



LOFTUS COMMUNITY CENTRE

STRATEGIC PLAN 2006-2009

OUR VISION: To provide a Centre in which people feel they belong.

OUR MISSION: To create a safe place in which people of all cultures, ages and abilities can meet, learn, play and have fun together.

OUR VALUES (HOW WE WORK):

Focussing on our community	We promote the best interests of our community and ensure the community can contribute to the decisions of the running of the centre.
Being open, honest and accountable	We interact with our community with courtesy and consideration and explain our actions and decisions
Working collaboratively	We work collaboratively with our community and stakeholders to provide high quality services.
Improving our services	We use our resources effectively, embracing a culture of continuous improvement.
Recognising those who contribute	The expertise and professionalism of our staff and the varied experience of our volunteers are the resource which contributes to the quality services we provide.

Goal 1. To provide a place where people can meet

1.1 Provide appropriate spaces for people to meet	<ul style="list-style-type: none">• Encourage people to come into the Centre to talk with others• Provide tea and coffee facilities• Ensure user charges are appropriate and equitable• Make provision for after hours access to permit Centre usage when required by users
1.2 Increase membership	<ul style="list-style-type: none">• Promote benefits of Membership
1.3 Maintain adequate equipment for use by community groups	<ul style="list-style-type: none">• Provide and maintain spaces for users to store equipment and materials• Apply for grants for equipment required (eg: Lotteries Commission)
1.4 Build a sense of community with and between user groups	<ul style="list-style-type: none">• Hold regular meetings with user groups, encouraging their support of the Centre and of each other• Encourage user groups to contribute to Centre projects• Include Centre user groups in Open Day

Goal 2. To provide a place where people can learn, play and have fun together

2.1 Identify Community needs	<ul style="list-style-type: none">• Conduct regular surveys and needs analyses• Hold an annual planning day open to the whole Community
2.2 Develop and present programs, activities and events	<ul style="list-style-type: none">• Develop a range of regularly scheduled free activities• Organise, facilitate, and/or coordinate courses• Organise, facilitate, and/or coordinate special events• Three Plus Kindy• School holiday programs
2.3 Evaluate all activities	<ul style="list-style-type: none">• Develop and use evaluation tools for every activity• Encourage informal feedback after all activities• Establish and implement complaints and grievance policies and procedures• Hold an annual review and planning day open to the whole Community

Goal 3. To provide a place where people can contribute to the community

- 3.1 Develop partnerships with local education and training providers.
- Maintain relationships with personnel in government departments and training institutions
 - Support student placements
- 3.2 Explore opportunities for collaborative projects
- Support the establishment of a 'learning hub'
 - Support funding submissions made by user groups, community organizations, local government and government departments
 - Provide information on funding opportunities that the Loftus CC is exploring
- 3.3 Encourage and support volunteer involvement in the centre
- Recruit appropriate volunteers to support the centre
 - Provide training, supervision and support to volunteers as required, available and possible
 - Put in place suitable procedures for volunteer appraisal, monitoring and review
 - Develop job descriptions for all volunteer positions
 - Provide appropriate recognition for volunteers.

Goal 4. To maintain the Loftus Community Centre

- 4.1 Maintain a high level of efficiency and effectiveness in the governance of the Centre
- Ensure compliance with the legal requirements of the Associations Incorporation Act
 - Establish, implement and review rules, policies and procedures for the good management and corporate behaviour of the Centre
 - Regularly plan, monitor and review the strategic direction of Loftus Community Centre
 - Oversee and protect the association's resources in order to ensure that they are available to meet its objectives
 - Ensure user groups and the wider community are represented on the Management Committee
 - Provide opportunities for training and support for Management Committee members
 - Plan for succession
- 4.2 Manage the Centre in a productive, appropriate and accountable manner
- Ensure that all legal requirements including licensing, occupational health and safety and industrial relations requirements etc are met
 - Provide support, assistance and supervision to staff and volunteers
 - Develop and implement risk management processes and policies including maintaining all necessary insurances
 - Ensure compliance with all contracts entered into by the Loftus Community Centre
 - Develop policies & procedures to guide actions and activities
- 4.3 Ensure there are adequate and appropriate staff to deliver Centre services and programs
- Employ suitably qualified and experienced staff to work at the centre
 - Provide induction, training, supervision and support to all staff
 - Provide opportunity and resources for ongoing professional development for staff and volunteers
 - Put in place suitable procedures for staff appraisal, monitoring and review
 - Ensure job descriptions for all positions both staff and volunteers are relevant and up to date
 - Provide appropriate recognition for staff
- 4.4 Establish and maintain a sound financial base so that the Centre is financially viable and it's activities financially sustainable
- Seek sponsorship, grants and other income generators for projects
 - Implement user charges at an appropriate level to meet the operational costs of the centre
 - Ensure that financial management procedures are adequate for control of the association's assets
 - Ensure that the Management Committee and Staff are kept fully informed of the centre's financial position.
- 4.5 Network with other community centres and peak bodies
- Establish and maintain contact with family centres, community centres, learning centres and similar organisations for mutual support
 - Attend meetings, conferences and forums with "sister" organizations Maintain membership of relevant peak bodies (eg, Learning Centre Link and WACOSS)
- 4.6 Liaise with politicians and government on behalf of Centre community
- Contact politicians and liaise with government agencies on behalf of user groups as appropriate
 - Develop and maintain positive relationships with all three levels of government, Federal, State, Local as appropriate

Goal 5. To promote the Loftus Community Centre

5.1 Develop information about the Centre and its activities

- Collect information appropriate to client groups
- Develop and maintain promotional materials eg: film, power point presentation, portable display boards, brochures and flyers
- Establish and maintain a website

5.2 Disseminate information about activities, events, courses and programs

- Create and maintain a database of members
- Create and maintain a database of 'friends of the Centre'
- Create and send out to members and 'friends' a newsletter once each term
- Email monthly reminders
- Maintain current displays of information in Centre
- Publicise courses, workshops, seminars, events and activities locally and to the wider Community communication networks as well as current members.
- Utilise Community notice boards to promote activities
- Liaise with other Community groups and local key stakeholders to promote activities
- Display promotional material at external local community events and venues (eg local shopping centres)

5.3 Provide information to the media on the Centre and its user groups

- Establish and maintain relationships with media (e.g. local papers, radio)
- Maximise media exposure of activities and special events

5.4 Speak about the Centre and its activities

- Maintain current information about services to client groups that can be readily accessed in response to telephone or face to face requests
- Develop brochures and flyers to assist face to face conversations
- Present information to groups e.g. TAFE, Council, other community groups and agencies
- Maintain a high standard of courses to maintain user level and encourage "word of mouth" promotion.

