**Statement of Purpose:**

*Insert organisation’s statement of purpose*

**Values:**

*Insert organisational values*

**Strategic Pillars:**

As a community-owned and values-driven Neighbourhood House provider, we need to remain responsive and agile in all that we do. To drive our future direction, we have developed four key strategic pillars.

| **Sustainable organisation**  | **Compliant organisation** | **Well-governed organisation** | **Community organisation** |
| --- | --- | --- | --- |
| Insert org name will:1. Develop comprehensive financial forecasts and reporting that ensure viability and a realistic approach
2. Build strong internal systems and organisational structures that are aligned to ensure measurable quality outputs, acceptable workload and compliance
3. Skilled and resourced staff who feel valued and understood, and who work within a consistent and uncompromising values-based frameworks
4. Partnerships that build the capacity and profile of *insert org name*
 | Insert org name will:1. Be known to regulators and funding bodies as an organisation with integrity, that operates within ethical frameworks and honors its word
2. Successfully fulfill all contractual agreements and requirements
3. Maintain and build positive relationships with government stakeholders
 | Insert org name will:1. Have strong leadership and governance capabilities within the Board/CoM
2. Undertake future planning based on identified opportunities that recognises organisational capacity
3. Provide guidance for how the Board/CoM operates though a Board Charter
 | Insert org name will:1. Have a strong and recognised leadership role in *insert locale/demographic* and surrounds
2. Be known within the community as operating with integrity and abiding by their values
3. Build sustainable relationships with local government and local business
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| **KPIs**1. Progress against comprehensive Business and Quality Improvement Plans provided by Manager and reviewed quarterly by the Board/CoM1. Continued regular reporting against Board/CoM agreed plans1. Monthly reporting against financial targets and plans1. 10 % annual surplus | **KPIs** 1. Demonstrate compliance and timeliness with all audit and reporting activity to regulators1. Comprehensive suite of policies and procedures relating to regulators and funding agencies1. Audits have acceptable levels of rectification1. Successful renewal of all previous funding contracts eg; DHHF, ACFE ect, | **KPIs** 1. Board/CoM has capability to understand financial and other reports1. Board/CoM recruitment is done based on Skills Matrix1. Board/CoM undertakes regular training and development in governance-related topics1. Define President/Chair’s role to include team-building and shared understanding of Director’s roles and responsibilities | **KPIs**1. Increase interaction with community stakeholders by Manager by 10%1. Increase room usage by community groups by 5%1. Implement one new project partnerships annually  |
| 2. All audit results are within acceptable results/range2. Further refinement of Manager/Board reporting tool2. Staff resources and capacity match organisational structure and requirements | 2. Regular reporting to Board against all contracts2. Clearly articulated and understood Delegation Policy2. Board signs all new contracts with full understanding and acceptance of contractual requirements | 2. Review Strategic Plan at the start of each year2. Manager reports against Strategic Plan at monthly Board meetings2. Opportunities are presented to the Board/CoM with associated detailed briefing paper2. Each Director has a portfolio that relates to Strategic Plan | 2. Communication Strategy developed2. *Insert org name* appear in positive media coverage on monthly basis  |
| 3. Annual Staff Satisfaction Survey results demonstrate staff wellbeing, confidence and capability with roles aligned to the Strategic Plan3. Staff are resourced and skilled to take advantage of funding opportunities and partnerships  | 3. Attend funding briefings, DET forums and regional government events3. Positive communication and relationships developed between *insert org name* local and state government stakeholders | 3. Develop Board/CoM Charter | 3. *Insert org name* included on Council email list, and included in invitations to regional events3. *Insert org name* participates in Council committees and networks3. One new training program for business developed and delivered in 2017 |
| 4. Allocation of resources to develop new partnerships4. Leverage off existing networks to build new business |  |  |  |