

## STRATEGIC PLAN 2016 – 2019

### OUR VISION

An equitable, just, culturally diverse and inclusive society.

### OUR MISSION

To inspire and support culturally diverse communities to reach their full potential.

### MRC SERVICES

The Migrant Resource Centre will provide access to valued services and promote the needs of multicultural communities

#### STRATEGY : PERSON CENTRED

*The MRC will provide services that are supported by an understanding of client and community needs, fostered through ongoing engagement.*

ACTIONS	OUTCOMES
Ensure a person centred approach is focal to client support and the MRC service provision framework.	Implementation of a holistic referral and assessment process that enables the community to access an increased range of responsive and measured services.
Develop a future needs analysis to ensure services meet the needs of clients.	Service needs are understood prior to identifying funding options.
Validate that existing services provided are appropriate and create a range of feedback opportunities, ensuring programs are targeted and innovative.	MRC services are focussed on achieving outcomes for people from a culturally and/or linguistically diverse background.

### MRC REPUTATION AND EXPERTISE

The Migrant Resource Centre will be recognised as a thought leader and a quality service provider, with a strong reputation for expertise.

#### STRATEGY: ENGAGE AND COMMUNICATE

*The MRC will develop its brand and enhance its reputation with key stakeholders and the broader community.*

ACTIONS	OUTCOMES
Actively explore, develop and foster appropriate partnerships and collaborations	The development and implementation of a formalised Engagement/Partnership Plan
Influence, lead and promote the needs of multicultural communities to stakeholders and the broader community.	Engagement is targeted and broad reaching and emphasises the MRC focus on its Vision.
Allocate resources to conduct a brand review and situational analysis.	Develop and execute a purposeful internal and external marketing and communications strategy that strengthens the status of the MRC as a quality service provider.

## STRATEGIC PLAN 2016 – 2019 (CONT.)

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### MRC SUSTAINABILITY

The Migrant Resource Centre will have a secure future, supported by appropriate systems and infrastructure.

### FINANCIAL STABILITY, SYSTEMS & INFORMATION MANAGEMENT

*Ensuring the MRC has the resources, systems and capability*

ACTIONS	OUTCOMES
Review Information & Communication Technology (ICT) infrastructure and data base and finance systems.	Implement an ITC Infrastructure Strategy.
Implement a centralised Client Record Management (CRM) system that addresses the needs of the MRC	Effectively execute an organisation wide data, finance and client record keeping system that meets the needs of both internal and external stakeholders.
Increase existing financial resource capacity by retaining, and developing funding initiatives via diverse revenue streams.	Efficiency of existing programs are maximised, new funding streams are established and services that meet the needs of clients has increased.

### MRC GOVERNANCE

The Migrant Resource Centre Board will actively direct the organisation toward its mission and be appropriately resourced by valued staff and volunteers.

### STRATEGY: CORPORATE GOVERNANCE

*The MRC will invest in the development and growth of its staff, volunteers and the Board to support the organisation achieving its outcomes through best practice techniques.*

ACTIONS	OUTCOMES
Develop a corporate governance framework.	Decision making of the Board resonates through the organisation via implementation of the Strategic Plan.
Review, develop and strengthen organisational decision making.	Implement an organisational structure which is supported by comprehensive human resources and governance framework guiding the work of staff, volunteers and the Board.
Ensure compliance measures are of the highest standard.	Reporting will meet obligations, clearly demonstrating an understanding of outcomes achieved and impact of service.