

POLICY DOCUMENT



Values, Vision and Planning

Document name:	Values, Vision and Planning 1005.3
Management Committee approval date:	3/10/2023
Review period:	3 years
Review date:	2/10/2026

Policy context: This policy relates to:	
Human Services Quality Framework	Standard 1: Governance and Management <i>Indicator 3:</i> The organisation develops and implements a vision, purpose statement, values, objectives and strategies for service delivery that reflect contemporary practice.
Other standards	
Legislation or other requirements	Associations Incorporation Act 1981 Child Protection Act 1999 Our way – A generational strategy for Aboriginal and Torres Strait Islander children and families 2017-2037 Understanding and Applying the Aboriginal and Torres Strait Islander Child Placement Principle

1. Purpose: Why do we have a values, vision and planning policy?

A documented statement of the vision and values of our organisation guides the way we approach the work we do and provides a clear picture of our organisation's aims and philosophy to others.

The development of a strategic plan identifies the specific objectives that the organisation will pursue and the work that will be done to achieve these objectives. The strategic plan is essential to guide what we do and the service delivery models we use. The strategic plan also gives us a way of monitoring progress and achievement.

2. Scope

This policy will apply to all services of the Mareeba Community Centre Inc.

3. Policy Statement: Our commitment

Mareeba Community Centre is committed to working to an agreed organisational vision and set of values, and to using these to inform our planning and service delivery.

Specifically, we will:

- develop a statement of organisational vision and values that will guide the plans and activities of the organisation
- review the vision and values statement at regular intervals
- promote the vision and values statement across the organisation and to the community
- conduct strategic planning processes
- apply the five core elements of the Aboriginal and Torres Strait Islander Child Placement Principles (ATSICPP) in our practice.

4. Procedures

4.1 Development and review of statement of organisational vision and values

Vision Statement

Mareeba Community Centre Inc. exists to promote the wellbeing of all community members. We envisage and work towards a just and equitable society where each individual feels connected and empowered.

Motto

The motto “small pieces, big picture” reflects the organisation’s commitment to:

- recognising and celebrating the significance of “small steps” towards recovery
- having an holistic viewpoint, taking into account the numerous “pieces of a puzzle” and
- working in collaboration with and as part of a larger community service network.

Statement of Values

The values of the Mareeba Community Centre Inc, its staff and volunteers are:

- Empowerment
 - We are open and transparent about process and criteria.
 - We encourage responsibility and self-reliance.
- Dignity
 - We behave at all times in a manner that is respectful, polite, caring and honest.
 - We take time to listen well.
 - We acknowledge our clients’ experiences.
- Non- Judgmental Approach
 - We do not judge our clients according to our own personal values.
 - We assist clients to meet goals that they have set themselves.
- Privacy and Confidentiality
 - We only share client information with express permission, in accordance with the confidentiality policies of our organisation.
 - We only write down what is absolutely necessary.

- Integrity
 - We are trustworthy and we do what we say we will do.
 - We are professional in all our dealings with others.
 - We are genuine.
- Collaboration
 - We help each other, and other organisations, as colleagues.
 - We generously share our knowledge, expertise and skills.
 - We are inclusive and seek people's input and involvement.
- Partnership
 - We ensure that there is opportunity for the participation of community representatives in service design, delivery and individual case decisions
- Participation
 - We ensure that there is opportunity for the participation of children, parents and family members in decisions regarding the care and protection of their children
- Innovation
 - We are flexible, creative and responsive to changing needs.
 - We have the courage to take informed risks.
- Connection
 - We maintain and support family connections to family, community, culture and country for children and their families
- Prevention
 - We protect children's rights to grow up in a family, community and culture by redressing the causes of child protection intervention
- Children's wellbeing is paramount
 - We recognise that the safety, wellbeing and best interests of a child, both through childhood and for the rest of the child's life, are paramount

The organisation's Vision Statement, Statement of Values and Motto will be reviewed as part of policy reviews at least every three years.

4.2 Promotion of the vision and values statement

The organisation's Vision Statement, Statement of Values and Motto will be promoted through:

- the Annual Report
- Strategic Plan
- Management Committee induction processes
- staff induction processes
- public display in front client area
- website
- Client Service Charter.

The motto will also be included in organisational flyers and letterheads.

The Client Service Charter will be provided to all new clients.

4.3 Strategic planning processes

Strategic planning will be undertaken every 3-5 years, with annual reviews and adjustments being made.

The process will be coordinated by the Manager and by an external facilitator to assist with the process and will involve input from:

- staff
- volunteers
- Management Committee
- clients
- other stakeholders.

4.4 Informing strategic planning

Strategic planning will be informed by:

- demographic and social needs data
- local council planning information
- research on community needs and service models
- organisation performance data
- government policy.

This information will be gathered by a variety of means, including researching current publications, surveys, meetings, consultations and individual interviews.

4.5 Embedding strategic priorities in organisation operations

Strategic plan priorities and goals will be progressed by embedding them across our organisation's operations, including:

- linking relevant strategic plan items to position descriptions
- making discussion of the strategic plan a regular agenda item for staff, Team Leader, and Management Committee meetings
- reviewing the service delivery model in the context of the strategic plan.

5. Other related policies and procedures

Documents related to this policy	
Related policies	1006 Organisational Authority Policy 1013 Budget Policy 1014 Performance Monitoring and Reporting Policy
Forms or other organisational documents	Management Committee Induction Checklist Vision Statement Statement of Values Strategic Plan 2020-2025 Client Service Charter New Clients Welcome Pack Contents List Staff Induction Checklist Position Descriptions

6. Review processes

<i>Policy review frequency:</i> Every three years	<i>Responsibility for review:</i> Manager
<i>Review process:</i> The policy will undergo a review process using the Power Apps system which automates review reminders and streamlines the approval process. The Manager will review the policy in consultation with other service providers, clients, staff, volunteers, and Management Committee. Any recommended changes will be tabled for Management Committee approval.	
<i>Documentation and communication:</i> Approved policies are stored in the SharePoint library and accessible for all staff. Staff will be informed of and required to review all changes as they occur.	
<i>Record of Policy Revisions:</i> <i>Version 1005.1 (adopted 16th November 2016 and 20th November 2019)</i> <i>Version 1005.2 (adopted 21st October 2020)</i> – updated the Policy Statement and Statement of Values to include the ATSCPP core elements and a reference to Child Safety Act 1999 General Principle. Jan 2023 – minor changes including new template and new form numbers in S5. <i>Version 1005.3 (adopted 3rd October 2023)</i> – changed order in the statement of values in section 4.1, added letterhead in section 4.2	