

## MISSION

To pursue a future for all that embraces diversity and encourages sustainable strategies that support the most disadvantaged in our community. To use a variety of approaches, tools and technologies to meet and support people in the ways that suit them best and that is professional, respectful and effective. Our ultimate aim is to provide assistance to anyone in our community in need. This assistance includes practising community advocacy and empowering individuals, and local auspicing and partnering community groups. We recognise that our approaches will differ in response to the people or situations involved, including by providing differing centre based or outreach support.

## VISION

Every person connected with RCC has the opportunity to achieve their fullest potential and participate in and contribute to all aspects of life.

## PURPOSE

To support individuals and the community to respond to the challenges of their lives through strong leadership, collaboration and the delivery of quality services, programs and activities. To recognise diversity and welcome all who may need assistance. To be decent, respectful and compassionate in our dealings with members of our community.

## KEY FOCUS AREAS

- Provide guidance and advocacy at all levels of government and the community through strong management and inspired workforce capability.
- Demonstrate the commitment to personal and professional development through the completion of training and development programs and activity by the Board, Management, employees and to the broader community.
- Continue to be the authentic advocate of the community's concerns, hopes and aspirations.

- Encourage people of all cultures, religions and abilities and to use our centre and share their experiences and create a workforce that reflects the community's diversity.
- Strengthen our relationship with First Nations people and develop with them initiatives to improve access to our services and facilities.

- A contemporary, viable and responsive Centre that is at the heart of the local community and has a reputation as a sector leader with robust governance and organisational systems and a skilled, dedicated workforce and Board.

- Ensure our programs, services and activities target the most disadvantaged in our community and develop strategies that empower and improve quality of life.
- Within the limitations of funding, work towards skilling people in our community and building their resilience, enabling them to better pursue their own ambitions.

- Engage with stakeholders and community members to develop collaborative services, programs and activities that are relevant and valued – communicate effectively internally and externally – accountability.
- Reach out to people in the community to determine needs, support required, areas of hardship and difficulty to seek to build solutions.
- To engage in building partnerships with other providers, where possible, to deliver better services in a more efficient and effective manner that may not otherwise be available.
- Use technology, including social media, to communicate, care and support others in the community.

- Provide services of the highest quality that are meaningful and progressive with a focus on individual choice and control.
- Use technology, including social media, to provide effective communication and support with a diverse community recognising the preferred methods of communication, collaboration and engagement may vary from one to another.
- To be recognised as the reliable, valued and trusted local provider of community services.



## CORE VALUES

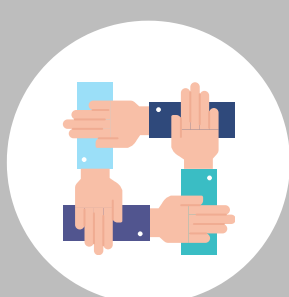
### Integrity



### Community



### Teamwork



### Respect



### Inclusivity



### Compassion

