



# 2023 PLUS STRATEGY

FINAL SEPTEMBER 2023

## Outcome

By 2030 it is known in the local area that Mordialloc Neighbourhood House provides an inclusive community hub that promotes well-being and community connections, with access to programs and services driven by the demand and responsive to the needs of the local area.

## Priorities

This is a three year rolling plan, commenced in May 2022 and this is the September 2023 version.

Looking forward, our priorities continue to be:

<b><i>Priority One</i></b>	Planning to thrive in the midst of disruption
<b><i>Priority Two</i></b>	So that we can keep delivering to our community
<b><i>Priority Three</i></b>	Whilst Keeping Our House in order

## Priority 1. Planning to thrive in the midst of disruption

There is a significant amount of transport planning taking place in the Mordialloc area and will be impacting rail, road and pedestrian access in our immediate area. Cost of living pressures are a harsh reality and whilst we hope these pressures will start easing, we know that they will be with our community for some time to come.

Both these known factors will impact on access to the House and our ability to deliver to our community. Timelines are not certain and the projects aren't entirely clear, but we know that there will be impact that we need to prepare for. This context means that it is next to impossible to identify a list of actions under this priority. Instead we have identified a framework to be used in assessing actions and the decisions taken to implement them.

### Framework

- 1.1 Remaining open to change whilst proactively searching for solutions that suit our House.
- 1.2 Staying as connected as possible to members and the local community.
- 1.3 Continuing to communicate openly and transparently with all stakeholders.
- 1.4 Looking after our staff (employees, tutors, volunteers) and continuing to supporting them.
- 1.5 Responding to events evolve and planning for the longer term to ensure that our House remains a valuable part of our Community.

Disruption is something that will keep happening and the opportunity to keep up, or get in front, is reliant on our community relationships – how well we connect, how well we listen and how well we deliver.

Staying as connected as possible to members and the local community as well as looking out for our staff remain critical principles as part of the operations of our House. We now need to ensure that these same principles are embedded as part of the way we do our environmental scanning and develop our strategy.

## Priority 2. So that we can keep delivering to our community and developing what we offer

### Key Activities

- 2.1 Environmental scanning – data and information collection both internally and externally to evaluate our programs and connection to our community more broadly.
- 2.2 Continuing our successful range of programs, modifying and adjusting to meet Community needs.
- 2.3 Continuing to work with existing stakeholders and find new stakeholders
- 2.4 Continuing to develop and refine reporting for all programs so that we can be confident that our planning is supporting our operations.
- 2.5 Strengthening our Social and Community Programs including allocation and usage of funds so that we are able to initiate our own programs and engage with programs provided by others to maximise community benefit.

## Priority 3. Whilst Keeping Our House in order

### Key Activities

- 3.1 Telling OUR STORY, from our history to our current program so that our community knows that we here to make a difference.
- 3.2 Ensuring that we have the right resources in place to support our operations.
- 3.3 MNH Handbooks – review and revise as appropriate those that we have and look at the gaps that need to be addressed (COG Handbook).
- 3.4 Review (and revise as appropriate) policies and procedures for all of the House governance and operations.
- 3.5 Succession planning for the MNH COG so that we always have a well-resourced governance committee.