

Governance and Organisational Management

Title	Produced by	Location	Cost	Comments
Section 5: Governance and Organisational Management (Resources primarily related to Section 5 standards)				
Corporate Governance Series, Good Practice Guide #1: What Makes Boards Work ISBN: 1 876824 25 5	New South Wales Federation of Housing Associations (NSWFHA) Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and then select NSW Federation of Housing Associations . Select publications and then click on Price List and Order Form .	\$28 each or \$44 for set of two Discounts apply for NSWFHA members	The resource covers: What is good corporate governance? Who has responsibility? An effective and capable board; Clear roles and structures to support the board; Process for governance and board review ; and a framework for ethical decision making. Useful samples and tools are included as appendices.
Board Development: Developing Job Descriptions for Board Members of Nonprofit Organizations. A Self-Guided Workbook	Alberta Community Development, Government of Alberta, 7th Floor, Standard Life Centre 10405 Jasper Avenue Edmonton, Alberta T5J 4R7 Email: Comdev.Communications@gov.ab.ca	http://www.cd.gov.ab.ca and select Building Strong Communities, Volunteer and Community Development . Then select Resources and then Board Development Workbooks . Click on the title of this publication to download the resource.	Free	"This workbook is a guide to help Board members develop and rewrite job descriptions that reflect the responsibilities of serving on a nonprofit board" (p1).
Board Building: Recruiting and Developing Board Members for Not-for-Profit Organizations	Alberta Community Development, Government of Alberta, 7th Floor, Standard Life Centre 10405 Jasper Avenue Edmonton, Alberta T5J 4R7 Email: Comdev.Communications@gov.ab.ca	http://www.cd.gov.ab.ca and select Building Strong Communities, Volunteer and Community Development . Then select Resources and then Board Development Workbooks . Click on the title of this publication to download the resource.	Free	Based on a cycle of evaluating current and future leadership needs, recruiting board members, developing members to be effective, and sustaining their interest and commitment.
Board Essentials	BoardSource, 1828 L Street NW Suite 900, Washington DC 20036-5114 Contact form on website for email enquiries.	http://www.boardsource.org and select Board Info , then click on Board Essentials .	Free	A comprehensive list of essential information such as safeguarding against conflict of interest, what goes in a Board manual, and job descriptions for office holders.

Title	Produced by	Location	Cost	Comments
Section 5: Governance and Organisational Management (Resources primarily related to Section 5 standards)				
Free Complete Toolkit for Boards.	Carter McNamara for The Management Assistance Program, USA See website for contact details under various circumstances.	http://www.managementhelp.org and select Boards of Directors . Topics can be downloaded one at a time.	Free	Useful sections on recruiting and orienting new Board members, Ensuring Successful Committee and Successful Meetings, and Evaluating the Board.
Management Matters: ARCH Co-operative Housing Resource Manual, Volume 2	Association to Resource Co-op Housing (ARCH) Room 27A, 94 Oxford Street Darlinghurst NSW 2010 Phone: (02) 9361 6834 or 1800 066 834 Fax: (02) 9361 6395 Email: archnsw@arch.asn.au	http://www.arch.asn.au and select Manuals . Click on Organisational Management Matters Manual . You can either browse the manual online or purchase a hard copy. To purchase, click on download an order form .	Free or \$76 (inc P&H)	"This manual is designed to provide general information on Organisational Management and Administrative Systems to successfully operate housing co-operatives in NSW" (pii).
The Secretary's Handbook for Queensland Incorporated Associations, 3 rd Edition, 2003	Professor Myles McGregor-Lowndes, Centre for Philanthropy and Nonprofit Studies, Faculty of Business, GPO Box 2434, Brisbane, Qld 4001 Email: cpns@qut.edu.au Phone: (07) 3864 1020 Fax: (07) 3864 9131	Available from Volunteering Queensland. Phone: (07) 3002 7600 Fax: (07) 3229 2392 Email: volqld@powerup.com.au Website: http://www.volqld.org.au	\$33.(inc GST) plus \$2.50 postage	"This publication is designed to provide practical solutions for incorporated association secretaries" (Preface). "Designed to assist both the volunteer secretary of a small club or association and the professional secretary..." (p2).
Voluntary Treasurer's Handbook	The Institute of Chartered Accountants in Australia, Queensland Branch GPO Box 2054, Brisbane QLD 4001 Phone: (07) 3233 6500 Fax: (07) 3221 0856 Email: gservice@icaa.org.au	Type http://www.icaa.org.au/upload/download/treasurer.pdf into your internet browser to go directly to the document.	Free	"This publication is intended to help small non-profit organisations...It attempts to cover, in broad terms, matters that honorary treasurers need to know about in order to keep their organisations on an even financial keel and out of trouble" (p2).

Title	Produced by	Location	Cost	Comments
Section 5: Governance and Organisational Management (Resources primarily related to Section 5 standards)				
<p>Just a tick: A Best Practice Survival Guide for Committee and Boards of Management (1999)</p> <p>ISBN: 0 958 58771 X</p>	<p>Written by Kate Reynolds. Published by Volunteering South Australia</p> <p>Volunteering SA Inc. 1st Floor, 220 Victoria Square Adelaide SA 5000</p> <p>Phone: (08) 8221 7177</p> <p>Fax: (08) 8221 7188</p> <p>Email: volsa@volunteeringsa.org.au</p>	<p>http://www.volunteeringsa.org.au and select Publications and then select publications for sale. Scroll down to find a brief outline of the resource. At the bottom of the page click on online ordering form to complete, print and forward to Volunteering South Australia with your payment.</p>	<p>\$7 plus \$1.65 P&H</p>	<p>Contents include:</p> <ul style="list-style-type: none"> • Roles of Committees; • Responsibilities of Committees and Responsibilities of Individual Members; • Finding and Keeping Committee Members; • Roles and Responsibilities of Officer Bearers; and • Meeting Procedures.
<p>Organizational Vision, Values and Mission: Building the Organization of Tomorrow.</p>	<p>Cynthia D Scott, Dennis T. Jaffe and Glen R. Tobe.</p> <p>Published by Crisp Publications Inc, California.</p> <p>Distributed by In-Learning, PO Box 1051, Springwood, Qld 4127</p>	<p>http://www.inlearning.com.au and select Products. Type the resource title into the Search facility to find an outline of the content and order instructions.</p>	<p>\$19.95 plus P&H</p>	<p>Covers the five elements of the visioning process: Clarify values, scan the current environment, define the mission, create the vision and implement the vision.</p> <p>Contains exercises, activities and examples to encourage participation.</p>
<p>Corporate Governance Series, Good Practice Guide #2: Effective Reporting and Performance Monitoring</p> <p>ISBN: 1 876824 26 3</p>	<p>New South Wales Federation of Housing Associations (NSWFHA) Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010</p> <p>Phone: (02) 9281 7144</p> <p>Fax: (02) 9281 7603</p> <p>Email: nswfha@communityhousing.org.au</p>	<p>http://www.communityhousing.org.au and then select NSW Federation of Housing Associations. Select publications and then click on Price List and Order Form.</p>	<p>\$28 each or \$44 for a set of two</p> <p>Discounts apply for NSWFHA members</p>	<p>The resource covers issues such as: What does the board need to know? A performance reporting framework; Setting performance indicators and timeframes; Establishing report formats; Setting targets and benchmarks; Risk management; and Internal auditing.</p> <p>Useful samples and tools are included as appendices.</p>

Title	Produced by	Location	Cost	Comments
Section 5: Governance and Organisational Management (Resources primarily related to Section 5 standards)				
Principles and Practices for Nonprofit Excellence	Minnesota Council of Nonprofits 2314 University Ave W. #20 St. Paul, MN 55114 Email: info@mncn.org	http://www.mncn.org and select Info Central . Click on Principles and Practices for Nonprofit Excellence .	Free	Provides pointers to good practice principles and practices in areas relevant to the governance of community housing organisations including mission, values, program service and quality, Board composition, Board conduct, human resources and financial management.
Board Governance: The Basics	Minnesota Council of Nonprofits 2314 University Ave W. #20 St. Paul, MN 55114 Email: info@mncn.org	http://www.mncn.org and select Info Central . Click on Governance and this document can be found under the heading The Basics .	Free	Covers issues such as conduct of the Board, conflict of interest, and the relationship between the Board and an Executive Director.
Writing Policy and Organisational Manuals	Management Alternatives Pty Ltd. PO BOX 181 Coogee, NSW, 2034 AUSTRALIA Phone: (02) 9665 7737 Fax: (02) 9315 7542 Email: paul.bullen@mapl.com.au	http://www.mapl.com.au and select Writing Policy .	Free	Covers the principles behind developing policies, the steps involved in writing policies, useful formats and examples.
Conflict of Interest Policy	Community Services Council (CSC) Newfoundland and Labrador Suite 201, Virginia Park Plaza Newfoundland Drive, St. John's, NL A1A 3E9 Email: csc@csc.nf.net	http://www.envision.ca . Under the heading Managing Voluntary Organizations select Volunteer Resources , then select Board Development and click on Conflict of Interest from the dot point list.	Free	A web-based resource that covers the principles of conflict of interest and provides links to examples of policies for Boards and employees and to a practical exercise.
Code of Governance for Housing Co-operatives	UK Confederation of Co-operative Housing Fairgate House, 205 Kings Road, Tyseley, Birmingham B11 2AA Email: info@cch-uk.org	http://www.cch-uk.org and select Info & Guides , then scroll down the list to select the document.	Free	Aims "to clarify...how housing co-ops should be governed in order to provide maximum benefits for their members" (p1).

Title	Produced by	Location	Cost	Comments
Section 5: Governance and Organisational Management (Resources primarily related to Section 5 standards)				
How to Run a Good Meeting: A Guide for New Leaders	Center for Community Change 1000 Wisconsin Ave. NW Washington DC 20007 Email: info@communitychange.org	http://www.communitychange.org and select Community Organizations & Issues . Under the heading 'About Community Organizing' select Organizational Tools & Resources . Under 'Topics', click on Working with a Board of Directors , then scroll down to find this document.	Free	A 14-point list including strategies to ensure effective meetings.
Conducting Effective Meetings	Queensland Council of Social Services (QCOSS) PO Box 306 RED HILL QLD 4059 Phone: (07) 3832 1266 Fax: (07) 3832 4119 Email: qcross@qcross.org.au	http://www.qcross.org.au and select QCOSS Publications . This is publication no.13 (on page 2). (Please note that while this publication can be ordered online, QCOSS does not have a secure site for transmitting credit card details)	\$11 members \$13.20 non members	Based on the childcare sector. Covers issues such as how to increase participation in meetings, developing meeting procedures, group dynamics, decision-making processes and how to maintain the interest and enthusiasm of those involved.
Making Committees Work	Charity Village Ltd 160 Main Street South P.O. Box 92536, Brampton, Ontario, Canada, L6W 4R1 Email: help@charityvillage.com	http://www.charityvillage.com and select Enter . Under the heading Library , select Research Section from the drop down box. Select Organization Management and then click on the link also titled Organization Management . This article is one of several listed.	Free	Covers basic guidelines for successful committee meetings. Principles are equally applicable to any type of meeting.
Governing Boards: Their Nature and Nurture (1997) ISBN: 0 7879 0916 5 (paperback)	Cyril O. Houle and Alan Schrader. Published by BoardSource 1828 L Street NW Suite 900, Washington DC 20036-5114	Can be purchased online from Amazon.com http://www.amazon.com .	Approx US\$30 or US\$23 for a used copy	Covers topics such as policies and procedures, leadership, accountability, legal issues, roles, functions and limitations of the Board, staff and the executive officer/ general manager.
Incorporated Associations Manual, 2001	Professor Myles McGregor-Lowndes Centre for Philanthropy and Nonprofit Studies, Faculty of Business, Queensland University of Technology.	Publication is available to be purchased from The Caxton Legal Centre at http://www.caxton.org.au and select Publications or telephone (07) 3254 1811, or email caxton@caxton.org.au .	Complete manual costs \$70 plus postage and the cost of updates is \$27 inc postage	"Creating, running or disbanding an incorporated association can present a minefield of legal obligations... this loose leaf publication cuts through the confusion and provides all the information every incorporated association needs."

Title	Produced by	Location	Cost	Comments
Section 5: Governance and Organisational Management (Resources primarily related to Section 5 standards)				
Evaluating the Board	Carter McNamara for The Management Assistance Program, USA See website for contact details under various circumstances.	http://www.managementhelp.org and select Boards of Directors . Scroll down until you reach the heading Evaluating the Board and click on Evaluating the Board of Directors .	Free	Part of the Free Complete Toolkit for Boards and comprises several types of evaluation questionnaire, along with a useful article on how best to use them.
Managing a Community Organisation in Australia – 3 rd Edition (November 2000) ISBN 0 9577066 3 4	Gevers, Goddard and Jones (incorporating Leslie Gevers Community Management Service) PO Box 133, North Fremantle, WA 6159 Phone: (08) 9336 7717 Fax: (08) 9336 7718 Email: webinfo@ggj.biz	http://www.ggj.biz and select Books, Publications and Resources . The publication can be previewed and an order form downloaded.	\$77 (inc P&H) plus GST	"Produced in response to a need expressed by community organisations for clear and relevant information to assist them in managing their services on a day-to-day basis" (p5).
Nonprofit Genie	California Management Assistance Partnership (C-MAP). Copyright to CompassPoint Nonprofit Services. Web-based resource. No contact details provided.	http://www.genie.org	Free	Online resources and information for non-profit organisations.
Planning (Many Kinds)	The Free Management Library, hosted by the Management Assistance Program for Nonprofits, USA Email: mail@mapnp.org	http://www.managementhelp.org and select Planning (Many Kinds) .	Free	In four sections that cover common types of plans (e.g. project planning, strategic planning etc), other types of plans (e.g. plans for fundraising, marketing and staffing etc), related links in the same library, and online discussion groups, newsletters etc.

Title	Produced by	Location	Cost	Comments
Section 5: Governance and Organisational Management (Resources primarily related to Section 5 standards)				
Successful Strategic Planning: Building a High Performance Business (1995)	<p>Stephen G. Haines.</p> <p>Published by Crisp Publications Inc., California.</p> <p>Australian Distributors: In Learning, PO Box 1051, Springwood, Qld 4127</p>	Go to http://www.inlearning.com.au and select Products . Use the Search facility to find the publication and order it online.	\$19.95 plus P&H	Clearly sets out the three main steps in strategic planning: Plan to Plan (educating and organising), Developing a Strategic Plan, and Plan to Implement. Other books in the Crisp Fifty-Minute book series are available from the same source.
Small Business Planning: Achieving Success by Design, Not by Chance (2002)	<p>Alan Williams.</p> <p>Published by McGraw-Hill Australia Pty, NSW, as part of the Big Ideas for Small Business in Australia series.</p> <p>Available to purchase online from the Small Business Development Corporation.</p>	Go to http://www.sbdc.com.au and select Bookshop . Enter name of author and/or title of book to order online.	\$27.95 plus \$9.50 P&H	Resource is designed to be worked through, providing a number of tasks and activities, including checklists and quizzes. It covers all aspects of planning including what it is and why it is needed, building a strategic plan and then marketing, operations, financial and human resource planning.
Strategic Planning (in nonprofit and for-profit organizations)	<p>The Free Management Library, hosted by the Management Assistance Program for Nonprofits, USA</p> <p>Email: mail@mapnp.org</p>	http://www.managementhelp.org and select Strategic Planning .	Free	"Simply put, strategic planning determines where an organization is going over the next year or more, how it's going to get there and how it'll know if it got there or not" (p1).
Strategic Planning FAQs	<p>California Management Assistance Partnership (C-MAP). Copyright to CompassPoint Nonprofit Services.</p> <p>Web-based resource. No contact details provided.</p>	http://www.genie.org and in the FAQs section, select Strategic Planning .	Free	Answers to 15 common questions on strategic planning, including 'Why plan?', 'What does a "strategy" look like?', and 'What does a typical strategic planning process look like?' etc.

Title	Produced by	Location	Cost	Comments
Section 5: Governance and Organisational Management (Resources primarily related to Section 5 standards)				
Overview of Organizational Change	The Free Management Library, hosted by the Management Assistance Program for Nonprofits, USA Email: mail@mapnp.org	http://www.managementhelp.org and select Organizational Change .	Free	"There are certain basic guidelines useful in carrying out almost any form of planned, organization-wide change. [This resource] explains what organizational change is, why it's needed and how to carry it out" (p2).
Viability Guides for Community Housing Organisations	Queensland Community Housing Coalition 38 Hope Street, South Brisbane Qld 4101 Phone: (07) 3844 9947 Fax: (07) 3844 3297 Email: adminsupport@qchc.asn.au	http://www.qchc.asn.au and select Tools and Resources , and then Publications to place an email order. Alternatively telephone Queensland Community Housing Coalition on (07) 3844 9947.	\$16.50 (inc GST) for set of four.	Four viability guides: Community Housing Viability; Models and Structures; Amalgamations; and Contracts and Community Housing. "Some of the guides include tools to assist you to evaluate your current practices, to assess your viability and to explore different ways of operating" (Foreword, p5/6).
The Secret of Successful Submissions	Queensland Council of Social Services PO Box 306 RED HILL QLD 4059 Phone: (07) 3832 1266 Fax: (07) 3832 4119 Email: qcross@qcross.org.au	http://www.qcross.org.au and under the heading Funding Resources select How to make a grants submission .	Free	Simple, easy-to-follow advice and basic rules for preparing funding submissions.
How to Get that Grant	Western Sydney Information and Research Service (WESTIR) Ltd. PO Box 457, Blacktown, NSW 2148 Phone: (02) 96223011 Fax: (02) 96223500 Email: westir@pnc.com.au	http://www.westir.org.au and select Funding .	Free	Covers what an organisation can do to improve its chances of securing funding. The notes apply to grant submissions and tendering for contracted services. Includes a link to potential funding resources.

Title	Produced by	Location	Cost	Comments
Section 5: Governance and Organisational Management (Resources primarily related to Section 5 standards)				
A Non-Profit Capacity Self-Assessment Workbook for Rural Community-Based Housing Organizations	The Housing Assistance Council (HAC), National Office 1025 Vermont Ave., N.W. Suite 606 Washington, D.C. 20005 Email: hac@ruralhome.org	http://www.ruralhome.org and select Publications , then HAC's publications list . Scroll down the list until you reach Nonprofit Organizations and Operations . Click on the title of the publication, and then click on text format to download the document.	Free	"A workbook for assessing the housing development capacity and 'track record' of rural nonprofit organizations... Provides...simple definitions of capacity in different contexts and includes both quantitative and qualitative ways of measuring capacity" (p1).