

Our Vision Safe and Connected Communities

What does that look like?

Safe

- Children and families are safe
- FUN - being able to hang out
- Being seen and heard
- Everyone feeling included
- People participating - rights, access, equitable
- People have wrap around support
- Low crime & family violence, lighting, footpaths, people feeling safe, walking, public transport
- People know and understand their community
- Resilient

Connected Communities

- Intergenerational groups
- Coming together
- Community members sharing aspirations
- Social capital, Facebook, mentoring
- Checking in on each other
- Going out into the community
- Walking groups
- Children participating in extracurricular activities
- Creative thinking
- Innovation
- Increased volunteers
- Empowered
- Inclusive

Our Mission

To support children, families, and individuals in being safe and connected in our communities

Our Values

At The Canopy we will:

- Conduct ourselves with **integrity**
- Act with **compassion**
- Ensure **empathy**
- Maintain **trust** &
- Demonstrate **respect**

We will use a collaborative and inclusive approach underpinned by a social justice framework

What will we do?

Our Clients

- Identify opportunities to grow our client base
- Conduct unmet needs assessment and formulate response
- Increase wrap-around services
- Investigate and review temporary care support for families
- Investigate income generation options
- Develop a communications and marketing strategy to increase brand recognition and awareness of The Canopy
- Research
- Advocacy
- Maximise community benefit of community facilities
- Community development
- Maximise reach and impact of Maryland Neighbourhood Centre Services

Our People

- Provide professional development opportunities
- Develop a well-being strategy for staff
- Ensure professional supervision for staff
- Provide space & time to innovate & create
- Review pays scales
- Acknowledge staff & volunteers

Our Systems

- Use current data to inform service delivery
- Identify and implement a process to measure children's outcome data
- Present outcomes data (case studies, conferences, seminars)
- Develop a fee-for-service finance model
- Investigate the best way to present data to the Board for effective decision making

Our Partners/Stakeholders

- Community service providers
- Disability services
- Aboriginal and Torres Strait Islander Services
- Education
- Universities
- CALD service providers
- Housing/homelessness
- Domestic violence services
- Government (Local/State/Federal)
- Mental health services
- Primary health network
- Material aid providers
- Business sector

How do we measure success?

Population

- ROSH
- Hospital/Immunisation
- Wellbeing index
- Volunteering
- BOSCAR
- Education trends & attendance
- Housing
- ABS Census
- AEDC
- Local / State Governments community surveys / consultations

Program

- Motivation/Change
- Knowledge
- Measuring children
- Case studies
- Performance against contractual KPIs
- Qualitative feedback (clients, agencies, stakeholders, social media)
- Community facilities utilisation
- Usage of community facilities and patronage reflects local community needs, aspirations, and demography
- Reputation
- Client outcomes