

Puckapunyal and District Neighbourhood Centre (PDNC)

Strategic Plan 2019 – 2021

Introduction:

This DRAFT Plan was developed at a workshop held at the Seymour Club on Saturday March 16, 2019.

In attendance were:

PDNC Committee of Management members and staff.

Erin Gillies– President

Shantelle Landel– Vice President

Kali Brown - Treasurer

Marlien Visser

Megan Young

Natalie Marini

Jaime Farrell

Deb Kaak - PDNC Manager

Paul Sladdin - GNEACC Networker

Discussion commenced with a SWOT analysis and responses to the following questions:

- What important changes have occurred since the last plan was developed?
- What are we great at?

An assessment of the 'Purposes' of the Association was undertaken. The consensus of the attendees was that the 'Purposes' remained relevant with minor alterations to correct grammar only required.

SWOT ANALYSIS

An analysis was undertaken of the strengths, weakness, opportunities and threats facing the organisation.

Strengths	Weaknesses
<ul style="list-style-type: none">• Strong and positive Committee of Management• Acknowledging volunteers• Responsive to feedback• Event management and promotion• Welcoming and supportive environment• Inclusiveness• Diversity of programs• Customer service• Teamwork	<ul style="list-style-type: none">• Long term planning• Access to Premises (location in Army base)• Volunteer recruitment (non-Committee)• Transient community• Lack of programs for Youth• Policy/Procedures/Documents maintenance
Opportunities	Threats

<ul style="list-style-type: none">• Online portal for Committee members• Collaboration/networking with wider community and local businesses• Upgraded premises• Transient community – fresh ideas• Increased Defence funding• Expanded skills development offerings• Research• Improved organisational/procedural manuals	<ul style="list-style-type: none">• Perceived assumptions of location• Lack of volunteer commitment• Negative experiences/opinions of previous members• Breaches of confidentiality
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What important changes have occurred since the last plan was developed?

- Improved communication and promotion
- Defined COM roles
- Improved payment process
- Increased membership
- Increased volunteer involvement
- Increased range of programs
- Op Shop revamped

What we are great at

- Including and engaging the community
- Providing a welcoming and inclusive environment
- Children's programs
- Events: planning/management/staging
- Promotion
- Diverse programs and opportunities

Vision

You belong here

Mission

To nurture a supported and connected community that reduces the effects of transience and isolation by providing opportunities to participate in a diverse range of activities

Goals

1. Provide a welcoming, caring and inclusive environment.
2. Encourage community ownership and participation.
3. Empower the individual and advocate for the community.
4. Provide and support a diverse range of community opportunities.

Strategies Responsibility

1. Provide a welcoming, caring and inclusive environment **(Staff and COM)**
 - i. Maintain a welcoming, caring and inclusive environment
 - ii. Update signage to clearly define purpose of each building
 - iii. Advocate for timely upgrade of community facilities
 - iv. Promote and advertise programs via mixed media
 - v. Provision of welcome packs
 - vi. Respond to feedback
 - vii. Act with care, skill and diligence
 - viii. Provision of a respectable and compliant workplace
2. Encourage community ownership and participation **(COM and staff)**
 - i. Active involvement of COM in programs and activities
 - ii. Be transparent in COM meetings and decisions
 - iii. Constant promotion and advertising
 - iv. Extend invitations and community outreach
 - v. Utilise the skills of the community
 - vi. Conduct COM annual performance review
 - vii. Review COM Induction Process
3. Empower the individual and advocate for the community **(COM and Staff)**

- i. Networking with other organisations
- ii. Representation on wider community groups
- iii. Maintaining positive relationships with BSM and SADFO
- iv. Actively listen to people to identify their needs and refer them to the relevant resources where necessary
- v. Maintain membership of MSC Neighbourhood House Cluster
- vi. Create sponsorship and promotional opportunities with local businesses
- vii. Maintain register of local referral services
- viii. Providing programs which encourage friendship networks
- ix. Encourage positive promotion of PMA

4. Provide and support a diverse range of community opportunities (Staff and COM)

- i. Provision of annual, welcome and regular events
- ii. Conduct annual survey
- iii. Regularly review programs including financial impact
- iv. Varied offerings of programs and flexibility
- v. Maintain adequate budget for programs
- vi. Maximise grant opportunities
- vii. Professional development for staff, volunteers and COM
- viii. Implement revised Childcare Subsidy program

GLOSSARY

PDNC: Puckapunyal and District Neighbourhood Centre

PMA: Puckapunyal Military Area

COM: Committee of Management

BSM: Base Services Manager

SADFO: Senior Australian/Army Defence Force Officer

DHHS: Department of Health and Human Services

DCO: Defence Community Organization

GNEACC: Goulburn North Eastern Association of Community Centres

NHVic: Neighbourhood Houses Victoria