



STRATEGIC PLAN

2016-2020

Woden Community Service acknowledges the Ngunnawal people as the traditional owners of this land and their continuing connection to land and community. We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land. We pay our respects to their cultures, ancestors and elders past, present and future.

OUR VISION

*A Vibrant and
Connected
Community*

OUR PURPOSE

*Working Together,
Enriching Lives*

OUR VALUES



COMMUNITY

We create connections within a diverse community and opportunities for people to engage in meaningful roles. We will continue to work towards reconciliation with Aboriginal and Torres Strait Islander peoples.



HOPE

We welcome, we listen, we value people's stories, we support people to build goals for their future, and we offer services based on respect, acceptance and choice.



INTEGRITY

We work together, we are accountable and professional and we partner with others to develop and provide high quality, innovative services



RESPONSIVENESS

We actively engage with individuals, our community and our sector. We respond to critical events to maintain resilient communities.

THE WODEN COMMUNITY SERVICE STORY

Woden Community Service (WCS) has been true to its mission and purpose since it was established in 1969. Our values of hope, community, integrity and responsiveness continue to form the cornerstone of each and every service we provide – from child care to working with seniors. We have a strong, respectful service intention that offers flexibility and choice to people across the ACT and we work with stakeholders to build a vibrant and connected community.

WCS commenced as a small volunteer collective to assist young families moving into what was then a greenfield residential area. Our founders understood the importance of building strong resilient communities through the services we provide.

We offer our service users **hope and support** through the way we engage and listen to what they want in their lives and how we can assist them to achieve it. This can be seen in our Children's Programs where we listen to the individual interests and concerns of children and parents and build our services based on their needs and wants for the future.

WCS is committed to **building stronger communities and creating connections** for people who may not be well connected and are seeking purposeful and valued roles in our community. We do this through our work with people, organisations and government for example our history in running community events in partnership such as the Woden Valley Festival, Lift Off Youth Music Festival and the Annual Easter Egg Hunt

We believe that **reconciliation with Aboriginal and Torres Strait Islander people** is vitally important to a healthy community, particularly in redressing the disadvantage that they have experienced through colonisation. We partner with other organisations to create opportunities for reconciliation in the community through our Reconciliation Action Plan and recognition of important events.

We practice **integrity** in all aspects of our work in providing quality services and outcomes for people. Reliability, honesty, transparency and collaboration are components of this value that define who we are and what we do. This can be seen in our open partnership with other organisation's and government and through our internal accountability and governance.

WCS is **responsive** to the crises within the ACT community. We recognize what needs to be done and step forward to respond to any emergency. We were a key partner in the recovery efforts of the 2003 bushfires and have also been working with people affected by the Mr Fluffy loose-fill asbestos in the ACT.

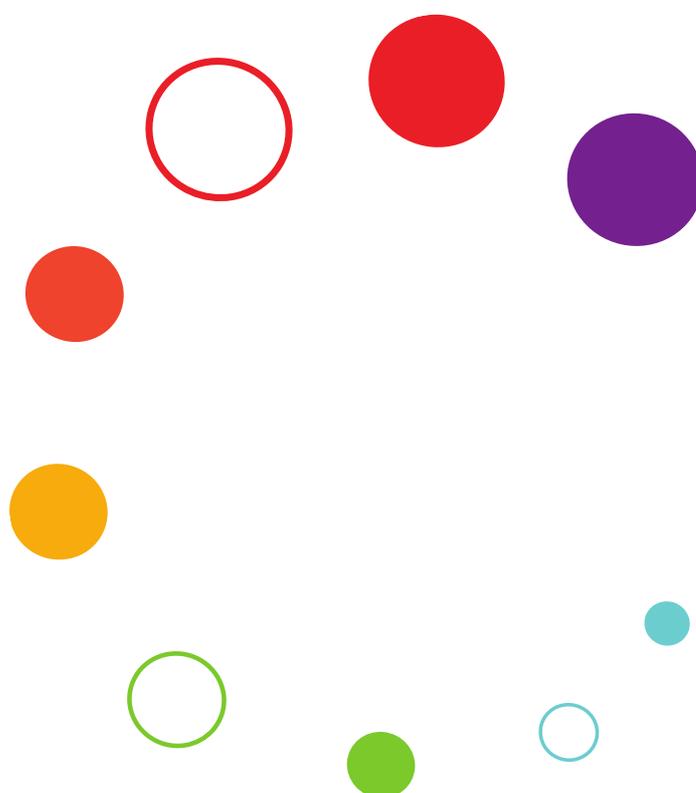
Our future is built on our history, our values and the key role we play in our community to enrich lives. We are well placed to thrive in the challenging environment ahead and we recognize the importance of our staff, community and partners in our continuing success for the future.

STRATEGIC GOALS

Strategic Goal	Indicators of success
1. Striving for Excellence in Service	
1.1 Exceed relevant professional and WCS standards for staff and service delivery 1.2 Design and deliver services that offer flexibility and choice for service users	1.1 All professional standards met and accreditation maintained 1.2 High levels of service satisfaction achieved
2. Partnering With Our Community	
2.1 Maintain relevance and responsiveness to our community through service integration and collaboration 2.2 Recognition of WCS's service offer 2.3 Identifying service gaps in the community and creating service responses	2.1 WCS participation in key community groups and fora 2.2 Increased enquiries for WCS services 2.3 Develop and deliver innovative responses to service gaps
3. A Sustainable and Agile Organisation	
3.1 Develop a workforce that has capability and capacity to respond to change 3.2 Operate in a financially sustainable manner 3.3 Committed to engage staff in continuous improvement activities 3.4 Providing staff with professional and personal development opportunities	3.1 Leadership capabilities and staff development enhanced across the organisation 3.2 Financial management and monitoring underpin WCS's corporate support 3.3 Efficiencies created through continual improvement 3.4 Committed to have a sustainable design that responds to identified service need

STRATEGIC GOALS (cont'd)

Strategic Goal	Indicators of success
4. Sound Governance	
<p>4.1 Sustainable organisational design and structures</p> <p>4.2 Actively engage the Board in accountable and responsible governance of the organisation</p> <p>4.3 Demonstrate leadership by working together to develop and implement service initiatives</p>	<p>4.1 WCS leaders are engaged in monitoring and reviewing the effectiveness of the organisational structure</p> <p>4.1.1 WCS leaders maintain their active involvement in the Leadership Forum</p> <p>4.2 Board members are involved in decisions regarding viability and WCS's future strategic direction</p> <p>4.3 Board effectively evaluates service initiatives and organisational development</p>



SERVICE PRIORITIES

Woden Community Service is committed to providing high quality professional services. To do this WCS focuses on service areas where *our strengths* can best meet the needs of the individuals, families and the communities we serve.

Mental Health and Housing

Mental Health and Housing delivers recovery-based services, supporting people to regain and develop skills, build greater self-confidence, make positive connections in the community, and to have enhanced capacity to obtain and sustain tenancies.

Service priorities

- Support the use of a clear practice framework across all WCS mental health services, incorporating recovery and evidence based practice.
- Build on the quality of our services and ability to change lives, by developing our workforce, including a peer workforce.
- Cultivate research opportunities and build our knowledge of community mental health and tenancy practice to inform expansion and development of our services.

Social Inclusion

Social Inclusion delivers a wide range of services to a diverse cohort including older people, people with disabilities and the CALD community, all aimed at supporting an individual's ongoing and meaningful participation in their community.

Service priorities

- Implement the NDIS and aged care sector reform across services using a considered and planned approach.
- Enhance our service delivery through development of a flexible, highly trained and motivated work force with a focus on continuous improvement and innovation.
- Build operational and strategic networks and alliances to identify opportunities for people accessing services supporting newly arrived migrants and people living with multiple disadvantages.

Children, Youth and Family

Children, Youth and Family Services provide recreational and educational services for children, and engaging young people and families to build connections in the community and enrich their lives.

Service priorities

- Work with families and children to build resilience and successful family and community relationships (CYFS)
- Assist children and families through caring and supportive staff who follow National Quality Framework (NQF)
- Connect families with the necessary supports and information within WCS to build their strengths.

Corporate Support

Corporate Support partners with WCS leadership teams to enable the efficient and effective delivery of services through the provision of specialised knowledge, practices, tools and systems covering Finance, ICT, People & Culture, Marketing & Communications and Quality.

Service priorities

The following priorities are to support WCS achieve its strategic plan and key business objectives:

- A fully integrated IT business system.
- A high performance culture to ensure we remain agile, responsive and sustainable.
- Proactive quality, safety and risk management practices to ensure continual improvement across the organisation.
- A strategic marketing and communications foundation.

