



*People connected, empowered and belonging
in safe, resilient communities.*

KARABI COMMUNITY & DEVELOPMENT SERVICES

STRATEGIC PLAN

2014- 2019

Developed with support of:
Carolyn Quinn
C. Quinn Consultancy Pty Ltd

July 2014

Karabi Community & Development Services

Karabi

Karabi Community & Development Services Inc. began in 1987 as a small not-for-profit community organisation. Through commitment and support of local community members and a small team of workers, the service expanded to develop into a key organisation now serving communities in Parramatta, Blacktown and Holroyd local government areas.

Our Vision

People connected, empowered and belonging in safe, resilient communities.

Our Purpose

Karabi's purpose is the development and delivery of a wide range of services and supports, responsive and suited to the needs of local communities.

Our Values

The values and beliefs that guide our decisions, actions and processes at Karabi include:

People Matter	Social justice	<i>we respect and advocate for the rights and needs of those experiencing disadvantage</i>
	Equity	<i>we are fair and give priority based on relative need</i>
	Diversity & Inclusion	<i>we value and learn from diversity, and take an inclusive approach in all we do</i>
	Active Innovation	<i>we seek out and facilitate creative effective solutions that build on strengths of people and communities</i>

Who we serve

Karabi services vulnerable and isolated individuals and families residing in Blacktown, Parramatta or Holroyd Local Government Areas with a focus on:

- Families with young children and young people including
 - Aboriginal and Torres Strait Islander families
 - Non-English speaking families
 - Sole parent families
 - Families and children experiencing family violence
- People with a disability (including those who will be eligible for the National Disability Insurance Scheme)
- Frail aged people living in the community
- Carers of people with a disability or frail aged people

What we do

Karabi works with local communities, volunteers and other services to deliver a range of neighbourhood based projects and services to meet local needs. It now operates three community centres:

- Karabi Wentworthville
- Karabi Neighbourhood Cottage Constitution Hill
- Karabi Neighbourhood Cottage Seven Hills

Karabi current projects (as at July 2014) are:

- Early Intervention & Placement Prevention (EIPP) Program targeting resources to divert families from the child protection system through the expansion of early intervention services.
- Three Community Development projects that engage and empower people in the community to actively participate in all areas of life to create safe, stable and healthy communities where they participate in improving their quality of life.
- Indigenous/ Koori Idol Project
- Two Karabi Social Support projects that provide a range of services that assist and support frail, older people and people with disabilities to continue living at home and accessing their community as independently as possible , thereby preventing inappropriate or premature placement into residential care.

In addition to its own projects Karabi is also privileged to auspice projects for small local community groups such as the Wenty Estate Sport Group, Winston Hills Sustainability Improvement Project, Oasis Community Garden at Seven Hills, and Doig Street Community Garden in Constitution Hill

KARABI COMMUNITY & DEVELOPMENT SERVICES

POPULATION RESULTS
- to which Karabi contributes

SAFE, HEALTHY, CONNECTED AND ENGAGED INDIVIDUALS, FAMILIES AND COMMUNITIES

People connected, empowered and belonging in safe, resilient communities

OUR VISION

With Partners

Knowledge of services & resources in community

Social connections

Knowledge & skills to be more in control of own life

Skills for positive living

OUTCOMES

For the people we serve
- the difference we strive to make

Number and % of service users who say that through Karabi:

- They have learnt new things about services, resources and activities in the community
- They made a new friend/social connection OR They got to know others in their area
- They got to know someone they could turn to in a crisis (*service users in applicable programs only*)
- They feel more confident
- They learnt new things to help them make positive life choices

Number and % of service users who say

- The workers treated them with respect
- Their views and ideas were heard and included
- The service was helpful to them

PERFORMANCE MEASURES

- what we will track to ensure we are making a difference

- **Information and referral** - linking people to a wide range of information, services & resources
- **Volunteering** - coordination with those who are contributing to their local community
- **Community Development** - wide range of activities

- **Youth Services** - for young people and their families
- **Early Intervention Family Support**
- **Social Support Program** - for frail, older people and people with disabilities to continue living at home and accessing their community as independently as possible

KEY STRATEGIES

- what we do

KARABI - Strategic Priorities 2014 - 19

What we will do, to do even better on our outcomes into the future

1. Strengthen Karabi sustainability into the future

- **Explore and develop income sources other than from government** (e.g. corporate sponsors, social enterprise ventures, fundraising events)
- **Explore and evaluate options for merging with similar smaller organisations**
- **Implement a comprehensive effective plan to strengthen Karabi marketing and profile**
- **Research and implement information technology systems to support efficiency**
- **Continue to build skills and capabilities within the agency to meet needs of the future**

By 2019 Karabi will have:

- reached and implemented a decision on merging
- established new income streams and increased income from non-government sources by 20%
- implemented the marketing plan
- developed a central database across all programs for all clients
- developed a central database of Karabi services, partners and supporters
- established a central electronic calendar of Karabi events and activities to support cross-promotion
- reviewed skill set needs for the future directions (in management committee and programs) and developed a plan to bring those skills into the agency

2. Extend and strengthen the suite of Karabi services

- **Explore and take opportunities to extend and add value to Karabi suite of services**
- **Increase cross-program collaboration and cohesion**

By 2019 we will have:

- extended Karabi services to frail aged people to include domestic assistance
- identified services Karabi can inclusively provide to people with a disability who are eligible for the National Disability Insurance Scheme (NDIS) and positioned Karabi as a service provider to this target group
- developed and delivered at least two cross-program collaborative initiatives

3. Active outreach to identified priority groups (informed by population data)

- **Review population data and service usage data to inform active outreach priorities**
- **Reach out and consulted specific groups who have underutilised Karabi programs**
- **Develop and implement active outreach strategies to engage priority groups**

By 2019 Karabi will have:

- examined population data and identified our active outreach priorities
- identified in consultation with priority groups their needs interests and preferences on what, where, how services are delivered
- developed and implemented outreach strategies to the priority groups
- data showing Karabi has improved reach and engagement of the priority groups

4. Build strategic relationships to support Karabi future directions

- **Identify and develop key relationships for supporting Karabi priorities**

By 2019 Karabi will have:

- established new relationships with at least 2 corporate/business partners
- established a range of new partnership relationships in priority service areas

ACKNOWLEDGEMENTS

Karabi wishes to thank the following for their contributions to the development of the Strategic Plan:

- our service network and partners for contributing responses to our survey in the lead up to the planning
- members of the communities served by Karabi who participate in consultations in the lead up to the planning
- staff and Management Committee members who participated in the planning process
- Carolyn Quinn from C. Quinn Consultancy Pty Ltd who facilitated the planning process and produced the Strategic Plan document