

Strategic Plan

At a glance

2025–28

We are a **leading community organisation** whose heart is in **Melbourne's West and North**.

We work alongside and in partnership with communities rich in cultural diversity, and we are dedicated to helping those in need.

We provide services and support across the areas of community building, community education, community legal and family services.

Our vision is for all people, families and communities to **thrive**.



Our Purpose and Values

We empower and support people by unlocking pathways to connection, learning, work and justice.

Empowerment

We respect the strength of our communities and support people to have agency over their own lives.

Compassion

We embrace the lived experience of all people and approach our work with kindness, care and courage.

Collaboration

We work well together as one team and with our partners to deliver holistic services.

Responsiveness

We listen to diverse communities, measure impacts and make informed decisions about the services we provide.

Accountability

We are responsible and self-reflective. We acknowledge and celebrate achievements.

Strategic Pillars

Pillar	 Support more people and families	 Unlock pathways
What Success Looks Like	<ul style="list-style-type: none">Better access and more service provision to support the growing populations in Melbourne's West and North	<ul style="list-style-type: none">More people supported by commUnity+ to reach their goalscommUnity+ plays a key role in a broader community services system across Melbourne's West and North that is better equipped to work together to address community needs and aspirations
2025-28 Priorities	<ul style="list-style-type: none">Increase accessibility, relevance and impact of all our programs and servicesOffer in-person and online servicesOffer community engagement programs across commUnity+ sitesStrengthen and expand legal, education and family services for communities across Melbourne's West and NorthEstablish a multi-service commUnity+ Hub to support communities in Melbourne's Greater WestDevelop advocacy in response to Government reform and other opportunities	<ul style="list-style-type: none">Commence commUnity+ 'any door' support approachExpand community education to improve people's community connections and access to further education and employmentDevelop integrated service approaches and service design to help people navigate complex and intersecting issues and systemsLink people and communities to connected and complementary supports and servicesProvide prioritised access for people experiencing family violence, mental illness, disability, aged care needs, insecure housing and other forms of vulnerability and disadvantage
2025-28 Measurable Success Indicators	<ul style="list-style-type: none">commUnity+ services and resources are accessible in-person and online across a variety of multi-disciplinary community settingsAll commUnity+ program areas routinely collect data to identify and highlight areas of unmet need and opportunities for investment in our community through user feedback, surveys, research and incident analysisAll commUnity+ services and partnership initiatives are designed in a way that is responsive to community need and demonstrate measurable outcomes for intended beneficiaries	<ul style="list-style-type: none">commUnity+ uses a visible 'any door' approach for people who engage with commUnity+ to identify and access services, or resources most relevant to their needscommUnity+ is a sustainable provider of community education in Melbourne's West and North encompassing accreditation, accessibility, range of programs, and relevance to student participation, educational and vocational needscommUnity+ services document up-to-date access and referral protocols in place with relevant community providers, as well as facilitate service integration as necessary
Ten-year Directions	<ul style="list-style-type: none">Increase access to our services for more people and communities across Melbourne's West and NorthAdvocate for communities amplifying their voice and lived experienceContribute to reducing the level of unmet need across Melbourne's West and North	<ul style="list-style-type: none">Build and improve pathways to further participation, education and employmentHelp shape a more integrated community sector to better support our communitiesHelp people gain confidence and ability to navigate community, services and support systems

 Empower people and communities	 Build our capability
<ul style="list-style-type: none">Services and support are designed with the community for the community whose culture, diversity and lived experiences are embraced and valued	<ul style="list-style-type: none">Equipped and ready at each stage of our strategic journey to maximise positive impact for people in Melbourne's West and North
<ul style="list-style-type: none">Improve community and stakeholder awareness of who we are, what we do, and ways of accessing our services and working togetherUndertake pilot approaches to help community leaders and groups to better support their communitiesListen to the voices of community to shape the role that we playExpand 'practical skills' short courses to equip more people to access their rights and manage responsibilitiesDesign our services to enhance individual agency and empowerment	<ul style="list-style-type: none">Develop a strengthened business model to ensure it is sustainable and resilientDiversify and grow funding and revenue streamsContinue to invest in our people and embrace lived experience to work together more effectively and improve the services we deliverIncrease collective community impact through partnerships and ventures.Monitor and evaluate our performance and impact and share our results with community and stakeholdersDevelop a ten-year digital transformation roadmap
<ul style="list-style-type: none">commUnity+ evaluates of community and stakeholder feedback and experiences inform our approach to engagement, program design, service quality and improvementcommUnity+ uses learnings and recommendations from an evaluation of at least two co-designed community leadership programs to be published on the commUnity+ websitecommUnity+ integrates participant evaluation measures (e.g. self-efficacy, community connectedness or unmet need measures) into service planning and delivery across all service types and reported internally as a bi-annual quality indicator	<ul style="list-style-type: none">commUnity+ conducts annual continuous improvement, business and financial planning, review and forecasting cycles across all business units.commUnity+ demonstrates progress as an employer of choice with a highly engaged, positive and inclusive workforce with a culture survey, 360-degree feedback, performance achievement, retention and exit feedback resultscommUnity+ produces bi-annual reports of community impact outcomes for each service delivery area to be published on the commUnity+ websitecommUnity+ routinely uses digital dashboard reporting of key business indicators, quality data and contract performance to increase and improve service delivery.
<ul style="list-style-type: none">Strengthen connections with communitiesCommunity leaders and groups are better able to support their communitiesServices offered better meet the needs of communities and improve people's agency	<ul style="list-style-type: none">Practice excellence and evidence-based measurement of impact.Financial sustainabilityStrengthened capability and culture to realise our aspirations.Digital transformation



Locations

Keilor Downs (Head Office)

Level 2, 90 Taylors Road
Keilor Downs, VIC 3038

Broadmeadows

1100 Pascoe Vale Road
Broadmeadows, VIC 3047

Brunswick West

46 Grantham Street
Brunswick West, VIC 3055

Craigieburn

75 Central Park Avenue
Craigieburn, VIC 3064

Deer Park

822 Ballarat Road
Deer Park, VIC 3123

Glenroy

5 Blucher Street
Glenroy, VIC 3046

Melton West

195–209 Barries Road
Melton West, VIC 3337

St Albans

30 East Esplanade
St. Albans, VIC 3021

354–356 Main Road West
St. Albans, VIC 3021

Acknowledgement of Country

We proudly acknowledge the Wurundjeri Woi Wurrung and Bunurong people as the traditional custodians of the land on which we work and provide services. We pay our respects to Elders past, present and emerging. commUnity+ acknowledges this land was never ceded; that it always was and always will be Aboriginal land.



1800 266 675



comm-unityplus.org.au



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