

# Strategic Plan 2015-2018



**COMMUNITY  
SERVICES #1**  
enable • enhance • enrich

## Strategic Plan – 2015-2018

### Enabling people and enriching lives

#### Organisational overview

Community Services #1 (CS#1) is a community based not-for-profit organisation delivering services that are aligned to the needs of our community. With a long history providing richly varied and targeted services to the Australian Capital Territory (ACT) and surrounding region our focus is on community members.

We consult with our community and we respond by reflecting the needs of our service users. Our suite of services integrates with the community and are designed for individuals, groups and families. The aim is to promote social inclusion, encourage self-sufficiency, provide opportunities to become involved in meaningful work and create career pathways.

#### Our services include:

- Early childhood education and care services that offer flexible learning opportunities to provide better outcomes for parents and/or carers and their children;
- A Registered Training Organisation, Optimum Training and Development that provides high quality training and career pathways;
- Inclusive programs for our cultural and linguistically diverse (CALD) groups recognising and celebrating diversity;
- Care and support for the aged, vulnerable groups; and
- A range of community development activities that build capacity, utilising the resources and generosity of our community members, business enterprises and partners achieving positive outcomes and bringing people together.

**Community Services #1 (CS#1) is a community based not-for profit organisation delivering services that are aligned to the needs of our community.**

We are funded by the Commonwealth and Australian Capital Territory Governments, as well we receive financial support through fund raising, fees, contributions and donations from philanthropic organisations. We provide additional benefits to our clients through developing strong and productive relationships with like-minded organisations leveraging and optimising resources, knowledge and skills.

CS#1 is supported by a diverse, talented and community connected Board as well as experienced and dedicated staff and volunteers each committed to contribute what is required to meet our ambitious objectives. Together we in CS#1 bring a richness of expertise and unified commitment.

#### President & CEO's Forward

Community Services #1 (CS#1) – FORMERLY KNOWN AS Southside Community Services Inc., is a community based, not-for-profit organisation. We have a long and proud history of responding to the needs of Australian Capital Territory (ACT) and surrounding region communities, by providing diverse and targeted services including:

- community development;
- training;
- children’s care and education; and
- aged care

The Community Services #1 Strategic Plan 2015-2018 (the Plan) details our organisation’s Vision, Purpose, Values, Priorities and Actions and provides clear guidelines for our future direction over the next three years.

In formulating the Plan, we conducted extensive consultations with our Board, the Executive team, our staff, key partners and the community. The Plan recognises that the next three years will be a period of continual change in the community services sector involving:

- increased client choice;
- a challenge for resources;
- competition for ‘in demand’ employee skills in a limited market.

We look forward to rising to the challenges set forward in the Plan, and to working with our stakeholders & partners in continuing to provide quality client services and meeting genuine community need.

Our objective is to prepare for and embrace this change whilst continuing to enhance the organisation’s reputation for delivering high-quality services by:

- providing support and responding to emerging needs;
- enhancing capacity;
- identifying revenue targets;
- maintaining long term sustainability; and
- rationalising assets.

The period 2015 – 2018 will be a critical and challenging one for the community services sector in consolidating and constructing foundations for focused and sustained growth and development. We are confident the Plan provides a clear, responsive and practical way forward in building on Southside Community Services’ excellent record and positioning CS#1 as a leading provider in the community services field.

CS#1 acknowledges and appreciates the trust shown in our organisation and the continued support from Commonwealth and ACT Governments. We look forward to rising to the challenges set forward in the Plan, and to working with our stakeholders & partners in continuing to provide quality client services and meeting genuine community need.

Tony Lopilato **President**

## Our Mission

“Enabling people and enriching lives.”

## Our Vision

“Community Services that enhance quality of life.”

## Our Values

**Diversity and Inclusion** – Championing diversity and inclusion, promoting strengths and benefits.

**Respect** – Treating others how we want to be treated, with fairness and dignity.

**Integrity and Accountability** – Demonstrating integrity and accountability in all that we do.

**Creativity** – Encouraging curiosity, generating new approaches and expanding options.

## Our Goals

### *1. Be recognised as a leading service provider.*

#### Objective

1. Pinpoint services to meet real needs.

#### Actions

- Research, develop and implement a responsive and flexible service
- Based on evidence consider applying a customised approach

#### Objective

2. Client and/or other decision makers choose CS#1

#### Actions

- Staff apply expertise to help clients navigate and access services
- Staff are adaptable to change and deliver aligned responses
- Services are accessible to existing and new clients

#### Objective

3. To be recognised as an employer of choice

#### Actions

- Provide attractive employment terms and conditions
- Foster a culture that represents CS#1 values
- Expand and develop professional development programs

### *2. Be an organisation that is responsive, drives change and achieves success*

#### Objective

1. Prepare for and respond to change relating to our environment

#### Actions

- Keep abreast of change, interpret, implement and communicate it

#### Objective

2. Maintain current funding as well as identify and attract new funding source

#### Actions

- Explore service and business opportunities

- Communicate our achievements
- Invest in current relationships whilst exploring new relationships, adding value and leveraging new opportunities
- Maintain and expand accredited training programs

#### Objective

3. Solutions developed for identified gaps

#### Actions

- Service options researched and tested
- Service is responsive, promotes client wellbeing and independence
- Leverage opportunities from existing services in CS#1
- Be creative and develop unique solutions when opportune

### *3. Embrace and apply innovation to our operations and systems to enhance service delivery.*

#### Objective

1. Enhance communication and promote our brand

#### Actions

- Promote communication and knowledge sharing
- Apply contemporary approaches to achieve effective ways to connect with our people, our clients and other stakeholders

#### Objective

2. Align our systems as closely with industry best practice as possible

#### Actions

- Connect with our partners and other service providers to determine preferred systems and adopt lessons learned
- Adopt, apply and maintain innovative systems