

## Strategic Plan 2020-2023

### The future

**Our statement of intent about how we want Newtown Neighbourhood Centre (NNC) to be known in 2023:**

*By June 2023 NNC will be known as the heart of the community – the place which creates opportunities for community connections, celebrations and support.*

*NNC will be known as a welcoming and accessible community organisation, providing professional and volunteer based support for those who are experiencing significant challenges in life.*

*NNC will support and advocate for changes which address the systemic causes of disadvantage.*

### Our Vision

A just community which includes and acts

### Our Purpose

Creating a more vibrant, connected and equitable community

### Our Values

Social Justice – We advocate for a fair and equitable society

Belonging – Everyone has a right to have a safe place to be and a community they belong to

### Our Strategic Goals for 2020-23

1. Deliver accessible, visible, high quality, culturally safe, frontline services for those who are most marginalised
2. Ensure government funding contract deliverables are achieved and that NNC secures future contracts for all current funded programs while also seeking new contract opportunities
3. Establish a new home for NNC which provides a safe, accessible, welcoming environment for staff, volunteers, clients and community members
4. Mobilise the wider community through a volunteer strategy and volunteer management framework
5. Determine our future fundraising and marketing strategy, priorities and events/activities (including consideration of the future of Newtown Festival)
6. Determine NNC's priority areas for systemic advocacy

### Strategies to achieve goals by 2023

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| 1. Achieve and maintain Australian Service Excellence Standards (ASES) and Aged Care Quality Standards accreditation                |
| 2. Establish a sustainable frontline Information and Referral service   |
| 3. Renegotiate, and deliver on, NNC's current Aged Care contract  |
| 4. Achieve a new 3-5 year Specialist Homelessness Service (SHS) contract for the Boarding House Outreach Service (BHOS)             |
| 5. Ensure design of the Tom Foster Community Centre is fit for purpose for NNC requirements and relocation                          |
| 6. Develop NNC's volunteer strategy and secure the resources to support it  |
| 7. Implement an approved Reconciliation Action Plan (RAP) and increase Aboriginal representation in NNC's membership and governance |