



# Vermont South Neighbourhood House Strategic Plan 2024-2028



## Our vision

A community where all people belong.



## Our mission

We are an inclusive hub that engages the community in opportunities to connect and improve wellbeing.



## Our values

- Collaboration
- Optimism
- Inclusive
- Responsive
- Dynamic

**Collaboration.** We actively work in partnerships and build relationships to increase opportunities for our community.

**Optimism.** We foster a sense of hope and confidence about the future.

**Inclusive.** We consider the needs of all people and ensure that our programs and services are inclusive for all.

**Responsive.** We identify the needs of our community and ensure our programs and services respond to those needs.

**Dynamic.** We have a positive attitude, encouraging our team to be creative and innovative with ideas, programming and problem solving.

We support Whitehorse City Council's objectives for the community:



Accessing skills and education



Diverse, creative and inclusive



Empowered and collaborative



Safe and healthy



## PARTNERSHIPS AND NETWORKING

**Build and strengthen mutually beneficial relationships which enhance programs, services and activities, and add value to our community.**

### Strategies:

- Identify resources through networking and partnerships to increase participation of our diverse communities.
- Strengthen relationships and collaboration with local community organisations, businesses and services and look for opportunities for mutual growth and development.
- Explore opportunities to partner with local businesses/employers and employment agencies to support Learn Local (ACFE) program delivery.
- Actively network both formally and informally.



## COMMUNITY AWARENESS AND PARTICIPATION

**Build a strong and positive profile in the local community through implementation of a broad range of strategies.**

### Strategies:

- Provide opportunities for people to volunteer.
- Launch a strategic marketing plan.
- Develop an event schedule to raise community awareness and attract new people to the House.
- Reposition the House as a community gathering place.



## PROGRAMS, SERVICES AND ACCESSIBILITY

**Offer accessible programs, activities, services and facilities in response to identified community need.**

### Strategies:

- Explore and implement new ideas and innovations to respond to community need.
- Explore the business case and community need for alternative opening hours and delivery methods.
- Review current pre-accredited training.
- Identify grant opportunities that align with future direction.
- Determine the future of the café (viability and model).
- Translate key program and event material.
- Provide language specific programs.
- Advocate to Council to address accessibility issues.



## GOVERNANCE AND ADMINISTRATION

**Ensure efficient, effective and sustainable governance and administration of the House.**

- Align resources to future direction.
- Develop Board succession plan.
- Review Constitution.