Strategic Plan 2015–2017
Surry Hills Neighbourhood Centre, Inc.

Our Purpose

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

Our Values

We value diversity, respect difference, recognise the whole person and encourage inclusiveness.

We accept change, try new things and are adventurous and creative.

Our Priorities

Our work in 2015-2017 will be centred around four priorities

1. Strengthening community participation and connectedness among all members of the Surry Hills community
2. Delivering programs and services that meet the diverse needs of our community
3. Providing high quality children's services
4. Developing the capacity of SHNC.

Strategies	Actions	Key Performance Indicators
Conduct cultural, artistic and creative activities	• Conduct the Surry Hills Festival	• Number of community members attending/participating in cultural, artistic and creative activities events conducted by SHNC • Percentage of participants satisfied with SHNC services • Number of community members participating in community dialogue events
	• Conduct evening and weekend activities for the Surry Hills community	
Facilitate community dialogue on issues of importance to the future of Surry Hills	• Communicate with the community via print and electronic media • Host community information and discussion events on key topics	
	• Conduct research to improve our understanding of the context, needs, and assets of the community, and to evaluate the results of our services and programs	

Strategies	Actions	Key Performance Indicators
Maintain, improve and expand programs and services aimed at developing functional skills	• Maintain literacy and language courses, at SHNC and in outreach locations	• Number of people participating in SHNC programs and services • Number of partner organisations offering services at SHNC • Number of individuals receiving information and support • Number of people participating in SHNC programs and services
	• Maintain computer skills courses at SHNC and in outreach locations	
Support individuals to access information, referral and assistance	• Continue to host outreach work by partner organisations addressing individuals' needs (eg Community Legal Centre)	
Contribute to reducing social isolation	• Conduct activities at SHNC and outreach sites that address social connection	
	• Contribute to the Northcott Community Shed	
	• Explore the feasibility of establishing a social enterprise	
	• Identify opportunities for designing programs, services and initiatives with community partners	

PRIORITY 3   PROVIDING HIGH QUALITY CHILDREN'S SERVICES

Strategies	Actions	Key Performance Indicators
Continue to improve the quality of Long Day Care (LDC) and Out of School Hours Care (OSHC) programs	• Maintain compliance with all accountabilities for children's services • Implement a school readiness program in the Long Day Care service • Investigate the feasibility and appropriateness of expanding Out of School Hours Care provision	• Retention of accreditation • Accreditation ratings • Percentage of parents satisfied with SHNC children's services • Number of children accessing children's services

PRIORITY 4   DEVELOPING THE CAPACITY OF SHNC

Strategies	Actions	Key Performance Indicators
Attract and retain highly skilled staff and volunteers	• Support access to professional development	• Percentage of staff with current work plans • Percentage of staff and volunteers who are satisfied and engaged with SHNC • Number of volunteers & Percentage of volunteers who have been inducted
Promote SHNC, its programs and activities across the Surry Hills community	• Investigate appropriate ways to raise the profile of the organisation through promotion, publicity and membership	• Number of positive news stories, features, etc on SHNC activities appearing in local press • Percentage increase in membership of SHNC
Secure new sources of funding for programs, services and initiatives	• Identify and investigate complementary sources of funding	• Number of new funding streams • Amount of additional funds secured