

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.

What we offer

Our work with funders and community partners is designed to help them build powerful partnerships, strengthen internal capabilities and robust tracking of progress and reporting of impact. Our service offering is framed around five pou (pillars).

- strategy and innovation design
- effective funding practice
- impact and insights
- capability and capacity development
- leadership and culture

Number of CSI commissions by pou in 21/22

Most of CSI's 48 commissions aligned with our 'capacity and capability development' and 'impacts and insights' pou. Note: Some commissions relate to more than one pou. Data relates only to commissions completed in the 21/22 financial year.



"Very impressed with the work undertaken, the speed of contact made, and the ability to recommend just the right person for the job, within a short time frame."
(CSI community organisation client)

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. The table below identifies key areas of value and examples of CSI activity against each from 2021-2022.

Area of value	Examples of activity
Capturing and sharing insights	Research, reviews and evidence scans Open source insights and learnings
Strengthening community sector organisations	Te Pūaha o te Ako workshops and webinars Online hauora or wellbeing sessions for the sector
Evidence-informed and outcome-focused investment strategy	Expertise and advice to support strategic decision-making Co-development of strategic planning and outcomes
Strengthening capacity for environmental impact	Strategy support for environmental groups and networks Submission development support
Improved reflection on delivery and impacts	Provision of technical and strategic advice to enable robust tracking of progress and reporting of impact
Building philanthropic and community sector leadership and governance capability	Effective governance workshops for trustees and chairs Direct support to sector leadership and trustees
Building Māori capacity and sector responsiveness to Māori	Facilitation of co-design process to inform development of food sovereignty project pilot

Client feedback

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

"You are very easy to work with, good value for money, highly skilled and you know how to engage people, especially in this difficult time of remote working."
(CSI local government client)

CSI is helping clients to progress their organisations

There is broad agreement from clients via our feedback survey that CSI is helping to progress their organisations, with 92% of respondents reporting CSI contributing to good or excellent progress.



Around 3/4 (76%) 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.

"CSI has helped refocus us in a contemporary way, guided us and given us the confidence to proceed in a new strategic direction."
(CSI philanthropic client)

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

Te Pūaha 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 Pūaha responded to the significant impact of COVID-19 on the sector. Resources shared included outlining Government and Philanthropic support available through the COVID-19 response, and Una Ora - a series of brief sessions on health and wellbeing. These were the most widely accessed Te Pūaha resources over the course of the year.

The Kia Whiti Tonu online capability building series formed a key aspect of Te Pūaha in 21/22. These learning opportunities helped strengthen community sector organisations.

Over the year, the Kia Whiti Tonu's 2021 programme received:



The most widely accessed resources in the series receiving around 900 page visits each were:



The most widely accessed Impact and Insights resource shared via Te Pūaha, receiving around 500 page visits was:

