



MACE CORPORATE PLAN 2018–2019

Vision Enriching lives through learning, engagement and community programs

Mission To deliver community-owned learning programs transparently and responsively

Values Honest | Inclusive | Respectful | Open | Transparent | Ethical | Customer Centric

Aims	Employees Create an environment where our people excel	Customers Delight customers with education programs and services that make a difference	Partners Engage with partners who add value to our education delivery	Community Inspire confidence in our long-term programs, leading to pride in our business
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Strategic Pillars

Business structure

Growth opportunities

Trusted brand

Financial sustainability

Priorities

Focus on core businesses of Neighbourhood House, Learn Local & childcare services
 Deliver agreed programs to Mansfield community
 Develop marketing strategies to promote core business
 Proactive in generating ideas/innovation for the business

Develop and manage out-of-hours school (OSHC) programs
 Develop, manage & expand quality integrated family services
 Efficiently utilise MACE assets for revenue growth.
 Identify relevant training opportunities through key community relationships

Develop strong connections with community, council and business stakeholders
 Deliver programs that make a difference in the lives of our community
 Seek customer feedback for program delivery improvements

Generate agreed annual surpluses
 Proactively reduce debt
 Protect current and future assets, including MACE building
 Develop comprehensive financial forecasting

Build People Capability

Strengthen organisational capability: Apply governance, resources, technology and services to deliver value and positive experiences for our customers

Build High Performance

Culture
 Drive innovative ideas
 Aim to make a difference
 Be bold and courageous

Service
 Strengthen partnerships
 Drive collaboration
 Customer centric approach

Process
 Quality planning and budgeting
 Continuous improvement