



# Strategic Plan

## Our Vision

To be a Community Centre where cultural differences are celebrated, a place where people can come together to feel safe, engage, learn, laugh and make friends.

## Our Mission

Our Mission is to promote and encourage inclusive activities that support and address the education, employment, welfare, social, cultural and recreational needs of the community.



## Core values

- **Respect:** Treat everyone with dignity and compassion.
- **Inclusiveness:** Welcome, value and involve all members of the community.
- **Collaboration:** Work together as a team, to create a business with a heart, drawing on diverse strengths
- **Accountability:** Creating a culture of accountability towards the Centre and the environment.

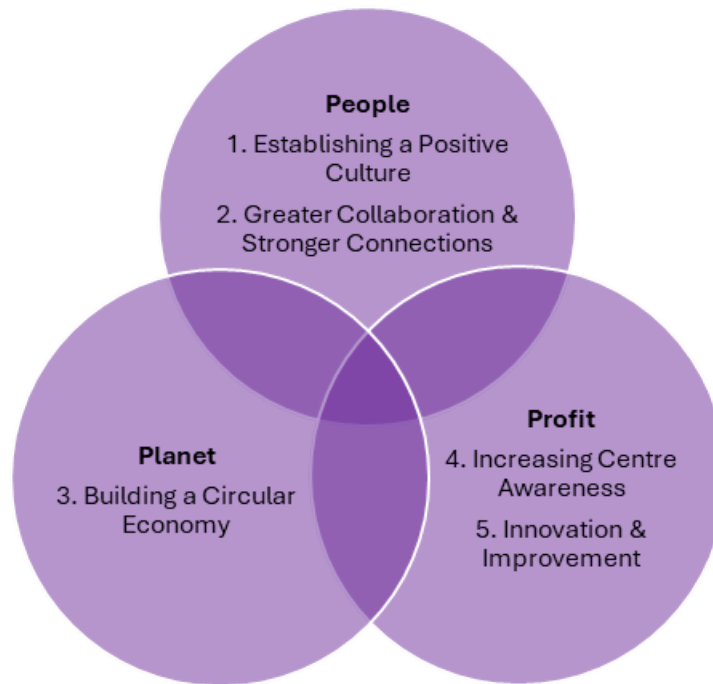
## Strategic Objectives

Our Strategic Objectives are built around the 'Triple Bottom Line' framework. It is a transformation framework to help MPLCC move toward a regenerative and more sustainable future.

By focusing on People, the Planet and Profit as a whole, it enables MPLCC to account for the full cost of doing business thus enabling long-term success. Building our Strategic Objectives around the 'Triple Bottom Line' framework will enable the evaluation of overall Centre performance leading towards the achievement of strategic goals within the allocated timeframes.



# Strategic Objectives



	Value	Goal
<b>People</b>	Creating value for all stakeholders impacted by business decisions, including customers, employees, and community members.	<p>Establishing a Positive Workplace Culture</p> <p>Greater Collaboration and Stronger Connections</p>
<b>Planet</b>	Creating value by adopting environmentally sustainable practices.	Building a Circular Economy
<b>Profit</b>	Creating value by focusing on developing programs, projects and activities that the community demands through continuous improvement	<p>Increasing Awareness of the Centre</p> <p>Innovation and Continuous Improvement for Financial Viability</p>

## Strategic Objectives in Detail

### Objective 1- Establishing a Positive Workplace Culture and High Standards of Governance

- Ensuring mechanisms in place to recruit reward and maintain high-performing staff
- Protecting and promoting mental health in the workplace as guided by the World Health Organisation
- Reducing conflict and improving staff retention
- Creating equal and inclusive employment opportunities
- Performance Management to increase engagement, regular training and professional development, encouraging 360-degree feedback
- Creating a safe environment free of risks and hazards
- EAP – employee assistance programs
- Open door policy
- Effective communication
- Encourage more volunteering programs
- Give employees a voice – regular goal checks
- Developing better processes to meet obligations of the Centre Constitution together with practices of good governance through policies and procedures that are reviewed and updated
- Enhance the skill set of the Committee by active participation in relevant training opportunities
- Regularly review the implementation of strategic plan and direction

### Objective 2- Greater Collaboration and Stronger Connections

- Outreach programs – taking our services to the community
- Successful partnerships with local schools, places of worship, age care centres
- Build Community spirit through engagement, social, well-being, education and employment
- Strengthening current partnerships
- Foodbank or similar programs to combat the cost of living crisis within the community
- Counselling services on-premises

## Strategic Objectives in Detail

### Objective 3 - Building a Circular Economy

- Ethically sourced materials
- Locally grown produce – farmer’s markets
- Reduce, reuse, recycle
- Going digital and working towards a paperless future
- Incorporate a more comprehensive sustainability program within the Children’s Services and ACFE training department

### Objective 4- Increasing Awareness of the Centre

- Marketing and Advertising
- Conducting regular needs analysis
- Surveys and feedback to be proactive in the development of new programs while improving our current offerings
- Improving the Centre’s infrastructure to increase external hires

### Objective 5 - Innovation and Continuous Improvement for Financial Viability

- Creating new and diverse programs to meet Community demands and possibly leading them towards better employment eg. Hospitality taster courses, short courses conducted after Business working hours, longer childcare hours, diverse school holiday programs
- Identifying new opportunities for collaboration and funding
- Ensuring appropriate software and technology to increase business performance
- Diversify income sources to achieve financial goals