

Strategic Plan 2024 to 2027



OUR MISSION

what we do

To provide inclusive social, cultural and educational experience for our community.

OUR VISION

what we want to be

Port Fairy Community House is known as a welcoming place for all, where together we connect, learn, share and build community.

OUR VALUES

what guides the way we work

- Respect, honesty, and accountability
- Creativity and innovation.
- Collaboration and inclusivity.
- Environmental responsibility.
- Individual and community wellbeing.

STRATEGIC PRIORITIES

what we will focus on

- Social inclusion and connection.
- Programs connected to current and emerging community needs.
- Diversity of participants, experiences and ideas.
- Sound governance and leadership.
- Financial and environmental sustainability.

Our Strategic Objectives



what we will do

Goals

Aims

Objectives

Key Result Area

What we will see

How we will get there

What will we do

Place

We are a welcoming and inclusive place for all.

Create an environment where everyone feels welcome.

- Ensure our physical environment is appealing and accessible to all
- Provide visitors with a positive customer experience.

Profile

We are recognised, valued and respected.

Raise our profile and reputation throughout the community.

- Produce advertising that is diverse and targeted to maximise reach.
- Increase awareness of programs and services availability to our community.

People

Our people are engaged, connected and supported.

Offer opportunities that facilitate meaningful contribution and personal and professional development for our staff and volunteers.

- Ensure our volunteers are recruited and supported through clearly defined processes.
- Provide staff and volunteers with adequate resources to foster connection, engagement and fulfilment.
- Foster a culture of leadership across the organisation.

Programs

Our programs and services are engaging and diverse.

Broaden the variety of activities offered to maximise participation and engagement.

- Deliver programs and services that align with community need and participant engagement.
- Engage committed and appropriately skilled facilitators.

Partnerships

Our partnerships achieve mutually beneficial outcomes.

Embrace opportunities to partner with others to achieve our goals.

- Build relationships with key strategic partners.
- Collaborate with others to leverage maximum resources and expertise.

Processes & Practices

Our systems are efficient and effective.

Continuously improve our processes and practices to support excellent service delivery.

- Ensure internal processes and systems that are efficient and fit for purpose.
- Ensure our operating model is socially, financially and environmentally responsible.