



2025-26 COUNCIL COMMUNITY GROUP TRAINING



Non Profit Training

educating and empowering those with purpose

EDUCATING AND EMPOWERING THOSE WITH PURPOSE

NON PROFIT TRAINING

ABOUT US

Educating, empowering and building the capability of non-profit organisations so they can focus on their purpose, is the essence of what we do at Non Profit Training.

OUR APPROACH

Our goal is to educate, empower and build the capability of non-profit organisations so they can focus on their purpose. We believe in providing the skills and knowledge to boards, right through to the volunteering team who deliver community services, as an enabler to support their passion and ensure the future success of their organisation and the communities they support.

COUNCIL COMMUNITY GROUP - CAPACITY BUILDING TRAINING

Our Council group community training sessions are all customised to suit the varying sizes and differing types of community groups, taking into consideration the demographics of the clubs and groups, such as their varying cultural background, age, language skills, and are delivered in an easy to understand and practical way.

Our sessions vary from 2-3 hour workshops to full day sessions, focussed on up-skilling community groups in order to strengthen their organisations, leading to enhanced sustainability and success in delivering valued services to the community. We have over 90 varied community capacity building sessions we deliver to local Council community groups. They can be delivered as either online or face-to-face delivered workshops or a hybrid delivery, with participants on-site and others offsite viewing the sessions via an online platform.

Topic areas include (click on the topic links to view the courses):

Committees, governance and planning

- » Committee Induction
- » Committee roles and responsibilities
- » Risk management: Identifying governance red flags
- » Building effective partnerships
- » Running a successful AGM
- » Identifying and managing risks
- » Getting started: Governance for new community groups
- » Running a successful committee meeting
- » Council appointed committee of management training
- » Committee chair training
- » Governance training for Trader Associations
- » Governance training for community groups
- » Running a successful community group
- » Thinking of joining a committee
- » Leading through challenging times
- » Running successful online meetings
- » Strategic planning for community groups
- » Re-energise your cause: A plan for purpose and impact
- » Succession planning – attracting the right volunteers
- » Advisory committee training
- » Chairing effective meetings

Financial literacy and budgeting

- » Training for new and aspiring Treasures
- » Treasurer training for essentials (Early years groups)
- » Budgeting for community groups
- » Risk management: Identifying financial red flags
- » Understanding financials for committee members

Grant writing, fundraising and acquittal

- » Are you grant ready?
- » Advanced grant writing
- » Crowdfunding
- » Budgeting and writing an acquittal for grants
- » Tender writing
- » Successful grant writing
- » Building a funding plan
- » Writing an acquittal report
- » Plan B: Transforming your project or event
- » Donor management

Marketing and social media

- » Marketing for community groups
- » Marketing and social media
- » Event design and planning
- » Event registration and attendee management systems
- » Creating promotional materials using Canva
- » Marketing using social media
- » Event marketing and promotion
- » Event planning and promotion
- » Technology tips for community groups
- » Facebook 'how to' workshop

Skill development

- » Evaluating projects and programs
- » Connecting up in a digital world
- » Facilitating a strategic planning session
- » Getting started with your great idea
- » Project management essentials
- » Presentation skills training
- » Contract management
- » Looking after our people – policies and procedures
- » Keeping your members connected and engaged
- » Project planning and development
- » Collaborating for collective impact
- » Preventing and managing community group conflict
- » Delivering successful online presentations
- » Collaborative decision-making
- » Social enterprise – is it right for us?
- » What's next? Preparing for recovery and revisioning
- » Building our culture of choice
- » Member recruitment – attracting, engaging and retaining members

Leadership and behavioural training

- » Leadership, understanding you, your style and others around you
- » The resilient and mindful leader
- » Leading a team
- » Inclusion and diversity
- » How effective teams manage challenging conversations
- » Managing challenging member and volunteer related situations
- » Leadership and leading the culture
- » Emotional intelligence
- » Teamwork and problem solving
- » Understanding council and community
- » Communication with impact and influence
- » Community development and advocacy

Volunteer management and recruitment

- » Attracting, engaging and retaining volunteers
- » Support your supporters
- » Recruiting and inducting volunteers
- » Measuring and promoting the impact of your volunteer program
- » Raising the profile of volunteers within your organisation
- » Supporting volunteer health and wellbeing
- » Help wanted
- » Managing and supporting volunteers
- » Supporting and promoting the impact of your volunteer program
- » Connecting and engaging volunteers

COMMITTEES, GOVERNANCE AND STRATEGIC PLANNING WORKSHOPS

Committee induction training

A successful committee induction is more than handing over an oversized or outdated manual. A hands-off approach often leaves new committee members overwhelmed and focused on the past, rather than ready to contribute to the organisation's future.

This workshop provides a clear framework for developing an effective induction plan that introduces new members to their roles and responsibilities from the outset, while helping them understand the organisation's goals, culture, and expectations. Participants will explore practical strategies to support early engagement, improve confidence in decision-making, and set new committee members up for meaningful, informed participation. By the end of the session, participants will walk away with a practical approach to onboarding new committee members that builds clarity, confidence, and alignment with the organisation's purpose.

Governance training for community groups

Good governance is the foundation of a strong not-for-profit organisation, providing the checks and balances needed to guide leadership and support long-term sustainability. For community groups run by volunteers, understanding this can be challenging within a complex legal and regulatory environment.

This practical face-to-face workshop is designed to give participants the clarity, tools, and confidence to strengthen governance within their community organisations, regardless of size, structure, or experience level. The session explores what good governance looks like in action and how it supports leadership, financial oversight, risk management, and long-term sustainability.

Through interactive discussions and real-world examples, participants will develop a clear understanding of their legal duties and responsibilities as Committee or Board members. The workshop highlights how strong governance contributes to a more positive committee experience, greater transparency, and increased community trust.

By the end of the session, participants will be able to assess their organisation's governance practices, understand their legal structure, monitor finances effectively, manage risk, and apply good governance principles to help their organisation thrive.

Committee roles and responsibilities

Committees are the heart of every community organisation, responsible for key decisions and often involved in day-to-day administration. For committees to be effective, they need to work cohesively and understand the unique responsibilities of each member, something that can be challenging to achieve.

This interactive workshop supports community groups in gaining a clear understanding of committee roles and accountabilities. Participants will explore what makes a strong and effective committee, evaluate their current team's strengths and areas for growth, and identify the skills and attributes needed for each role. The session also covers practical strategies for recruiting, inducting, and evaluating committee members, while encouraging forward-thinking to ensure the committee's ongoing success.

By the end of the session, participants will be able to clearly define committee roles and responsibilities and implement strategies to build and maintain an effective committee.

Running a successful community group

Whether a community group is just starting out or looking to improve its effectiveness, a strong, cohesive committee is key to success. Committees need to be accountable not only for their decisions but also for how they operate and achieve both short- and long-term goals.

This session helps community groups understand the crucial role of the committee, the responsibilities involved, and the structures that lay the foundation for ongoing success. Participants will gain insights into good governance, legal

structures, effective meetings, and the skills needed for committee roles. Practical tools like a meeting template and a governance checklist will support groups in planning confidently and looking toward the future.

By the end of the session, participants will be equipped to establish effective committee structures and governance practices that support the long-term success of their community group.

Risk management: Identifying governance red flags

Strong governance is essential for not-for-profits, and recognising early warning signs, or “red flags”, can help committees prevent problems before they escalate. While not every red flag signals a crisis, understanding which issues require closer scrutiny is key to maintaining trust, transparency and accountability.

This practical session is designed to strengthen the risk awareness and governance capabilities of Committee members. Participants will explore the foundations of good governance culture, learn how to identify and respond to common risks, and understand how unconscious biases can lead to poor decision-making. The training also provides tools for integrating risk into everyday processes, improving oversight, and developing internal controls that support long-term sustainability.

By the end of the session, participants will be able to recognise governance red flags and take proactive steps to strengthen risk management across their organisation.

Thinking of joining a Committee?

Many community organisations rely on volunteer committees to guide their work, bring fresh ideas, and help them achieve their goals. Whether someone is looking to give back, get involved locally, or explore what it means to be part of a committee, this session is a great starting point.

Participants will learn about the purpose of committees, the value they bring to communities, and the many benefits of being involved, personally and professionally. The session explores what governance means in a community setting, the kinds of skills committees are looking for (including one’s participants might not even realise they have), and how to find groups that are actively seeking new members.

By the end of the session, participants will have a clear understanding of what committees do and the confidence to take the next step in joining one.

Building effective partnerships

Successful organisations often share one key trait: strong partnerships. Community groups that build the right connections with funders, other organisations, and their members enhance their impact and reach.

This session offers practical guidance on what it takes to become a valued partner. Participants will explore how to identify the areas within their organisation that need partnership support, select the right collaborators, and understand the different types of partnerships that add real value. The workshop also addresses common barriers, outlines clear steps to establish partnerships, and covers how to manage, evaluate, and gracefully transition partnerships over time.

By the end of the session, participants will be able to develop and maintain effective partnerships that strengthen their organisation’s capacity and community impact.

Leading through challenging times

In times of uncertainty, strong leadership can make all the difference. Whether it’s navigating a crisis, supporting the community, or keeping the committee focused, effective leaders help steady the ship and keep things moving forward.

This session is designed for Presidents, Chairs and Committees looking to lead with clarity and confidence during challenging periods. Participants will explore how to manage crisis communications, identify key actions, and maintain business continuity. The session also covers how to support both team wellbeing and their own, while refreshing vital skills for managing difficult conversations and navigating complex behaviours.

By the end of the session, participants will be equipped to lead their organisation through uncertainty with effective communication, clear planning, and a strong focus on wellbeing.

Running a successful AGM

An Annual General Meeting (AGM) is more than a formality; it's a valuable opportunity to reflect, share successes, and inspire future engagement. A well-run AGM can strengthen community trust, energise members, and enhance an organisation's reputation.

This practical session provides committees with the tools and knowledge to confidently plan and deliver an effective AGM. It covers essential compliance requirements, clear steps for preparation, and ideas to encourage participation and ensure the meeting runs smoothly. Participants will leave with a clear checklist and practical tips to help the AGM become a meaningful event, not just a meeting.

By the end of the session, participants will be able to plan, organise, and run an AGM that engages members, meets compliance obligations, and supports ongoing community connection.

Running successful online meetings

Online meetings have become an essential part of how community groups connect, but navigating different platforms and keeping meetings engaging can be a challenge.

This practical session helps community organisations build confidence in using popular platforms like Zoom, Microsoft Teams, and Google Meet. Participants will explore how to use key features such as polls and interactive tools, understand how online settings influence group dynamics, and learn tips to make virtual meetings run smoothly and feel more engaging. Whether hosting a committee meeting or a community info session, this workshop will help ensure meetings are well-run, interactive, and effective.

By the end of the session, participants will be able to confidently navigate online meeting platforms, use interactive features to engage participants, and facilitate productive virtual meetings.

Identifying and managing risks

Risk management is more than just ticking boxes for OH&S or fraud prevention. It involves stepping back and viewing the organisation with a fresh perspective to identify the full range of risks that could affect its success.

This practical workshop helps community groups and not-for-profits understand how to recognise and manage both current and emerging risks. Through a clear, step-by-step approach, participants will learn how to assess new programs, uncover opportunity risks, and build a practical risk management plan. The session also explores how to assign responsibilities, reduce costly surprises, and prepare for critical incidents, resulting in stronger decision-making and greater organisational resilience.

By the end of this session, participants will walk away with the ability to identify, assess, and manage risks effectively, helping to safeguard their organisation's future.

Strategic planning for community groups

A clear and practical strategic plan acts as a roadmap, guiding an organisation from where it is now to where it wants to be. It helps set priorities, focus resources, and align the team around shared goals.

This workshop supports community groups in understanding the planning process and the importance of thoughtful preparation to avoid distractions and mission drift. Participants will explore why strategic planning matters, when to revisit the vision, and how to engage members and stakeholders effectively. The session also covers gathering evidence to inform direction, linking strategy to action, and building a workable framework, including how to cost the plan for successful implementation.

By the end of the session, participants will be equipped to develop and implement a strategic plan that drives their organisation forward with clarity and purpose.

Getting started: Governance for new community groups

Starting a new community group is exciting, but it can also be overwhelming—especially in the first few years. From defining the group’s purpose to understanding legal requirements, many early-stage groups face questions and roadblocks as they try to get established.

This practical session is designed to support new and emerging community groups in laying strong foundations for success. Participants will explore how to set up the right structure, define their purpose, understand committee responsibilities, and develop a clear plan. The workshop also covers essential skills, funding considerations, and how to map the strengths within the community to support long-term.

By the end of the session, participants will walk away with the confidence and tools needed to build a well-governed, effective community group that can thrive into the future.

Re-energise your cause: A plan for purpose and impact

Community groups often face moments where direction needs to shift; whether due to new opportunities, changing needs, or limited resources. When that happens, having a clear, purposeful plan is essential.

This practical session supports community groups in reassessing their focus and creating a plan to re-energise their committee, members, and volunteers. Participants will explore how to reflect on recent challenges, reconnect with their purpose, and map out practical next steps. The session also includes tools for engaging stakeholders, identifying project ideas, and developing a realistic plan to move forward with clarity and intent.

By the end of the session, participants will be equipped to lead their groups through change with a focused, actionable plan that engages all key stakeholders.

Running a successful committee meeting

Unproductive meetings are one of the top reasons people step away from committee roles. With many volunteers juggling busy lives, it's essential that meetings are well-organised, purposeful, and respectful of their time.

This session provides practical guidance for running meetings that are focused, inclusive and effective. Participants will explore how to avoid common meeting pitfalls, structure agendas and minutes for clarity, and ensure meaningful contributions from all participants. The session also covers decision-making processes and what needs to happen between meetings to keep momentum going and people engaged. Participants will leave with practical tools and strategies to run efficient meetings that foster participation and commitment, helping to retain and motivate committee members.

Succession planning – attracting the right volunteers

Finding new committee members is important, but finding the right ones can make all the difference. A planned, proactive approach to succession helps keep community groups strong, sustainable, and full of fresh energy.

This session helps community groups think strategically about who they need, what skills to look for, and how to attract volunteers who align with their values and purpose. Participants will explore how to structure roles, divide responsibilities, and adapt to the changing nature of volunteering. The session also covers practical strategies for recruitment and smooth knowledge transition, ensuring committees are well-prepared for the future.

Participants will walk away with the skills to develop a clear succession plan and attract the right volunteers to strengthen their committee and support long-term sustainability.

Council-appointed committees of management training

Council-appointed committees play a vital role in managing community assets such as public halls, recreation reserves and neighbourhood centres. With this responsibility comes the need to understand governance, compliance and future planning to ensure these facilities continue to serve the community effectively.

This session supports members of Council-appointed committees to better understand their roles, responsibilities and delegated authority. Participants will explore how to interpret their terms of reference, meet compliance

requirements, plan for long-term sustainability, and strengthen community engagement. The workshop also covers revenue generation, managing conflicts of interest and how effective planning ties into the committee's overall success. Participants will walk away with greater confidence in their role and the practical knowledge needed to manage Council assets responsibly and strategically.

Advisory committee training

Advisory committees bring together community and business experts to support local government in strategy development, policy advice, program evaluation, and decision-making. By strengthening the skills and knowledge within these committees, local governments can better plan for the future while fostering meaningful community involvement.

This session equips advisory committee members to maximise their contribution and get the most out of their role. Participants will gain a clear understanding of their responsibilities, how to interpret terms of reference, and how to manage conflicts of interest. The workshop also covers the balance between expert opinions and representative views, effective communication, and insight into the council's decision-making processes and influences.

By the end of the session, participants will be able to contribute more confidently and effectively to the advisory process, adding value to both the committee and the broader community.

Committee Chair training

The Chair plays a crucial role in leading a committee and steering the organisation towards its goals. Beyond governance frameworks, an effective Chair guides committee behaviour, encourages positive contributions, and fosters a constructive culture both during meetings and beyond.

This session is designed to empower Chairs with the skills and confidence to lead successfully. Participants will explore the Chair's role in facilitating meetings, setting agendas, tracking performance, and managing challenging behaviours. The workshop also covers strategies for maintaining a future-focused committee and planning for smooth leadership succession. Participants will walk away with the tools and confidence to lead with clarity, navigate difficult dynamics, and foster a productive, future-focused committee culture.

Chairing effective meetings

The Chair plays a key role in guiding a group toward its goals by shaping the group's dynamics and encouraging meaningful participation. This workshop focuses on developing the skills needed to lead meetings that inspire collaboration and productivity.

Participants will explore how to foster a positive team environment, ensure everyone's voice is heard, and navigate challenging behaviours with confidence. The session also highlights the elements that contribute to productive decision-making and how Chairs can set the tone for successful and engaging meetings. By the end of the session, participants will be able to lead inclusive, well-structured meetings that encourage participation, manage challenges effectively, and support positive group outcomes.

Governance training for Trader Associations

Trader Association committees play an important role in leading and supporting their local business networks. Strong governance provides the foundation for effective leadership, clear direction, and long-term planning.

This interactive session draws on the strengths and experiences of participating associations, acknowledging that each group operates differently. Through practical examples, case studies and discussion, committee members will explore key aspects of governance specific to non-profit Trader Associations. The workshop will help strengthen understanding of committee roles, improve oversight, and support confident decision-making in line with best practice principles.

Participants will walk away with the knowledge and tools to apply good governance practices, strengthen their committee's effectiveness, and lead with confidence.

FINANCIAL LITERACY AND BUDGETING WORKSHOPS

Training for new and aspiring Treasurers

Taking on the role of Treasurer in a community group can feel overwhelming, especially for those with little or no financial background. But with the right tools and understanding, it can be a rewarding and achievable way to support the organisation's success.

This practical workshop is designed to build confidence and capability in new and aspiring community group Treasurers. Using clear examples and real-world scenarios, participants will learn how to manage financial records, create budgets, monitor cash flow, and support the committee with clear, meaningful financial reporting. The session also explores what makes not-for-profit finances different and how to stay on top of the role with simple, effective systems.

By the end of the session, participants will be able to carry out the core functions of a Treasurer with clarity, confidence and a solid understanding of their financial responsibilities.

Risk management: Identifying financial red flags

For community organisations, keeping a close eye on financial health is essential, but knowing what to look for isn't always straightforward. This practical workshop helps committee members and not-for-profit leaders build confidence in spotting early warning signs in financial reports and understanding where things commonly go wrong.

Participants will explore key elements of financial reporting, how to read reports with a critical eye, and the role of internal controls in safeguarding the organisation's finances. The session will also look at how cognitive bias can influence decision-making, the importance of budget tracking, and the value of strong delegations in managing financial risk.

By the end of the session, participants will be able to recognise financial red flags and apply practical strategies to strengthen financial oversight and risk management within their organisation.

Treasurer training essentials (early years groups)

Taking on the role of Treasurer in a small early years community organisation can feel overwhelming—especially for those without a financial background. This practical session is designed to support new and aspiring Treasurers with the knowledge and tools needed to manage finances confidently and effectively.

Participants will learn the essentials of keeping good financial records, setting up simple systems, developing and monitoring a budget, managing petty cash, and tracking cash flow. The session also covers how to assess solvency and explain financial reports in a way that helps the whole committee understand the organisation's financial position.

By the end of the session, participants will have the skills and confidence to take on the Treasurer role with clarity and contribute meaningfully to their group's financial wellbeing.

Understanding financials for committee members

This practical, hands-on session is designed for not-for-profit committee members who may not have a financial background but want to confidently understand and guide their organisation's finances. Participants will gain the core financial knowledge needed to interpret key reports such as the balance sheet, profit and loss, and cash flow statements.

The workshop breaks down how to assess financial health, develop budgets, implement strong financial controls, and connect financial decisions with the organisation's strategic goals. By the end, participants will have the skills to read financial reports with confidence, ask the right questions, and make well-informed decisions that support their organisation's financial sustainability and future.

Budgeting for community groups

Many community groups struggle with financial planning, which can make it difficult to manage resources effectively and achieve their goals. This session is designed to build confidence in community group leaders by demystifying the essentials of budgeting. Participants will learn how to create effective budgets for projects, programs, and the overall organisation, ensuring financial plans align with their goals.

The workshop covers how to develop budgets for new initiatives and grant applications, understanding the balance between known figures and estimates, and how to track progress through budget reporting. This practical training equips groups with the tools to plan ahead and manage their resources successfully.

GRANT WRITING, FUNDRAISING AND ACQUITTALS

Are you grant ready?

Many community groups struggle with deciding which grants to pursue, often limited by volunteer time and resources. This session helps groups determine if they are truly grant ready by building a strong foundation to approach grant applications efficiently and confidently.

Participants will explore why funding is needed and assess their organisation's capacity to deliver a funded project. They'll learn how to clearly define their project's stakeholders and partners, prepare essential organisational details, and establish the scope and benefits of their project. The session also covers estimating project costs, finding suitable funding opportunities, planning for sustainability beyond the funding period, and developing a clear strategy to increase the chances of grant success.

Participants will walk away with the ability to assess their grant readiness, organise key information, and confidently prepare for future funding opportunities.

Successful grant writing

Securing funding can be challenging, especially with so many grant opportunities and specific requirements to navigate. This workshop equips community groups and non-profits with the essential skills to craft strong grant applications. It guides participants through gathering the right information before applying, understanding funder priorities, and aligning projects with community benefits.

The session also covers how to determine eligibility, prepare realistic budgets, and fulfill grant conditions. By focusing on clear project goals and evidence-backed proposals, participants will gain the confidence and tools needed to improve their chances of securing funding and successfully managing grants.

Participants will walk away with the skills and confidence to write compelling, targeted grant applications that meet funder expectations.

Advanced grant writing training

Many grant writers find it challenging to stand out in a competitive funding landscape despite their experience. This advanced grant writing workshop is designed for those who already have some background in grant applications and want to sharpen their skills further.

Led by an expert grant writer and assessor, participants will learn how to thoroughly research funders and tailor applications that resonate deeply with their priorities. The session will explore how to craft clear, compelling objectives aligned with funders' goals, while addressing unconscious biases that can impact decision-making. Participants will gain insights into presenting strong budgets, securing community support, and using persuasive language that captures attention. The training also prepares participants to respond effectively whether their proposal is accepted or declined, giving them the tools to continuously improve their grant success.

Participants will leave with practical strategies and insider tips to elevate their grant applications and maximise their chances of funding success.

Building a funding plan

Many not-for-profit organisations face uncertainty when relying on just one income stream, putting their future at risk if that funding ends. This session guides community groups through reviewing their current fundraising efforts and developing sustainable alternatives.

By the end, participants will have created a tailored three-year funding plan, clearly outlining responsibilities and strategies to embed fundraising into daily operations, ensuring long-term financial security. They will walk away equipped with the tools and knowledge to develop a practical funding plan that supports their organisation's future sustainability.

Crowdfunding

Raising funds through crowdfunding can be a powerful way for community organisations to bring in support, but only when done well. Without the right planning and effort, campaigns risk falling flat and damaging future donor trust. This session explores how crowdfunding works and what makes it successful. Participants will learn how to plan and launch a campaign, craft a compelling pitch, connect meaningfully with their community, and decide whether incentives or rewards will help drive support.

By the end of this session, participants will be able to confidently assess whether crowdfunding is the right fundraising method for their group and have practical tools to design and manage an effective campaign.

Writing an acquittal report

Acquittal reports are more than just a funding requirement. They are an opportunity for community organisations to demonstrate accountability, showcase success and build trust with funders. A well-prepared report can strengthen future funding opportunities and highlight the impact of the project in a meaningful way. This session supports participants to write clear, accurate and compelling acquittal reports, outlining how funds were used, what was achieved, what changed along the way and what comes next for the project.

By the end of the session, participants will be able to confidently prepare comprehensive acquittal reports that meet funder expectations and effectively communicate their project's outcomes.

Budgeting and writing an acquittal for grants

Poor budgeting or rushed reporting can put future funding at risk. For community groups applying for grants, understanding how to plan a clear, accurate budget and deliver a meaningful acquittal report is essential. This session supports participants to build confidence in budgeting for funded projects and guides them through the acquittal process. It focuses on how to meet funder expectations, track financials effectively and demonstrate the impact of the project in ways that strengthen trust and credibility.

By the end of the session, participants will be able to confidently develop project budgets, understand reporting requirements, and prepare acquittal reports that showcase their organisation's success and reliability.

Plan B: Transforming your project or event

Uncertainty and change can quickly derail even the best-laid plans. Many community groups have faced postponed or stalled events, leaving committees feeling stuck and unsure how to move forward. But with the right tools and ideas, these challenges can become opportunities to do things differently, and even better.

This session is designed to help existing grant recipients reimagine and relaunch projects or events in fresh, engaging formats. Participants will explore practical ways to adapt plans, share ideas with others, and learn how to use available tools and technology to reconnect with their community and achieve their goals. Participants will leave with practical strategies and renewed confidence to pivot their projects or events, turning setbacks into successful new beginnings.

Tender writing

Many not-for-profit organisations seek opportunities to secure contracts through competitive tenders issued by government bodies and businesses. However, responding effectively requires more than just submitting a proposal, it demands clear understanding, strategic preparation, and strong writing skills to stand out from other applicants.

This session equips participants with a step-by-step approach to analysing tender requests and crafting compelling, well-structured responses. Participants will learn how to research the buyer, confirm their organisation's capacity to meet requirements, and develop persuasive bids that enhance their chances of success. Practical tips on asking relevant questions and identifying where to find suitable tenders will also be covered, empowering organisations to confidently navigate the tendering process and increase their contract wins.

By the end of the session, participants will be able to prepare competitive tender responses with confidence, improving their organisation's potential to secure valuable contracts.

Donor management

For community groups that rely on donations, or are planning to build a donor income stream, managing donors effectively is essential. Every donor has their own reason for giving, and understanding this helps build stronger, longer-lasting relationships.

This session explores how to personalise donor engagement across the full donor lifecycle, from recruitment and recognition to retention. Participants will learn how to use donor data to identify giving patterns, tailor their fundraising efforts, and create campaigns that connect with different types of donors. Ethical considerations, database management, and building a culture of donor stewardship will also be covered.

By the end of the session, participants will be equipped to take a more strategic, thoughtful, and relationship-based approach to donor management that strengthens both income and community support.

MARKETING, SOCIAL MEDIA AND EVENT MANAGEMENT WORKSHOPS

Marketing for community groups

Many community groups face the challenge of marketing their cause effectively on a tight budget. Knowing where to focus efforts and how to maximise impact without overspending is key. This session will guide community groups in developing a clear and targeted marketing strategy that reaches the right audience with the right message.

Participants will learn how to identify what they are promoting, understand their audience, and select the best promotional channels suited to their organisation. Practical tips and cost-effective tools will be shared to help groups create an efficient marketing plan that delivers real results. Participants will leave with practical tools and strategies to confidently develop and implement a cost-effective marketing plan that drives engagement and supports their community goals.

Marketing using social media

Many community organisations want to harness social media to connect with their audiences but often feel overwhelmed by the choices and unsure where to start. This session offers an introduction to the most popular social media platforms in Australia, helping groups understand which channels best suit their community and goals. Participants will explore how to craft engaging content, communicate effectively, and use scheduling tools to save time. The interactive session provides practical guidance for organisations new to social media, empowering them to build a strong, consistent online presence that supports their mission.

By the end of the session, participants will be equipped with the confidence and tools to select the right social media platforms and create a manageable, effective social media plan tailored to their community's needs.

Marketing and social media

For many community groups, social media offers a powerful and affordable way to connect with members, stakeholders, and the wider public, but knowing where to start can feel overwhelming. This session introduces the basics of marketing and helps participants understand what they're promoting, who they're trying to reach, and how to match the message to the right platform.

Participants will explore the most popular social media platforms used in Australia, learn how to choose the right channels for their audience, and discover simple, effective ways to create and share engaging content. Whether just starting out or looking to refresh their approach, this session provides practical tools to help groups build visibility and connection online. Participants will leave with the confidence to develop a basic social media plan and apply low-cost marketing strategies to grow their group's reach and impact.

Please note: longer session 5 hours includes Marketing for community groups and social media training

Event marketing and promotion

When community groups invest time and energy into organising events, it's important those efforts lead to strong attendance and meaningful outcomes. Success relies on good planning and smart promotion that reaches the right audience.

This session supports participants to develop a clear, practical marketing plan for their events. It covers how to set goals, define the target audience, craft effective messaging, use social media strategies, register events on promotional platforms, and streamline the process with event tools and systems. Participants will leave with the confidence to promote events that engage their community and achieve real impact.

Event design and planning

Community events play a vital role in fundraising, raising awareness, celebrating milestones, and bringing people together. With so much effort involved in running a successful event, good planning is essential.

This session guides participants through a clear event planning framework, from turning a great idea into a detailed project plan, through to budgeting, risk management, and team coordination. It helps build a strong foundation, so events are not only well-organised but also ready for grant applications and potential funding support. Participants will walk away with the tools to design purposeful events that are realistic, well-resourced, and set up for success.

Event planning and promotion

A successful event doesn't just happen; it's the result of thoughtful planning and strategic promotion. With many moving parts involved, having a clear plan ensures everything runs smoothly and the event achieves its intended goals.

This session helps participants build a strong foundation for their events, from setting clear objectives and identifying the target audience to developing a comprehensive plan, managing budgets and risks, and promoting effectively. Participants will gain practical tools to bring their events to life with confidence, clarity, and purpose.

Event registration and attendee management systems

Once an event is planned and ready to go, getting people to attend, and managing that process, can be a challenge. For community groups running multiple events or working with limited resources, streamlining registrations is key.

This session helps participants confidently use online event management platforms to create events, track attendance, and engage their communities. It covers popular systems like Eventbrite, Humanitix and TryBooking, along with tips on using Canva to keep branding consistent and integrating registration tools with social media for greater reach.

Participants will walk away with the skills to manage event registrations more efficiently, saving time while improving the attendee experience.

Technology tips for community groups

Technology can transform the way community groups work, but with so many options available, it can be overwhelming to know where to start. This session helps participants navigate the digital landscape and discover practical tools that boost efficiency and support their group's goals.

Tailored to meet the specific needs of each group (established prior to delivery), examples of what the session covers include identifying the right tech solutions, creating marketing materials, managing files and communications, recruiting volunteers, and organising events. Participants will gain confidence in choosing and using technology that makes a real difference for their community.

Creating promotional materials using Canva

Community groups don't need to be design experts to create eye-catching flyers and social media posts. Canva makes it easy to produce professional, engaging promotional materials that help raise your group's profile.

This hands-on session introduces participants to Canva's features and shows how not-for-profits can use the platform to create stunning graphics, videos, newsletters, and more. Participants will learn how to set up their group's branding, use free templates and design elements, and collaborate with others to produce effective promotional content.

Participants are required bring a laptop or tablet with charger to get the most from this practical workshop and create their own sample design during the session. This workshop also requires a venue that has accessible Wi-Fi

Facebook 'how to' workshop

Facebook is a powerful tool for community organisations to build an online presence, tell their story, and grow a network of supporters. When set up and managed effectively, it becomes a platform for connection, engagement, and visibility.

This beginner-friendly, interactive session is ideal for groups wanting to create or improve their organisation's Facebook page. Participants will learn how to set up and manage a page that reflects their brand, understand key features, and confidently communicate with their audience. The workshop also touches on branding, storytelling, and using Canva to create standout posts.

By the end of the session, participants will be equipped to use Facebook as a tool to strengthen their community connections and promote their cause online.

SKILL DEVELOPMENT WORKSHOPS

Evaluating projects and programs

Every strong project begins with a clear purpose and ends with an understanding of its impact. For community groups and not-for-profits, evaluation is essential to measure success, communicate outcomes to funders, and ensure future projects are even more effective.

This session supports participants to plan for evaluation from the beginning. It explores practical ways to gather and analyse data before, during, and after a project, helping organisations understand the problem they're addressing and whether they're making a meaningful difference.

Participants will leave with simple, effective tools to evaluate their work and clearly demonstrate their impact to supporters and funders.

Contract management

Securing funding is a major win but knowing how to manage the contract that comes with it is just as important. Strong contract management helps ensure compliance, delivers on project goals, and builds trusted relationships with funders that can lead to future opportunities.

This session equips participants with a practical approach to managing funding agreements, from understanding contract obligations and setting up systems, to monitoring performance, managing risks, and maintaining clear communication with funders. Participants will learn how to put simple processes in place to stay on track, report effectively, and strengthen their reputation as a reliable grant recipient.

Connecting up in a digital world

Staying connected is more important than ever, whether it's for community engagement, collaboration, or simply keeping in touch. For community groups, finding the right tools to communicate effectively can help maintain momentum and strengthen relationships, even when working remotely or across distances.

This session introduces participants to a range of user-friendly digital tools and platforms for communication, collaboration, and outreach. Through practical demonstrations, participants will explore how to connect internally as a team and externally with their communities, using technology that suits different needs and comfort levels. Participants will leave with a better understanding of how to stay connected, work smarter, and engage more effectively in today's digital world.

Looking after our people – policies and procedures

Not-for-profit organisations rely on a diverse range of people, including community members, volunteers, staff, donors, and supporters. Having clear policies and procedures is essential to support everyone's role and ensure the organisation operates fairly and effectively.

This session guides participants through identifying and prioritising the key policies and procedures needed for their group. It covers establishing a strong governance framework, promoting consistent leadership, managing risks, and addressing conflict and grievances, all to help create a positive and compliant environment. Participants will gain practical tools to build a system that supports their people and strengthens their organisation.

Facilitating a strategic planning session

Developing a clear strategic plan is essential but can be time-consuming and costly. This session is designed for Chairs, Presidents, Committee members, and Executive Officers who want to lead their organisation through a strategic planning process efficiently and effectively without the need for an external facilitator.

Participants will explore practical methods for gathering input, engaging their community, and creating a focused, achievable plan tailored to their organisation's needs. The session covers preparation, managing participant contributions, using simple templates, and keeping the planning process on track. By the end, participants will feel confident to guide their group through a strategic planning session that is straightforward and impactful.

Keeping your members connected and engaged

Members are the heart of every community group. In times of change and uncertainty, maintaining their connection and engagement is an ongoing challenge. This session offers practical guidance for community groups seeking innovative and effective ways to stay connected with their members. Participants will explore strategies for engaging their audience, including how to leverage online platforms, use smartphone technology creatively, and tailor communication to meet diverse member needs. By the end of the session, participants will have the tools and confidence to keep their members engaged and involved, no matter the circumstances.

Getting started with your great idea

Many community groups have fantastic ideas but aren't sure how to turn them into actionable plans—especially with funding opportunities appearing at different times throughout the year. This session supports participants in developing a clear, realistic project plan that's ready to move when funding becomes available. It covers how to shape an idea from the ground up, assess its viability, engage the right people, and communicate the potential benefits to the wider community. Participants will also learn how to build a basic budget, identify potential partners, and start early conversations with possible funders. By the end of the session, participants will have a practical foundation for turning a great idea into a fundable, community-focused project.

Project planning and development

Behind every successful community project is a well-developed idea backed by careful planning and thoughtful design. With limited time and resources, community groups need practical strategies to deliver projects that meet their goals, stay within budget, and create lasting impact.

This session guides participants through the full project planning process, from refining an initial idea to creating a detailed, funder-ready project plan. It covers risk management, budgeting, partnerships, evaluation, and the use of planning tools to keep projects on track. By the end of the session, participants will be equipped to design strong, achievable projects with the structure and clarity needed for both implementation and funding success.

Project management essentials

Delivering a successful community project takes more than a great idea, it requires clear planning, smart resource use, and the ability to adapt when things change. With limited time, funding, and people power, community groups need simple, effective approaches to stay on track and achieve their goals.

This workshop provides participants with the essential skills and tools to manage projects from start to finish. From defining the project's purpose and benefit to the community, to building a realistic budget and identifying risks, the session helps ensure nothing is left to chance. Participants will also explore the value of evaluation in tracking progress and improving outcomes, as well as practical project management tools that can be used in everyday settings.

By the end of the session, participants will be better equipped to manage community projects confidently, on time, on budget, and with maximum impact.

Collaborating for collective impact

Effective collaboration can significantly strengthen a community group's ability to deliver meaningful outcomes. When organisations work together toward a shared goal, they not only increase their collective knowledge but also expand their reach and deepen their impact. A strong collaboration can also open new doors to funding and support, making the case for investment even more compelling.

This session introduces participants to the collective impact framework and explores how it can be applied within community settings. It covers the essential conditions for successful collaboration, how to build partnerships based on shared purpose, and ways to demonstrate the value of working together. Participants will also learn how to present collaborative efforts in a way that appeals to funders and stakeholders.

By the end of the session, participants will understand how to form effective partnerships that amplify their efforts and strengthen their case for support through collective impact.

Presentation skills training

Whether presenting to a committee, a board, potential funders, or within team meetings, the ability to tell a compelling story can open doors and inspire support.

This session equips participants with practical skills to plan and deliver presentations that resonate, whether online or in person. It focuses on crafting clear, impactful messages, using storytelling techniques to engage audiences, and building the confidence needed to deliver with authenticity and influence. By the end of the session, participants will be able to present their group's story confidently, creating memorable and motivating messages that foster stronger connections and new opportunities.

Preventing and managing community group conflict

Diversity within community groups brings valuable perspectives, creativity, and innovation. However, when not managed effectively, differing views and experiences can lead to tension or conflict. Creating a respectful and inclusive culture is key to maintaining a strong, united group.

This session gives participants the tools to foster a positive group environment, improve communication, and put clear policies in place to prevent and manage conflict. It covers practical strategies for early intervention, promoting respectful behaviour, and building a foundation for long-term harmony. By the end of the session, participants will be equipped to create a culture that values differences and handles conflict constructively through clear processes and inclusive practices.

Setting up and running an online Zoom meeting

Zoom has become an essential tool for community groups to stay connected—but getting the most out of it takes more than just downloading the app. This practical session helps participants build confidence using Zoom for meetings, events, and online engagement.

Participants will explore the key features of Zoom meetings and webinars, learn how to schedule and manage sessions using connected platforms, and discover simple tips to make meetings more interactive and effective. By the end of the session, participants will be ready to run smooth, engaging Zoom meetings that support strong communication and participation.

Delivering successful online presentations

Presenting effectively is a challenge, especially in an online setting where attention spans are short and technical issues can get in the way. This session supports community groups to build confidence and develop strong presentation skills for both online and face-to-face environments.

Participants will learn how to plan, and structure, engaging presentations, use visuals and interactive tools to hold attention, and deliver messages that connect with their audience. The session also covers key Zoom functions like breakout rooms, polls, and screen sharing to help presenters make the most of online platforms. By the end of the session, participants will be equipped to deliver clear, engaging, and impactful presentations that leave a lasting impression.

Handling difficult people / behaviours

Community groups rely on the dedication of volunteers, members, and staff—but working with people can sometimes bring challenges. Whether it's high emotions, unmet expectations, or personality clashes, difficult situations can place stress on individuals and teams alike. Managing these moments effectively is a skill that can be learned and strengthened.

This practical session helps participants recognise the causes behind challenging behaviours and provides tools for responding with confidence and empathy. It explores strategies for handling complaints, navigating tricky interpersonal dynamics, and maintaining personal wellbeing throughout.

By the end of the session, participants will be better equipped to manage difficult behaviours and build a more respectful, inclusive, and resilient group culture.

Collaborative decision-making

Being part of a committee brings opportunities to contribute, share skills, and work toward shared goals. But when priorities differ or processes are unclear, making decisions as a group can become challenging. Effective collaboration is key to navigating these situations and achieving outcomes that reflect the collective voice.

This interactive session helps participants strengthen their collaborative skills and introduces practical approaches to group decision-making. It explores how to identify the core issue, apply strategic thinking, and use different decision-making models. Participants will also gain insight into how conflict styles can influence group dynamics and decision outcomes.

By the end of the session, participants will be able to approach group decisions with greater clarity, confidence, and cooperation.

Advocacy training

Advocacy empowers communities to address their needs and influence change within a complex social and political landscape. Strong community participation is vital to ensuring that decision-makers hear and prioritise the voices of those they serve.

This workshop is designed to build participants' advocacy skills and deepen their understanding of the role individuals and groups play in shaping community outcomes. It guides community groups through developing effective advocacy plans, identifying emerging issues, and communicating with impact. Participants will also gain insight into the broader political and social frameworks that affect their work. By the end of the session, participants will be equipped to represent their community confidently and advocate for meaningful, positive change.

Social enterprise – is it right for us?

Social enterprises operate to benefit the community by addressing social needs through sustainable business models. This session is designed for groups new to the concept who want to explore whether a social enterprise could be the right solution for their community's challenges.

Participants will learn what defines a social enterprise, how it differs from traditional not-for-profits and for-profits, and the benefits and potential challenges involved. The session also provides a practical framework to help groups assess their readiness and explore resources needed to build a successful social enterprise. By the end of the session, participants will be able to make informed decisions about whether a social enterprise aligns with their organisation's goals and community needs.

The art of public speaking

Public speaking is one of the most common fears, but it's also one of the most powerful tools for creating change. Whether advocating for a cause, motivating a team, or sharing a message with the community, the ability to speak with clarity and purpose is a valuable skill for any leader or changemaker.

This session helps participants overcome fear and build confidence in their ability to speak publicly. It focuses on understanding the audience, crafting memorable messages, and using storytelling to inspire and influence. Participants will also explore the psychology behind communication, including bias, resistance to change, and how to adapt messages for different settings.

By the end of the session, participants will be equipped to deliver compelling messages, whether to a room full of people or in a one-on-one conversation, that inform, inspire, and drive action.

What next? Preparing for recovery and revisioning

As community needs shift and circumstances evolve, it's important for groups to pause, reflect, and plan for what's next. Change, whether from internal challenges, external pressures, or broader societal trends, offers a valuable opportunity to rethink how services are delivered, how members are engaged, and how to remain relevant and resilient into the future.

This session supports participants to reflect on recent challenges, identify what's changed, and consider new ways to reengage their communities. Through discussion, networking, and idea-sharing, groups will explore what to keep, reinvent, or let go of and how to shape a renewed vision moving forward. The session also highlights useful tools, funding opportunities, and potential collaborations that can support long-term sustainability.

By the end of the session, participants will be ready to take practical steps toward recovery, reconnection, and revisiting their organisation for future success.

Building a culturally competent organisation

All organisations, regardless of size or structure, operate within culturally diverse communities. Building cultural competence is not just about inclusion; it's about creating respectful, responsive environments that reflect the values of equity and human rights.

This interactive session guides participants through practical steps to develop cultural awareness and embed inclusive practices across their organisation. Through group activities and open discussion, participants will explore their own cultural perspectives, challenge common misconceptions, and gain tools to strengthen cultural sensitivity and safety within their teams and services.

By the end of the session, participants will have a deeper understanding of cultural competence and be ready to take meaningful action toward building an organisation that is inclusive, respectful, and responsive to diversity.

Building our culture of choice

A diverse and inclusive group, made up of people with different backgrounds, experiences, and perspectives, is a powerful asset for any community organisation. However, without clear communication, shared values, and respectful interactions, diversity can sometimes lead to misunderstanding or tension.

This session supports participants to build a strong, inclusive group culture that values difference and fosters collaboration. Through practical strategies and planning, participants will explore how to create a transparent and respectful environment, address potential challenges early, and put the right policies and processes in place to manage issues if they arise.

By the end of the session, participants will have the tools to strengthen group culture, reduce conflict, and support a positive and productive environment for all members.

Putting out the welcome mat

As communities change, it's important for not-for-profits and local groups to reflect on how they engage with the people they support. This session encourages participants to rethink what it means to be truly welcoming in a time when work patterns, lifestyles, and community expectations are shifting.

Participants will revisit their group's purpose, explore the benefits of being more inclusive, and learn simple, practical ways to open the door to a broader range of people. The session also introduces tools and ideas to help groups become more flexible, responsive, and connected. By the end of the session, participants will gain practical strategies to create a more open and welcoming group that reflects the diversity of their community.

Member recruitment - attracting, engaging and retaining members

Recruiting members today requires more than just announcing openings or filling spots on committees. With diverse lifestyle options and competing commitments, attracting and keeping engaged members is a continuous challenge.

This session helps participants explore practical strategies to maintain current membership and broaden their network. It encourages fresh thinking about member needs, storytelling, and engagement activities that foster loyalty and growth. Participants will gain insights into why people join and stay involved and how to create meaningful connections that sustain vibrant community groups.

By the end of the session, participants will be equipped with effective approaches to attract, engage, and retain members for long-term success.

LEADERSHIP & BEHAVIOURAL TRAINING

Our leadership training is designed to strengthen the capabilities of local community leaders. Our training can be delivered as individual sessions or a tailored program focussing on the role of the 'everyday leader' and developing confident community leaders.

Whilst the emphasis on this program is on developing individual capabilities, the NPT facilitating team refers the learnings back to community level, where the skills acquired along the way can be used in a variety of environments. These include understanding how to participate in projects relating to Council's plans, as well as evolving as a leader in their workplace and family environments.

Modules in a program can range from general leadership skill sessions through to governance and advocacy and can also include a module about understanding local government, the role of Council and interpreting Council plans.

Programs range from 6 - 10 modules in a series, with NPT tailoring the program to relate to the audience involved and the Council's goals. A project component can also be integrated into the program.

Leadership, understanding you, your style and others around you

Leadership isn't just about titles, it's about everyday actions and the impact we have on those around us. This session explores what it means to be an 'everyday leader' across work, community, and personal life, and how self-awareness is key to leading well.

Participants will reflect on their own leadership style, uncover how their values shape their behaviour, and learn how to strengthen relationships and build unity through a shared vision. With practical tools and real-life insight, the session helps leaders recognise what may hold them back and how to lead with purpose and confidence. By the end of the session, participants will better understand their leadership style and gain strategies to lead more effectively within their group and community.

Leadership and leading the culture

Leaders shape the culture of a group not just by what they do, but by how they do it. This session focuses on the leader's role in creating a positive, inclusive culture through shared values, collaboration, and strong relationships.

Participants will explore how to lead with intention, influence others respectfully, and strengthen their group's culture beyond surface-level diversity. Through practical tools and reflection, the session encourages leaders to understand their own perspectives and biases while learning how to role model the behaviours that build trust, inclusion, and unity. By the end of the session, participants will understand how to lead a values-based culture and foster stronger, more inclusive group dynamics.

The resilient and mindful leader

In times of rapid change, leaders are often called upon to provide stability, even when they feel unsettled themselves. This session supports participants to strengthen their leadership presence by using mindfulness and emotional intelligence to stay grounded and guide others with calm and clarity.

Participants will explore how unhelpful habits form under pressure, how to break the cycle, and how small shifts in awareness can have a big impact on their group. With practical strategies to reduce stress, boost focus, and lead with intention, this session is about building resilience in both self and others. By the end of the session, participants will gain practical tools to lead more mindfully, reduce stress, and support their community with greater calm and confidence.

Emotional intelligence

Effective communication starts with understanding emotions, both our own and those of others. This session helps participants build emotional intelligence by raising awareness of how emotions influence interactions and decisions.

Participants will explore the basics of emotional intelligence, learn how it differs from emotional quotient, and develop greater self-awareness to improve their relationships, manage change, and approach challenges with optimism. By the end of the session, participants will gain practical insights to enhance their emotional intelligence, supporting better communication and decision-making in their personal and community roles.

Leading a team

Leadership in community groups is about personal influence, not titles. This session helps participants recognise their unique strengths and understand how to lead effectively from within, whether in projects, teams, or volunteer roles.

Participants will explore different leadership styles, learn practical ways to guide a team, and discover how leadership can be both rewarding and enjoyable. By the end of the session, participants will gain the confidence and skills to lead their teams with purpose and positivity.

Teamwork and problem-solving

Effective leadership means guiding teams through challenges while fostering collaboration and shared ownership. This session helps participants understand the difference between teams and groups, and why teamwork is essential for success.

Participants will learn to identify team types and development stages, explore their own and others' roles within a team, and develop practical problem-solving techniques to boost team performance. By the end of the session, participants will have the skills to build stronger teams and solve problems collaboratively for greater group success.

Inclusion and diversity

Community groups thrive when they reflect the rich diversity of the people they serve. This session supports leaders to create safe, welcoming, and equitable spaces by raising awareness of unconscious biases and their impact on decision-making and engagement.

Participants will explore practical steps to challenge biases, foster inclusion, and build diverse groups that strengthen community connection and impact. By the end of the session, participants will be equipped to lead positive change toward a more inclusive and diverse organisation.

Understanding council and community

Community leaders gain valuable insight by understanding both the wider world's impact on local communities and how local government operates. This session provides an overview of the role, structure, and strategies of local councils, enhancing participants' ability to influence change alongside their community groups and organisations.

Participants will explore how councils work, including their vision and actions around reconciliation, and map out who is responsible for what within local government. The session also highlights the importance of partnerships and practical ways to build collaborative relationships for stronger community outcomes. By the end of the session, participants will have a deeper understanding of local government and practical strategies to work effectively with councils to support community goals.

How effective teams manage challenging conversations

Leading a team means navigating difficult conversations and challenges with confidence. This session equips participants with the skills and values needed to foster collaboration, clear communication, and shared responsibility within their teams.

Participants will explore what makes a team effective, understand personal styles, and learn how to prepare for and handle tough conversations that keep the team focused and productive. By the end of the session, participants will be able to lead challenging conversations with confidence and help their teams work together more effectively.

Communication with impact and influence

Speaking confidently and engaging an audience with a compelling story or message is a key leadership skill. This session supports participants to develop their presentation skills and connect meaningfully with their audience, whether face-to-face or online.

Participants will explore how to craft clear, memorable messages, understand their current communication style, and learn storytelling techniques. Practical tips on overcoming nerves and using body language and words effectively will help them deliver presentations that inspire and motivate. By the end of the session, participants will be equipped to communicate with confidence, influence, and impact across a variety of settings.

Managing challenging member and volunteer-related situations

Volunteers and committee members in community groups often face difficult situations involving challenging behaviours. Without the right skills, these encounters can cause stress and risk losing valuable people from the group.

This workshop equips participants with practical tools to recognise when situations are escalating, learn how to safely de-escalate tension, and manage high-emotion interactions. It also covers the importance of debriefing and self-care to support wellbeing after difficult incidents.

By the end of the workshop, participants will be confident in handling challenging behaviours and equipped with strategies to maintain a safe and supportive group environment.

Community development and advocacy

Community development empowers people to lead actions that improve the quality of life for everyone. This session explores how communities can come together to build a fair and inclusive society, guided by local knowledge and leadership.

Participants will learn about Asset Based Community Development principles and how to apply them in projects. The session also covers the essential role of advocacy; how to influence people, groups, and governments effectively, and offers practical tools to develop and practice advocacy skills. By the end of the session, participants will understand community development principles and be equipped to advocate confidently for positive change in their communities.

VOLUNTEER MANAGEMENT AND RECRUITMENT TRAINING

Our volunteer management and recruitment training will build the capacity for Council community organisations to attract, recruit and retain their volunteers. The sessions can be delivered individually or as a series (see below for suggested volunteer management series).

Attracting, engaging and retaining volunteers

Finding and keeping the right volunteers is vital for community groups and not-for-profits. This session helps participants take the guesswork out of recruiting by understanding volunteer motivations and creating clear role descriptions.

Participants will learn how to develop a volunteer workforce plan, audit their current volunteer setup, and use online platforms effectively to reach and engage new volunteers. The session also covers essential induction practices to ensure volunteers feel welcomed and ready to contribute. By the end of the session, participants will have practical strategies to attract, engage, and retain volunteers for lasting community impact.

Supporting volunteer health and wellbeing

While volunteering offers many rewards, it can sometimes lead to stress, especially in challenging roles. Without the right support, even the most committed volunteers may feel overwhelmed or burnt out.

This session helps volunteers recognise the signs of stress, build personal resilience, and develop a toolkit for ongoing wellbeing. Participants will explore self-care strategies, ways to manage pressure, and how to maintain a healthy balance between volunteering, work, and life.

By the end of the session, participants will have practical tools to protect their wellbeing, support others, and continue volunteering in a sustainable and fulfilling way.

Support your supporters!

Volunteers give so much to their communities, often working with people facing complex challenges. To keep volunteers motivated and well, organisations need to provide the right support.

This workshop equips volunteers with practical skills to manage difficult behaviours and situations with compassion, while maintaining their own wellbeing. Participants will learn effective strategies for handling conflict, managing complaints, and practising self-care to sustain their energy and commitment. By the end of the workshop, participants will be empowered to support others confidently while protecting their own health and resilience.

Help wanted (Attracting and engaging volunteers)

Struggling to find enough volunteers or committee members? This practical session is designed to help community groups build a stronger volunteer base by understanding what they need, who they're looking for, and how to attract the right people.

Participants will explore why people volunteer, how to define and categorise volunteer roles, and how to create a simple volunteer workforce plan. The session also offers tips for promoting the group and its opportunities in ways that spark interest and boost engagement. By the end of the session, participants will have a clear plan to attract, engage, and organise volunteers to better support their group's goals.

Recruiting and inducting volunteers

Finding the right volunteers—and helping them feel ready to contribute—is key to building a strong, committed team. This session supports community groups to recruit more effectively and create induction processes that set volunteers up for success.

Participants will learn how to present their organisation in a way that attracts interest, where to find volunteers (including online), and how to create clear role descriptions. The session also covers the full recruitment journey and provides tools for welcoming and inducting volunteers in a meaningful way. By the end of the session, participants will understand how to recruit and induct volunteers with confidence, increasing volunteer engagement and retention.

Managing and supporting volunteers

Volunteers are often the heart of a community group, but keeping them motivated, supported, and aligned with the organisation's purpose takes thoughtful planning and good communication. This session gives participants the tools to manage volunteers effectively and build a strong, engaged team.

Participants will explore strategies for setting expectations, maintaining regular communication, managing performance, and recognising volunteer contributions. The session also covers how to use online tools and conduct exit interviews to keep volunteer programs running smoothly. By the end of the session, participants will be equipped with practical strategies to manage, support, and retain volunteers more effectively.

Measuring and promoting the impact of your volunteer program

Volunteers are essential to the success of not-for-profit organisations, but how can groups clearly show the value they bring? This session helps participants evaluate and communicate the impact of their volunteer programs in ways that resonate with funders, stakeholders, and the broader community.

Participants will learn how to set measurable objectives, collect meaningful data, and align their volunteer efforts with organisational goals. The session also explores how to turn data into powerful stories that highlight the difference volunteers make, both within the organisation and across the community. By the end of the session, participants will be equipped to measure the impact of their volunteer program and confidently promote its value to supporters and decision-makers.

Supporting and promoting the impact of your volunteer program

Volunteers are at the heart of community groups, but without the right support, even the most dedicated can experience stress and burnout. This session focuses on both caring for volunteers and showcasing the difference they make.

Participants will explore tools to help volunteers manage stress, maintain balance, and continue contributing in healthy, sustainable ways. At the same time, the session highlights how groups can recognise and promote the impact of volunteer contributions, boosting morale and helping others see the true value of volunteering. By the end of the session, participants will be equipped to better support volunteer wellbeing and confidently communicate the impact volunteers have within the organisation and community.

Raising the profile of volunteers within your organisation

Volunteers play a vital role in the strength and sustainability of community organisations, contributing not just time, but significant social and economic value. Yet their impact often goes unseen by decision-makers, funders, and other key stakeholders.

This session helps participants capture and communicate the true value of volunteering within their organisation. Through a mix of data collection, storytelling, and strategic alignment, participants will learn how to advocate for greater recognition and investment in their volunteer programs. By the end of the session, participants will be equipped to showcase the impact of volunteers with confidence—strengthening internal support and helping their programs gain the visibility they deserve.

Connecting and engaging volunteers

Finding the right volunteers, and keeping them engaged, can feel like a never-ending task. But successful recruitment isn't just about numbers; it's about building genuine connections and clearly communicating the value of your cause.

This session helps community groups prepare a clear plan for identifying their volunteer needs, understanding what motivates people to get involved, and engaging effectively, whether at a casual BBQ or during a formal recruitment drive. Participants will learn how to spark interest quickly, build rapport, and turn conversations into lasting contributions. By the end of the session, participants will be equipped with practical tools to confidently promote their cause, engage volunteers effectively, and build lasting, meaningful connections that support their organisation's mission.

VOLUNTEER MANAGEMENT SERIES

Our volunteer management series is designed to help strengthen local community organisation's capacity to develop a volunteer plan, establish the foundations for a successful volunteer program, and to develop skills across the entire volunteer lifecycle.

Knowing the landscape of volunteering has changed over time, this series will assist the groups to understand varying volunteering commitments and how to think creatively about their volunteering solutions. The series comprises of the following four sessions (course outlines above):

Volunteer lifecycle



In preparation for the series, we will help guide the Council at each stage to ensure each session is relevant using the tools / platforms Council currently use to assist their community groups to engage with existing and potential volunteers.

L2P VOLUNTEER PROGRAM

Managing in-car relationships

The relationship between a Mentor and Learner can be one of the most rewarding parts of a driving program—but it can also present challenges. Differences in communication styles, expectations, or emotions can sometimes create tension in the car.

This session supports Mentors to build strong, respectful relationships with Learners by providing a practical framework for navigating challenges. From preparing for difficult conversations to understanding rights, responsibilities, and referral pathways, participants will gain the tools to create a safe, positive in-car experience for everyone involved. By the end of the session, participants will be confident in managing in-car relationships with empathy and professionalism, ensuring a supportive journey for both Mentor and Learner.



EDUCATING AND EMPOWERING THOSE WITH PURPOSE



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