

STRATEGIC PLAN 2019 – 2022



MULTICULTURAL COUNCIL
OF WAGGA WAGGA

OUR VISION

To achieve an enriched multicultural society through cultural diversity, social cohesion and community harmony.

OUR MISSION STATEMENT

To provide a range of high-quality programs and services to assist people from culturally and linguistically diverse backgrounds to integrate successfully into the Wagga Wagga and surrounding communities.

OUR VALUES

We believe in a culturally diverse and fully inclusive society. We value the contribution of all people, celebrate diversity, and uphold the dignity of all.

We advocate and actively support others to realise their aspirations and goals. We are inspired by the potential that positive change can bring to our community.

We act in an open, honest and ethical way. We work cooperatively with others who share our vision, mission statement, values and purpose.

We understand and anticipate our communities' needs now and for the future.

STRATEGIC DIRECTIONS



OUR GOVERNANCE

We will continue to implement leading governance standards, be financially sustainable, and pursue new ideas and services.

Our business systems and processes are robust, efficient, transparent, adaptable, and contribute to our purpose.

As we grow and extend, each service is financially sustainable and contributes to our purpose.

We attract and retain high quality staff and volunteers who apply our values and governance standards in everything they do.

We will ensure our dedicated staff, including volunteers, are supported by creating a culture of excellence, teamwork, accountability and continuous improvement.

Our staff and volunteers are supported to meet the changing needs of our community, our clients, and our sector.

Our staff and volunteers feel valued as part of a high-performing team that is deeply connected to our purpose.



ADVOCACY & REPRESENTATION

We will provide strong advocacy and representation, while building the capacity of culturally and linguistically diverse communities.

We develop a proactive public perspective on multiculturalism, diversity and social inclusion that is constructive, respectful and evidence based.

Our approach to advocacy ensures that we have mechanisms to engage effectively with the broad range of culturally and linguistically diverse communities.

We build the capacity and participation of culturally and linguistically diverse communities by providing information, advice and client support to achieve their purpose.



CULTURALLY APPROPRIATE CARE & SUPPORT

We will effectively engage with and support those who need our help with vibrant, connected, and culturally appropriate services and experiences.

Services and programs are designed and delivered by placing clients and communities at the centre of our work.

We communicate openly and effectively to establish and maintain trust with our clients and their communities.

Our services meet or exceed our client's expectations and quality standards, and operate within a culture of continuous improvement.



COLLABORATION

We will develop stronger relationships, programs and services with those who share our vision, mission and values.

We pursue strengthened partnerships with government, business, non-government organisations and the community to achieve our purpose.

We will maintain our reputation as a trusted, respected and result-driven organisation and continue to work with others as a community partner providing culturally appropriate care, support and representation.