

# 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"> <li>Information and referral</li> </ul>	<ul style="list-style-type: none"> <li>Maintain resource/reference material to inform staff/volunteers</li> </ul>
	<ul style="list-style-type: none"> <li>Linking services</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing development of work instruction to guide staff/volunteers to make appropriate referrals and link consumers to services required and maintain Database</li> </ul>
	<ul style="list-style-type: none"> <li>Developing partnerships</li> </ul>	<ul style="list-style-type: none"> <li>With relevant Organisations</li> </ul>
	<ul style="list-style-type: none"> <li>Community engagement strategy events as a Committee - annually</li> </ul>	<ul style="list-style-type: none"> <li>For the community to have input in ECCC's programs and future direction</li> </ul>
2	<ul style="list-style-type: none"> <li>Develop a Volunteer Management Plan</li> </ul>	<p><b>Attract</b></p> <ul style="list-style-type: none"> <li>Identify what volunteer skills ECCC needs eg. Volunteer Coordinator</li> <li>Maintain Information Pack – develop/include a Volunteer Application Form</li> <li>Community Engagement opportunities used to raise awareness/recruit eg. neighbourhood barbecue</li> <li>Newsletter/Facebook links to volunteer</li> </ul> <p><b>Train</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>Retain</b></p> <ul style="list-style-type: none"> <li>Volunteer Coordinator with Manager to develop mentoring process for volunteers to include orientation and review.</li> <li>Volunteer Development Plan used to review performance, training needs, timeframes for training etc.</li> </ul>

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