

Portarlington
NEIGHBOURHOOD HOUSE

Portarlington Neighbourhood House

Strategic Plan

2026-2031



Strategic Plan 2026–2031



Vision



A connected, inclusive and vibrant community where people actively participate, contribute, learn and belong through PNH.

Mission



Advance social and public welfare by creating opportunities to learn, share skills, connect, participate and contribute to local projects.

Values



Respect, Inclusion, Innovation and Enjoyment.

Values



Respect

Listen, value others and act constructively



Inclusion

Welcome diverse people, needs and contributions



Innovation

Try practical new approaches and improve



Enjoyment

Create positive, welcoming community experiences

1

Member Value and Program Relevance

Ensure the program remains relevant, inclusive, fresh and appealing to current and potential members.

2

Community Engagement and Partnerships

Build participation, partnerships, sponsorship and PNH's role as a local community connector.

3

Strong Governance, People and Systems

Maintain efficient systems, strong governance, supported people and data-informed decision-making.

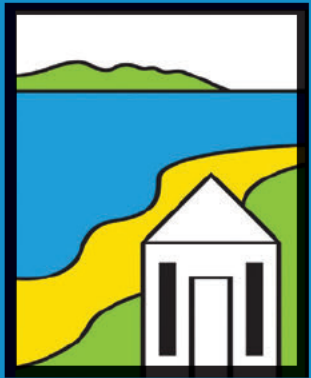
Implementation and review

The plan will remain a practical working document and be reviewed annually by the Committee to assess progress, confirm priorities and respond to emerging community needs.

Annual review prompts

- Are programs meeting member and community needs?
- Are participation, membership and satisfaction trends improving?
- Are partnerships and sponsorships aligned with PNH's purpose?
- Are governance, systems and people priorities being progressed?

Goals	1  Member Value and Program Relevance	2  Community Engagement and Partnerships	3  Strong Governance, People and Systems
Strategic Goal	Ensure the member program meets, and continues to appeal to, the needs of current and potential members.	Strengthen active community engagement with, and enjoyment of, PNH programs and community activities.	Maintain efficient and effective administrative, operational and governance processes that reflect PNH values.
What will be achieved?	1.1 Membership grows with population growth and community diversity. 1.2 A varied, fresh and sustainable program reflects member and community needs. 1.3 Members contribute through feedback, co-design, delivery and volunteering.	2.1 Mutually beneficial local partnerships are established and maintained. 2.2 A strong sponsorship program supports events, activities and projects. 2.3 PNH's reputation as a trusted local service provider and connector is strengthened.	3.1 Office systems are modernised and automated where practical. 3.2 Volunteers and employees are attracted, supported and retained. 3.3 Planning and decisions are informed by sound data and evidence. 3.4 Actions are underpinned by accountability, transparency and integrity.
Progress evaluation	Membership growth/diversity tracked annually. Retention and renewal rates stable or increasing. Program participation steady or increasing. Member satisfaction remains consistently positive. New programs introduced and sustained where appropriate.	Partnership number and quality maintained or increased. Sponsorship/in-kind support grows over time. Attendance and participation show growth or strong engagement. Community awareness and reputation remain positive. Diversity of participants reflects the broader community.	Digital systems adopted where beneficial. Volunteer/staff recruitment and retention remain current or improve. Data used in planning and decisions. Governance, reporting and financial priorities are met. Risk management and policies reviewed regularly.



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