

# KCLC Strategic Plan 2020-2025



## **Mission**

Kyabram Community & Learning Centre is a friendly, personalised and professional model of integrated service delivery, providing an excellent service outcomes in childcare, community development and family support.

## **Values**

Respect, Community, Inclusion, Integrity, Innovation

## **Our Challenge**

To establish a strong and sustainable Community Centre that supports our district to achieve their vision and objectives through timely targeted advice, support, advocacy and empowerment.

<b>If We:</b>	<b>By:</b>	<b>This will result in:</b>	<b>Which will lead to:</b>
Build our business sustainably through effective and robust governance practices	Effectively using outcomes data and key measures to inform decision making	Robust policy making and strategy framework for the centre, management, staff and community to operate within	Increased stakeholder recognition of quality contribution KCLC makes to the Kyabram District.
Strengthen our leadership capacity to represent and advocate Kyabram Districts needs and interests to our key stakeholders	Developing comprehensive stakeholder management, engagement and marketing strategies	Greater member and stakeholder confidence in KCLC and increased engagement in KCLC activities and partnerships	KCLC being the point of contact for reform policy and community development and strategy advice
Seek resources to address service gaps based on need and our capacity to deliver	Mapping services available in the Kyabram District to determine gaps, and strategically select gaps to fill and method	Improvement of service delivery for Kyabram District	Supported, healthier and empowered community
Actively pursue opportunities for collaboration	Strengthening partnerships with agencies and organisations servicing or willing to service the Kyabram District	Increased capacity to provide products and services to the Kyabram Community	The Kyabram Community receiving increased services, strengthening the capacity of families and a healthier community
Raise awareness of services, strengths and brand	Marketing plan	A recognisable brand associated with quality which is easily identified within the region	Improved identification of KCLC and the services and products available within the community.

**Overall this will contribute to** enhanced individual and societal appreciation of the value of the Kyabram Community and Learning Centre and valued as a significant contributor toward achieving social development, and cohesion within our region.

