



Nambour Community Centre is a place for the community to come together. We provide support and resources in response to the needs of people living in our local area.

This document sets out the strategic direction for the Nambour Community Centre for the coming five years. The plan was developed at a workshop held with the staff and management committee of the Centre in April 2009.

*about this document*

## DESCRIBING OUR FUTURE

*This text describes how we will be operating in the future and why. The goals and overall strategic direction shown below, flow from this.*

The Nambour Community Centre will continue to be a place where people come together — a community hub.

We will actively target service providers to use the Centre where we know this is what our participants want. For example, the Centre might be used to provide job training, to teach literacy skills, to assist people with mental health issues, or to run classes on cooking or on how to grow your own food. The key point is that we will be responsive, tailoring our services to our participants and changing as our community changes.

Community development will also continue to be part of our approach, where we work at a broader

level, to help prevent problems in the first place.

Our service itself will become more of a “one stop shop” as far as we are able. Again, this is because it is best for our participants.

Our participant mix is also changing. We expect to be assisting more people in crisis, particularly young people and young parents. We will need to be creative in finding new ways to help this participant group. For example, we could bring social workers to the Centre, link more closely with support networks, make the referrals and so on.

Families and other groups however will continue to use the Centre. Our work with these groups will be primarily support, focusing on prevention and early intervention.

We will need to work cooperatively with other community organisations in our area, sometimes acting as a catalyst to bring these groups together

to address issues affecting us all.

We will have a strong relationship with our funding bodies. This will be important in increasing resources and income for the Centre and developing new programs as needed. The Centre itself will also generate more of its own income, through room hire and other initiatives.

Internally, we must measure what we are doing and demonstrate that we are achieving results. This could be done through action research methodologies, possibly with the assistance of students.

We are committed to providing an enjoyable and inclusive work environment for all staff and volunteers at the Centre.

The existence of the Centre and our work will be well known in the community, as we promote our service.

## Our Values

- › Involvement
- › Reconciliation
- › Cultural Diversity
- › Belonging
- › Partnerships
- › Pro-activity
- › Knowledge, Education & Training
- › Sustainability
- › Responsiveness
- › Transparency and Accountability
- › Social Justice

## Strategic Intent

Our focus is on facilitating the use of the Centre — in a proactive way — so that the services provided respond to community needs.

## Our Goals

What we have to do really well ...

- › Respond — by developing programs that change as community needs change
- › Advocate — to government about funding and improving our systems
- › Generate — more income for the centre and others in the community
- › Link — with other community groups
- › Develop — our people and make this a great place to work
- › Capture — the evidence about our impact and report on this

Progress against these goals will be reported to the management committee on a regular basis.