

## Our Future Directions

<p><b>Aim</b></p>	<p><b>Objective</b></p>	<p><b>Strategies</b></p>
<p><i>Partnerships and Collaborations</i></p>	<p>Identify regional needs and work with other services and organisations to develop and implement strategies to address them</p> <p>Increase usage by other services</p> <p>Increase income by encouraging room rental</p> <p>Maintain current partnerships and seek new partners or collaborators</p>	<ul style="list-style-type: none"> <li>❖ Cross sell our services to clients</li> <li>❖ Increase awareness of services being offered at the Centre by encouraging visiting services to hold information sessions</li> <li>❖ Promote availability of rooms and facilities through a wide variety of media</li> <li>❖ Seek a financial counsellor to provide service from the Centre</li> <li>❖ Facilitate the Southern Interagency and Health Watch</li> <li>❖ Hold a minimum of four events per year e.g. AntiPoverty event, Volunteer Awards</li> <li>❖ Offer a range of lifestyle and educational workshops</li> </ul>
<p><b>Aim</b></p>	<p><b>Objective</b></p>	<p><b>Strategies</b></p>
<p><i>IT Services</i></p>	<p>Offer online application support service</p> <p>Offer email and scanning service</p> <p>Promote CRC through online marketing (social media, newsletter etc)</p> <p>Use IT for systemic advocacy and lobbying</p>	<ul style="list-style-type: none"> <li>❖ Upskill Volunteers to assist with online applications</li> <li>❖ Hold regular IT training and information sessions</li> <li>❖ Apply for more IT resources</li> <li>❖ Prepare online funding submissions and reports</li> </ul>

<b>Aim</b>	<b>Objective</b>	<b>Strategies</b>
<i>Students and volunteers</i>	<p>Maintain optimum level of volunteers</p> <p>Research and identify current and emerging needs, and provide services needed by local community</p> <p>Support and encourage new entrants into the industry locally</p>	<ul style="list-style-type: none"> <li>❖ Establish relationships with educational institutions (TAFE and UOW)</li> <li>❖ Provide projects and supervision for student placements</li> <li>❖ Promote services and activities</li> <li>❖ Maintain an open and welcoming environment</li> <li>❖ Reward effort (intrinsic and extrinsic rewards)</li> <li>❖ Consult with community to identify needs.</li> <li>❖ Develop appropriate services</li> </ul>

<b>Aim</b>	<b>Objective</b>	<b>Strategies</b>
<i>Securing our Future</i>	<p>Be governed by a Board which represents the community and drives the strategic direction of the organisation</p> <p>Have an operational structure and internal systems which are sustainable, incorporate best practice, and are consistent with our values.</p> <p>Seek opportunities for positive organisational change.</p>	<ul style="list-style-type: none"> <li>• Review Board composition, diversity and competencies</li> <li>• Board to focus on monitoring of strategic plan</li> <li>• Implementation of appropriate policies and procedures</li> <li>• Seek opportunities for upskilling staff and Board members</li> </ul>