



# Surry Hills Neighbourhood Centre **STRATEGIC PLAN 2017-2020**

## Our Organisation

### The Board

We are governed by a Board made up of 9 volunteers from the community and related community services, who bring to our governing body a wide range of skills, experience and expertise. The Board has been significant in the development of this strategic plan.

### The Staff

SHNC currently has 20 staff, around 50% are part-time. This is a typical reflection of the industry and community based organisations. The benefits of this arrangement include having a diverse staff team that bring a wide view of cultures and experiences. Led by a small management team, our staff draws on expertise in youth and community services, social work, health, education and linguistics. Our staff hold high level qualifications from universities and colleges. Our volunteer base include highly skilled and qualified professional people who enjoy 'giving back' to the community.

### The Location

Surry Hills is an inner-city village. Our community is diverse – socially, culturally and economically. This diversity represents a unique opportunity for learning from one another and enriching one another's lives. Our work extends across the neighbouring communities of Waterloo, Redfern Woolloomooloo and Darlinghurst.

## Our revenue sources

The annual income for SHNC is about \$1.3 million per year. We are fortunate to have a mix of government grants and independent income streams. These include:

- NSW Family and Community Services
- Department of Education
- Fees from Children's Services
- Monthly Market
- City of Sydney, including financial support and in kind
- Local business sponsors (in connection with Surry Hills Festival)

## Our vision

That Surry Hills is an inclusive, welcoming, safe and diverse community in which everyone has a place and everyone's voice is heard.

We aim to provide a safe, healthy and caring environment that is accessible to all. We accept and value all people inclusive of all races, cultural backgrounds, religion, gender and abilities.

We believe that maintaining ongoing positive engagement with our staff, volunteers, service users, families and children contributes to the people's wellbeing and helps build a resilient and inclusive community.

## Our purpose

We are here to build a strong and inclusive community in Surry Hills.

Our Centre is a place where people are treated as equal and valued individuals. We encourage people to develop to their full potential and aim to support them to live meaningful fulfilling lives.

The Centre operates according to a philosophy of open management and aims to reflect the local community by encouraging participation and discussion about all issues relevant to the community and to the running of the Centre.

## Our values

- We value diversity, respect difference, recognise the whole person and encourage inclusiveness
- We recognise and seek to build on strengths – individual strengths, community strengths and our own strengths
- We value and offer hospitality, warmth and welcome
- We recognise the whole person and work with people ‘where they are at’
- We value people looking out for each other, and community connectedness
- We value and apply evidence-based and theory-informed practice
- We value collaboration and working in partnership with the community
- We value innovation, creativity, learning and growth

## Our Strategies and Objectives

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### Strategy 1: Contribute to a resilient and inclusive community

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- Provide opportunities, activities and experiences that build and sustain quality of life and wellbeing
- Build capacity and confidence to enable individuals and families to better manage daily challenges and critical or unforeseen circumstances
- Contribute to the development of community spirit where people naturally pull together in times of adversity
- Contribute to breaking social isolation and cycles of disadvantage

### Strategy 2: Deliver a range of services and programs to meet the diverse needs of the community

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- Provide learning experiences that builds resilience and support people to realise their full potential working to break cycles of disadvantage
- Provide a place where all people feel welcome, accepted and included.
- Provide access to high quality facilities that meet the needs of the community

### Strategy 3: Provide high quality Children's Services

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- Maintain and develop high quality education and care for children attending our services
- Secure the future of the Children's Services
- Provide a range of accessible family-friendly services and activities that build family resilience and contribute to Surry Hills being a safe suburb for families and children

### Strategy 4: Develop our capability as an organisation

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- Review and strengthen our governance arrangements
- Ensure the long-term viability of the centre