

Bayside Community Information and Support Service Inc

Strategic Plan 2018 - 2022

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1 Our Philosophy

1.1 Our Mission

To help our local community and its people

1.2 Our Purpose

To provide services and programs designed for assistance, participation, development, learning and enjoyment.

1.3 Our Values

We are:

<i>Impartial</i>	<i>We are non-judgemental, flexible and supportive</i>
<i>Respectful</i>	<i>We are respectful and listen to others</i>
<i>Accessible</i>	<i>We make ourselves available and offer support</i>
<i>Collaborative</i>	<i>We work with and develop local partnerships</i>

1.4 Our Business

Information and Advocacy	Family Counselling
Children's Programs & Activities	Casework
Emergency Relief	Volunteerism
Legal Advice	No Interest Loan Scheme
Community Programs	Budget & Bills Assistance

2 Our Community

Our agency and services provide assistance for community members within the Bayside and northern part of the Kingston LGA's covering an approximate population of 125,000 people. Overall this area is predominantly viewed as affluent, however, there are pockets of disadvantage. The area is asset rich with increased housing values in the past five years but in many instances people are income poor. Over 3000 residents are Health Care and low income card holders. In addition there are over 20,000 people receiving Aged or Disability pensions, with chronic illness and long term health conditions.

Due to the affluence of the area serviced, clients seeking support from our agency are often disconnected from the local community and experience isolation and social exclusion. A feature impacting this is that 3.7% residents in Bayside live on the Public Housing estates.

Clients requesting assistance through BayCISS identify as having complex issues including; low income particularly single parents, mental health, domestic violence, homeless or at risk of homelessness and drug and alcohol abuse. Over 50% of service users receive Disability Support payments with another large proportion of clients receiving sole parent payments. Following the changes to the Education Maintenance Allowance in 2015, we have also experienced an increase in requests to assist with education costs, particularly with extracurricular activities such as camps, excursions and swimming.

Demand for family counselling, casework, emergency relief, advocacy, referrals, support programs and child care are continuing to increase with a larger number of service users requiring more complex supports.

3 Our Goals

3.1 Our Organisation

- To provide quality systems which advocate, enable and mediate for our community
- To provide efficient reporting systems to funding bodies
- To explore options for partnering with other organisations including educational, community and the private sector

3.2 Our Services

- To advocate, enable and mediate with the community for our community members and agencies within the sector
- To advocate on behalf of our members with government, not-for-profit and local agencies
- To enable members to take control of their lives through access to information, life skills and opportunities to make choices which determine their well being
- To mediate on behalf of members between different sectors; educational, economic and welfare; in our community to achieve access to basic needs
- To place the service users at the centre of our service planning, composition and deliver

3.3 Our Communications

- To strengthen our digital, print and media presence to reach the wider community
- To strengthen the BayCISS and Castlefield brands, image and organisational profile
- To build organisational capacity, assist connectivity, networks and community awareness

3.4 Our People

- To be an employer of choice for both staff and volunteers, providing a fair, safe, positive, supportive and rewarding work environment
- To promote a culture of trust and respect to ensure that the organisation attracts and retains people to deliver our mission
- To develop Best Practice systems which support staff, volunteers and members

3.5 Our Governance

- To continue as a well governed, effective and sustainable Not-For-Profit community organisation accountable to all stakeholders
- To strengthen the capacity of the Committee of Management so they are able to guide the organisation now and into the future

4 Our Supports

4.1 Our Influences

BayCISS service delivery is predominantly guided by two local government areas through the City of Kingston and the Bayside City Council. Both councils have identified the need to support community growth with an emphasis on the health and wellbeing of its community members as outlined in their own strategic plans.

In the development of their *Wellbeing for All Ages and Abilities Strategy 2017-2021*, the Bayside City Council identifies three goals and twelve objectives:

Goal One: An engaged and supportive community

- Improve mental health and resilience
- Support opportunities that build social networks and community connections
- Strengthen volunteerism
- Improve access to affordable, appropriate and inclusive services

Goal Two: A health and active community

- Increase physical activity opportunities
- Increase healthy eating
- Increase participation in health assessments and self-care

Goal Three: Safe and sustainable environments

- Reduce family violence
- Reduce consumption of alcohol and other drugs
- Improve community safety
- Improve environmental sustainability
- Improve community resilience to extreme weather event

In the *City of Kingston Council Plan 2017-2021* they “identified five key goals demonstrating our commitment to delivering quality services and community facilities”:

1. Our well-planned, liveable city supported by infrastructure to meet future needs
2. Our sustainable green environment with accessible open spaces
3. Our connected, inclusive, healthy and learning community
4. Our free-moving safe, prosperous and dynamic city
5. Our well-governed and responsive organisation

4.2 Our Funding

BayCISS, incorporating Castlefield Community Centre, Family Counselling Program and the Casework program, have secured a number of funding streams to support and finance their operations. These include all levels of government, government departments, governing bodies, community banks and local organisations.

BayCISS in its entirety is also governed and monitored by the funding and/or service agreements, Memorandum of Understandings, contracts and verbal agreements through each and every one of our funding bodies, donors and supporters.

5 Conclusion

Strategic planning is a critical component for effective governance and management of our agency. The goals identified within this plan set the direction and culture for our work environment.

The strategic plan is imperative to the continuation of service delivery under the BayCISS banner to support the Bayside and Kingston community. BayCISS is the only agency within the local area providing emergency relief and other essential services and supports to its people, by its people.

We continue to be challenged in the areas of emergency relief and supports, delivery of services, resource restrictions, funding, changes in need and environmental factors, as well as human resources. We strive for continuous improvement with continual review, revision, procedural and policy formulation and updates.

Over the course of the next four years we aim to:

- introduce new opportunities for agency and program growth;
- explore new opportunities for funding and ongoing financial support;
- explore new opportunities for partnership development to ensure sustainability and to enhance service delivery;
- review and update our recruitment, training, development and opportunities within the agency;
- introduce and encourage more community involvement;
- continue to improve, expand and develop appropriate policies and procedures; and
- continue to identify gaps in our agency operations to promote best practice.

This plan will be the first step in a long term process with the development of a formal system for periodic review, feedback, response and updates to ensure the effectiveness of the agency and its management.

To assist with the development of this plan, we have consulted with local government representatives, LGA Census data, funding body representatives, staff and volunteer representations, community members and governing bodies.

Our Overview

<p>Our Mission</p> <p>To help our local community and its people</p>	<p>Our Purpose</p> <p>To provide services and programs designed for assistance, participation, development, learning and enjoyment</p>	<p>Our Values</p> <p>We are:</p> <p>Impartial - flexible, supportive, non-judgemental</p> <p>Respectful and listen to others</p> <p>Accessible - available to offer support</p> <p>Collaborative - working with and developing local partnerships</p>	<p>Our Business</p> <p>Information & Advocacy</p> <p>Family Counselling</p> <p>Community Activities & Programs</p> <p>Emergency Relief</p> <p>Volunteerism</p> <p>Legal Advice</p> <p>No Interest Loan Scheme</p>	
<p>Our Goals</p>				
<p>Our Organisation</p> <p>To provide quality systems which advocate, enable and mediate</p> <p>To provide efficient reporting system to funding bodies</p> <p>To explore options for partnering with other organisations</p>	<p>Our Services</p> <p>To advocate, enable and mediate with the community for our community members and agencies within the sector</p> <p>To advocate on behalf of our members with government, not-for-profit and local agencies</p> <p>To enable members to take control of their lives</p> <p>To mediate on behalf of members between different sectors in our community to achieve access to basic needs</p> <p>To place the service users at the centre of our service planning, composition and delivery</p>	<p>Our Communications</p> <p>To strengthen the BayCISS brand, image and organisational profile</p> <p>To strengthen our digital, print and media presence to reach wide sections of the community</p> <p>To build organisational capacity, assist connectiveness, networks and community awareness</p>	<p>Our People</p> <p>To be an employer of choice for both staff and volunteers, providing a fair, safe, positive, supportive and rewarding work environment</p> <p>To promote a culture of trust and respect to ensure that the organisation attracts and retains people to deliver our mission</p> <p>To develop best practice systems which support staff, volunteers and members</p>	<p>Our Governance</p> <p>To continue as a well governed and sustainable Not-For-Profit community organisation accountable to all stakeholders</p> <p>To strengthen the capacity of our Committee so they are able to guide the organisation now and into the future</p>