



## Strategic Plan - Key priorities 2018-2021

### Priority 1: Providing governance and leadership – over the next four years

Strategy	Action	Responsibility
1. Enhance the sustainability of centres	<ul style="list-style-type: none"> <li>Maintain funding and support to centre</li> <li>Seek appropriate opportunities for joint training and professional development</li> <li>Develop agreement</li> </ul>	
2. Provide strong and responsible leadership	<ul style="list-style-type: none"> <li>Increase advocacy on behalf of centre</li> <li>Provide efficient access to services and pathways for referrals</li> </ul>	
3. Implement efficient processes and practices	<ul style="list-style-type: none"> <li>Develop a neighbourhood house policy</li> <li>Establish clear policy guideline and approaches to funding</li> <li>Continue to integrate centre into future planning and policy development of base</li> </ul>	
4. Promote Centres and Houses within the community	<ul style="list-style-type: none"> <li>Update promotional material and Facebook page regularly</li> <li>Feature course guides for our centre in NECANA</li> <li>Write media releases on activities and events when required.</li> </ul>	

### Priority 2: Understanding our community – over the next four years

Strategy	Action	Responsibility
1. Identify existing and emerging Community needs	<ul style="list-style-type: none"> <li>Use a range of formal and informal methods to identify needs</li> <li>Share a formal needs analysis process for use by when required</li> <li>Gather ID Profile and Community Indicator data to clearly identify needs</li> <li>Use the analysis of available data and information to plan programs/activities that meet identified community trends</li> </ul>	
2. Recognise gaps in service delivery	<ul style="list-style-type: none"> <li>Develop a method of identifying community issues that require further advocacy</li> <li>Strengthen links with relevant advocacy bodies</li> </ul>	
3. Value diversity and inclusion	<ul style="list-style-type: none"> <li>Actively encourage participation by people from culturally and linguistically diverse backgrounds</li> <li>Actively encourage participation by people with disabilities</li> <li>Provide culturally appropriate programs/activities</li> </ul>	



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<b>Priority 3: Working in partnerships – over the next four years</b>		
<b>Strategy</b>	<b>Action</b>	<b>Responsibility</b>
<b>1. Increase levels of partnership between other centres in the Upper Murray Regional Neighbourhood House Network</b>	<ul style="list-style-type: none"> <li>Identify appropriate programs and services where partnerships will strengthen</li> <li>Seek opportunities for planning and annual joint projects</li> <li>Maintain liaise between centres/houses</li> <li>Conduct regular information exchange of centre/house programs at quarterly network meetings</li> </ul>	
<b>2. Increase links between the centre and external agencies and businesses</b>	<ul style="list-style-type: none"> <li>Identify advocates outside centre</li> <li>Identify potential partnerships in response to needs or service gaps</li> <li>Seek external funding for service gaps from outside sources through submissions and meeting with potential funding bodies</li> </ul>	
<b>3. Encourage volunteerism</b>	<ul style="list-style-type: none"> <li>Promote the benefits of volunteerism throughout the centre and in advertising</li> <li>Offer training in specific roles</li> </ul>	

<b>Priority 4: Delivering innovative services – over the next four years</b>		
<b>Strategy</b>	<b>Action</b>	<b>Responsibility</b>
<b>1. Offer a broad range of accessible affordable high quality programs</b>	<ul style="list-style-type: none"> <li>Involve community members in the planning of programs and activities</li> <li>Ensure programs/activities are in response to community needs and are accessible to all community members</li> <li>Use the network to maximise use of the existing resources and partnerships, and avoid duplication</li> </ul>	
<b>2. Promote equal access to centre facilities</b>	<ul style="list-style-type: none"> <li>Support other community organisations by providing resources, such as skills, technology, information and use of facilities</li> <li>Maintain a fair and equitable booking system</li> </ul>	
<b>3. Assess the effectiveness of our service</b>	<ul style="list-style-type: none"> <li>Evaluate the level of community satisfaction with services offered by centres and houses using annual satisfaction surveys</li> <li>Collect data around the effectiveness of programs and activities as they are completed</li> </ul>	