

Strategic Plan

2023
to
2027



Our Mission

what we do

Connecting the Community



Our Vision

what we want to be

Grovedale Neighbourhood House is a known welcoming place for all, where together we connect, share and build community. We thrive with the rich contribution of everyone.



Our Values

what guides the way we work



Community Inclusion

We celebrate diversity and foster a sense of belonging, unity and connection for all people.

Access & Equity

We promote fair, meaningful and equitable access for all people.

Kindness

We offer a caring, safe environment where everyone is treated with dignity and respect.

Strategic Priorities

what we will focus on



- Health and Wellbeing / Mental Health
- Social Connection / Overcoming Isolation
- Cultural Diversity
- Skills Training
- Community Safety
- Climate Change / Food Security

Our Strategic Objectives

what we will do



Key Result Area	What we will see	How we will get there	What we will do
<i>Place</i>	We are a welcoming place for all.	Create an environment where everyone feels welcome.	<ul style="list-style-type: none"> ▶ Ensure our physical environment is appealing and accessible to all. ▶ Provide all visitors with a positive customer experience.
<i>Profile</i>	We are recognised, valued and respected.	Raise our profile and reputation throughout the community.	<ul style="list-style-type: none"> ▶ Produce advertising that is diverse and targeted to maximise reach. ▶ Increase our external visibility at the Hub.
<i>People</i>	Our people are engaged, connected and supported.	Offer opportunities that facilitate meaningful contribution and personal development for our staff and volunteers.	<ul style="list-style-type: none"> ▶ Ensure our volunteers are recruited and supported through clearly defined processes. ▶ Provide staff and volunteers with adequate resources to foster connection, engagement and fulfilment.
<i>Programs</i>	Our programs and services are engaging and diverse.	Broaden the variety of activities offered to maximise participation and engagement.	<ul style="list-style-type: none"> ▶ Deliver programs and services that align with community need and participant engagement. ▶ Engage committed and appropriately skilled facilitators.
<i>Partnerships</i>	Our partnerships achieve mutually beneficial outcomes.	Embrace opportunities to partner with others to achieve our goals.	<ul style="list-style-type: none"> ▶ Build relationships with key strategic partners. ▶ Increase awareness of programs and services available to our community.
<i>Processes & Practices</i>	Our systems are efficient and effective.	Continuously improve our processes and practices to support excellent service delivery.	<ul style="list-style-type: none"> ▶ Establish internal processes and systems that are efficient and fit-for-purpose. ▶ Provide an operating model that is socially, financially and environmentally sustainable.

Acknowledgment of Country

Grovedale Neighbourhood House acknowledges the Wadawurrung People as the Traditional Owners of the Land, Waterways and Skies. We pay our respects to their Elders, past, present and emerging. We acknowledge all Aboriginal and Torres Strait Islander people who are part of our community.

Contact Us

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