



# *Walker Close and Brooklyn Hall Ass. Inc.*

SERVING THE HOBSONS BAY COMMUNITY

## **Goal 1: Ensure accessible service provision to the divers Community**

### **Strategies:**

- **Regular review of existing programs/activities are effectively used**
- **Feedback boxes, forms to be available, and review of comments and suggestions**
- **Undertake detail research on community needs**
- **Monthly, quarterly and annual review of feed backs, programs, services**
- **Interview groups, individual, regular and casual service uses**
- **Work in partnership with the diverse community**

## **Goal 2: To maintain sound financial management system**

### **Strategies:**

- **Make sure all sources of funding are in line and obtaining additional funding from sponsorship/grants**
- **Regular review of cost structure and keep informed financial sources life time**
- **Develop monthly, quarterly, semi-annual statistical financial reporting system**
- **Apply accrual basis accounting recording system; as expenses are incurred and revenues are earned (cost matching) which will provide sound financial information to make an appropriate decision**
- **Develop appropriate statistical financial reporting system and appropriate cost structure**
  
- **Initiate fundraising programs look for grant opportunities**

## **Goal 3: To develop Online Resources**

### **Strategies:**

- **Provide information on the organisation's mission, goals and values**



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- Provide ready accessible user-friendly webpage for all users to easily access programs and services
- Develop on line booking forms, feedback forms, current enquiries
- Promote resources with the internal and external images
- Develop effective links between the websites of other sites
- Offer current brochures available online
- Put up internal and external venue images and other available resources

## **Goal 4: Maximise facility usage/reduce idle time/Increase participation Level**

### **Strategies:**

- Identify regular hours and after hours venue usage time
- Maintain up-to-date booking information
- Increase participation level by keep informing and
- Identify community needs based on the research and feed backs
- Identify target areas where the community need to be informed
- Provided information for the resources available/internal and external/
- Identify and prioritise the targeting of current “non-user” groups
- Revise service rates and set competitive price
- Broaden community awareness of what the centre can offer

## **Goal 5: Develop short course programs**

### **Strategies:**

- Build a strong relationship with short courts providers
- Identify community needs for various course types
- Advertise on local news papers and on WebPages
- Looking for course related grants
- Expand computer accessibilities



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## **Gaol 6: Develop programs for newly arrived migrants**

### **Strategies:**

- **Network with agencies working in the area**
- **Create connections with CALD communities**
- **Organise programs, events, celebrations to suit all age groups**
- **Identify their needs and assist them to settle well and fit in the Australian culture**

### **Key performance indicators**

- **Monitoring and Reporting on progress**
- **Level of community satisfaction via evaluation forms**
- **Level of usage to maintain sustainability.**