



## **South Shepparton Community Centre Inc.**

“Our Vision is to create a proud, resilient community where people live their best lives. “

We reach out to our community members and provide a CAN DO attitude to the challenges they face.

We create a culture at the Centre that is inclusive, kind and collaborative.

We deliver life, employment and social skills and activities, in addition to providing practical support, services and a safe place for all.”

## **Strategic Plan 2024**

### **Introduction**

**This Strategic Plan provides an outline of the strategies that will be used to create a resilient and caring community where people live their best lives.**

**More specifically the activities, programs, services and facilities that will be provided to contribute to this vision are outlined.**

Welcome to our Strategic Plan for 2024 and beyond.

**South Shepparton Community Centre Inc.  
info@southcom.org.au**

## **South Shepparton Community Centre Inc.**

The South Shepparton Community Centre Inc. was established in 1985 in response to the needs of the community. The Centre creates and delivers programs, activities and services that meet existing and emerging needs in our growing and diverse community.

The values that guide every part of our work are: INTEGRITY, DIVERSITY, RESPECT and ACCOUNTABILITY. With KINDNESS being at the heart of everything the Centre does.

The Centre takes a community development approach to providing for the community which means in addition to responding to those coming to the Centre we reach out to those in need or those who may benefit from the Centre's services and activities.

In order to gain clarity about the needs of our community we research the ABS data, document the stories of those people we support and identify the trends within these stories.

South Shepparton Community Centre Inc. is a Not-for-Profit organisation governed by a volunteer Committee of Management and staffed by a team of 3 paid workers and 14 volunteers who do whatever is needed including staff reception, provide IT solutions, advocate on behalf of clients, spend time with community members, provide emergency food relief, staff the shop, tutor classes, deliver services and contribute to the administration.

The Centre delivers adult education and in particular 'job ready skills', use of technology, personal development, health and wellbeing classes and recreational classes. Services including advocacy and referral, particularly when a government department or other service providers are involved have become a major need. The diversity of our community requires these services to be accessible to people from all walks of life.

The Centre's core funding comes from the Department of Families, Fairness and Housing (DFFH), Greater Shepparton City Council and the Adult, Community and Further Education Board (ACFE). To ensure the sustainability of the Centre, fundraising is imperative. We seek grants, donations, conduct raffles and hold BBQ's at Bunnings to supplement our funding. In addition some of our classes and events invite participants to make a contribution.

The Centre is open Monday to Friday from 9 am to 3 pm. However, we have many community groups that use the Centre both during these hours and after hours, including week-ends.

The South Shepparton Community Centre is located at 290 Archer Street.

## Our Vision

“Create a proud, resilient and caring community where people live their best lives. “

## Our Mission

Go to the people, talk with them, learn from them and work for, with and through them.

Start with what we know, learn more and respond to the true needs of our community.

## Our Core Values

Value	Behaviour
Integrity	We are ethical and transparent
Diversity	We welcome people from all walks of life and abilities Our Centre is a safe place for all people
Respect	We are non-judgemental of people, their preferences, issues and backgrounds Everybody has a voice
Accountability	We are accountable to our members, funders and our community

**Kindness underpins all that we do at the Centre.**

**The South Shepparton Community** has a population of 6661. 30% of households are occupied by a single person. 35% of our community rent their home. 23% of our community were born overseas and 24% of people speak a language other than English at home. 5.2% of our population are aboriginal. Only 12% are University graduates and 21% are Tradies. In addition our unemployment rate is high, estimated at 6.5%. ABS 2021

**2022-2023 financial year.** We had approximately 11,500 people through the door. Our income was \$161,000+ but was valued at \$725,000+. \$265,000 worth of food support was provided to approximately 300 people per month. The volunteer contribution was valued at \$175,000+ and we delivered \$184,000+ worth of adult education. For every \$1 received we converted that into \$4.50 of community contribution.

## **Our Recent Achievements**

### **New Centre**

Our new Centre at 290 Archer Street, Shepparton was opened in January 2023. The building was provided by Greater Shepparton City Council and operates on a user pays basis.

### **Publication of a book of stories**

**Heart and Soul: Stories of Inspirational Women of the South Shepparton Community Centre.** This book documents the stories of the women involved at the Centre, their diversity, resilience and achievements.

### **Programs and Activities**

We have expanded the services to people coming to the Centre in response to the needs identified.

We have:

- (a) A strategic approach to supporting people who are seeking employment. We offer job readiness training, volunteering opportunities in their chosen area, together with supervision and training. We are then positioned to offer a reference once they have developed their skills and customer service.
- (b) A food share program which is constantly expanding in line with the needs of our community – currently 500 adults and children are accessing food per month. We are engaging with these members of our community to identify the underlining issues they are facing.
- (c) Relationships with new arrivals and the Ethnic Council.
- (d) Partnerships with a range of service providers.
- (e) Student placements with supervision and support provided.

Through our Centre, our community has access to:

- Advocacy, information and referral services
- Citizenship test preparation
- Conversational English sessions to practice English
- Adult education: job ready skills, use of technology and resume preparation
- Computer skills
- iPhone problem solving
- A Justice of the Peace who can sign documents, assist with preparing acceptable personal identification documents and advise on
- Recreational classes including arts and crafts – beading, mosaics, jewellery making, painting, dot art, card making; - family history, sewing, playing cards and games with like minded people and music.
- First Aid training
- Singing group
- Herb and Cottage Garden Group and Native Garden Group (meets at the Centre)

- Free WiFi
- Photocopying, printing, emailing and access to computers
- Tutors who can teach people how to use ipads, iphones and Android phones
- A bric-a-brac shop
- Clothing exchange
- Counselling
- Emergency food relief
- Shower and laundry facilities
- The community centre also offers a quiet room for people to sit, read or work.
- Monthly community lunches open to all community members
- Financial/budgeting classes
- Mental health group
- Space for people to drop in, have a cuppa and a chat.
- Fitness for seniors

# **Our Plan for 2024**

## **Purpose**

Identify the underlying issues of people in our community, problem solve and assist people to live their best lives.

Create awareness of our Centre and what it offers both within our community and across the broader community.

## **Priorities**

- 1. Identify the key needs and trends within our community.**
  - a. Analysing our statistics, ABS data and stories of those coming to the Centre.**
  - b. Prepare a newcomers kit to ensure people moving into our community know about the services we offer.**
- 2. Increase our financial base so that we are positioned to provide programs and services that inspire.**
  - a. Fundraising**
  - b. Grants**
  - c. Sponsorship**
- 3. Expand our team to ensure we provide quality services and always have back-up when required.**
  - a. Become a destination of choice for staff, volunteers, students, participants and all members of the community by raising our profile and promoting our achievements.**
  - b. Work with Training Providers and Job Agencies to access quality volunteers and students.**
- 4. Provide quality services, programs and opportunities for our community.**
  - a. Deliver quality training programs; job ready skills, art, sewing, music, computer, iphone, ipad, craft, family history ++**
  - b. Provide training opportunities for people searching for work through volunteering, mentoring, networking and then be in a position to provide references to prospective employers.**
  - c. Create a calendar of events that shine a light on the groups, issues and opportunities in our community.**
- 5. Actively build partnerships with other agencies and Government Departments so we are more efficient and deliver the information and outcomes required by our clients.**
  - a. Host networking sessions**
  - b. Create collaborative projects e.g. with the Ethnic Council to provide support to those preparing for their citizenship test.**

**These priorities will respond to current deficits i.e. a lack of information to guide our development, a lack of funding to pay tutors and staff, a frustration with the time taken to advocate for a client who is working their way through the bureaucracy.**

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