



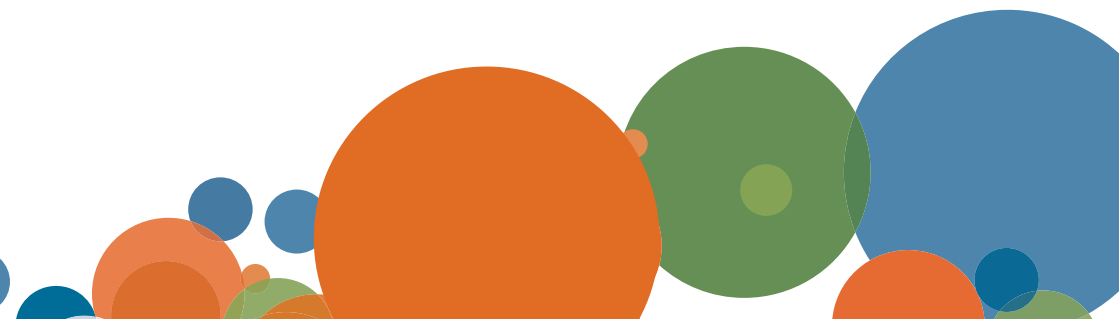
Southside
Community Services Inc.

STRATEGIC PLAN
2012-2015

There for our community!



STRATEGIC PLAN 2012-2015



OVERVIEW OF SERVICES

Southside Community Services Inc. (Southside) is a community based not-for-profit organisation that has operated across the Australian Capital Territory (ACT) for over 30 years. Our extensive range of services assists in building social inclusion within our community and career pathways for many individuals and families. We care about people who are vulnerable, isolated and for those who need a helping hand.

OUR SERVICES INCLUDE:

- Child-care centres that provide flexible care and educational options for parents or carers and their children;
- a registered training organisation known as Optimum Training and Development that provides high quality training and career pathways for a diverse range of ACT residents;
- children, youth and family support services that are responsive to clients' whole-of-care needs;
- various cultural and linguistically diverse (CALD) groups that recognise and celebrate diversity;
- care and support services for the aged and disabled; and
- a range of community development activities that build on the expertise and generosity of our community members, business enterprises and partners in bringing people together.

Our funding is sourced from the government, (both federal and territory), from philanthropic organisations, member contribution, fund-raising, fees and donations. To improve our capacity to deliver targeted and coordinated services, Southside works in partnership with a range of community and educational organisations.



Additionally, we actively seek to work with like minded organisations to benefit our clients through the leveraging of our resources, knowledge and skills.

Southside is supported by a diverse and talented eleven member board, dedicated staff and volunteers who willingly give of their time and skills to support our community. Together we bring a richness of experiences and a unified commitment to 'being there for our community'.

The logo for Southside Community Services Inc. is contained within a large blue circle with a white border. The word "Southside" is written in a white, cursive script font, and "Community Services Inc." is written in a white, sans-serif font below it.

Southside
Community Services Inc.

PRESIDENT'S MESSAGE

Southside Community Services' Strategic Plan outlines the path we will take to achieve our vision over the next three years which is:

“to embrace change and innovation to ensure our place and recognition as a quality community services provider.”

As a quality community services provider Southside Community Services will meet its mission through innovation and continuous effort to understand and engage with our community.

The successful implementation of our Priority Areas will allow us to remain responsive and flexible to the needs of the community and to provide a supportive workplace where people are valued and given opportunities to reach their potential.

The next three years will present some significant challenges for the community sector including: the increasing demands to implement evidence based programs; the continued challenges associated with finite resource allocations; building staff and organisational capacity to effectively respond to the emerging and diverse needs of the community, given the changing demographics and the requirements for coordinated services; and the ongoing Federal and Territory Governments' reforms that will impact on education and social policy agendas.

The Plan builds upon the achievements of our organisation to date and the widespread consultation and feedback from staff. This has led to the inclusion of important themes across our key action areas which include: supporting our staff, recognising the significant contributions of our volunteers and maximising their involvement; continuous improvement



based on client, community and staff feedback; and forging strategic partnerships to ensure our programs remain relevant, flexible and comprehensive.

Central to our Plan are our organisational values that bring to the fore the basic human rights of people and that will be important to us in our everyday practice. This plan is an ambitious one. It clearly articulates our goals and underpinning support strategies, along with the ongoing need to be mindful of our ever changing external environment, to forge strategic partnerships and the changing needs of those we service in our community.

On behalf of Southside, I invite all interested parties to join with us on this journey of growth and development, to transform the Plan into a reality and create an operating environment that embraces diversity, and builds on our strengths to realise these long-term objectives. This Plan will enable our organisation to build a dynamic social capacity that embraces best practice, with flow on positive outcomes for our community and partners.

Tony Lo Pilato



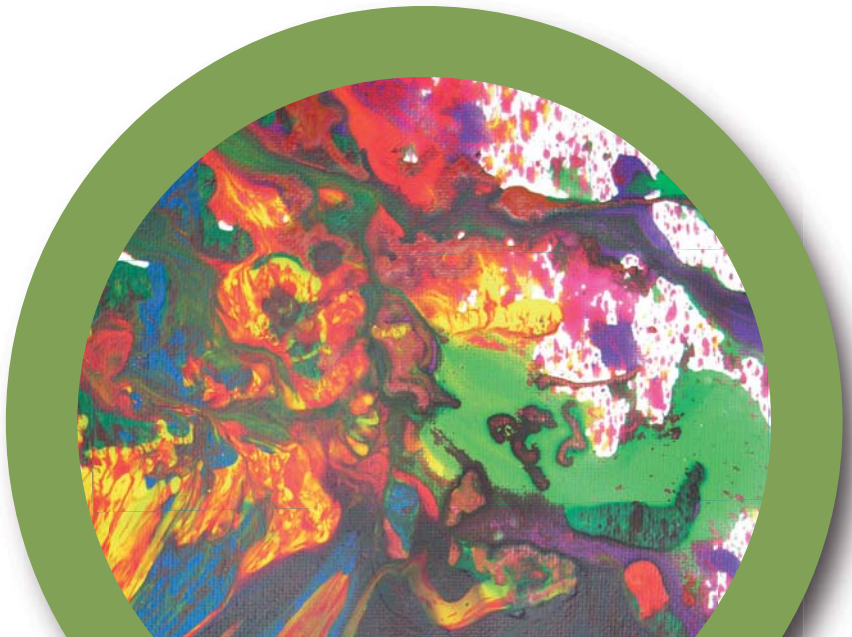
MISSION STATEMENT

“To build and sustain strong communities by empowering people and enriching lives through our services and programs.”



VISION STATEMENT

“To embrace change and innovation to ensure our place and recognition as a quality community services provider.”



WE VALUE

RESPECT

- Embrace workplace behaviours that treat all people with dignity, fairness and respect

DIVERSITY AND INCLUSION

- Celebrate and embed diversity principles that commit to strengthening inclusiveness in all that we do

INTEGRITY AND ACCOUNTABILITY

- Maintain professional, ethical and trustworthy behaviours in all aspects of our work
- Recognise that all individuals have the right to privacy and confidentiality

INNOVATION

- Strengthen innovation and flexibility to improve workplace outcomes
- Promote and encourage open communication to ensure our community involvement is effective and appropriate

COMMUNITY SUPPORT

- Provide services that are non-judgmental, impartial, empowering, enriching and supportive
- Celebrate diversity in our community to support all cultural



backgrounds and life journeys of individuals, as a means of supporting their circumstances and respecting their choices

MEANINGFUL PARTNERSHIPS

- Develop, nurture, and realise productive partnerships, to ensure coordinated and relevant services are delivered to the community
- Enhance our relationships with government and non government funding bodies to assess, improve, and develop innovative programs and services that meet the emerging 21st century needs of our community

OUR WORKFORCE

- Recognise that our greatest asset is our employees and volunteers
- Value staff training and staff development opportunities
- Encourage team work, innovation, and open communication



PRIORITY AREAS

1) Provide innovative community training and childcare services that are responsive, flexible and accessible to individuals and families.

SUPPORTING STRATEGIES

(i) understand the needs and expectations of our community and respond by developing services and programs accordingly.

We Will:

- embed client feedback and conduct reviews integral to our evaluation processes to ensure best quality in service delivery
- research funding inline with identified needs
- structure service models centred on demand and feedback
- develop new programs and activities in response to community need
- maintain continuous improvement loops to determine and manage identifiable risks
- ensure our programs meet underpinning infrastructures and auditing systems to support seamless delivery and reporting requirements



(ii) provide flexible innovative nationally recognised training in response to identified skill shortages and clients' needs

We will:

- ensure a strong accreditation framework underpins the operations of Optimum Training and Development
- provide best practice flexible childcare and adult education training options, scope and benchmark our training based on industry need and resourcing
- showcase and reward students' vocational education and training (VET) achievements
- ensure our programs, infrastructure and auditing systems meet industry and regulatory standards
- partner with government, peak bodies, industry and clients to maximise vocational outcomes
- inform ourselves in order to be responsive to and embrace new changes



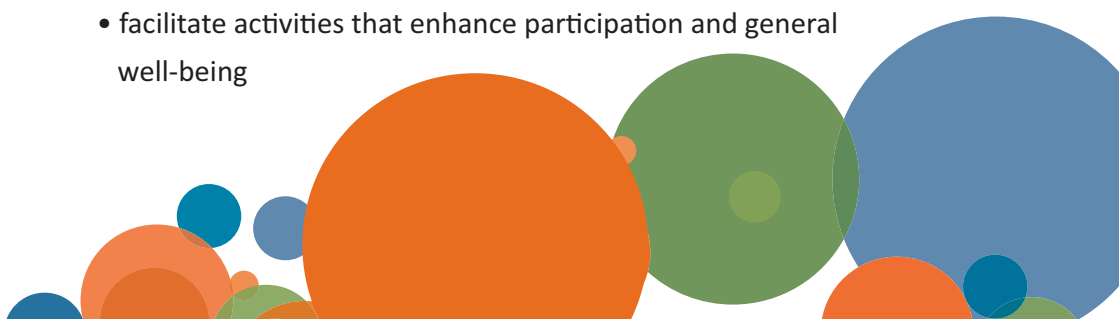
(iii) provide quality childcare centres that allow children to flourish

We will:

- ensure a strong accreditation framework underpins the operations of our child care centres
- implement learning programs inline with the Australian Quality Training Framework and Government legislation
- develop and integrate programs that support enriched child-centred learning
- promote and facilitate family/community engagement across all aspects of children's development
- acknowledge and celebrate diversity
- ensure our child care centres have supportive environments that are safe and welcoming

(iv) provide quality care and support services for the aged and disabled

We will:

- deliver home care and holistic services in support of independent living
 - provide coordinated services for clients with disabilities
 - advocate for, and case manage, clients to promote their inclusion in the community
 - provide transport to eligible seniors for medical and social appointments
 - facilitate multicultural activities that foster team work and collaboration
 - facilitate activities that enhance participation and general well-being
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(v) deliver community services that are responsive to need and that strengthen community participation.

We will:

- provide children, youth and family support services to lighten the burden of those in need
- establish and engage strategic partnerships to deliver community programs in line with community needs and expectations
- deliver community programs that enrich the lives and physical well-being of our community members and that reflect government priorities and their reform agendas
- coordinate community bus services to assist those in need and facilitate their social integration
- include community feedback in the development of our community based programs
- work with government and relevant peak bodies to 'voice' community needs and influence policy formulation



2) *Attract, train and retain quality staff*

SUPPORTING STRATEGIES

(i) Deliver effective governance systems that support the organisation

We will:

- optimise staff employment conditions to maximise their remuneration package
- ensure adherence to workplace health and safety regulatory requirements
- provide structures and policies for managers to administer their programs and workforce
- develop an effective and dynamic governance framework
- build and improve current information and communication technology capabilities
- develop and monitor our risk management plans across all areas of the organisation
- provide underpinning infrastructure and support to meet government regulatory requirements through accreditation, quality assurance and continuous improvement processes
- ensure quality reports that are fiscally responsible are provided to our funding bodies
- maintain our sound financial and accounting practices



(ii) Deliver quality corporate services to support our people

We will:

- build on staff capabilities and strengthen identified skill sets
- develop performance plans that are valued by staff, promote professional pathways and support skills based training
- develop and implement an induction program for new staff
- embrace diversity and embed these principles in all aspects of the organisation
- build on and establish effective communication structures and protocols that foster and promote productive working relationships with our internal and external stakeholders



3) Increase community awareness, participation, and partnerships

SUPPORTING STRATEGIES

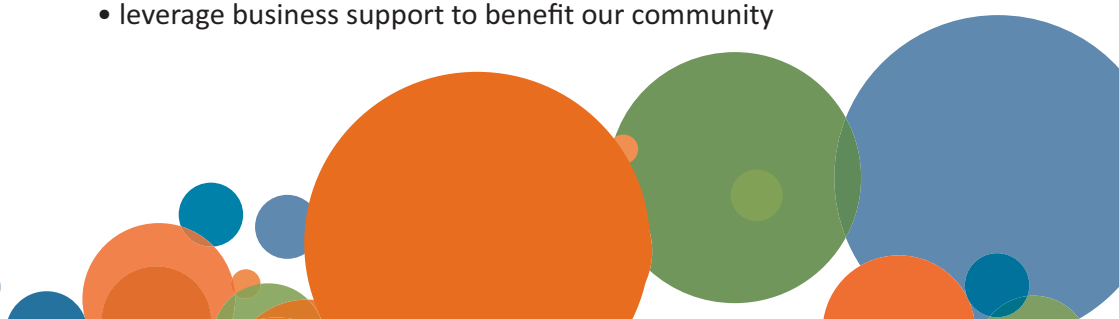
(i) Strengthen and build partnerships with volunteers to support our community

We will:

- build on existing links and partnerships to grow our volunteer base across all our community programs while respecting each partners autonomy and independence
- celebrate and showcase their work and commitment
- provide volunteer training opportunities to match the necessary skills required
- encourage, nurture and support their participation as a volunteer

(ii) Effectively market our organisation to improve community engagement and strategic partnerships

We will:

- actively promote our programs and services to our community and industry sectors
 - utilise a range of communication strategies to effectively promote and engage our stakeholders
 - leverage business support to benefit our community
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- include community participation in the planning and development of our services and programs
- forge strategic partnerships to improve, promote and ensure holistic service delivery
- partner with government agencies and peak organisations to strengthen our community programs.





63 Boolimba Crescent Narrabundah ACT 2604
P: 02 6126 4700 **F:** 02 6295 7944 **W:** www.scs.org.au