

East Creek Community Centre

Strategic Plan 2016-2018

Program funded by Department of Communities; Funding Domain: Community Support and Sector Development

Target group: Families and community

Core responsibilities: Community/community centre-based development and support

Activities:

- General Service availability, information, advice and referral
- Social and personal development
- Community education
- Community/centre-based development and support
- Diverse cultural group development

Geographic catchment: Toowoomba City

1. Organisational Strategic Goal: Plan a program of services, activities and events which identifies the vulnerable population being targeted for engagement.

Objectives:

- a) Linking services
- b) Providing information and referral
- c) Developing Centre social groups
- d) Developing partnerships
- e) Undertaking community engagement strategy events annually

2. Organisational Strategic Goal: Attract, train and retain volunteers as part of the documented strategy and process.

Objectives:

- a) Maintain a Volunteer Management Plan and periodically review

3. Organisational Strategic Goal: Developing and implementing community education projects.

Objectives:

- a) Older Persons Action Program (OPAP)
- b) Community Literacy Program (CLP)
- c) Community Tax Help
- d) Social Groups

East Creek Community Centre

Our Vision:

To be recognised as a service that expands its focus to meet the changing needs of the community

Our Mission Statement:

To foster community involvement within a supportive environment, which encourages personal and social development.

Our Values:

Non-Judgment

We strive to provide a friendly place in the community where people feel welcome

Effectiveness

We use our resources to provide low/no cost services to existing and potential community members

Respect

We value and respect those with whom we work and those who access our service.

Quality

We strive to continually improve a service that best helps our community members meet their own needs.

Support

We support people in the community to best meet their own needs.

Flexibility

We provide a flexible service based on identified needs.

4. Organisational Strategic Goal: Provide a concise report to highlight service delivery outcomes for vulnerable populations in relation to the prior quarter's plan/schedule. Include (where practicable) a client count of distinct individuals participating in individual elements of the program.

Objectives:

- a) Maintain Database
- b) Quarterly Newsletter
- c) Maintain 'Facebook' webpage for East Creek Community Centre
- d) 'What's On' flyer
- e) Annual Report
- f) Maintain East Creek Community Centre Website
- g) Centre Community Notice Board
- h) Community Sign
- i) Weekly Planner

East Creek Community Centre Operational Plan – 2016-2018

Objective	Strategies/Activity	Key Performance Indicator
1	<ul style="list-style-type: none"> Information and referral 	<ul style="list-style-type: none"> Maintain resource/reference material to inform staff/volunteers
	<ul style="list-style-type: none"> Linking services 	<ul style="list-style-type: none"> Ongoing development of work instruction to guide staff/volunteers to make appropriate referrals and link consumers to services required and maintain Database
	<ul style="list-style-type: none"> Developing partnerships 	<ul style="list-style-type: none"> With relevant Organisations
	<ul style="list-style-type: none"> Community engagement strategy events as a Committee - annually 	<ul style="list-style-type: none"> For the community to have input in ECCC's programs and future direction
2	<ul style="list-style-type: none"> Develop a Volunteer Management Plan 	<p>Attract</p> <ul style="list-style-type: none"> Identify what volunteer skills ECCC needs eg. Volunteer Coordinator Maintain Information Pack – develop/include a Volunteer Application Form Community Engagement opportunities used to raise awareness/recruit eg. neighbourhood barbecue Newsletter/Facebook links to volunteer <p>Train</p> <ul style="list-style-type: none"> Orientation days on a needs basis; (provide information on roles/tasks both verbally and in packs, invite volunteers to complete application form once informed of ECCC requirements. <p>Retain</p> <ul style="list-style-type: none"> Volunteer Coordinator with Manager to develop mentoring process for volunteers to include orientation and review. Volunteer Development Plan used to review performance, training needs, timeframes for training etc.

3	<ul style="list-style-type: none"> • Older Person's Action Program 	<ul style="list-style-type: none"> • Support vulnerable people over 60 with social inclusion activities and simple case management.
	<ul style="list-style-type: none"> • Research 	<ul style="list-style-type: none"> • Ongoing research into ECCC and the importance of community centres for vulnerable people at ECCC.
	<ul style="list-style-type: none"> • Community Literacy 	<ul style="list-style-type: none"> • Improved literacy skills through one-on-one tutoring
	<ul style="list-style-type: none"> • Blanket Group 	<ul style="list-style-type: none"> • Creating blankets for those who need them
	<ul style="list-style-type: none"> • Tax Help 	<ul style="list-style-type: none"> • Aimed at low income people to increase their knowledge of etax
4	<ul style="list-style-type: none"> • Quarterly Database 	<ul style="list-style-type: none"> • Maintain Database
	<ul style="list-style-type: none"> • Maintain 'Facebook' webpage for ECCC 	<ul style="list-style-type: none"> • Inform community of ECCC's programs and events
	<ul style="list-style-type: none"> • ECCC Website 	<ul style="list-style-type: none"> • Inform community of ECCC's programs and events
	<ul style="list-style-type: none"> • 'What's On' Flyer 	<ul style="list-style-type: none"> • Detailed events at ECCC
	<ul style="list-style-type: none"> • Annual Report 	<ul style="list-style-type: none"> • To inform community of ECCC's achievements and future directions
	<ul style="list-style-type: none"> • Community sign 	<ul style="list-style-type: none"> • Advertise centre activities