



## Connecting communities: share your story

**We'd love to hear from people in your community about how your organisation is helping and creating positive change.**

We want to hear stories from the person or family you have supported, or from your team who provided the support. With their permission, we want to share **their story** in **their voice**.

We're hoping you can tell us about these stories.

Then, working together, we can share real life experiences, meaningful change and the impact of your work – through the eyes of one person.

### Before you start

Consider if you have:

- A story you can share – from either the perspective of someone who has received support or someone who provided the support.
- Images, videos or audio footage to share – highly recommended to help people connect with your story.

Check out the helpful guides available on the [Connecting communities webpage](#) for tips on how to write your story, take great photos and videos, and what else to consider and include.

### Before you submit your story

#### Your story

Check if you have considered the following in your story.

- Answered the questions which are relevant to your story. There are 9 questions to help guide your response – each with a text box and advice about what you can provide.
- Written the story in the voice of the person you helped or who provided the support.
- Explained the story as if the person is telling it to a friend – or worked with the person to tell their story in this way.
- Received permission from the person you are speaking on behalf of to share their story, and permission to share details or images from anyone who can be identified.
- Shared an anonymous story, if required.
- Used the story snapshot question to summarise the materials you have already developed, instead of completing the full template – and shared links or files of your materials.

## Audio visual materials and essential information

Before submitting, also check if you have completed all required materials.

- Shared any audio-visual materials, including portrait photos, videos, or audio clips that help to tell the person's story.
- Shared online links, or attached files (e.g. PDF, JPEG) of already developed materials, including news articles, social media posts, case studies and video.
- Let us know if you have larger files to share, so we can discuss alternative file sharing options. We can receive emails less than 35MB.
- Ensured the **Essential information** section is completed for all submissions. This includes the Permission to publish section and attaching a [signed consent form](#) for everyone identified in your story.

## Submit your story

Email your completed template and any attachments, including audio-visual material and the required [signed consent forms](#) to [CommunityCaseStudies@dss.gov.au](mailto:CommunityCaseStudies@dss.gov.au)

## Keep in touch

Once we have your submission, we will:

- Consider the most appropriate way to communicate your story.
- Share stories in first-person voice, which may require some adjustments to your content.
- Give you the opportunity to review any edits and approve the final version before publication.
- Share final content for you to promote on your channels, if appropriate.

**Having trouble completing this form?** We are happy to receive your story verbally. Please reach out to [CommunityCaseStudies@dss.gov.au](mailto:CommunityCaseStudies@dss.gov.au) and we can arrange a time to hear your story.

## Essential information

Please fill in the following details:

Field	Details
Name of organisation	
Suburb and state	
Social media handles for tagging (if relevant)	Facebook: LinkedIn: Instagram: Other:
Contact person	
Position	
Phone	
Email	
Name of Australian Government funded program	
Funded since (year)	

Type yes or no in the Yes/No column below for each statement.

Permission/Attachment	Yes/No
I give permission for the story, quotes, and images to be shared publicly (this may include on Australian Government websites, in reports, socials media, or through Minister's communication channels).	
I / the person in the story would like to use a pseudonym for anonymity or privacy.	
I have attached audio visual materials – or provided relevant links.	
I have attached signed <b>consent forms</b> from all people named or featured in audio visuals.	

## Story snapshot

Summarise what your story is about and why it matters to your community. Focus on what's special, new, or inspiring. Imagine writing this for a social media post – use simple and conversational language.

**Up to 100 words**

## Describe your organisation

Write one or 2 sentences about your organisation and the people you help. This could include what need it does it supports or what drives your work in the community.

**Up to 75 words**

## About the person / people / community

Write one or 2 sentences introducing the person at the centre of your story. This could include the challenge or barrier they experienced before the program. Please write this information as if you are them.

**For example:** I arrived in Australia after fleeing the war in Lebanon and losing my husband. I needed a new place to call home. ...I felt hopeless and scared...'

**Up to 75 words**

## The challenge or opportunity

Include what prompted them to seek support through the program. Consider how it affected their life. Please write this information as if you are them.

**For example:** I settled into temporary accommodation, found a community to connect with and as time passed, I slowly regained a sense of stability. It wasn't until my last lease was close to ending that I came face to face with the possibility of homelessness. I had tried to secure accommodation on my own but had been unsuccessful. I felt hopeless and scared.'

**Up to 150 words**

## Your actions

Explain what you did – or you are doing – to make a difference for this person. Consider what approaches were used and what made the support meaningful or effective. Please write this information as if you are the person.

**For example:** 'Then I reached out to Mission Australia. Their Emergency Relief service listened to what I was experiencing. They supported me emotionally and helped me understand the practical steps I could take. They encouraged me to seek advocacy from my local MP and guided me through each stage of the process.'

**Up to 150 words**

## The results

### Lived experience

Explain what changed for the person or community after receiving support. Consider how they benefited on an individual level or what impact did it made on a community level.

### Metrics

Please also include statistics to help demonstrate success. Consider if there is new or meaningful data. This could include information such as the number of people helped, number of counselling sessions provided, or kilos of food delivered.

**For example:** 'The guidance came at a time when I truly needed it. With their help, I've been able to move forward and rebuild my life with a stronger sense of confidence and stability. The guidance I received changed everything. I now have a safe place to live, and I feel supported.'

With help from the Emergency Relief service, Sara found a new home in only 10 days. This initiative has helped over 300 people in the past 3 months.

### Up to 150 words

## What's next

Include what your organisation is planning next, or what's the goal for the future. Consider how you see the work growing, strengthening or evolving into the future. This could include if you are expanding your project, trying something new or celebrating a milestone.

### Up to 75 words

## Anything else you would like to add?

Please include anything else you'd like to share. Add any advice, lessons learned, message to the community or additional information.

**Up to 100 words**