

Strategic plan 2016-2018



GYMEA
COMMUNITY AID
& INFORMATION SERVICE

July 2016

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MESSAGE FROM THE PRESIDENT

Leading up to our decision to remain an independent community centre, a full review of Gymea Community Aid & Information Service (GCAIS) was undertaken in 2015. Whilst we felt our community would be best served if we retained our current status, operationally we recognised the need for improvements.

We have already completed a number of these actions. We have appointed a General Manager in Jan Samuels and undertaken an IT upgrade with the dedicated support and time given to us by Management Committee member Raj Asawa and volunteer Christine May. A number of our staff also spent a large amount of additional hours on this project. We believe by executing the plans and actions listed, we will be a more robust organisation, aligned to our community's needs by being agile and flexible in how we bring self-reliance, dignity and wellbeing to people's lives.

I appreciate the efforts of all those involved in creating the strategic plan and our new Vision, Mission and Purpose statements. We are now tasked to complete these actions, achieve our goals and ensure the sustainability of our services and organisation for our clients.

Joanne Cracknell
President

Acknowledgements

This strategic plan has been a collaborative effort between the Management Committee and staff and I would like to thank the following for contributing to our future direction:

Management Committee

Helen Schuler
Raj Asawa
Lisa Conyers
Allison Scheffer
Peter Eaton
Joanne Cracknell

Staff contributors

Jan Samuels
Jenny Grey
Angela Roberto
Vera Au

About GCAIS

About us

Our Centre was established in 1975 when a group of residents formalised the neighbourly help that they were giving to one another and formed the Gray's Point Community Aid & Information Service. In 1987 the organisation was incorporated as Gymea Community Aid & Information Service (GCAIS).

Our services include:

- ▶ Migrant and settlement services
- ▶ Social activities and personalised assistance for older people
- ▶ Community activities and community development
- ▶ Information resources for all members of the community.

GCAIS receives funding from federal, state and local government agencies, including the Department of Social Services, the Department of Health and Sutherland Shire Council.

As a public benevolent institution, donations to GCAIS are fully tax deductible, and we gratefully acknowledge all our donors and supporters.

Vision

To be a dynamic community force in bringing self-reliance, dignity and wellbeing to people's lives

Mission

At Gymea Community Aid & Information Service, we are uniquely positioned to build the aspirations of individuals and families to achieve inclusiveness, independence and participation in the community while recognising diversity and desire for well-being.

Our long standing presence in Sutherland Shire draws on both staff and volunteers to provide information and associated support services to the general community, our ageing members and people from culturally diverse backgrounds.

Through social groups, planned programs and activities, we strengthen and promote individuals' self-determination, enriching the broader community.

Purpose

To achieve inclusiveness, independence and participation.

STRATEGIC THEMES 2016-2018

1. People and Culture

Objectives

- Providing leadership and direction to all staff and volunteers
- Maximising and leveraging the skills and capabilities of the organisation to provide value services and programs to our community.

Key Result Areas

1. Retention of newly appointed GM aligned to funding contracts through to June 2018
2. Evidence of active participation at forums and networks.
3. Increased services through Commonwealth Home Support Program (CHSP) and Migrant Services funding over the next three years
4. Evidence of collaborations through increase in grant/funding applications for GCAIS as a whole business.
5. Policies and procedures updated to reflect current information by June 2017

STRATEGIC THEMES 2016-2018

2. Funding and Growth

Objectives

- ❑ Developing business programs across all GCAIS services to investigate new opportunities for sponsorships, funding, grants and donations
- ❑ Identifying potential partnerships to grow our services
- ❑ Leveraging GCAIS's brand to increase range, quality and service delivery areas to allow GCAIS to compete in a rapidly changing environment

Key Result Areas

1. Achieve a sustainable and independent organisation
2. Increase revenue year on year through to 2018
3. Meet or exceed targets in existing funding programs
4. Increase the users and usage of our services year on year to 2018

STRATEGIC THEMES 2016-2018

3. Research and Analysis

Objective

- Identifying and engaging formal and informal research partners in order to align to the immediate and future needs of our Community.

Key Result Areas

1. Align services to the current and future needs of the community
2. A culture of continuous improvement through ongoing feedback
3. Community involvement in strategic plans

STRATEGIC THEMES 2016-2018

4. Programs

Objective

- Review and realign programs and services to the GCAIS vision and mission, and produce a relevant, well researched and structurally sound offering to our clients

Key Result Areas

1. High levels of community participation in research-based programs
2. All programs offered reflect the principles of self-determination and inclusiveness
3. Innovative programs, based on identified gaps in service delivery, offered to the community
4. Mutually beneficial program partnerships operating
5. Income and sustainability

STRATEGIC THEMES 2016-2018

5. Infrastructure and Reporting

Objective

- ❑ Consolidating and streamlining back office functions, reporting and IT resources to meet governance requirements and effectively manage relationships with our stakeholders.

Key Result Areas

1. Secure information accessible from anywhere and anytime
2. Gain accreditation to compete in key areas
3. Increase in productivity and efficiency
4. Elimination of duplication, redundant processes
5. Reduce operational costs
6. Full compliance
7. GCAIS has a reputation for excellent governance and compliance

FOR MORE INFORMATION

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