Our Strategic Plan
2015 - 2018

Our Vision:
Vibrant communities that value learning.

Our Core Purpose:
The Centre builds capability and resilience in individuals and communities at a local level through participation, learning, connections and pathways.

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We will behave with respect towards ourselves, the organisation and others working with us.
We will be accountable by doing what we say we will do.
We are committed to excellence and efficiency in everything we do.
We will provide a safe environment that values diversity and supports innovation and creativity.
We will work collaboratively to strengthen individuals and our communities.

Our Strategic Pillars:
To achieve our core purpose, we must be a strong organisation delivering services to the best possible standard.
In achieving this, we will generate resources that we will purposefully deploy towards achieving our Vision.

We therefore have three strategic pillars to focus our activities.

1. Organisational Strength
The people representing The Centre will build and maintain culture, processes and resources to deliver excellent outcomes for our stakeholders.
We need to achieve this in order to establish a secure, confident foundation from which to deliver services to the communities we serve. Therefore we will:
1. achieve a positive financial result in each year, which will build our cash reserves through a combination of productivity and revenue growth strategies
2. systematically recognise, understand and manage organisational risks according to our agreed risk appetite
3. support sound governance systems and practices to ensure the Board is appropriately informed, skilled and active in setting the strategic direction for the organisation, and is able to measure achievement of our Vision
4. actively seek diversified sources of revenue using sound risk management and due diligence to proactively assess suitability of the opportunity
5. always endeavour to get our quality and compliance requirements right the first time, striving for accuracy and efficiency in everything we do
6. ensure that we have people with the right capability in the right positions who can efficiently and ably carry out their roles, and bring an innovative mindset to the operations and outcomes of our organisation
7. ensure our people meet our regulatory and compliance requirements in the course of their work at all times so that we will be assessed and regarded as a 'high performing provider' by our funding and accreditation bodies
8. establish an inclusive culture that engages all our people and our stakeholders, and where all staff, departments and divisions openly collaborate and work together to achieve positive organisational and stakeholder outcomes
9. establish and implement a community engagement plan that ensures that we continually understand our customer and community needs so that we can respond with appropriate products and services
10. establish and maintain robust intelligence gathering systems that support the Board of Governance and senior management to accurately monitor performance, and enable good decision making and evidence-based forecasts and projections to measure performance
11. promote and support our reputation in our communities by visibly living our values
12. actively maintain our infrastructure and physical resources so that they are fit-for-purpose, and meet our operational, regulatory and legal requirements.

2. Service Approach
We will provide innovative and responsive, person-centred services that meet stakeholder needs and expectations.
In order to do this, we will:
1. understand our individual customer’s needs so that appropriate and timely support can be provided to help them achieve their goals
2. implement initiatives that enable access to our programs by people who may have barriers to participation
3. measure the impact our programs have on changing our customers’ lives, and analyse this information to adjust and improve our programs
4. establish systems and practices that build and enrich our relationships with our existing and potential customers
5. seek opportunities to benchmark our performance and services to maintain best practice standards
6. identify, explore and assess opportunities for growth using a decision-making framework that includes appropriate assessment of alignment with the organisation’s direction, capacity and capability, as well as associated risks
7. develop products and services that use our resources effectively and efficiently without compromising quality, and ensures that they are tailored to our customers’ needs
8. build the brand and educate the market place about the organisation and its products and services through coordinated marketing and promotional initiatives
9. share opportunities and provide integrated and holistic customer solutions that involve various delivery areas across the organisation as necessary
10. establish healthy relationships, partnerships and networks to support enhanced development and delivery of our services
11. adopt systems and practices that support continuous improvement of our products and services.

3. Enterprise and Growth
The Centre generates resources that it invests in empowering our communities to be vibrant and value learning.
We will utilise our human and financial reserves to:
1. establish, support and maintain initiatives that contribute to building community capability and resilience
2. actively participate in leadership and advocacy for the development and growth of the sectors within which we operate
3. expand our reach through collaborative relationships with other organisations in other sectors and/or in other geographic locations
4. establish relationships and partnerships with philanthropic and corporate entities to support community-building enterprises
5. explore opportunities for mergers, acquisitions, collaboration and sharing of resources that are linked to achieving our Vision and align with our Values.

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