

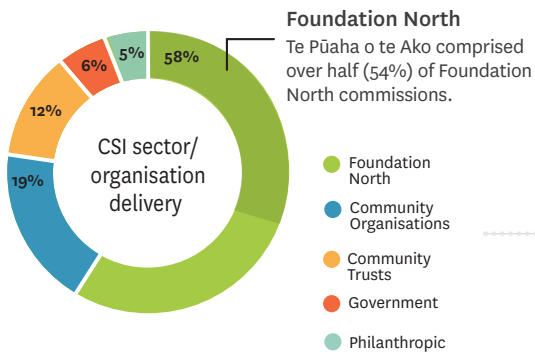
## Our work

CSI worked with philanthropic and not-for-profit organisations across Aotearoa. This work benefits these organisations, the communities they serve and the wider philanthropic and community sectors.

### We supported diverse clients and sectors

Twenty four different organisations were served in the year to 31 March 2021 through 48 commissions. A significant proportion of our work is delivered to Foundation North and its grantees, alongside a substantial body of work to other organisations and sectors, including community organisations, other philanthropic organisations, and central and local government.

### CSI sector/organisation delivery by number of projects completed in 21/22 FY



### CSI client regions

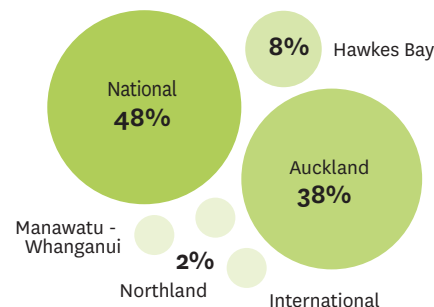
Almost half our work had a national focus (48%), and close to two fifths was Auckland based (38%). Other projects were delivered across the North Island, and one had an international focus.

### Our services included:

- Programme evaluation in the philanthropic and not-for-profit sectors, and building evaluation and monitoring frameworks
- Leading a participatory co-design process to enable a more equitable food system
- Training and development of trustees and chairs in community trusts
- Facilitation of workshops in a range of contexts, including the Philanthropy NZ summit
- Nurturing the wellbeing of those serving our communities via online Hauora sessions
- Supporting philanthropic funders to adopt more innovative, informed and intentional funding models
- Sharing accessible and engaging insights on diverse topics via Te Pūaha o te Ako

### Open source sector support

Just over half of Foundation North sponsored projects are open source outputs shared via Te Pūaha o te Ako, CSI's multi-disciplinary social impact knowledge and practice hub. Te Pūaha shares learning, research and resources.



## Our impact

CSI clients consider that CSI is providing value via the expertise and knowledge in its associate network, its collaborative and relational way of working, and the strong cultural grounding of key associates.

### Value delivered

The centre's work over 2021/22 strengthens the eco-system of philanthropic and not-for-profit organisations, and enables social impact across philanthropic, government and community sectors.

Key areas of value are:
Capturing and sharing insights
Strengthening community sector organisations
Evidence-informed and outcome-focused investment strategy
Strengthening capacity for environmental impact
Improved reflection on delivery and impacts
Building philanthropic and community sector leadership and governance capability
Building Māori capacity and sector responsiveness to Māori

### Te Pūaha o te Ako's open source support is Foundation North's koha to the community sector

Te Puaha is a flexible resource base that responds to the diverse and changing needs of the Aotearoa community sector. In the 21/22 financial year, Te Puaha responded to the significant impact of COVID-19 on the sector, including outlining Government and Philanthropic support available through the COVID-19 response, and Una Ora brief sessions on health and wellbeing.

### Client feedback

#### CSI is helping clients progress their organisations

There is broad agreement from clients via our feedback survey that CSI is helping progress their organisations, with 92% of respondents reporting CSI contributing to good or excellent progress. Over 3/4 of survey respondents reported being very satisfied with CSI's work with their organisation. A further 18% reported being slightly satisfied, and 6% were neither satisfied or dissatisfied.

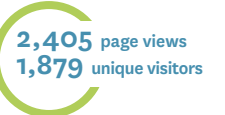


#### A range of project outcomes were achieved for clients

Clients shared what they saw as the main outcome of their CSI supported project via our survey. The main outcomes were:

- Collaborative development of strategy, guidelines, and frameworks
- Strengthened insights into communities and social sector issues
- Exposure to new tools, methodologies and learning
- Team engagement and collaboration

Over the year, the Kia Whiti Tonu 2021 online capacity and capability building programme received:



The most widely accessed resources in the series were the Unu Ora Personal Wellbeing Resource and Frameworks for Understanding Impact, receiving around 900 page visits each.