



Strategic Plan - Key priorities 2022-2024

BANDIANA NEIGHBOURHOOD HOUSE INC.

ABN: 79 957 766 202

ACN: A0017163X

Priority 1: Providing governance and leadership – over the next two years		
Strategy	Action	Responsibility
1. Enhance the sustainability of centres	<ul style="list-style-type: none"> Maintain funding and support to centre Seek appropriate opportunities for joint training and professional development Develop agreement 	
2. Provide strong and responsible leadership	<ul style="list-style-type: none"> Increase advocacy on behalf of centre Provide efficient access to services and pathways for referrals 	
3. Implement efficient processes and practices	<ul style="list-style-type: none"> Develop a neighbourhood house policy Establish clear policy guideline and approaches to funding Continue to integrate centre into future planning and policy development of base 	
4. Promote Centres and Houses within the community	<ul style="list-style-type: none"> Update promotional material and Facebook page regularly Write media releases on activities and events when required. 	

Priority 2: Understanding our community – over the next two years		
Strategy	Action	Responsibility
1. Identify existing and emerging Community needs	<ul style="list-style-type: none"> Use a range of formal and informal methods to identify needs Share a formal needs analysis process for use by when required Gather ID Profile and Community Indicator data to clearly identify needs Use the analysis of available data and information to plan programs/activities that meet identified community trends 	
2. Recognise gaps in service delivery	<ul style="list-style-type: none"> Develop a method of identifying community issues that require further advocacy Strengthen links with relevant advocacy bodies 	
3. Value diversity and inclusion	<ul style="list-style-type: none"> Actively encourage participation by people from culturally and linguistically diverse backgrounds Actively encourage participation by people with disabilities Provide culturally appropriate programs/activities 	

Priority 3: Working in partnerships – over the next two years		
Strategy	Action	Responsibility
1. Increase levels of partnership between other centres in the Upper Murray Regional Neighbourhood House Network	<ul style="list-style-type: none"> Identify appropriate programs and services where partnerships will strengthen Seek opportunities for planning and annual joint projects Maintain liaison between centres/houses Conduct regular information exchange of centre/house programs at quarterly network meetings 	
2. Increase links between the centre and external agencies and businesses	<ul style="list-style-type: none"> Identify advocates outside centre Identify potential partnerships in response to needs or service gaps Seek external funding for service gaps from outside sources through submissions and meeting with potential funding bodies 	
3. Encourage volunteerism	<ul style="list-style-type: none"> Promote the benefits of volunteerism throughout the centre and in advertising Offer training in specific roles 	

Priority 4: Delivering innovative services – over the next two years		
Strategy	Action	Responsibility
1. Offer a broad range of accessible affordable high quality programs	<ul style="list-style-type: none"> Involve community members in the planning of programs and activities Ensure programs/activities are in response to community needs and are accessible to all community members Use the network to maximise use of the existing resources and partnerships, and avoid duplication 	
2. Promote equal access to centre facilities	<ul style="list-style-type: none"> Support other community organisations by providing resources, such as skills, technology, information and use of facilities Maintain a fair and equitable booking system 	
3. Assess the effectiveness of our service	<ul style="list-style-type: none"> Evaluate the level of community satisfaction with services offered by centres and houses using annual satisfaction surveys Collect data around the effectiveness of programs and activities as they are completed 	