



# For Changemakers

Everything you need to know about RHoK



# What is RHOK?

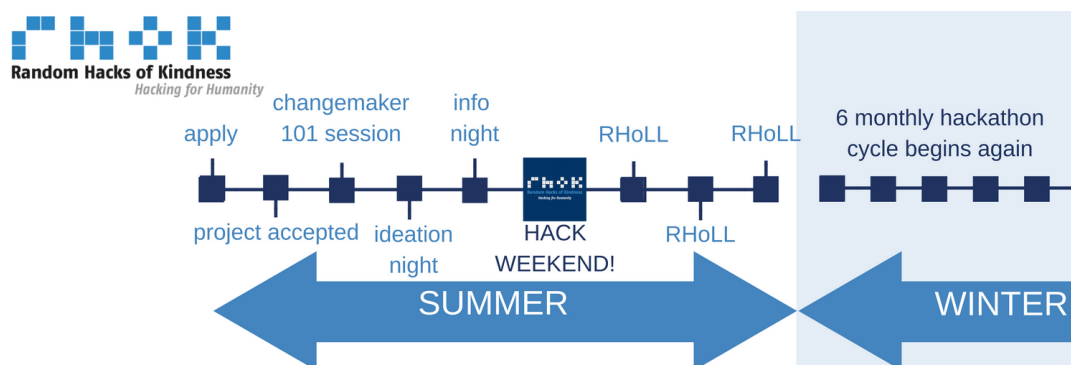
Random Hacks of Kindness (RHoK) is a global community of volunteers from the tech industry who collaborate with non-profit organisations and social entrepreneurs to help solve challenges facing society.

Twice a year we run weekend hackathons in five different locations across Australia. Over the course of 48 hours teams assemble around our changemakers (non-profit organisations & social entrepreneurs) to work fast and furious, have fun, and create real social impact. It's an opportunity to work in a collaborative environment to help create innovative technology solutions to social problems.

## How we work.

We value meaningful collaboration with organisations and volunteer hackers. Rather than providing software development as a service, we prefer to take our changemakers on a journey – from understanding business problems and technology barriers, to brainstorming with hackers, to co-developing solutions.

Our hackathons are scheduled according to a 6-monthly cycle, with our Summer Hackathons held in early-June and Winter Hackathons held in late-November. Collaboration with changemakers begins roughly 8 weeks prior to the hackathon. During that period we also run a small number of lead-up events to ensure maximum benefit to changemakers and their organisations.



After the hackathon we encourage change makers to keep RHoLL-ing with their teams. While a lot can be achieved in a 48 hour hackathon, most changemakers have multiple problems that need solving. At RHoK Australia we believe in solutions that can make a significant impact and are sustainable in the long-term. We encourage our changemakers to keep working with their hacker teams, typically every six weeks or as needed, to continue working on individual projects. This is where the real nuts and bolts happen. At RHoK Australia we pride ourselves on finishing what we start, and this sets us apart from other hackathons.



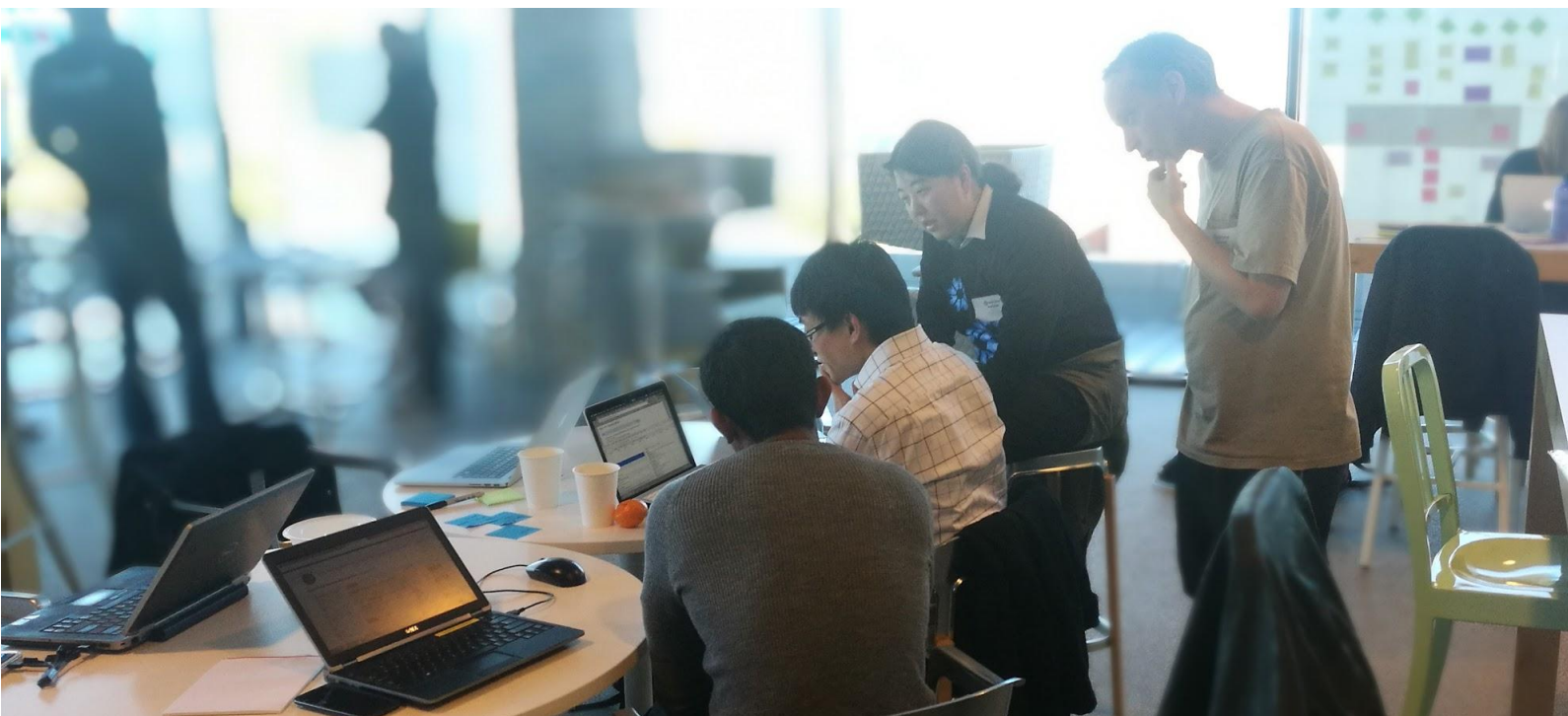
## What does a RHoK hackathon look like?

*“We strive to make the world a better place, one hack at a time”*

— Tim Elliott, Former RHoK Organiser / Design Leader @MYOB

*“We are looking for ‘Goldilocks’ problems. They need to be small enough so that they can be progressed over a weekend, but large enough to make a real difference.”*

— Eddie Chapman, Former RHoK Community Manager



## Why work with us?

Over the past four years we've **gathered over 500 hackers** and **helped over 100 charities** and community groups. Now it's your turn to become part of the RHoK community!



## Where do our Changemakers come from? and what type of projects do we tackle?

Our Changemakers come from all walks of life and over the years we've tackled a diverse range of social problems.

aid autism awareness **business** cafe changeroom charity children  
**community** consumerism crisis crowd cycling **disability** **disability** services  
disadvantaged disaster **response** education elderly emergency **energy**  
**environment** ethical family fir fire **food** giving harmony **health** housing language  
lgbtiq+ maker **map** media **medical** mental health **open data** politics poverty refugees  
regional **research** science **services** sharing social story **tech** toilets **transport**  
unemployment violence **volunteering** waste **women in tech** work **youth**

- Helping to figure how users might use or navigate through a website (“service design”, “user experience”)
- Helping CMs to make sense and use of information they have (e.g. Survive and thrive)
- Solutions around data capture (e.g. Local Linguist,
- Developing solutions to problems around communication, (“mobile apps”)
- Streamlining business processes, particularly around content management and internal communication
- Helping CMs to understand what their clients, customers, stakeholders need.
- Helping CMs to make existing websites more effective, or easier to navigate, or helping them to figure out a solution to a specific problem.
- Helping CMs to make the most of all the tools they already have, streamlining tools, reducing duplication, automating administrative tasks so that they can focus on doing their job.

## Benefits of being a RHoK Changemaker.

What you get out of RHoK is a direct result of what you put in. Our most successful projects are the result of a lot of pre-work. Once we have accepted your application, we put you in touch with technologists, professionals and all-round superstars to help you really understand your problem and get an applicable solution.

Through this you will come out of a RHOK experience well on your way to developing an effective, and efficient solution to your problem.

No Changemaker leaves empty-handed, with RHOK having provided such help as:

- A prototype piece of software.
- A new website or redesign.
- A new logo and style guide.
- Research and user experience testing.
- New tools and methods to better understand your problem.
- Strategies to help you implement & scale your solution.
- Connections with tech gurus and creative geniuses with a passion for improving society (who now know even more about your cause!)

You may also learn new things.... Such as....

- A greater understanding of how websites and apps and management systems are built
- What agile is, how to work in an agile way
- What Lean is, the benefits of a Minimum Viable Product means
- How designers solve problems. Design processes that focus on understanding users' needs.
- Experience using common tools like Slack / Trello. Knowing where to find free logos and stock photography for your website
- Learning about different types of website and resources and the amount of effort/technical burden
- Understanding what user personas and customer journey maps are, how to aggregate journeys and identify pain points in your business
- Prototyping a new product or service
- Learning about user stories
- An appreciation of how software developers, business analysts, CM, designers can work together towards a common goal.

Remember...

This is all done by volunteers, and thanks to the support of our National Partners you don't have to pay a cent!

## **What to expect.**

While RHoK won't be your full time job, you will need to be able to commit time to your project. Success is directly linked to the maturity of an idea and we want you to succeed! We hold changemaker sessions to prep you for the event, but be prepared to attend all of our lead-up events, as well as the full weekend for the Hackathon.

A member of our organising committee may also request that you do more pre-work, so please be prepared for that!

You will probably be asked a lot of questions about yourself and your skills, as well as how you came up with your idea and what social impact you're hoping to have. Everyone from our organisers, to our hackers and even our judges will want to know your story. Passion speaks volumes here, so feel free to go into as much detail as you like. We also want to make sure that you're solving a problem in a unique or innovative way. If there is someone else already solving your problem, why doesn't it work the way you think it should?

### **What makes a great Changemaker?**

- A clear vision of what your problem is – not just what you think the solution might be!
- Willingness to commit to the team that RHOK brings together, and to share your enthusiasm and vision with them.
- An ability to listen to the expertise that will surround you, a willingness to learn and to be flexible with how your problem could be solved.
- To be (or bring with you) the right people from your organization to implement the solution that is developed.
- Great connection with the users of your solution, and be able to get them involved too.

# Am I eligible?

Good question! Generally speaking, we are looking for charities, community groups and social enterprises who have a problem that can be solved with professional help. This could be technical, creative, business management or a mixture of these. In order to better understand what problems are eligible, consider the following:

## #1 – Does your problem have a community impact?

At RHoK we strive to make the world a better place, one hack at a time. To do this, we look to hack solutions that have a positive impact on the environment and communities around us. This can be global or hyper-local as long as the social impact is clear and measurable. We find the RHoK model is most suited to organisations, large or small, that have been doing their thing for a while and have the structure and resources to ensure that the solution developed during the hackathon can be carried forward beyond the weekend by the changemaker organisation.

## #2 – Are you a subject matter expert? Can you own the solution?

Hackathons are great fun and can really produce great outcomes and solutions, but nobody enjoys hacking a solution that is destined to be thrown away or just left to gather dust (yes, even digital solutions can gather dust... metaphorically). Software is not just for Christmas.

## #3 – Are you open to being challenged?

When changemakers come to RHoK with an idea of what they are going to have by the end of it, they often walk away with something completely different. This is because at RHoK, hacking is a partnership between the changemakers and the hackers. Ideas are challenged and plans change rapidly based on timelines, expertise and different ways of thinking. It's best to approach a RHoK Hackathon with an idea in mind, while being open to change. While you might think you need that brand new app, instead, there might be an existing solution that we could help you with!

## #4 – Are you willing to commit?

Hacking at RHoK is an intense, but rewarding experience which requires more than just one weekend of hacking. The most successful solutions come from a passionate and well prepared changemaker who best understands the problem, works closely with the hackers to produce a solution during the RHoK hackathon and those who are willing and able to continue to refine the solution with the hackers in the RHoLLs that follow.



## I've worked with RHoK before. Can I apply again?

Yes! We love working with veteran changemakers, whether it be tackling a new aspect of an existing problem, or starting an entirely different one. Some of our most successful projects have been from return changemakers who are committed to solving their problem and producing long-term sustainable change. So go ahead, hit that button and apply! Our veteran changemakers include Berry Street, ACD, and Care to Compare,

# A Changemaker Story

Roberto Pietrobon

Founder & Managing Director – Care to Compare



You often hear about the power of one but there is something to be said about strength in numbers. On 17 & 18 June 2017 I was fortunate to have the dedicated support of 8 talented individuals that came together for the Random Hacks of Kindness 2017 Winter Hack Weekend.

I was one of 7 Changemakers who had a social impact problem to solve. Each problem equally important with incredible potential for social impact. With more than 90 hackers attending, the competition to build a team was tough. What would resonate with the hackers? Which problem did they most want to solve?

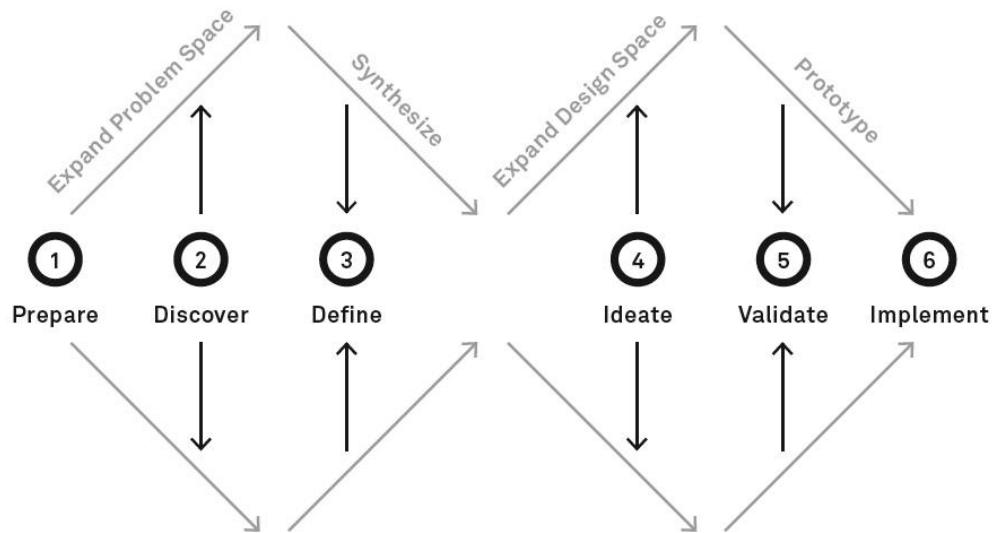
Almost every hacker hadn't met me before so when you pitch your idea you hope one or two will want to help solve your social impact problem. No one was getting paid so it was very humbling to have 8 people want to know more about your vision and how they could help. The problem I wanted to solve...

*Creating sustainable revenue streams for health charities.*



Roberto Pietrobon – Care to Compare  
2017 Melbourne Winter Hackathon

The design process was great. During discovery the team got my thoughts out of the cloud and back into the cloud via post it notes and butcher's paper. They got to understand the market and pain points. The team split to explore the possible tech solutions and data sources to feed into the user interface and defined a persona but hit a roadblock.



We regrouped and were able to redefine the persona which created a new starting point for our user journey and ultimately helped solve the problem. We then began to build the storyboard and from there we understood the initial user flow that established some key stages.

Some late afternoon fun with 10 or so rounds of pictionary to develop draft wire frames and we were ready for beer and pizza.

Day one was done.



Refreshed and ready to RHoK the team took the wire-frames to do some preliminary building and refine prototype design. I couldn't help but smile at what was being achieved in such a small amount of time.

So what did the team deliver?

Well, the strength of a diversified team helped to; (i) test the value proposition, (ii) validate the user pain points, (iii) scope technical requirements, (iv) design wireframes with a clickable prototype.

My expectations of the hackathon were well and truly exceeded. This amazing team took an idea and progressed it towards reality. I can't thank them enough.



Roberto Pietrobon  
Care to Compare  
Melbourne Winter Hack  
2017

## Get Involved.

The next round of applications for our 2019 Summer Hackathon will open at the start of September and close end-October

You fill out the application form on the RHOK website, describing the challenge you're trying to solve. We will ask you to tell us:

- A little bit about yourself
- Something about your organization
- The social/environmental problems you're aiming to fix.
- The challenges or barriers that prevent you from making an impact
- How you think RHOK might be able to help.

Our Steering Committee meets to consider whether the challenge is one we can help you with. Applications will be evaluated as they are received and we will aim to notify you within 2–4 weeks.

If your application is successful we will start working closely with you to make sure the scope of your problem is well defined, and to ensure that you get the most out of the hack weekend. The most successful projects are a collaboration between you, the changemaker, and your team of talented hackers. During the hackathon weekend we will support this process and help you develop a solution to your problem.

Following the hack weekend, we help facilitate ongoing support and/or development and work closely with you to ensure your project is completed and has a real social impact.

**For more information and to apply, go to: [www.rhokaustralia.org](http://www.rhokaustralia.org)**

Or contact **Team RHoK** at [team@rhokaustralia.org](mailto:team@rhokaustralia.org)