



# TOUKLEY NEIGHBOURHOOD CENTRE INC

Ph: 02 4396 1555 | Fax: 02 4396 5818 | Email: admin@tnc.org.au | Website: www.tnc.org.au | ABN: 64 997 484 484  
Association No: Y02437-47 | Post: Toukley Neighbourhood Centre, PO Box 55, Toukley NSW 2263

## STRATEGIC PLAN

### VISION

#### What is our vision for our service?

Our vision for Toukley Neighbourhood Centre Inc is that of an accessible environment which gives individuals, groups and the community the opportunity to explore and meet their needs; and encourages and supports them to achieve their full potential.

### MISSION STATEMENT

#### How will we achieve our vision?

- Provide a Centre which welcomes all people without judgement.
- Enhance the quality of life in the community by providing opportunities for personal and community growth for everyone.
- Facilitate a self help process by assisting individuals and families with information and resources.
- Initiate links and encourage community networks which enable people to give and receive support.
- Encourage local community involvement in the running of the Centre.
- Lobby for local community concerns in the broader arena.
- “Empower” people by doing things “with” them, not “to” them or “for” them.
- Promote community spirit.

#### Current Board of Management:

(as at July 2015)

Chairperson: B Hopkins

Vice-Chair: G Gibbons

Secretary: E Walker

Treasurer: G Rixom

Public Officer: B Hopkins

Members:

V Davidson

P Stair

J Broderick



“It isn’t what we say or think that defines us, but what we do”

Jane Austen

“Without a sense of caring, there can be no sense of community”  
~ Anthony D’Angelo



There are over 100 individuals involved in making TNC and its programs work. We are all representatives for our community and we do a GREAT JOB!

## Goal One

### INCREASE THE NUMBER OF VOLUNTEERS

Due to the growth of services, and also the aging of long term volunteers, the number of volunteers need to increase from approximately 100 to 125-130 within the next 12 months.

#### STRATEGY

- Advertise through the internet, local businesses, and networking.
- Aim to recruit personnel who are able to commit time to the organisation.
- The intention is to then have volunteers with a wide range of skills which can then be allocated to the appropriate sector of TNC's services.

## Goal Two

### RECRUIT VOLUNTEERS FROM INDIGENOUS AND MULTICULTURAL BACKGROUNDS

There are at times, circumstances where it would be ideal to have volunteers with varied ethnic backgrounds, in order to ensure the clients whom we serve, are given the appropriate service and attention.

#### STRATEGY

Through our current services and client base, seek suitable volunteers to assist other clients.

## Goal Three

### IMPROVED INFORMATION TECHNOLOGY SYSTEMS

Ensure computer systems are operating efficiently and are backed up on a monthly basis.

#### STRATEGY

Through an introduced Skills matrix of WFD and other volunteers, source an appropriately trained person, whom you believe can carry out the backups in a timely and efficient manner.

## Goal Four

### ACCESS TO AFFORDABLE HOUSING FOR CLIENTS

Assist community members to have access to low cost accommodation if eligible.

#### STRATEGY

TNC Management to approach low cost boarding houses/hostel or similar to liaise on behalf of clients to obtain low cost accommodation if needed.

If Lakes Food Care can be located in a secure location with access to amenities, people who are homeless who are either living in or out of a vehicle, can stay in an environment that protects them.

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## Goal Five

### MORE ATTENTION FROM GOVERNMENT REPRESENTATIVES—ALL LEVELS

Have Govt officials or possible sponsors to TNC attend functions in order to gain an appreciation of TNC's capabilities, with the vision that TNC can gain more support and /or funding.

#### STRATEGY

Yearly plan of events to be circulated and confirmed in a timely manner which allows for early notification to invitees to events.

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## Goal Six

### PREPARE OP SHOP FOR POSSIBLE MOVE

Reduce items for sale in the Op Shop, in readiness for transfer of business to location where Lakes Food Care is located.

#### STRATEGY

Have a "fire sale" to reduce overall stock. Make a list of items that can be accepted for resale, and a list of items that can't be, eg prams and electrical items. Display the list in a prominent position to ensure less confusion of what can or can't be donated.

What you get  
by achieving  
your goals is  
not as  
important as  
what you  
become by  
achieving  
your goals.

- Henry David Thoreau

QuotePixel.com

*"We make a  
living by what  
we get, but we  
make a life by  
what we give"*  
~ Winston  
Churchill

**TOUKLEY  
NEIGHBOURHOOD  
CENTRE INC.**

Heador Street (offices)  
PO Box 55  
Toukley NSW 2263

Phone: 02 4396 1555  
Fax: 02 4396 5818

E-mail: [admin@tnc.org.au](mailto:admin@tnc.org.au)

**[www.tnc.org.au](http://www.tnc.org.au)**

**Current Staff:**

**TNC ADMIN**

**Centre Manager:**  
K Hopkins

**Program Coordinator:**  
B Barnes

**Assistant Program  
Coordinator:**  
J Gillett

**Admin Assistant:**  
S Burton

**NILS PROGRAM**

**Microfinance Manager:**  
S Crossley

**NILS Coordinator:**  
R Langdon

**CVS PROGRAM**

**CVS Coordinator:**  
Anne-Marie Moon

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HEADOR STREET, TOUKLEY  
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[www.tnc.org.au](http://www.tnc.org.au)

## GOALS

### Goal Seven

#### INCREASE PROGRAMS

Offer and conduct more programs to assist the community either in educational, recreational or programs deemed suitable by TNC to assist in building a strong community and enhance the wellbeing of its members.

#### STRATEGY

Conduct a Survey by "one on one" interviews to find out the needs of the community. This can be done through Lakes Food Care, possibly utilising the Work Experience students from local high school.

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### Goal Eight

#### INCREASE FUNDING

Secure more grants and donation of funds through grant applications and other means.

#### STRATEGY

Create a "team" to co ordinate the relevant information that is requested by organisations and businesses. All monies awarded are then monitored and reported where/when it is spent/utilised.

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### Goal Nine

#### POSITIVE PUBLIC PERCEPTION OF CLIENTS/CUSTOMERS

Change the public perception of the clients and customers of TNC's services.

#### STRATEGY

Through the media eg internet, newspaper, community leaflets, publicise the work performed by TNC, along with success stories to show that the users of TNC's services benefit from the large range of assistance offered and taken up by the community members.

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### Goal Ten

#### HARMONIOUS SERVICE

Create a harmonious environment at all the service outlets of TNC.

#### STRATEGY

Train personnel in areas such as customer service, conflict resolution etc.

Due to the stress in everyone's daily lives, there can be conflict between volunteer staff and clients. By offering training, it is envisaged that TNC can create a more harmonious environment.

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### Goal Eleven

#### IMPROVE POLICIES /PROCEDURES

Increase the number of formal procedures and policies to enable volunteers to learn correct procedures. Also assists cross training when necessary.

#### STRATEGY

Identify volunteer staff who have the knowledge/time and capability to create or upgrade procedures/policies.