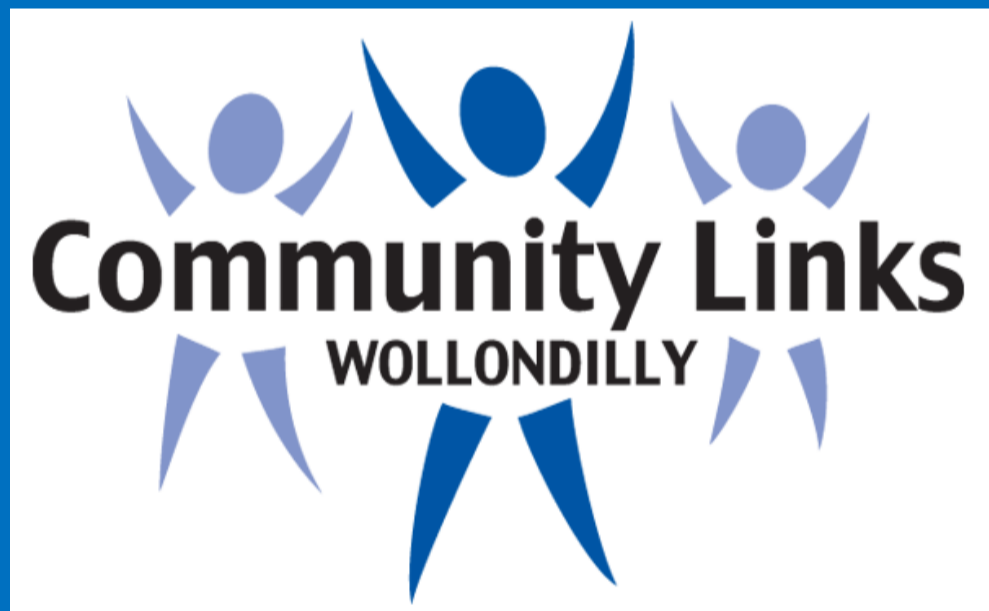


Community Links Wollondilly

# Strategic Plan 2016-2019



# OVERVIEW

Community Links Wollondilly Incorporated (CLW) is a not-for-profit non-Government community organisation working in Wollondilly, Camden, Campbelltown and Wingecarribee Local Government Areas. The service supports members of the community and provides resources to help achieve positive personal and community outcomes through community development, events, groups, workshops, youth programs, crisis support, carer support and family support.

Community Links Wollondilly supports the community by providing programs and opportunities for social connection for people across their lifespan. Our organisation works closely with other specialists such as disability, mental health and counselling services. We can refer individuals and families to these services or advocate on their behalf.

## COMMUNITY LINKS WOLLONDILLY VISION

Community Links Wollondilly strives to connect communities, develop resilience in families, stimulate children's potential and increase confidence in young people.

## COMMUNITY LINKS WOLLONDILLY MISSION

Community Links Wollondilly works with individuals, families and communities of the Wollondilly and Camden Local Government Areas to build a strong and viable infrastructure that will support vulnerable members of the community and provide them with the capacity to effectively manage their lives.

## THE OBJECTIVE/PURPOSE OF THIS STRATEGIC PLAN:

Continual planning for improvement of existing services and the provision of unmet care needs.

## GOALS AND OBJECTIVES:

**GOAL 1:** Growth

**GOAL 2:** Consolidation

**GOAL 3:** Office Accommodation



# OBJECTIVES FOR YEAR ONE

## (April 2016 – April 2017)

### Objective 1: Suitable and accessible accommodation

- ◆ Secure appropriate accommodation for staff, community partners, volunteers and students
- ◆ Secure appropriate space for delivering client services and storage of resources
- ◆ Review and address Work Health and Safety concerns for all accommodation and work spaces

### Objective 2: Required systems to provide our services and technology

- ◆ Develop and implement processes and procedures to identify the technical resources required to enhance client services and improve record keeping
- ◆ Expand use of technology through research and training programs
- ◆ Improve communication by increasing IT use and improving internet speed
- ◆ Improve work practices to increase staff morale and vitality

### Objective 3: Increase income

- ◆ Identify available funding sources and develop a funding calendar
- ◆ Engage with external agencies to investigate partnership opportunities for expanded service delivery to the wider community
- ◆ Investigate ways to reduce expenditure without affecting service delivery to families and individuals

### Objective 4: Increase services

- ◆ Streamline evaluation process of programs and services to enhance client's experience
- ◆ Review service delivery practices to improve outcomes for clients
- ◆ Communicate with internal and external stakeholders to identify community needs
- ◆ Further development of the Allied Health Services
- ◆ Offer services to families and people with disabilities as a preferred provider under the National Disability Insurance Scheme (NDIS)
- ◆ Develop a marketing strategy to increase awareness of services

### Objective 5: Staff training/development

- ◆ Implement training programs to improve knowledge and awareness of community needs
- ◆ Implement training and development programs to increase efficiency
- ◆ Promote and utilize knowledge and skills of existing staff



## HOW WILL WE MEASURE OUR SUCCESS?

Both staff and Management Committee members contributed to the objectives and actions contained in this Strategic Plan.

A number of measures have been implemented that will ensure the success of this Strategic Plan, they include:

- ♦ Allocating actions to a team member through their workplan or the Compliance Register
- ♦ Having each completed action signed off by the relevant Team Leader or Manager and/or Management Committee
- ♦ Ensuring that each action is completed and/or carried over to the next quarter as required
- ♦ Quarterly reviews of the Action Plan and a full review of the plan in March 2017
- ♦ The objectives and actions to be recorded as a permanent agenda item on the Management Committee agenda

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