

Strategic Plan 2023-2026

This strategic plan has been formulated in acknowledgement of:

The enduring multidimensional impacts of the COVID-19 pandemic

The rising cost of daily living

The inadequacies of welfare payments

The diverse and complex needs of the community

The diversity of funding and other support arrangements for individual member agencies



Our mission

As the peak body for the community information and support sector, we will assist member agencies to deliver and grow their services to support people in personal and financial hardship.

Our services aim to uphold the dignity of all, respond to community needs, alleviate the impact of poverty, and promote social justice.



Our values

Connections

We value and rely on our connection with our members and key stakeholders to inform our work.

Empowerment

We empower communities with information and holistic support.

Integrity

We are accountable and authentic in all our dealings.

Equity

We work towards a socially just society for all.



Strategic plan

Leadership and partnership

- Promoting and profiling the work of our members.
- Building closer relationships and understanding with all relevant stakeholders including government departments, policymakers, and elected representatives.
- Engaging with members to seek their views on a range of issues and briefing them on policy developments and other trends.
- Working with stakeholders to establish strategic partnerships to optimise the impact of CISVic.

Membership engagement and resourcing

- Developing and maintaining an understanding of the roles, functions and needs our membership.
- Supporting the sector by offering a range of membership services and facilitating networks.
- Engaging and resourcing our members in workforce training, sector development, advocacy, and research.
- Resourcing and supporting volunteering in our member agencies.
- Exploring opportunities to grow the sector to respond to community needs and address geographic gaps.

Research informing action

- Engaging with members about current issues and needs to shape our advocacy work.
- Creating change by using high-quality data and grassroots case studies to achieve a fairer society.
- Collaborating strategically with other organisations on relevant campaigns.

Organisational effectiveness

- Ensuring the operational sustainability of CISVic.
- Delivering sound governance and direction by a strong, effective Board.
- Providing an employment culture that values and supports all staff.
- Ensuring the organisational structure supports the strategic direction.