

Strategic Plan 2019–2022

Our Mission

To give adult residents of North Melbourne and surrounding areas the learning needed to build a better life for themselves and their families.

Our Vision

To be North Melbourne's leading learning centre for CALD community, recognised for enriching and empowering the lives of the people we serve.

Our Values

We value and are committed to:

Compassion	Sensitive, understanding and caring in our service of each other and all people
Integrity	Honest, accountable, transparent and fair in all our work and relationships
Respect	Treating each person as we expect to be treated and offering acceptance and support in the face of challenges
Perseverance	Finding effective, innovative and sustainable ways to fulfil our mission
Diversity	Building social cohesion by creating opportunities for intercultural experiences between people of all ages, gender and cultural background
Celebration	Recognising and celebrating the efforts and achievements of our students and participants, their families, and our staff and volunteers.

Objectives

These objectives support the strategic goals.

Goals	Sustainability To have a reliable, secure and flexible income stream to meet present and future needs.	Influence To be a leader in advocating with our target communities.	Capacity To form collaborations and partnerships with volunteers, the community sector, the education sector, government and business to achieve our goals (and provide opportunities for supporters who work with us).	Communities To be responsive to our target communities' learning needs and aspirations. To enable social equity and inclusion through assets and strength based approach. To base ourselves where our communities are.	Innovation To be innovative with both our program and our systems.
Objectives	Develop a sustainable business model that meets core and addresses future needs.	Robust evaluation to demonstrate values and outcomes. Tools and frameworks to collect data and develop insights	Ongoing volunteer program	Strengthen participation by mitigating barriers (e.g. child care)	Experiment to find new pathways to further education for students and program participants
	Develop a clear Value Proposition	An advocacy plan – evidence to back up advocacy	Pro-bono support	Promote and support education and employment pathways	Exploring pathways to employment for students and program participants
	Define our target communities		Infrastructure (built environment) can expand to meet communities' needs and NMLL activities	Integrate English and community development	
	Business development to build funding, relationships, marketing		Staff and volunteers rewarded and supported; recognition of the efforts of everyone who contributes to NMLL	Build enterprise skills	
	Branding, built through powerful storytelling		Systems and resources to support our people		
Employee experience					