

# 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.

# **East Creek Community Centre Strategic Plan 2012-2015**

**Program funded by Dept 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
- 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) Information, engagement, advice, advocacy and referral
- c) Centre social groups
- d) Developing partnerships eg. Toowoomba Regional Council, Rotary, Carers Qld, USQ, QUT, TOMNET, MDA
- e) Community engagement strategy event – annually

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

**Objectives:**

- a) Develop a Volunteer Management Plan by August 2016

**3. Organisational Strategic Goal: Develop and implement community education project/s, identifying the vulnerable population being targeted and evaluating the project outcomes.**

**Objectives:**

- a) Older Person's Action Group
- b) Community Literacy/Life Skills Program
- c) USQ Research
- d) QUT Research
- e) Tax Help

**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:**

- g) Quarterly newsletter
- h) Maintain 'Facebook' webpage for ECCC
- i) 'What's On' produced monthly
- j) Annual Report
- k) Maintaining Database and Reporting Protocol
- l) Maintain ECCC website
- m) Centre Community Notice Board
- n) Community sign

