

CONSORTIUM OF NEIGHBOURHOOD CENTRES FAR
NORTH COAST

Strategic Plan

2015+

Values Statement

As members of the Consortium of Neighbourhood Centres Far North Coast, the following values and principles inform our professional relationships and engagement with the community services sector.

Each member of the Consortium assumes self-responsibility for ensuring application of the values in their professional engagement with Consortium processes and Consortium membership.

Our guiding value statements are:

- Members of CONC undertake to operate honestly and openly
- Members of CONC will have the ability to identify and resolve conflicts that may arise
- Members of CONC recognise that working to strengthen the resource base of the region may at times require that some local opportunities are postponed or relinquished
- Members of CONC value the concept that it is possible for regional communities to collaborate rather than operate on the basis of rivalry

Underpinning the above value statements are the broad principles of:

- Outward focus
- Inclusion
- Professional courtesy
- Mutual benefit
- Greater good
- Shared responsibility
- Support
- Confidentiality
- Transparency
- Representation
- Reflective Practice
- Active Participation
- Courage
- Trust
- Community

Sustainability Statement

The CONC is committed to the principles of sustainability including continuous quality improvement, self-assessment and reflective practice.

Our Vision

Working together to strengthen Far North Coast communities.

Our Aims and Objectives

The CONC will

- develop and maintain a regional strategic alliance that will strengthen the resource base of neighbourhood centres in the Far North Coast of NSW;
- work towards including all neighbourhood centres within defined regional boundaries;
- strengthen local communities by addressing issues of mutual concern;
- demonstrate evidence that community-governed neighbourhood centres can enhance economic and social well-being;
- undertake collaborative approach to regional planning;
- actively seek resources to identify and address the needs and/or common issues inherent to neighbourhood centres;
- actively promote the CONC; and
- embrace, encourage and promote community development.

These goals link and should be seen as part of a larger whole. Success in one impacts on others.

Goal	What we will do
Effective strategic relationships	<ul style="list-style-type: none"> → CONC delegates provide management committee orientation annually after AGMs. → Annual meeting with CONC board presidents and delegates. → Align and consolidate CONC documentation into CONC manual. → Enhance orientation of new CONC delegates. → Identify and foster external relationships. → Develop and implement a marketing plan.
Community development	<ul style="list-style-type: none"> → Promote community development principles and practice. → Identify and showcase successful CONC membership community development projects. → Identify community development opportunities, document and identify resource opportunities.
Best practice	<ul style="list-style-type: none"> → Review best practice in relation to partnerships and collaboration. → Examine best practice in the context of CONC partnership model. → Develop evidence base in relation to CONC partnership including publishing history and model of CONC. → Develop a continuous quality improvement framework that incorporates a range of evaluation strategies.
Innovation	<ul style="list-style-type: none"> → Explore creativity and innovation to attain competitive advantage.

Abbreviations/Definitions

CONC Consortium of Neighbourhood Centres – Far North Coast

Community Development

Community development is about change, decision making and power and influence over decision making. This is not about changing people to fit into systems of society, rather it refers to the changes that can be made so that individuals have power to make decisions that affect their health and the way they live.

Community development can be viewed as both:

- A concept – a broad notion relating to a particular way of working
- A process – a practical method of operating in the community.

Both of which are underpinned by a set of principles to be applied to work practice.

Two main principals of community development are:

- Empowerment
- Community participation

Empowerment and community participation are linked with and exist in an environment that fosters positive community change. They are a part of a set of underpinning principles. Others are those of:

- Social justice (which include access and equity)
- Ethics or the way we operate (such as exercising confidentiality, being non-judgemental and non-discriminatory)
- Working within an appropriate environment for change which supports community decision making
- Making and supporting an appropriate power balance by, respecting human rights, fostering independence, providing education and eliminating discrimination; is recognising the power inherent in workers and structures and ensuring that the community is not disempowered because of work practice.

Continuous quality improvement

“Continuous quality improvement is an ongoing approach to quality that has an emphasis on organisational systems and processes, and utilises objective data and stakeholder input.

Remember – continuous quality improvement is about real activity. Thinking and talking about improvement is not enough to demonstrate continuous quality improvement.¹”

Best practice

“Best practice is a comprehensive, integrated and cooperative approach to the continuous improvement of all facets or an organisation’s operations. It is the way leading edge organisations manage the delivery of world class standards of performance in all aspects of their operations. The concept of continuous improvement is integral to the achievement of international best practice.²”

¹ The Department of Health and Human Services (Tasmania), [on-line]
<http://www.communityexpress.dhhs.tas.gov.au/Upload/files1208/CQI%20Indicators.pdf>

² Department of Health and Family Services (1996, p.v) cited in Jones, CR 2006, 'Best practice features and practices guiding community service organisation governance', DBA thesis, Southern Cross University, Lismore, NSW. [on-line] <http://epubs.scu.edu.au...>