



**SPRINGVALE COMMUNITY
AID & ADVICE BUREAU**

STRATEGIC PLAN

2009 – 2012

Values: Respect
Dignity
Compassion
Quality
Innovation
Choice
Diversity
Partnerships

Vision:

A socially just community in which all people have access to resources, are empowered and have their human rights respected and protected.

Mission:

To provide information, connection and support services as a gateway into the broader community service system for people in the City of Greater Dandenong and surrounds.

To carry out this mission we provide:

- Information, Referral, Advocacy and Support Services
- Settlement Services for Humanitarian Entrants and Migrants within the first 5 years of arrival to Australia
- Financial Counselling and Support
- Child Support - information and support for separated parents
- Employment Services - Personal Support for people facing barriers to employment
- A range of Youth Services including a Jobs Placement Employment and Training, Support during Education, and a Supported Accommodation and Advocacy Program.
- And as part of a culturally and linguistically diverse community we also offer Support, Mentoring and Community Development and Community Education activities to assist newly settling communities and individuals to thrive in Australia.

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Key Strategic Outcome Areas:

- 1 **Advocacy**
Our advocacy results in community and social change
- 2 **Community Support and Development**
Our work with community members and groups contributes to strong, resilient community members and overall community wellbeing.
- 3 **A Strong, Creative and Sustainable Organisation**
Our organisation remains viable, relevant, responsive and a great place to work.

Advocacy	Community Support and Development	A Strong, Creative and Sustainable Organisation
Housing Affordability is improved in the City of Greater Dandenong	The effects of poverty are tackled through the delivery of financial support programs at SCAAB such as the No Interest Loan Scheme - NILS	Our Youth Services are securely accommodated in an appropriate facility and locality to attract young clients
Our collaboration with others results in funding and programs which responds to needs	Information on a full range of community services is available and access to inclusive activities is brokered for people seeking it in CGD	We are quality accredited and has up to date policies and procedures agreed and documented
Government attention is brought to bear on the level and effects of poverty in the South East of Melbourne	People experiencing hardship or difficult times in their lives can access emergency and crisis support through a range of programs at SCAAB in a timely way	We have a workforce a) with a high level of satisfaction b) where workers have the ability to balance life styles and work c) where leadership and succession are fostered
People are empowered to participate in community and society more generally thus reducing social isolation	Emerging community groups and leaders are developed and supported in order to assist them and their communities to thrive in Australia	We remain politically aware and respected by clients, funders, partners and other stakeholders
The link between disadvantage and poor public transport availability in CGD is explored	People are supported to take up an active role in the community with an emphasis on participation and inclusion	We are aware of our optimal size and any development occurs in a considered and environmentally sustainable way
Funding bodies are made aware of the effects of restrictive contract compliance and funding instability on service delivery for Not for Profits such as SCAAB	People are provided with a gateway into the wider community	We are supported by modern responsive information and communication systems and processes
Access to services for CALD communities is improved	We strive to achieve a greater capacity to support Keysborough and Noble Park Communities	We have a close and productive working relationship with Council and a long term commitment with regard to their support and partnership