

Soliciting feedback: **Report from The RE Ross Trust 2007 grant recipient survey**

As part of The RE Ross Trust's ongoing commitment to transparency, accountability and continuous improvement, the Trust, requested feedback from its grant recipients on its application processes and the experiences organisations have in dealing with the Trust.

In May 2007, organisations who had received a grant between 1 July 2005 and 31 December 2006 were asked to fill in a one page anonymous survey and to return it to the Trust in a reply paid envelope. The Trust received 97 responses, representing 54% of the organisations who received grants during the nominated period.

The results

Grant recipients' feedback on their dealings with the Ross Trust was overwhelmingly positive, 99% of organisations indicated they were satisfied or very satisfied with their dealings with the Trust. Grant recipients listed the: clarity and flexibility of the Trust's granting guidelines; the professionalism, understanding and responsiveness of the Trust's staff and the generosity of the Trustees as reasons for their satisfaction with the Trust.

Categories of grants received

The most popular (60%) category organisations received a grant for was alleviating social disadvantage. Within this category the two most popular sub categories were children and youth (15%) and disability (10%). 13% of recipients received grants for arts and cultural activities projects and 12% received grants for aged care, accommodation and equipment. These statistics reflect the Trust's granting priorities during the period surveyed.

Purpose of grants made

Of the organisations surveyed, 76% received grants for one year, the majority (79%) of grants received were for specific activities, services, projects and programs. 11% of organisations received funds for building and strengthening their organisational capacity and only 3% of organisations received grants for recurrent funding for general operations.

Amounts of grants received

- 30% of grants received, by surveyed organisations, were for over \$20,000.
- 58% of received grants were for under \$10,000.
- 20% of organisations received grants for less than \$5,000.

The survey showed that that over half of organisations (56%) applied to the Ross Trust for partial funding for a program or purpose and 91% of these received funding from other organisations to meet the full cost of the program or purpose.

Contact with the Ross Trust staff

- 60% of respondents said they had spoken to a staff member prior to submitting their application.
- 47% were contacted by a staff member after their application had been submitted.
- 37% were asked for further information after submitting their applications;
- Of those asked to submit further information 56% were asked to submit financial information.

These experiences correspond to the Trust's previous application process which did not require applicants to speak to a Ross Trust staff member prior to submitting an application to the Trust.

The Ross Trust is grateful to all organisations who participated in the survey; the information gained has been extremely useful in providing an overview of grant recipients' experiences with the Trust.

In order to remain responsive to grant recipients needs, the Trust will be conducting a follow up survey of both recipient and applicant organisations in late 2008, to request feedback on the changes implemented by the Trust since the introduction of its new granting guidelines in 2007.

For more information on the survey and its results please contact information@rosstrust.org.au.

