

THE SPIERS CENTRE INC.

STRATEGIC PLAN 2023 - 2026



MISSION A centre for support, information and empowerment of individuals, families and communities

VALUES *integrity ♦ respect ♦ collaboration*

OUR VISION - Strong, Caring and Resilient Communities

Outcomes Vision

Services

Success

Priorities

Financially confident and independent

- Financial counselling
- Financial literacy and wellbeing
- Creche for participants

- Fewer repeat clients
- Positive result for clients (eg action, sharing: measured post delivery and six months on)

- Involve past clients in workshop delivery
- Proactive and tailored financial literacy program (beyond referrals)
- Publish online resources

Informed and empowered

- Community Empowerment Hub:
 - courses/workshops for living well
 - Drop-in
- Creche for participants

- Increased participation in learning programs
- Positive result for participants (measured post delivery and six months on)

- Increase in-house delivery
- Increase proactive invitations to external organisations
- Re-institute drop-in

Get to the right place

- Welcoming 'go to' entry point (online, in person, phone) for people seeking support/assistance
- Connection/referral to:
 - own services
 - others' services

- Spiers Centre known as 'go to' place for clients, other providers and partners
- Positive connection facilitated for participants

- Centralise knowledge base
- Enhance online and physical material
- Institute post-referral follow up

Make it through a crisis

- Emergency relief
- Advocacy for/with individual
- Information

- Ability to meet demand for individual emergency relief
- Valued contribution to local disaster recovery
- Increased enrolment in financial counselling

- Increase reliability of emergency relief supplies
- Better support 'client journey' to self-determination

Represented and well-served

- Leadership in field
- Provide expertise and advocacy in the public and policy realm
- Governance
- Organisation management

- Recognised expert and leader in field
- First rate governance
- High quality organisational management

- Diversify and increase revenue
- Enhance community and media profile
- Develop partnerships
- Improve data capture and evaluation