R.C.C. AGED & DISABILITY SERVICES | R.C.C. CHILD, YOUTH & FAMILY SERVICES | R.C.C. COMMUNITY PROGRAMS

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

Vision

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

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.

Create a Thriving Centre

- Remain a contemporary, vibrant organisation.
- Recognised as a sector leader with strong governance and organisational systems
- Continue to build a skilled, passionate workforce and engaged Board
- KPIs will measure quality and impact
- Digital transformation will enhance efficiency

Embrace & Encourage Diversity

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

Prioritise Support for the Most Disadvantaged

- Ensure programs, services and activities focus on the most disadvantaged in our community
- Design strategies to improve their quality of life within limits of avail funding and resources
- Health and wellbeing will be promoted as part of all programs
- Environmental sustainability will be integrated through measurable goals - reducing energy and water use and increasing recycling by 2030

Demonstrate Strong Leadership

- Provide guidance and advocacy at all levels of government and within the community through strong management and inspired workforce
- Partnerships with federal, state and local gov., as well as community institutions will be strengthened to sustain facilities and services
- Commitment show to personal and professional development through training programs for the Board, management, staff and wider community
- Enhance community facilities and infrastructure for the local community supporting roads, schools, health, housing, environment and other essential services

Create a Thriving Centre

- Deliver services of the highest quality that are meaningful, person centred and progressive with a focus on choice and control
- Technology used to strengthen communication and support recognising preferred methods of engagement for a diverse community
- Pilot innovative models, apply digital tools and continuously adapt services to emerging needs, while remaining a trusted provider
- Physical and technological resources used effectively to maximise impact.

Collaborate Effectively

- Actively engage with stakeholders and community members to co-design relevant and valued services, programs and activities
- Communicate effectively while ensuring accountability
- Community needs, areas of hardship and support requirements identified to inform shared solutions
- Partner with small businesses to support local economic development and create opportunities for the community.
- Build partnerships with other providers where possible to deliver better services, in a more efficient and effective way.

Key Focus Areas

- Create a Thriving Centre
- Embrace & Encourage Diversity
- Demonstrate Strong Leadership
- Collaborate Effectively
- Deliver Quality Services
- Prioritise Support for the Most Disadvantaged in our Community

Core Values

Integrity | Community | Teamwork | Respect | Inclusivity | Kindness