

2009 - 2012



STRATEGIC PLAN

Milang Progress Association Incorporated

THIS PLAN

This plan describes a vision for the Milang and District Community and the role of the Milang Old School House Community Centre (MOSHCC) in achieving it. This approach ensures that the ultimate focus of our work is outside the house itself and clearly centered on our community.

The plan was created through a collaborative management committee, volunteers and employees process. It involved research, group learning processes, visioning, strategy development, and team building at many levels. Various versions were reviewed and additional input sought. This document represents the ideas of everyone involved at MOSHCC.

The outcomes of this strategic planning process are important to give MOSHCC clear directions and a focus for the next three years and to support staff and provide clear directions for the development of their work plans.

The plan begins by describing the community and the role that MOSHCC currently plays in the community. Our vision for the community, our mission, or the role we play in achieving that vision, and the values we hold in doing our work are then introduced.

The social change we hope to create, also known as outcomes, are articulated. A map, or outcome measurement framework, that shows the relationship between what we do and the outcomes we achieve. Program specific outcome measurement frameworks show the link between each program and our overall vision.

We recognize, however, that we also work in a complex environment, an environment that must be strategically considered if we are able to achieve our vision and play a meaningful role in our community. From this assessment, key strategies and specific actions to take best advantage of our assets were identified. A



business and action plan for completion of these strategies and actions are then presented.

ABOUT US

The Milang Old School House Community Centre (MOSHCC) was established in 2003 by a community steering committee which became a sub committee of the Milang Progress Association Incorporated. With the assistance of a grant from the Federal Department of Family and Community Services and the support of Eastern Fleurieu School a part time coordinator was appointed. The Community aspired to make the Centre a focus for the district, where people could access health and welfare services, find opportunities for personal development and lifelong learning and also share cultural and social activities and information.

MOSHCC is one of 85 Community Centres and Neighbourhood Houses in S.A. and is located in the historic teacher's residence on the grounds of the Milang Campus—Eastern Fleurieu School. The Centre promotes community well-being, by integrating community development and health promotion with mutual support, adult learning and a focus on families. The Centre offers free or low cost opportunities for all people to gain support and information, progress with personal development, build networks, improve health, share knowledge and learn new skills. It is available for community activities throughout the year, seven days a week, day and evening

The Centre is governed by a voluntary Management Sub-Committee and managed by a part-time Coordinator with the assistance of volunteers. The Centre works closely with allied service organizations in the areas of health, welfare, education and employment and aims to provide programs & services in response to community needs.

A variety of programs are provided depending on available funding from grants, sponsorships and contributions. Alexandrina Council provides annual funding towards the costs of running the Centre and is also the auspice for the Milang and Clayton Community Care program which is run from the Centre.

COMMUNITY PROFILE

The town of Milang is situated on the shores of Lake Alexandrina, just over 20 km from Strathalbyn. Clayton is a further 12km SW of Milang on the River Murray channel.

The area was originally inhabited by the Punguratpular people, one of the eighteen tribes which made up the Ngarrindjeri nation. European settlement in the district began in the 1840s as pastoralists began to take up land between Strathalbyn and the Lake. The township was surveyed in December 1853 and January 1854 with the first lots being auctioned in July 1854.

Milang experienced its heyday between 1860 and 1880 when it was a thriving port connecting the river trade from the Darling River and Riverina regions with Port Adelaide.

Today the town is known for its unhurried lifestyle, as a holiday destination with wonderful facilities for families and for the community spirit of the townspeople in their support of many cultural, environmental and sporting organisations.

The population of the Milang and Clayton Community is 976. The median age of the population is 50 years of age and 21.8% of the population is aged over 65. Over 30% of the population live alone. 6.5% of the population are unemployed and the population continues to grow at a rate of 3.1% per annum.¹

The issues facing the district include an ageing population, migration of young people out of the region, low incomes, un and underemployment and lack of job opportunities. The continuing drought and low water levels in the River Murray and Lake Alexandrina are putting increasing pressure on local businesses and also the community.

KEY ACHIEVEMENTS

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| May 2001 | The community came together to discuss the potential uses for the Milang Old School House |
| December 2002 | Funding secured from Department of Families and Communities to employ a part time coordinator |
| January 2003 | Lease for the building secured with Eastern Fleurieu School Milang Campus |
| February 2003 | The Milang Progress Association Incorporated became the auspice for the Milang Old School House Community Centre and a coordinator was appointed. |
| March 2003 | Hangn @ the MOSH Youth Group commenced |

¹ AUSTRALIAN BUREAU OF STATISTICS 2006 Census of Population and Housing

April 2003	Weekly Friday Feast Lunches commenced
October 5th 2003	Holiday activities for children commenced
January 2004	Official Opening of the Centre
February 2004	Funding received for the first time for a crèche to enable parents to undertake jobs, employment or training (JET) opportunities
July 2004	GreenCorps Team supported in partnership with Milang 2005 Inc – Outdoor classroom was constructed
July 2004	Community identified need for services for frail aged, carers and people with disabilities and in partnership with Alexandrina Council successfully applied for Home and Community Care funding to provide services from the Centre
July 2004	Funding for Adult Community Education from Department of Further Education, Employment, Science and Technology received for the first time.
August 2004	Healthy & Active program commenced
January 2005	Milang & Clayton Community Care commenced
February 2005	New infant playground installed with support of Community Benefit SA grant
February 2005	Alexandrina Council administrative funding received for the first time and Memorandum of Understanding signed.
May 2005	First MOSHCC Open House held to celebrate Community & Neighbourhood House Week
July 2006	Revenue passed \$100000
May 2006	Weekly attendances passed
August 2006	Inaugural ICT Award for best use of Software in a Not for Profit setting
September 2006	Alexandrina Council provides Community Car for volunteer transport scheme
November 2007	SA Learning Community of the Year 2006 and also 2007
November 2007	Australian Learning Community of the Year 2007
May 2008	SA Great Award Commendation
June 2008	Extended crèche playground and replaced front fencing
July 2008	Community Idol Award Commendation
October 2008	Coordinator Listed in Australian Alcoa Top 10 Community Worker Awards
	Adult Community Education 300 participants in 3775 hours of training
	Celebrated our 5 th birthday with the opening of "Our Shed" new activity area and also celebrated the visit of Jane Goodall to commend the community for the work with the "Save the Turtle" Project.

VISION

An inclusive, innovative and healthy community that embraces its diversity and values the roles and skills of all people

MISSION

- To engage and empower individuals within the community.
 - To respond to both individual and community needs.
- To provide services which develop a sense of community pride.
- To provide opportunities for social interaction within an ethical, caring and supportive environment.

VALUES

HONESTY.....The success of the Community Centre is based on honest open interactions between all employees, volunteers and consumers. No person shall ever suffer for speaking out honestly and appropriately on any topic of concern to the business of the Community Centre. Everyone is expected to behave, communicate and act in an honest and open way. Everyone is expected to protect our property from misuse, theft or damage.

TEAMWORK.....All volunteers and employees are expected to work to support each other at all times. We are all expected to proactively offer help to co-workers wherever there is a need. Cooperation and mutual support are the foundations of the Community Centre.

FAIRNESS.....The Community Centre is committed to fairness. Wherever appropriate, decisions affecting an individual or group will be thoroughly explored, be transparent and open to review. No individual shall be given an unearned advantage over another.

MUTUAL RESPECT.....It is essential that all employees and volunteers show courtesy and respect to each other. Inappropriate behaviour is not acceptable from any individual regardless of position or authority level. No individual may be treated inappropriately as a result of their race, gender, religion, national origin, age or any other defining characteristic.

RELIABILITY.....All employees and volunteers are expected to be reliable.

SERVICE ETHIC.....All employees and volunteers are expected to show enthusiasm, friendliness, helpfulness, confidentiality and cooperation, whether serving the needs of customers or team mates.

PROFESSIONALISM.....All employees and volunteers are expected to behave and carry out their duties to the standards established for the task. All employees are expected to maintain themselves, their appearance and their work quality at or above the levels outlined.

RESPONSIBILITY.....All employees and volunteers have a responsibility to act in accordance with MOSHCC guidelines and rules, as well as the rules of common sense. All employees have a responsibility to work safely, to identify safety issues and to report these without delay to their leadership or any other appropriate person.

1.	Respond to and support identified community needs	
	STRATEGIC OBJECTIVES	ACTIONS
1.1	Research, identify and respond to community needs	<ul style="list-style-type: none"> a. New programs and services are initiated utilizing the most recent information regarding program needs and effectiveness. b. Opportunities in the growth and delivery of each program and service are identified. c. Program evaluation is ongoing to ensure that Centre programs and services respond to community needs. d. The input of Centre users is regularly sought, both formally and informally, to inform policy development and implementation, program planning and evaluation. e. Understand gaps in services to people most in need and find ways to make a positive difference. f. Where necessary to act as an advocate on behalf of the communities identified needs to achieve a positive outcome
1.2	Consult and liaise with community	<ul style="list-style-type: none"> a. Fully engage with our clients, valuing their input, feedback and participation. b. Facilitate regular community planning workshops c. Employees and volunteers maintain representation on regional and district committees and organisations d. Feedback from community is sought through surveys, responses from other organisations and meetings.
1.3	Provide leadership & support	<ul style="list-style-type: none"> a. Provide inspirational leadership b. Inspire and direct others in shaping and achieving their goals. c. Promote and encourage the initiatives of local champions.
2	Increase the profile of the Centre	
	STRATEGIC OBJECTIVES	ACTIONS
2.1	Value, recruit and train volunteers	<ul style="list-style-type: none"> a. Employees and volunteers regularly meet, both formally and informally, to work together to meet the needs of individuals in the community. b. Volunteer recognition events and activities held regularly c. A training program is implemented for volunteers which provides pathways to further study and employment

2.2	Communicate with the community	<ul style="list-style-type: none"> a. Management Committee, volunteers and employees are visible in the community and are associated with the Centre. b. Inquiries from the community, with respect to information about the Centre. are responded to with courtesy and promptness.
2.3	Actively promote the activities, services and programs of the Centre	<ul style="list-style-type: none"> a. Centre and Program newsletters are distributed regularly b. We share our best practice in the professional community through training programs, conferences and articles in professional journals c. Opportunities are sought for promotion of Centre programs and projects in media d. Other groups are kept informed about the Centre programs through letters and presentations to meetings e. Actively seek recognition of the work carried out at the Centre by nominating for significant awards f. Successes and achievements are celebrated with the community g. Develop good information on programs and activities being provided by MOSHCC in a range of formats
3	Provide suitable resources for the activities of the Centre	
	STRATEGIC OBJECTIVES	ACTIONS
3.1	Continuously seek opportunities to improve facilities of the Centre	<ul style="list-style-type: none"> a. Volunteers, employees and community members have an opportunity to access information so they can make effective use of all services and resources throughout the Centre b. Grants and funding will be actively sought for programs and capital works that will enhance programs.
3.2	Proactively seek partnerships and networks that will benefit the community	<ul style="list-style-type: none"> a. To have a partnership agreement with Alexandrina Council b. Partnerships with other organisations to be encouraged, developed, formalised and maintained c. Promoting the Centre to other organisations and groups.

4	Provide opportunities to encourage self-development, personal growth and lifelong learning	
	STRATEGIC OBJECTIVES	ACTIONS
4.1	Maintain a culture and ethos of learning	<ul style="list-style-type: none"> a. Employees and volunteers participate in training and continuing education for self improvement and professional development b. Management Committee, employees, and volunteers take personal responsibility for contributing to their own self development
4.2	Provide a diverse range of programs	<ul style="list-style-type: none"> a. Implement a process to develop Adult Community Education and similar programs. b. Implement a process to develop programs for children, teenagers and their families
5	Ensure effective management processes and procedures	
	STRATEGIC OBJECTIVES	ACTIONS
5.1	Maintain an involved, vibrant and active Centre Management Committee	<ul style="list-style-type: none"> a. Membership of the Management Committee will be broadly representative of the community. b. The committee will receive information necessary to make informed decisions and will act in accordance with the by-laws enacted by the Milang Progress Association.
5.2	Strive to achieve service excellence	<ul style="list-style-type: none"> a. A strategic plan for the organization is developed, implemented, and regularly updated. b. The purpose and operating requirements of all grants and contracts are consistent with the vision, mission and values of the Milang Progress Association. c. Policies and procedures are consistent with the vision, mission and values and provides clear expectations for the Committee, employees, and volunteers. d. Committee, employees and volunteers know of and understand the mission and operating principles. e. The Management Committee receives regular and timely information regarding the operation of the Centre's programs, new and changing needs in the community, and the Centre's success in achieving anticipated program outcomes.
5.3	Employ appropriately skilled people	<ul style="list-style-type: none"> a. To seek suitably qualified employees and contractors to manage projects, people and programs effectively according to Centre policies and procedures

