**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 |
| **KPIs**  1. Progress against comprehensive Business and Quality Improvement Plans provided by Manager and reviewed quarterly by the Board/CoM  1. Continued regular reporting against Board/CoM agreed plans  1. Monthly reporting against financial targets and plans  1. 10 % annual surplus | **KPIs** 1. Demonstrate compliance and timeliness with all audit and reporting activity to regulators  1. Comprehensive suite of policies and procedures relating to regulators and funding agencies  1. Audits have acceptable levels of rectification  1. Successful renewal of all previous funding contracts eg; DHHF, ACFE ect, | **KPIs**  1. Board/CoM has capability to understand financial and other reports  1. Board/CoM recruitment is done based on Skills Matrix  1. Board/CoM undertakes regular training and development in governance-related topics  1. 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/range  2. Further refinement of Manager/Board reporting tool  2. Staff resources and capacity match organisational structure and requirements | 2. Regular reporting to Board against all contracts  2. Clearly articulated and understood Delegation Policy  2. Board signs all new contracts with full understanding and acceptance of contractual requirements | 2. Review Strategic Plan at the start of each year  2. Manager reports against Strategic Plan at monthly Board meetings  2. Opportunities are presented to the Board/CoM with associated detailed briefing paper  2. Each Director has a portfolio that relates to Strategic Plan | 2. Communication Strategy developed  2. *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 Plan  3. Staff are resourced and skilled to take advantage of funding opportunities and partnerships | 3. Attend funding briefings, DET forums and regional government events  3. 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 events  3. *Insert org name* participates in Council committees and networks  3. One new training program for business developed and delivered in 2017 |
| 4. Allocation of resources to develop new partnerships  4. Leverage off existing networks to build new business |  |  |  |