



STRATEGIC PLAN 2025- 2030

Table of Contents

Contents

Table of Contents	2
Mission.....	3
Our Vision.....	3
Our Purpose.....	4
Our Services	4
Our Core Values	4
Our Focus Areas.....	4
Create a Thriving Centre	4
Embrace & Encourage Diversity	4
Demonstrate Strong Leadership.....	5
Collaborate Effectively	5
Deliver Quality Services.....	5
Prioritise Support for the Most Disadvantaged in our Community.....	5

RIVERWOOD COMMUNITY CENTRE

STRATEGIC PLAN 2025-2030

About Us:

Riverwood Community Centre Ltd (RCC) is a for-purpose, community-managed organisation providing leadership, information, support, and resources to meet the needs of diverse communities in the Riverwood area, the wider Canterbury–Bankstown and Georges River LGAs, and the adjoining LGAs of Inner West, Cumberland, Fairfield, Liverpool, and Sutherland.

Established for more than 50 years, the Centre is proud of its long-standing contribution to the community.

This contribution is achieved through the delivery of high-quality services, community development projects, and the organisation of events. Our priority is to support those with the greatest needs, while working alongside the broader community to find sustainable solutions to the challenges they face. We also embrace digital innovation, health and wellbeing, environmental sustainability, the empowerment of diverse and multicultural groups, partnerships with governments (federal, state and local), institutions and small businesses, and measurable outcomes (KPIs) to track impact and progress.

Mission

To pursue a future for all that embraces diversity and encourages sustainable strategies that support the most disadvantaged in our community. We use a variety of approaches, tools and technologies to meet and support people in ways that suit them best—professional, respectful and effective. Our outreach and solutions may differ depending on each individual and situation. Our ultimate aim is to ensure help is available to anyone in need. We also seek to empower individuals and communities to overcome challenges, participate fully in all aspects of life, and promote health and wellbeing across our community.

Our Vision

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

Our Purpose

To support individuals and the community in responding to life's challenges through strong leadership, collaboration and the delivery of quality services, programs and activities. We recognise and welcome diversity, extend kindness to all, and are committed to inclusivity, empowerment, and health and wellbeing as core principles in everything we do.

Our Services

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

Our Core Values

Integrity & Transparency – Community & Diversity – Teamwork – Respect, Inclusivity & Empowerment – Kindness

Our Focus Areas

As the key local service provider supporting a highly diverse community that also experiences significant disadvantage, RCC recognises that its resources are finite. We therefore prioritise our efforts to ensure the greatest impact, efficiency and sustainability. The following Key Focus Areas set the direction for this strategic plan, guiding how we embrace innovation, empower diverse groups, and build strong partnerships for long-term community wellbeing.

Create a Thriving Centre

RCC will remain a contemporary, vibrant organisation at the heart of the local community, recognised as a sector leader with strong governance and organisational systems. We will continue to build a skilled, passionate workforce and engaged Board. Performance indicators (KPIs) will be applied to measure quality and impact, while digital transformation will be embraced to enhance efficiency.

Embrace & Encourage Diversity

RCC will encourage people of all cultures, religions and abilities to engage with the Centre, share their experiences and contribute to a workforce that reflects the diversity of the community. Multicultural groups will be empowered through tailored programs that represent their voices and cultures in community initiatives. Technology, including social media, will be used to connect, support and celebrate diversity.

Demonstrate Strong Leadership

RCC will provide guidance and advocacy at all levels of government and within the community through strong management and an inspired workforce. Partnerships with federal, state and local governments, as well as community institutions, will be strengthened to sustain facilities and services. A clear commitment will be shown to personal and professional development through training and development programs for the Board, management, staff and the wider community. In addition, RCC will demonstrate leadership in enhancing community facilities and infrastructure for the local community, supporting roads, schools, health, housing, environment and other essential services.

Collaborate Effectively

RCC will actively engage with stakeholders and community members to co-design relevant and valued services, programs and activities. We will communicate effectively both internally and externally, while ensuring accountability. Community needs, areas of hardship and support requirements will be identified to inform shared solutions. RCC will partner with small businesses to support local economic development and create opportunities for the community. We will also build partnerships with other providers, where possible, to deliver better services in a more efficient and effective way.

Deliver Quality Services

RCC will deliver services of the highest quality that are meaningful, person-centred and progressive, with a focus on choice and control. Technology will be used to strengthen communication and support with a diverse community, recognising that preferred methods of engagement may vary. We will pilot innovative models, apply digital tools and continuously adapt services to emerging needs, ensuring RCC remains a trusted provider in the community services sector. Physical and technological resources will be used effectively to maximise impact.

Prioritise Support for the Most Disadvantaged in our Community

RCC will ensure that programs, services and activities focus on the most disadvantaged in our community. We will design strategies to improve their quality of life within the limits of available funding and resources. Health and wellbeing will be promoted as part of all programs, and environmental sustainability will be integrated through measurable goals such as reducing energy and water use and increasing recycling by 2030.