

# My Community Directory - Guide

(Source: [free.itmatters.com.au](http://free.itmatters.com.au))

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## Welcome to a simple guide to get you started and create a listing on the Cowra online community directory powered on [mycommunitydirectory.com.au](http://mycommunitydirectory.com.au).

You may or may not be aware of the advantages of using [mycommunitydirectory.com.au](http://mycommunitydirectory.com.au) to make the community aware of your services. You may be seeking some help to get started and have chosen to use the free service offered by *I.T.Matters (Aus)* – data management consultancy located in the Cowra shire since 2005.

Other options include calling mycommunitydirectory helpline and/or using their videos. Note that their support staff has always been helpful. Whatever option you choose, do not give up as it is important to get your service listed so we all know which services are available in the region. Thank you!

## Version History

Ref.	Version Date	Version Details
v1.2	19.03.2021	Added a new section: the Frequently Asked Questions (FAQ)
v1.1	01.03.2021	Added options to guide the initial setup of the account depending on the level of computer literacy and confidence of the group enlisting.
v1.0	28.01.2021	The initial release provides the information you are likely to need to register your service on <a href="http://mycommunitydirectory.com.au">mycommunitydirectory.com.au</a>

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## Frequently Asked Questions (FAQs)

- **What is this all about?**

As stated on the Cowra Council website under Community Services (<https://www.cowracouncil.com.au/index.php/2012-11-27-23-28-25/community-services-page>), Cowra Council is a member of the local network of community services.

In 2014 such group developed a simple webpage to list social agencies and services available in Cowra. After 6 years of usage, it was decided to use a better option: mycommunitydirectory.com.au is an Australia wide directory for all kinds of community services including sport, art, churches, health. It is run by a Not-For-Profit organisation, endorsed by the state of Queensland, ACT, and WA, and used by many NSW councils such as Wagga-Wagga, Newcastle, Port-Macquarie etc and more recently Cowra.

The Cowra Council has endorsed the use of this professional platform and has included a direct link on the above community services page. The link is: [www.mycommunitydirectory.com.au/New\\_South\\_Wales/Cowra](http://www.mycommunitydirectory.com.au/New_South_Wales/Cowra)

It is now up to each service to create its own listing – with or without the help of our free service or the Help Desk of mycommunitydirectory.com.au on 1300 762 515.

- **Is my service, club, community group eligible to be listed?**

The official criteria are listed under:

<https://www.mycommunitydirectory.com.au/Resources/ListingMyOrganisation>

In a nutshell, it is *for health and community organisations that provide community services and activities* ie all sports groups, church groups, art groups, health services provided your service meets **at least one of the following criteria:** (as at 19.03.2021)

- *Provides services that are free, or minimal cost, or are funded by the council, state or federal government*
- *Provides services that can be accessed by people in the community and are free, funded, low cost or subsidised.*
- *Run events to support people or groups in the community*
- *Provide advocacy or support services to the community*

**Generally, services which are run as a for-profit business with no available subsidies cannot list.**

***A special exemption is made for the following organisations if the fees are in-line with common practice:***

- Local cultural, sporting, dance and music organisations
- Local galleries and artists
- Local halls and facilities which can be rented at reasonable rates

**But check their website or call their Help-Desk to double-check.**

- **How do I register?**

Basically whether you have access to computers or not, there is an option to get you on the Cowra listing. Refer to the below sections in regards to the information you will need to register and the options you have.

- **Can photos be used?**

Photos can only be used to describe an event you have on – whether a musical performance, a sport practice day, or game, an art gallery event, a skin clinic, a mental health workshop, etc.

## Registration Details

The information you will need includes:

1. Title, First Name, Last Name, email address, ( phone or mobile number are optional) of the person who will become the account holder on [mycommunitydirectory.com.au](http://mycommunitydirectory.com.au)
2. Optionally a mission statement or short statement about the organisation which is listed under its logo on the left hand side of the page.

Example Cowra Brass Band

([https://www.mycommunitydirectory.com.au/New\\_South\\_Wales/Cowra/Arts\\_Creatives/Performing\\_Arts\\_and\\_Music/85179/216114/Cowra\\_District\\_Band](https://www.mycommunitydirectory.com.au/New_South_Wales/Cowra/Arts_Creatives/Performing_Arts_and_Music/85179/216114/Cowra_District_Band)): The Cowra & District Band provides music and entertainment at civic functions, social and fund raising event within the cultural activities of the town of Cowra.

3. A text explaining the service ie all the activities and/or restrictions

Example of headings in the main description of the Cowra Brass Band

4. There is also a short description which appears on the search listing: enough to be attractive but leave the specifics (what is likely to change due to COVID ie hours, rules etc) to the long description.
5. the organisation logo which appears on the left hand side.  
  
You may also have a different logo for the location and for each service at the location.
6. A facebook page can also be added so it is integrated in the listing. See the Cowra Band as well under the mission statement on the left hand side.
7. During the registration we need to verify the account holder email address so you need to have readily access to that email box.

## Options related to the initial setup of the account holder

If you do not feel you have the appropriate computer skills to enlist on mycommunitydirectory, please still read on as there are many options you can consider.

The below options are listed from the least computer skills to the required level. Read until you find an option that suits you then take action – and this hopefully does not include giving up!

1. **Your situation:** No one in your group is comfortable to be the account holder and you wish that someone else you trust could be the admin account for your group.

**Our option:** If you trust our free service, we will sit down with you to create the initial setup and use our account to list your organisation under. We will manage it under your direction until your computer skills improve. We will let you know over time if the level of updates you require is beyond our resourcing capacity.

2. **Your situation:** You have a designated email address you wish to use for the account but you are not comfortable to setup the page and make the updates yourself.

**Our option:** If you trust our free service, we will sit down with you to create the initial setup and use your account. However you will provide us with the password so that we can manage your account under your direction until your computer skills improve and you are ready to take over the management of the page.

Each time you want a change, we will make the change on your behalf and you will receive an automatic email from mycommunitydirectory letting you know of the exact change. This way you are aware of all changes.

When you are ready to manage your page, let us know – just for courtesy –, login to mycommunitydirectory, change your password, and keep it close to your chest!

We will let you know over time if the level of updates you require is beyond our resourcing capacity.

3. **Your situation:** You have a designated email address you wish to use for the account and you wish to manage your updates but would like help to setup.

**Our option:** We will sit down with you (or video link if you wish) to create the initial setup using your account, logo, description, etc. Once you are setup, you will manage the account on your own. We are happy to answer your questions or help afterwards but keep in mind that their support staff is really helpful.

4. **Your situation:** You have a designated email address you wish to use for the account and you wish to manage your updates and you can do the setup too.

**Our option:** Congratulations! We are happy to answer your questions or help afterwards but keep in mind that their support staff is really helpful.