



North Ringwood Community House Inc

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Strategic Plan 2021-2023

VISION

An engaging, supportive and responsive Community House

MISSION

North Ringwood Community House Inc provides a welcoming and inclusive environment creating opportunities for lifelong learning and social connection

VALUES

Respect: Practising the values of openness and tolerance

Inclusivity: Welcoming and accessible to all individuals

Commitment: Understanding and responding to the needs of the community

Encouragement: Providing support in a friendly environment

PURPOSES

1. North Ringwood Community House Inc is a Registered Training Organisation whose primary purpose is to provide vocational education to the local community.
2. To bring diverse group of people together to connect, learn and contribute to their local community through vocational, social, educational and recreational activities.

OUR CHALLENGE

Responding to community needs by continuing to create opportunities for individuals and groups to enrich their lives through connections, strengthening networks and building social capital whilst competing with TAFE's and private RTO's

If we aim to:	By:	This will result in:	Which will lead to:
Improve program and service delivery	Continuing to offer accessible and high quality programs and services	Increased community engagement and satisfaction	Increased publicity resulting in increased enrolments and funding, leading to sustainability
Become a larger presence in North Ringwood and surrounding areas	Offering diverse programs and investing resources in marketing	More community members being aware of the services and programs offered	Further community engagement leading to program development
Diversify and grow the membership base and encourage people to join the Board of Governance	Investing more resources in supporting and growing the membership base	A larger and more skill diverse membership base	Members taking more active roles, including joining the Board and engaging in volunteer activities

THIS WILL CONTRIBUTE TO:

North Ringwood Community House Inc being an engaging, supportive and responsive community house creating opportunities for lifelong learning and social connection

Strategic measures

THEME: **Operational**

OBJECTIVE 1: **Improve program and service delivery**

STRATEGIES	TARGETS	MEASURES
1.1 Conduct research to ascertain current participant and wider community needs	<ul style="list-style-type: none"> Participant and community feedback collected from a variety of platforms 	<ul style="list-style-type: none"> Collation of feedback annually Increased participation in courses offered
1.2 Comply with funding requirements from Department of Education and Training, Department of Health and Human Services and Maroondah City Council	<ul style="list-style-type: none"> Compliance obligations met for funding targets with relevant government agencies 	<ul style="list-style-type: none"> Consistent funding levels from funding bodies maintained and/or increased
1.3 Undertake internal audits per Department of Education & Training – Skills First, Victorian Registration & Qualifications Authority, Australian Skills Quality Authority & Adult, Community & Further Education	<ul style="list-style-type: none"> Internal audits completed and reported to the Board of Governance 	<ul style="list-style-type: none"> All external audits successful, ensuring continued high quality service provision and funding
1.4 Provide currency of training to all permanent staff	<ul style="list-style-type: none"> Permanent staff engage in at least two professional development activities each year, documented in their professional development log 	<ul style="list-style-type: none"> All permanent staff have up to date skills and are confident to fulfil their roles within the organisation

Strategic measures

THEME: **Operational**

OBJECTIVE 2: **Become a larger presence in North Ringwood and surrounding areas**

STRATEGIES	MEASURES	TARGETS
2.1 Regularly maintain all marketing platforms	<ul style="list-style-type: none"> • Updated content on the webpage, Facebook page, Instagram account and email distribution lists • Distribution of brochures to the wider community 	<ul style="list-style-type: none"> • Brochures distributed as needed • Social media and web platforms updated with new content
2.2 Participate in joint initiatives with other organisations	<ul style="list-style-type: none"> • CEO, permanent staff and Board engagement in network meetings and joint initiatives 	<ul style="list-style-type: none"> • Sustained involvement in networks and initiatives
2.3 Attend community events to promote programs and services	<ul style="list-style-type: none"> • Volunteer attendance at wider community events 	<ul style="list-style-type: none"> • Attend the Maroondah Festival and Maroondah Seniors Week events annually • Participate in at least one other community event annually

Strategic measures

THEME: **Governance**

OBJECTIVE 3: **Diversify and grow the membership base and encourage people to join the Board of Governance**

STRATEGIES	MEASURES	TARGETS
3.1 Review current membership incentives	<ul style="list-style-type: none"> • Membership incentives on Board agenda • New membership forms developed and distributed • Community and member consultation and engagement 	<ul style="list-style-type: none"> • Increase membership to 50 by the 2023 AGM
3.2 Communicate regularly with members	<ul style="list-style-type: none"> • Appoint a membership engagement coordinator • Feedback sought from members and shared with the Board 	<ul style="list-style-type: none"> • Communicate on a regular basis via phone/email or newsletter • Marketing plan to be reviewed every two years (per Board calendar)
3.3 Facilitate events for members, and the community to encourage membership	<ul style="list-style-type: none"> • Membership and community events organised • Strong attendance at events • Feedback gathered and reported to the Board 	<ul style="list-style-type: none"> • At least two events held annually • Increase of two new members per event
3.4 Encourage nominations for the Board of Governance	<ul style="list-style-type: none"> • More nominations received from members wishing to join the Board 	<ul style="list-style-type: none"> • One new nomination to join the Board received annually
3.5 Provide support and training to all members of the Board	<ul style="list-style-type: none"> • Skills audit of Board members conducted annually • Appropriate training identified and attended • A culture of transparency and support between Board members and the CEO 	<ul style="list-style-type: none"> • All Board members to attend training as identified to meet Board skill deficit • Retention of Board members

Board of Governance Members

Position	Name
Chairperson	Julie Reid
Secretary	Anna Ballinger
Treasurer	Yeo Jin Song
General Member	Eileen Hurley
General Member	Pat King
Associate Member/CEO	Helen Ferguson

Current as of 1 December 2020