



Vermont South
Neighbourhood House

STRATEGIC PLAN 2022 - 2024

Vision

A community where all people belong and thrive

Mission

VSNH is an inclusive hub that engages the community in social & learning opportunities that improve wellbeing

Values

- Collaboration
- Optimism
- Inclusive
- Life-Long Learning
- Equity

<p>1. Partnerships and Networking</p> <p><i>Goal – Build and strengthen relationships and partnerships which enhance our programs, services, activities and add value to our community</i></p>	<p>2. Community Awareness and Participation</p> <p><i>Goal – Continue to build a strong and positive profile in the local community through implementation of a broad range of strategies</i></p>
<p>Actions</p> <ul style="list-style-type: none"> Identify resources through networking and partnerships to increase participation of our CALD communities. Strengthen relationships with local community organisations and services (eg: local schools, M&CH, library, Lions Club etc), and look for opportunities to support each other’s growth and development. Explore opportunities to partner with local businesses/employers and Job Agencies to support Learn Local (ACFE) program delivery. Actively network - formally and informally 	<p>Actions</p> <ul style="list-style-type: none"> Rebrand as Vermont South Neighbourhood House Develop and implement House Membership strategy Build our volunteer base - exploring and creating opportunities that build on skills and talents of community members Develop and implement a marketing strategy that utilises a range of platforms and approaches (new signage, social media, open days etc) Develop an event schedule to attract new people to the House and raise community awareness Promoting and increasing awareness and patronage of the Café and catering business
<p>3. Programs, Services and Accessibility</p> <p><i>Goal – Offer a broad and targeted range of accessible programs, activities, services and facilities</i></p>	<p>4. Governance and Administration</p> <p><i>Goal – To ensure efficient, effective and sustainable governance and administration of the House</i></p>
<p>Actions</p> <ul style="list-style-type: none"> Identify program gaps (which are not being catered for currently) through consultation with community and service providers, and identify the target groups that we want to engage with. Research and explore new ideas/innovations to respond to community need, including social, support groups and activities, FFS and LL (pre-accredited) programs. Explore the business case & community need for alternative opening hours and delivery methods. Review current pre-accredited training offerings with a focus on community need and the specific challenges being experienced by the sector at this time. Further develop and implement sustainable practices through all House activities and our facilities/environment. 	<p>Actions</p> <ul style="list-style-type: none"> Explore other sources of revenue and investment strategies to support ongoing financial viability. Further refine the CMS system. Actively manage ICT systems and processes to reduce any potential cyber threat risks and maintain data privacy. Professional development is provided for staff and Board to optimise potential of individuals and the team. Explore the registration of the Café as a social enterprise, as well as other relevant accreditations for the House. Stay actively relevant through regular conversations about the local community at Board and staff meetings.

PARTNERS

Local community
City of Whitehorse
Department of Education – Learn Local (ACFE)
Department of Families, Fairness & Housing
Mitcham CH, Avenue NH, Clota Cottage NH