

## OUR VISION:

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

## OUR CORE PURPOSE:

To 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:

### Community Relationships:

- Clearly identify and connect with our Community.
- Tenants and User groups have a collective sense of ownership and are engaging the Community.
- Ensure our Community is activated, empowered, and has a sense of belonging.
- Undertake a Membership Drive.
- Regular social media messaging occurs.

### Internal Capacity & Capability:

- Develop Risk Management 'Plan B' for Centre.
- Undertake Weather-tightening/Cladding repairs.
- 100% occupancy of space and waiting lists.
- Help develop Kaipātiki Emergency Response Plan.
- Increase number and range of community events.
- Partner with other Centres and Community Facilities.

### Financial Viability:

- Increase number of long-term tenancy of space.
- Develop sponsorship of spaces by Local Business.
- Develop an integrated marketing strategy targeted at increasing Tenancy, Room Hire and Kitchen use.
- Petition KLB/Council for increased funding.
- Diversify fundraising.

## MEASURES:

- Website and social media advertising around tenants and user groups.
- Increased range of services provided or accessible.
- Increased number and scale of community events.
- Increased Community awareness of Centre and services provided.
- Support Tenants and User Groups through advertising, umbrella funding, joint events and activities.

- Consult with members and community on 'Plan B'.
- Formation of Weather-tightening Action Group comprised of lease partners with agreed action plan.
- A Sustainability Action Plan is developed to move the Centre towards reducing its carbon footprint.
- A planned Maintenance Schedule is developed.
- Employ a part-time Community Engagement and Events Manager.

- Investigate additional room tenancy options.
- Undertake regular Customer Satisfaction Surveys and a Community Engagement review.
- Increase in donations and bequests.
- Relationships with Government Ministries are increased
- A sponsorship wall is active.
- The kitchen is regularly booked.