



# **Riverwood Community Centre Ltd**

## **Strategic Plan 2020- 2025**

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# Riverwood Community Centre Ltd

## Strategic Plan 2020- 2025

### About Us

Riverwood Community Centre Ltd is a non-profit, for purpose, community managed organisation providing leadership, information, support and resources to meet the needs of diverse communities in the Riverwood area and the wider Canterbury -Bankstown and Georges River Local Government areas. The centre has been established for over 40 years and is proud of the contribution it has made to the community over that time.

This is achieved through the delivery of high quality services, undertaking community development projects and organising community events. Our priority is those in the community with the greatest needs, working with them and the whole community to find sustainable solutions to the challenges they face.

### 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.

### Our Vision

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

### Our 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.

### Our Services

Information Services	Community Services	Children's Services	Youth Services
Family Services	Disability Services	Aged Services	

### Our Core Values

Integrity	Community	Teamwork	Respect	Inclusivity	Compassion
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## Our Focus Areas

As the only local service provider supporting a very disadvantaged and diverse community, RCC must acknowledge it has finite resources and prioritise its efforts to be most effective and achieve greater efficiency.

The following Key Focus Areas are the priority for the period of this strategic plan.

Foster a Thriving and Responsive Centre – 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.

Embrace & Encourage Diversity (in all its forms) – 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.

Demonstrate Strong Leadership – 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.

Collaborate Effectively – 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.

Deliver Quality Services – 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.

Prioritise Support for the Most Disadvantaged in our Community - 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.

## 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.

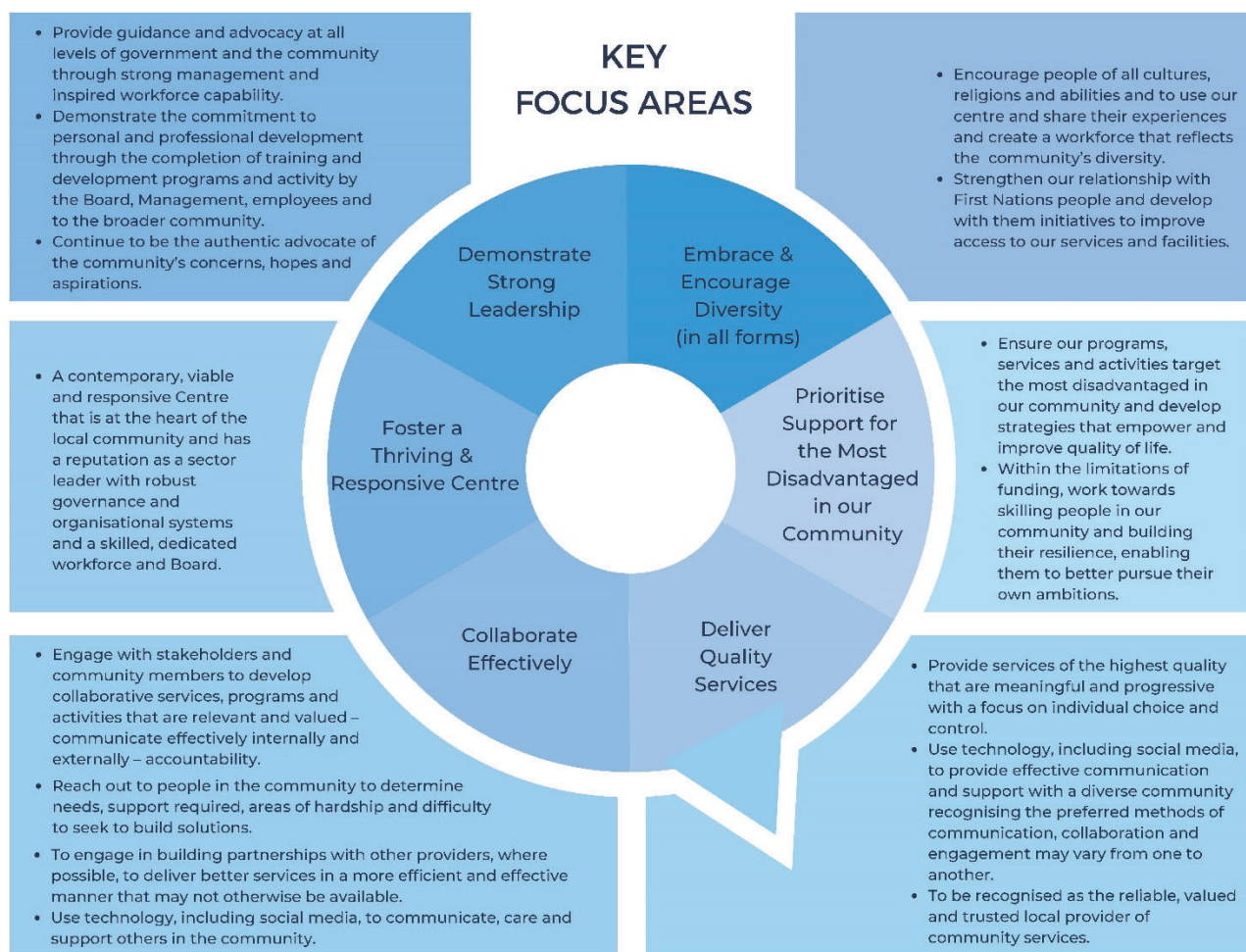
## VISION

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

## PURPOSE

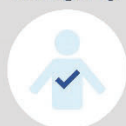
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## KEY FOCUS AREAS



## CORE VALUES

### Integrity



### Community



### Teamwork



### Respect



### Inclusivity



### Compassion

