

STRATEGIC PLAN SUMMARY



CANTERBURY CITY COMMUNITY CENTRE INC. STRATEGIC PLAN 2018 - 2021

OUR STATEMENT OF PURPOSE

We connect individuals and communities to:

Develop and provide services responsive to community needs and individual choice

Promote harmony, social inclusion and an improved quality of life

Build capacity, sustainability and resilience.

OUR VALUES

Social Justice • Integrity
Accountability • Equity
Empowerment • Compassion

OUR VISION

A strong resilient community which values and includes each member

OUR MOTTO

Community Building Community

KEY RESULT AREAS 2018 - 2021

Support, Social Inclusion and Capacity Building

We will build the capacity of the community, promote social inclusion and provide support through:

- Programs, support and activities that are responsive to community need and profile and which are inclusive of special needs groups
- Being a Hub and a resource for the community, to engage and support other groups, organisations and communities of interest in the development of shared aims
- Develop person centred services and programs that are innovative and demonstrate best practice.

Strategic Partnerships and Relationships

We will build strong partnerships based on mutual trust, shared values and common goals by:

- Establishing formal and informal partnerships that are sustained and developed to provide services which deliver the best outcomes for clients and communities
- Engaging in partnerships that strengthen the capacity of the organisation
- Being adaptable and flexible to respond to changing needs
- Taking advantage of opportunities as they arise.

Organisational Capacity

We will build the capacity of the Organisation, consistent with our values and Statement of Purpose, through developing and maintaining our financial, physical, human and community engagement resources, in the following ways:

- Exploring and establishing diversified income streams which include grants from multiple sources, social enterprise, donations, philanthropic support and delivering services on a fee for service and brokerage basis
- Developing strong systems, policies and procedures which support best practice in governance, management and service delivery
- Delivering efficient and effective services that are value for money

- Building an organisational culture, values and community connections which are safeguarded and maintained through growth and change
- Valuing and supporting a diverse paid and volunteer workforce which reflects the communities that we work in and ensures the Organisation is inclusive of special needs groups
- Maintaining a skilled and committed Board which supports the Organisation through good governance and which provides leadership, care and control
- Maintain a skilled and committed Volunteer workforce which seeks to build capacity for individuals and communities alike
- Consistent measurement of outcomes for individuals, families and communities
- Maintaining tendering preparedness through accessible information and strategic relationships
- Obtaining a permanent solution to the ongoing needs for office, garage and meeting space which supports the growth and development of the Centre.

Communication, Promotion and Marketing

We will ensure effective, efficient and targeted communication, promotion and marketing of the Centre, its values and its activities through:

- Ensuring that promotion of Centre activities is consistent with our core values and representative of the communities in which we work
- Communication, promotion and marketing successfully reflects the objectives of the funded program
- Ensuring that communication strategies are accessible to the diverse capacities of the communities in which we work, for example, using both print, electronic and social media platforms; easy English and translations; video and visual communications
- Sharing stories and posts which promote the broader values for which the Organisation exists, for example, social justice, compassion, equity, accountability, integrity and empowerment.