest group?
- What do you think participants will want to get out of it? Why would they get involved? For example, social interaction, learn a new skill, have questions answered, discuss issues, be part of a team etc.

Consider these factors when planning the timing, location, content, and running of your activity.



Target Audience

- All Smithtown residents – opportunity to be involved, meet each other, and share their second hand household items
- Low income residents – opportunity to acquire second-hand items at no cost

5. Activity Name, Description, and Details

Think of a short, catchy name and a short description (about 3 sentences maximum) about your activity/event. These words will be useful to promote your activity.

Activity Name:

Smithtown Neighbourhood Swap Meet

Activity Description:

One person's trash is another person's treasure! Bring along up to five good quality household items you no longer want, and swap them with your neighbours. Enjoy a BBQ lunch provided by the Smithtown Lions Club.

6. Activities Detail

List in detail what you would like to happen at your event / activity. This will help you clarify what you need to organise to make it happen, what risks might be involved, and what other factors need to be considered.

Activity Details:

Swap event

- People bring in up to five good quality items, (Drop off beforehand? On the day?) and receive a token for each item. (Rules? Maximum of 5 items per person; One item equals one token; Only items in good condition; No perishables, alcohol, electrical appliances, explicit or offensive items, or items too large to be carried by one person.)
- BBQ while people wait. Information available about SN group, and other projects, sign up sheet.
- Organise donated items, and put on display
- Participants come to choose their items and use tokens to claim each item

communities working together



7. Identify Stakeholders

Identify who else might be helpful for your activity, interested in your activity, or that your activity may have an impact on.

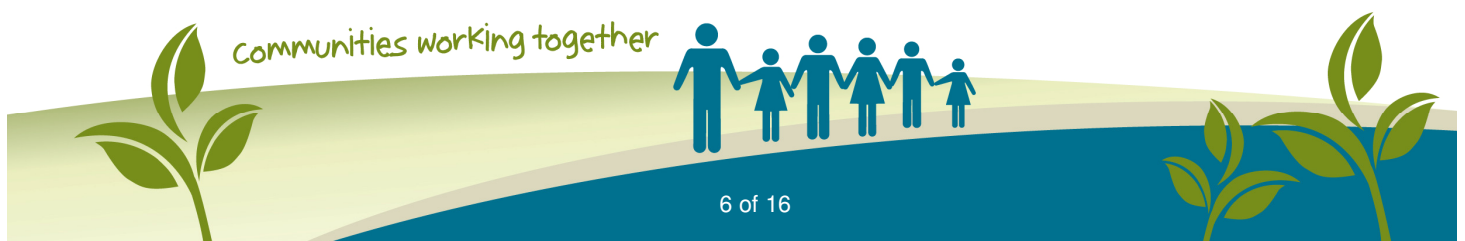
- Is there already a similar activity? Do we need to run our own? What can we learn from similar activities or events?
- Are there organisations or individuals who have relevant knowledge, expertise, resources or networks that could be helpful?

Stakeholders

- *Smithtown Lions Club - keen to do a BBQ*
- *Morisset, Woodrising and Edgeworth SN Groups have held swap meets before - ask advice from them*
- *Lake Mac Sustainable Neighbourhood Alliance - May have some resources / advice*
- *Lake Macquarie City Council - May have some resources / advice*
- *Planet Ark - Swap Party website - <http://recyclingweek.planetark.org/involvement/swap.cfm> - has some useful resources and info*
- *Smithtown Community Centre - help with promotion / venue?*

8. Agree on Project Team Roles and Responsibilities

- Nominate a person from your group to be the overall coordinator for your activity. The overall activity coordinator must be a financial member of your local Sustainable Neighbourhood group (and therefore of the Alliance). The overall coordinator for your activity is responsible for:
 - being a central point of contact to coordinate and communicate the planning, implementation, and evaluation of your activity; and
 - ensuring that the activity is planned, implemented, and evaluated according to the training and procedures set out by the Alliance.
- Nominate a number of other people in your group who can support the coordinator to plan for and implement your activity. Individuals might like to focus on specific areas (eg promotions), or might like to take on a range of small tasks along the way. As you go through the planning process, assign someone to each step and follow up to make sure tasks are completed.
- Circulate contact details so that the project team can contact each other.
- Ensure each of your volunteers has completed a [Volunteer Registration Form](#) before undertaking their volunteer activities.



	Who	Role	Contact details
Overall Coordinator:	Bob Smith	Swap Meet Coordinator	0400 999 999 or 4900 9999 bobsmith@email.com
Project Team:	Karen Brown	Design and print flier Set up on the day	0411 111 111 Karen@email.com
	John Jones (Smithtown Lions Club)	BBQ coordination - set up, cook and pack up	0422 222 222 Johnjones@email.com
	Mary Green	Promote on internet noticeboards Set up, registration, and pack up on the day	0433 333 333 mary@email.com
	Angela Gold	Assist on the day Promote at local shops	0444 444 444 ang@email.com

9. Timing - Decide on a Date and Time

Consider who will be involved in your activity, and what day and time would be most suitable for them. For example:

- Families with kids often have sporting and other commitments on a Saturday morning.
- People who are in paid employment may prefer fun activities to be on the weekend, and 'administrative' activities (eg meetings) to be on a weeknight.
- Avoid public holiday long weekends, as people tend to be away.
- Avoid other major events eg street fair, markets, elections etc. Or consider teaming up with another compatible event.

When setting a date, consider planning and preparation in the lead up to your workshop. You generally need to start planning at least 6 weeks prior to holding an activity. You will need to notify the Alliance at least 3 weeks prior to your activity in order to ensure your activity is able to be insured.

Activity Date:

Sunday 10 September 2011

Activity Time:

10:00am - 2:00pm



10. Location – Decide and Book a Venue

Consider the nature of your activity and who you want to attend.

- Is it somewhere easy for people to get to?
- Is public transport/parking available?
- Is the venue accessible for older people and/or people with a disability, people with prams etc?
- Think about what facilities you'll need such as toilets, kitchen, urn, electricity, undercover area, shade, tables, chairs, space for activities, specialised equipment related to your activity or topic.
- Check that your preferred venue is available when you want it, and book it as far ahead as possible.
- Note any special access details. Eg do you need to have an induction, pick up a key, know an alarm code, lock up when you leave etc?

Activity Location:

Smithfield Community Centre, Main Hall

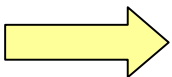
Address:

123 Smithtown Road, Smithtown

Venue details and notes:

Contact Emma Allen on 4900 0000. Booked under Bob Smith. Pick up key on Friday 8 September before 5pm. Will need to do induction when picking up key, and drop key back off on Monday before 5pm.

Can use toilets and outside BBQ. No access to computer room.



At this point, you can fill in most of the details on pages 1 and 2 of the [Activity Notification and Risk Assessment Form](#).



Planning Your Activity

11. Develop a Running Sheet

A running sheet is a blow-by-blow list of activities on the day. It includes details of the time each action will happen, who is responsible for each task, and the resources/equipment that will be needed for each step.

Consider your original aims and objectives about what you'd like to get out of your activity, and how you can best structure your actions to achieve those aims.

Imagine how you want your activity to happen, and consider how long each task will take, who will be responsible, and what resources you will need.

Time	Activity / description	Who	Resources
9.00	Set up <ul style="list-style-type: none"> • Open up hall • Set up tables and chairs • Set up registration desk • Set up tea and coffee • Set up displays 	Bob, Karen and Mary	<ul style="list-style-type: none"> • Tables and chairs in storeroom next to hall. • Rego desk: Sign on sheet, pens • Posters (from Mary's house), gaffa tape, blu-tak and scissors
10.00am	Participants arrive and donate their items	Mary - Welcome and rego desk Karen and Bob - Accept donations and hand out tokens	<ul style="list-style-type: none"> • Tokens
11.00am	Welcome and overview of the Smithtown Sustainable Neighbourhood Group - aims and projects	Bob	<ul style="list-style-type: none"> • Copies of the SNAP • Upcoming projects info
	BBQ set up - ready for eating by 11.30am	John and Lions Club volunteers	<ul style="list-style-type: none"> • Can use outdoor BBQ • Lions Club to bring all food and BBQ supplies and equipment
12.00noon	Cut off for donations at 12noon		-
	Arrange donated items	Bob and Mary	-



12.30pm	Invite participants to come and swap their tokens for 'new items'.	Bob and Mary	-
1.00pm	Pack up, clean up, and lock up	Bob and Mary John -BBQ	<ul style="list-style-type: none"> • Cleaning cloths • Broom in storeroom
Monday	Take key back to Emma at the Community Centre	Bob	

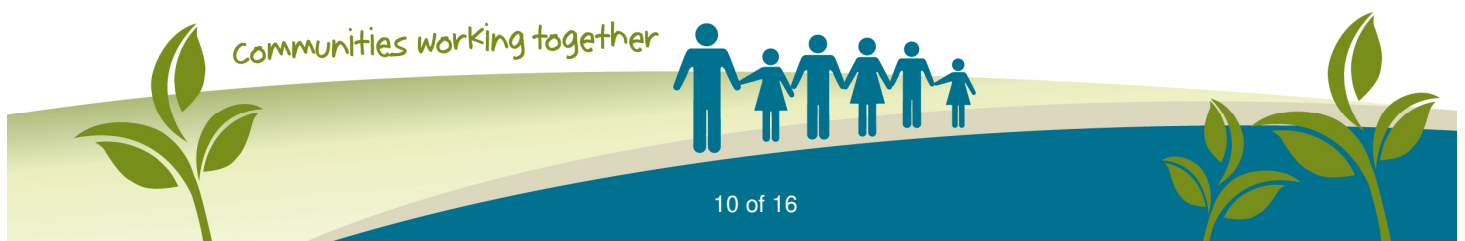
12. Equipment and Resources

Think through each step of the running sheet and write down a list of the physical things you will need on hand. Some things you might need include:

<input type="checkbox"/> Sign on sheet and clipboard. You can use the template provided	<input type="checkbox"/> Technical items e.g. tools you need to demonstrate
<input type="checkbox"/> Photo consent forms, or include privacy and photo consent note on sign on sheet (Refer to How to Manage Privacy and Personal Information)	<input type="checkbox"/> Laptop and projector
<input type="checkbox"/> Stationery, pens, paper, sticky tape, scissors	<input type="checkbox"/> Posters and display materials
<input type="checkbox"/> Take home notes for participants	<input type="checkbox"/> Leaflets and other information about your topic
<input type="checkbox"/> Tables and chairs	<input type="checkbox"/> PA system
<input type="checkbox"/> Extension cords and/or powerboards	<input type="checkbox"/> First aid kit
<input type="checkbox"/> Signage	<input type="checkbox"/> Camera
<input type="checkbox"/> Name tags	

Note down any other equipment or resources you will need:

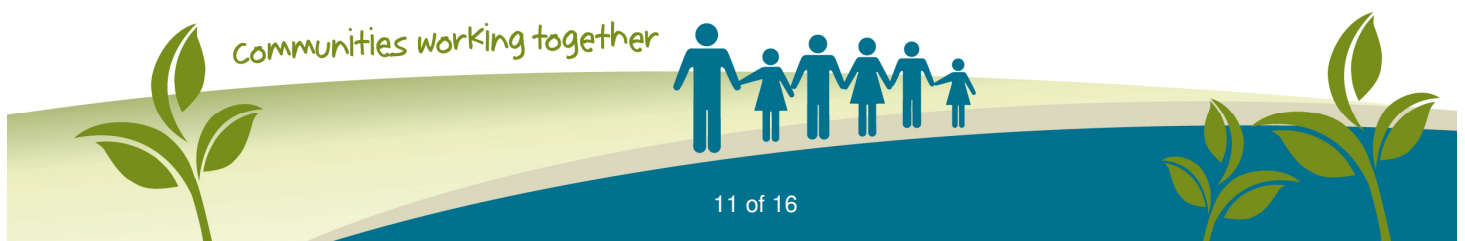
<input type="checkbox"/> tea, coffee, milk, sugar, biscuits	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>



13. Funding / Budget

Funding may be required to hire a venue, provide food, purchase materials, print flyers etc. Consider the activities you would like to run and what they will cost, and develop a simple budget.

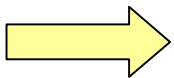
Budget		
Expenses		
Item	Cost	Funding Source
Promotional flier printing	80c/copy x 60 copies = \$50	Ask Community Centre if we can use their photocopier?
Hall hire	-	Provided for free by Smithtown Community Centre
BBQ	-	Lions Club to organise. They will cover food costs by charging \$2 per sausage sandwich and \$3 per can of soft drink
Tea and coffee supplies	\$20	Gold coin donations
Total:	\$70	
Income		
Funding Source	Amount	
Smithtown Community Centre	\$50 for photocopying -TBC	
Participant donations - ask for gold coin donation for tea and coffee	Estimate \$1 x 20 people = \$20	
Total:	\$70	



14. Risk Management

Completing a risk assessment is essential for any activity your group undertakes. A risk assessment helps to ensure that you have considered and managed any risks that might be associated with your activity. Effective risk management ensures your activity runs smoothly, participants are safe, and you are fulfilling your legal requirements. If you require insurance cover for your project a risk assessment must be completed.

For more information about completing a risk assessment, and your obligations as a Sustainable Neighbourhood volunteer, refer to the [Health and Safety for Sustainable Neighbourhood Activities - Guide](#).



Complete a Risk Assessment using page 3 of the [Activity Notification and Risk Assessment Form](#) to:

- identify all potential risks associated with your site, venue, activity or event;
- rate each of these risks; and
- document the control measures you will put in place.

In the lead up to your activity, the risk assessment needs to be reviewed with any changes or altered arrangements that may come up. Before you start, and during the implementation of your activity, your group must ensure the risk assessment is:

- reviewed and up to date;
- known to all volunteers and participants; and
- adhered to by all volunteers and participants.

15. Incidents, Accidents, or Near Misses

If an incident, accident, injury, or near miss occurs during your activity, you need to complete the following steps.

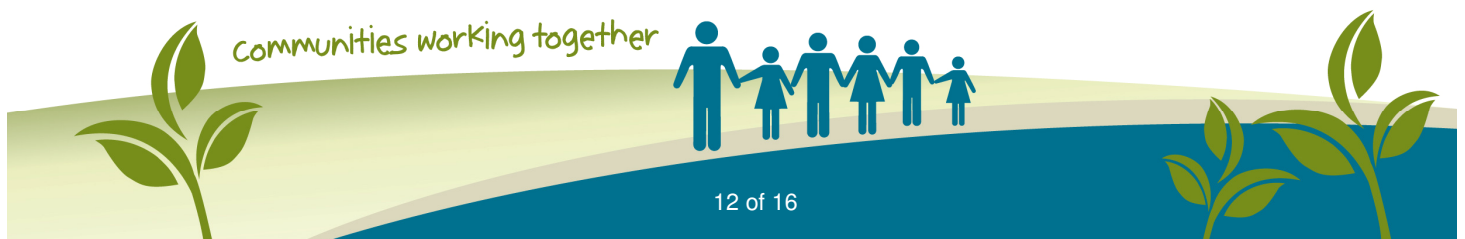
- Ensure the wellbeing and safety of all participants as a priority.
- Complete all the details on the [Incident, Accident or Near Miss Report Form](#).
- Ring the Alliance on 4921 0117 as soon as possible.
- Do not admit liability or indicate the Alliance will meet any claims.

16. Insurance

Identify who is providing public liability insurance for your event. Check with the insurer that your activity or event is covered.

Sustainable Neighbourhood groups may apply for insurance coverage through the Lake Macquarie Sustainable Neighbourhood Alliance (the Alliance) for small, irregular events or activities.

All requests to the Alliance for insurance coverage must be submitted to the Alliance at least 3 weeks prior to the date of the activity, by completing the [Activity Notification and Risk Assessment Form](#).



Insurance cover cannot be considered unless the completed details are received by this date. Insurance cover is always at the discretion of the Insurer.

Project partners and insurance

In general, any person or agency you pay for goods or services associated with your activity or project must have their own insurance policy. If you are paying anyone for their goods or services, you will need to gain a copy of their Certificate of Insurance, and attach this to your [Activity Notification and Risk Assessment Form](#).

Partners will not be covered under the Alliance's insurance under any circumstances.

17. Other Logistics

Some other things to consider include the following.

- Do you need permission or approval for your activities, or to use a venue or public place?
If required, seek permission or approval well in advance.
- Do you have a back up plan in case of inclement weather?
- Catering and refreshments
 - Think about whether you want to provide tea facilities and/or food for your participants. If your event covers usual mealtimes or goes for a long time, people will get hungry.
 - Food may also be an incentive for people to come, and add a social element to your workshop – or maybe the attendees would like to bring a plate.
 - Try to make sure you include vegetarian and gluten free options when you provide food
 - Try to avoid using disposable packaging, plates and cups, and if possible source crockery that can be washed and reused in order to reduce potential waste.
- Toilets
 - Ensure there are clean and accessible toilets available for participants, or if not, that participants are warned in advance.

18. Promotions

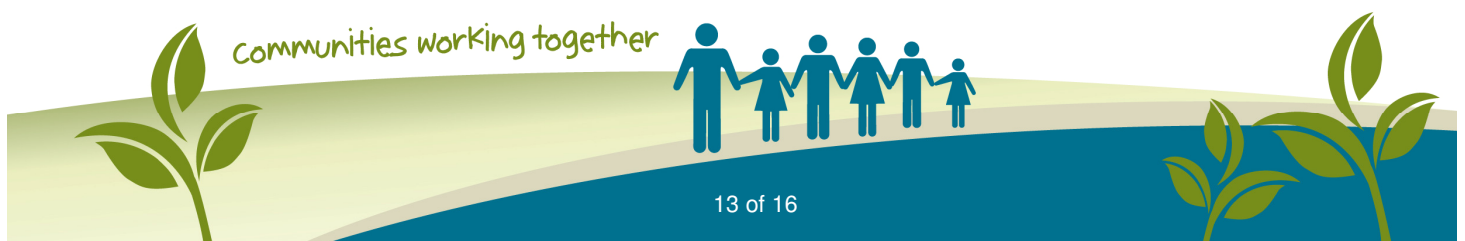
Promotions are very important to the success of your activity. It's no good planning an amazing event if no-one knows about it or turns up. There are a number of things to consider:

Target

- Consider who you would like to come to your activity and how they might hear about it. Target your audience, e.g. put a poster at local nurseries for gardening workshops; at the local bike shop for bike maintenance workshops.

Utilise existing networks and free advertising

- Consider how much money and time you have to promote your activity.

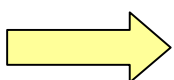


- Word of mouth (from a friend, relative, or trusted organisation) is often the most effective way of spreading the word. Use your professional and personal networks to get your message out.
- The Alliance can promote your event through the Sustainable Neighbourhood network. By submitting the [Activity Notification and Risk Assessment Form](#), the Alliance will have the details they need to promote your activity.
- Some other ways to promote your workshop:
 - Utilise free internet event calendars – see [Promoting Your Activities on the Internet](#)
 - Write a short article (200 words) and give it to the local paper to publish – see [How to Write a Media Release](#)
 - Pay for an ad in the local paper
 - Posters
 - Letterbox drop
 - Email networks
 - Hold a stall at local public events or market
 - Shopping centre stall

Timing and details

- Make sure you prepare and distribute promotional material in plenty of time (e.g. at least 2 weeks prior to your activity) for people to plan around it. It's always good to include a reminder a few days before the event.
- Be aware of newspaper deadlines – for example, a weekly paper may need an article to be submitted one (1) week or more before the publishing date.
- Always include a contact phone number and/or email address or website for people to find out more information about your event.
- It is helpful to encourage people to book/rsvp, so that you have an idea of how many people are planning to attend.

19. Notify the Alliance

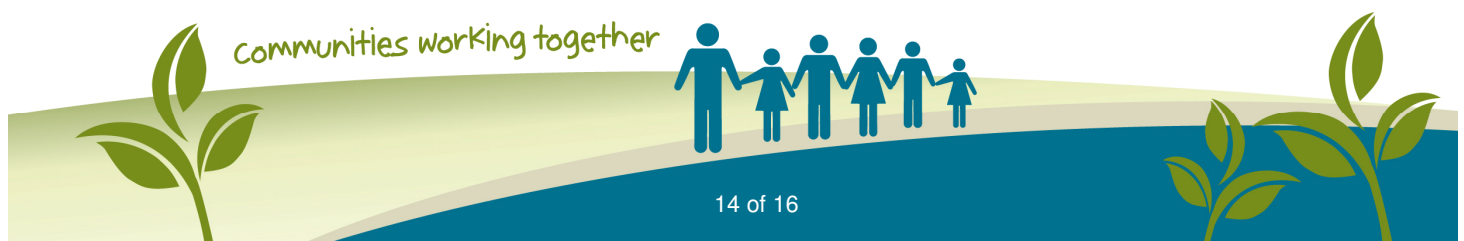


At this point you will have all the information required to complete the [Activity Notification and Risk Assessment Form](#). Ensure all details are completed and attach:

1. the meeting minutes from your local Sustainable Neighbourhood group meeting that notes the decision to proceed with your activity ; and
2. a copy of any relevant organisation's Certificate of Public Liability Insurance if necessary (any person or agency that will be paid for their services).

Email completed forms and attachments at least 3 weeks prior to the date of the activity to: Secretariat, Lake Macquarie Sustainable Neighbourhood Alliance admin@sustainableneighbourhoods.org.au.

Any agreement for insurance coverage is subject to the discretion of the Alliance Board and the Insurer. The Alliance will endeavour to advise all applicants of their insurance status as soon as possible.



Implementing Your Activity

20. Gather Your Information and Resources

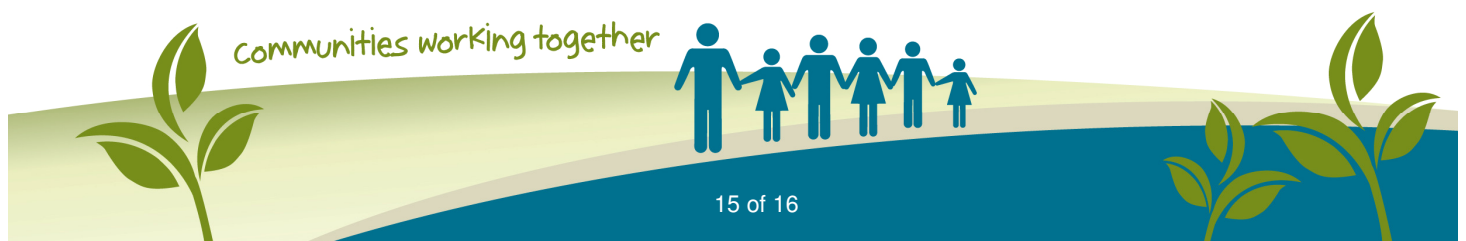
- Review the running sheet and list all the resources you will need to bring to the venue, and who is responsible for bringing them.
- Gather all the things you need a day or so beforehand. This will give you time to find/source equipment etc if something is missing.
- It is also useful for presenters to make notes of their speech and practice in advance.

21. Set Up

- Arrive early on the day of your activity to make sure you have enough time to set up before participants arrive. Prepare materials and equipment as much as possible before people arrive.
- Review the running sheet with your volunteer team to ensure that you have everything you need for the activities you have planned.
- Review your risk assessment with your volunteer team and make sure that all risk controls are followed throughout the activity. Designate a person to enforce these controls if necessary.
- Make sure participants can find the venue. You might need to put some signs up, ensure that doors are unlocked, and that lights are on at the entrance etc.
- As they arrive have somewhere for participants to sign in.

22. During the Activity

- Make sure there is someone to greet participants as they arrive, ensure that they sign in (use the [template provided](#)) and introduce people to each other.
- Start on time, introduce key presenters or organisers to participants, and introduce the agenda or activities for the day.
- Let people know where the toilets and emergency exits are, as well as any other safety instructions that are required.
- Let people know when there will be breaks, as necessary, and if food or drink is available.
- Acknowledgement or Welcome to Country. Many public meetings or gatherings start by acknowledging the traditional owners of the land to show respect to Aboriginal people. Local Aboriginal Land Councils (www.alc.org.au) or Council staff can give further advice on this if required.
- Advise the audience of the ground rules (eg one person speak at a time, how and when questions will be managed, if people are welcome to jump in at any time, or if you'd prefer them to wait till the end).
- Depending on what you are trying to achieve, there are many facilitation techniques and structured activities that can help people to work or learn together. You might like include some icebreakers, agenda-setting, brainstorming, discussion etc
- If something is not going well, don't feel the need to continue with it just because it's on your running sheet. Allow for some flexibility according to how the workshop is going and how participants are responding.
- Take photographs as they provide a visual record of your activity, and are useful for promotions. Ensure participants have consented to having their photograph taken and used for Sustainable Neighbourhood Activities. Refer to [How to Manage Privacy and Personal Information](#) for more information about collecting, managing, and using people's personal information, including photographs.
- Make sure you finish on time.
- Ensure you pack up and clean the venue after the workshop and lock up if required.



Evaluating Your Activity

Evaluating your activity is an important step to improve your group's capacity and future activities. The group needs to reflect on the original aims and objectives of your activity, consider whether they were achieved, and to what extent they were achieved.

23. Participant Feedback

Find out from participants what they learnt or will change as a result of the activity, and any aspects they liked or did not like. This could be done as a group discussion to finish the workshop, participants could write their feedback on butchers paper, or you could use a [feedback form](#).

Useful questions to ask include:

- Did you learn something new?
- Will you change your behaviour because of something you learnt here today?
- What did you like best about the activity?
- Did the workshop meet your expectations?
- How could we improve our activities in future?
- Is there any further information you need?
- Do you have suggestions for future activities we could run?

24. Debrief

Arrange an opportunity for volunteers and organisers to discuss how it went, what could have been done better, and reflect on feedback from participants. Reflect on the original aims and objectives of your activity and consider whether they were achieved. Record these discussion points and take them to your next Sustainable Neighbourhood meeting. The whole group will benefit from hearing about your experience, achievements, and ideas for improvements in the future.

25. Follow Up

- Collect information (e.g. personal contact details and additions to the contact list) and update email lists, volunteer records etc. Always maintain secure records of participant contact information. Refer to [How to Manage Privacy and Personal Information](#) for more information.
- Where possible send a thank you email to participants and let them know about upcoming events.
- Follow up on any specific requests for information.

26. Case Study

It is important to promote your activity or project as this will showcase the work that is undertaken by your group. You might prepare a case study that highlights the outcomes from your activity, includes testimonials from participants and photographs. You may also want to record the steps you took to turn your idea into an event/project. Put it together with some photos and publish it on your group's website. Highlighting your achievements is satisfying and rewarding for your group members and encourages more people to get involved next time.

Sustainable Neighbourhoods is an initiative of Lake Macquarie City Council



communities working together

