



Our Strategic Plan 2010-2015

The Board of Coast Community Connections identified that a good strategic planning framework aligned to quality standards has the following themes: people **accessing** services; people **delivering** services; people **managing** services.

This framework shaped our Strategic Plan to strengthen and grow Coast Community Connections. Our Strategic Plan has four key result areas with each result area having a number of key objectives.

Programs and Services

We will build and deliver a broad range of accessible, affordable and high quality programs and services that meet community need and promote individual and community social, economic, health, and environmental wellbeing.

- ✓ We will deliver holistic programs that meet community need and promote community wellbeing.
- ✓ All programs will be regularly assessed for accessibility, affordability, quality, financial viability, and sustainability
- ✓ The quality, range, affordability and impact of our services and programs will be effectively communicated to stakeholders, funding bodies, service users and the wider community.
- ✓ Aboriginal people and people from Culturally and Linguistically Diverse (CALD) communities will access and use our services more frequently

Programs and Services

We will build strong partnerships and networks that benefit the local community, improve outcomes for service users, and contribute to social and community research and planning throughout the Central Coast.

- ✓ Stakeholders will be actively engaged in partnerships that benefit the community and service users
- ✓ Social outcomes in our community will be supported and enhanced by advocacy for service users
- ✓ We will be an active contributor to relevant social and community research and planning as appropriate

People and Culture

We will build a friendly, positive, professional and client-focussed workforce through effective human resource management, appropriate training and professional development, and the promotion of an ethical, fair and supportive culture.

- ✓ People who are passionate, committed, have the right attitude, and deliver the best outcomes for service users and programs will be recruited, retained and actively developed.
- ✓ We will manage our people well to create an “employer-of-choice” workplace and ensure positive outcomes for service users and the community.
- ✓ Appropriate training and professional development for all staff members will be encouraged and supported.
- ✓ A culture that is ethical, fair, and supportive for both staff and service users will be actively promoted and reinforced.

Organisational Capacity and Capability

We will build a resilient and thriving organisation that is committed to integrity and transparency in governance and management practices, and effectively and efficiently uses its resources and assets to support service users, community engagement, and the fulfilment of these strategic aims.

- ✓ Our organisation will have the capacity and capability to dynamically adapt to changing circumstances.
- ✓ We will act with integrity and accountability in all that we do.
- ✓ Governance and management systems will be enhanced as part of our commitment to effectiveness, quality and continuous improvement
- ✓ We will manage our business of community development to provide the best outcomes for programs, service users and the community.