

Corporate Services Strategy to 2020

By 2020, the Caroline Chisholm Society will be a model Community Service Organisation. We will do this by regularly updating and implementing policies and procedures that are informed by best practice. We will know we are on track if membership, staffing and volunteering is strong and engaged, our community knows what we do, our regulators are satisfied and our clients are engaged in our decision making.

The finances of the Caroline Chisholm Society will be protected by a strong asset base, include income from regular funding from diverse sources. The administration will ensure seamless client experiences. We will continue to ensure that the Society is in a financial and administrative position able to support its services.

We will do this by fostering our relationship with government, corporate sponsors and philanthropists, and by growing our private fundraising income. We will do this by ensuring our documents and policies are consistent and simple to access.

We will know if we are on track if we have secure ongoing financial support from government, members and the community. We will also know if we are on track if our documents are easily navigated and accessible from any internet-connected computer.

Corporate Services Plan to 2015

To achieve this, we will	We will know we are on track if	It will be led by
1. Governance and Risk: Maintain sound governance and risk processes.	<ul style="list-style-type: none"> a) Memberships are renewed with the option of automatic renewal b) Our AGM receives an annual report c) Our ACNC records are maintained d) Our registration is renewed e) We pass accreditation f) Clinical data is delivered g) Central registers are maintained 	Board of Directors via CEO
2. OH&S: Have sound procedures in place and provide a safe environment for our staff, clients and volunteers.	<ul style="list-style-type: none"> a) Our health, safety and wellbeing plan is adhered to b) Incidents and complaints are effectively managed 	CEO

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<p>3. IT/Telephony – Have easy to use and fit for purpose IT and telephony.</p>	<ul style="list-style-type: none"> a) Our thin client computers have been upgraded to computers capable of responding to modern demands by June 2016 b) Our internet access is fast enough for staff to access their work from home by January 2016 c) A service record system is in place that is internet capable and does not rely on aging infrastructure for day to day activities d) We are still able to effectively report to DHHS data required from IRIS e) We have transitioned to Office 365 with staff private documents on One-Drive and Shared files on SharePoint by June 2016 	<p>CEO</p>
<p>4. HR – Maintain a productive, supportive and well managed, workplace.</p>	<ul style="list-style-type: none"> a) Personnel files show records of staff being inducted and exiting consistent with policy and there is evidence that feedback from exit interviews has been heard b) Volunteer files show records of staff being inducted and trained c) Supervisors regularly meets with each staff member one-on-one d) The CEO regularly meets with staff one-on-one to seek direct feedback and there is evidence that the feedback has been heard e) Staff are offered training and professional development opportunities 	<p>CEO</p>
<p>5. Finance – Be accountable and maintain transparent documentation that is safely stored.</p>	<ul style="list-style-type: none"> a) The annual financial audit is passed b) Monthly financial reports are delivered c) Monthly management tracking reports are delivered d) We have put MYOB in cloud e) Have received agreement to and adhered to our yearly budget. 	<p>Manager Corporate Services</p>

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<p>6. Funding- Seek and respond to funding opportunity and nurture our relationships with stakeholders.</p>	<ul style="list-style-type: none"> a) We regularly apply for grants that are relevant to our strategic objectives b) We report the opportunities and challenges of funding to the Finance and Funding Sub-committee c) Meet with and network with philanthropists and other funding bodies d) Ensure our public profile is consistent with our values 	<p>CEO</p>
<p>7. Fundraising – Support ideas and administer easy methods to donate</p>	<ul style="list-style-type: none"> a) Hold two online raffles per year b) Continue to support the volunteer run stall c) Retail small items, such as a ‘ccs bib’ d) Process regular donations via credit card and give-now processes e) The opening of the 977 Mt Alexander Road is used as an opportunity to raise funds for the services to be provided in the site 	<p>Manager of Corporate Services</p>
<p>8. Property incl. Fleet – Have sites fit for the purpose of supporting vulnerable families.</p>	<ul style="list-style-type: none"> a) We finish building at 977 Mt Alexander Road b) We write master plan for Caroline Springs c) We progress towards acquisition of the Kindergarten neighboring Caroline Springs d) We implement new operating model in Shepparton. e) We maintain our buildings f) We cost and prepare a proposal to upgrade the heating and cooling at Caroline Springs g) We maintain our fleet h) We increase size of fleet consistent with an agreed logic relating the number of cars to number of a certain type of worker i) We maintain our asset register 	<p>Manager of Corporate Services</p>

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<p>9. New and Pre-loved Goods – Have safe and sufficient baby goods and equipment to meet our client’s needs.</p>	<ul style="list-style-type: none"> a) Our clients are satisfied with the material aid support we provide for them b) We receive, process and stock new & pre-loved goods c) We distribute goods through internal caseworkers, external caseworkers, and welfare appointments in both Shepparton and Melbourne d) Continuous quality improvement and policy development occurs e) We have investigated the use of an app to collect data, such as canvas f) We have good stock management procedures 	<p>Manager of Corporate Services.</p>
<p>10. Administration – Maintain our front of house so that all are welcome, know what is happening and are able to get the administrative support they need</p>	<ul style="list-style-type: none"> a) We have updated FaceBook a few times per week b) We have distributed a newsletter 4 times per year c) We have known presence in the press and at events for local areas of Moonee Valley, Caroline Springs and Shepparton d) We have easy processes to request supplies and all staff are maintaining their respective administrative hubs 	<p>Manager of Corporate Services.</p>