



## OUR VISION

Ko te Hapori tō mātou Pokapū ~ Community is at our Centre

## OUR CORE PURPOSE

Support and enhance our community by making space available to bring individuals and groups together and to provide services and resources that meet community need.

## OUR VALUES

SUPPORT OUR COMMUNITY

PROVIDE SERVICES THAT RESPOND TO NEED

BUILD CONNECTIONS WITH ORGANISATIONS WITH SIMILAR VALUES

## STRATEGIC OUTCOMES: 2020 ~ 2023

### Relationships

- Partner with Local Businesses and other Social Profits, who share the Centre's Values, to deliver services and programmes that benefit the Local Community.
- Deliver Community Events focussed on need.
- Strengthen relationship with Kaipātiki Local Board and Auckland Council.

### Internal Capacity & Capability

- Develop Risk Management Plan for Centre.
- Resolve Weather-tightening problem alongside principal stakeholders (Methodist Church, Council).
- Complete Policy review and develop SOP for key areas.
- Review and update Constitution as required to meet Incorporated Societies Act 2022 requirements.

### Financial Viability

- Increase number of long-term tenancy of space.
- Integrate online Booking system with Xero.
- Develop sponsorship of spaces by Local Business.
- Develop an integrated marketing strategy targeted at increasing Room Hire.
- Petition KLB/ Auckland Council for increased Service Agreement funding.

## MEASURES

- Increased number of Business and Social Profit contacts, networks and programmes.
- Increased range of services provided or accessible.
- Increased number and scale of community events.
- More services align with KLB and Council priorities and planning (i.e. KLB Plan and Auckland LTP).
- Increased Community awareness of Centre and services provided.

- Risk Management Plan completed and reviewed.
- Formation of Weather-tightening Action Group comprised of lease partners with agreed action plan.
- Complete key policy schedule and review, policy ratified by Governance.
- Completed Constitution and remits accepted by Governance and Membership.

- Investigate additional room tenancy options.
- Partner with Tertiary IT programme to integrate Skedda with Xero and Zapier.
- Undertake regular Customer Satisfaction Surveys and a Community Engagement review.
- Increase in donations and bequests.