

ECSC
Strategic
Directions
2023-2025



Ethnic Community
Services Co-operative
A voice for diversity and inclusion

WHO WE ARE

OUR MISSION is to become the leading organisation for demonstrating the positive potential of diversity, inclusion and social justice. We will achieve this by enhancing the visibility, presence and voice of the organisation, achieving long term sustainability and growth, nurturing innovation, creativity and best practice.

OUR VISION is that of an Australian society that celebrates and values diversity and equal opportunity and encourages participation and inclusion.

OUR VALUES ARE

Trust
Respect
Diversity
Social Justice
Empowerment



Our home
Our comm

WE SERVE:

PEOPLE
WITH
A DISABILITY

OLDER
PEOPLE

CHILDREN
AND THEIR
FAMILIES

COMMUNITIES
AND
CARERS

ACROSS NSW

• Trust • Respect • Diversity • Social Justice



Diversity • Social Justice • Empowerment • Trust • Respect • Diversity

Justice • Empowerment • Trust • Respect

Justice • Empowerment • Trust • Respect • Diversity • Social Justice • Empowerment • Trust • Respect • Diversity • Social Justice



Empowerment • Trust • Respect • Diversity • Social Justice • Empowerment • Trust • Respect • Diversity • Social Justice

Justice • Empowerment • Trust • Respect • Diversity • Social Justice

WHAT WE DO

- **Deliver multicultural care and support services**
- **Provide bicultural and bilingual supports**

- **Build multicultural capacity in service networks**

- **Value and develop the capabilities of our diverse workforce**

- **Contribute a progressive voice in the multicultural policy arena**



OUR COMMITMENTS

- **Acknowledging and supporting the Uluru Statement from the Heart**
- **Organisational sustainability and growth**
- **Promoting and advocating for diverse ethnic voices and pathways**
- **Building on 45 years of social capital**

ECSC Strategic Directions 2023-2025

INTRODUCTION

Ethnic Community Services Co-operative (ECSC) has been a recognised leader in Sydney's multicultural service sector since the 1970s. We continue to provide culturally inclusive service delivery.

In 2022, as Australia emerges from COVID-19 restrictions, ECSC is refocusing our strategic directions, diversifying our service focus and boosting our capabilities.

The strategic directions of ECSC are intended to guide operational and business planning and budgeting for the next 3 financial years. They will be reviewed and updated annually to reflect changed circumstances.

ETHNIC DIVERSITY AND INCLUSION | FOUNDATIONAL CONCEPTS

ECSC has a proud history of leadership and service delivery for multicultural communities in Sydney's Inner West and neighbouring areas. Diversity and inclusion are foundational concepts that continue to inform who we are and how we work, now and into the future.

ECSC Strategic Directions 2023-2025 build on these concepts (see **Figure 1**), ensuring that we look inward as well as outward to consolidate our values, build new strengths, and create pathways to social and economic participation for ethnic communities.

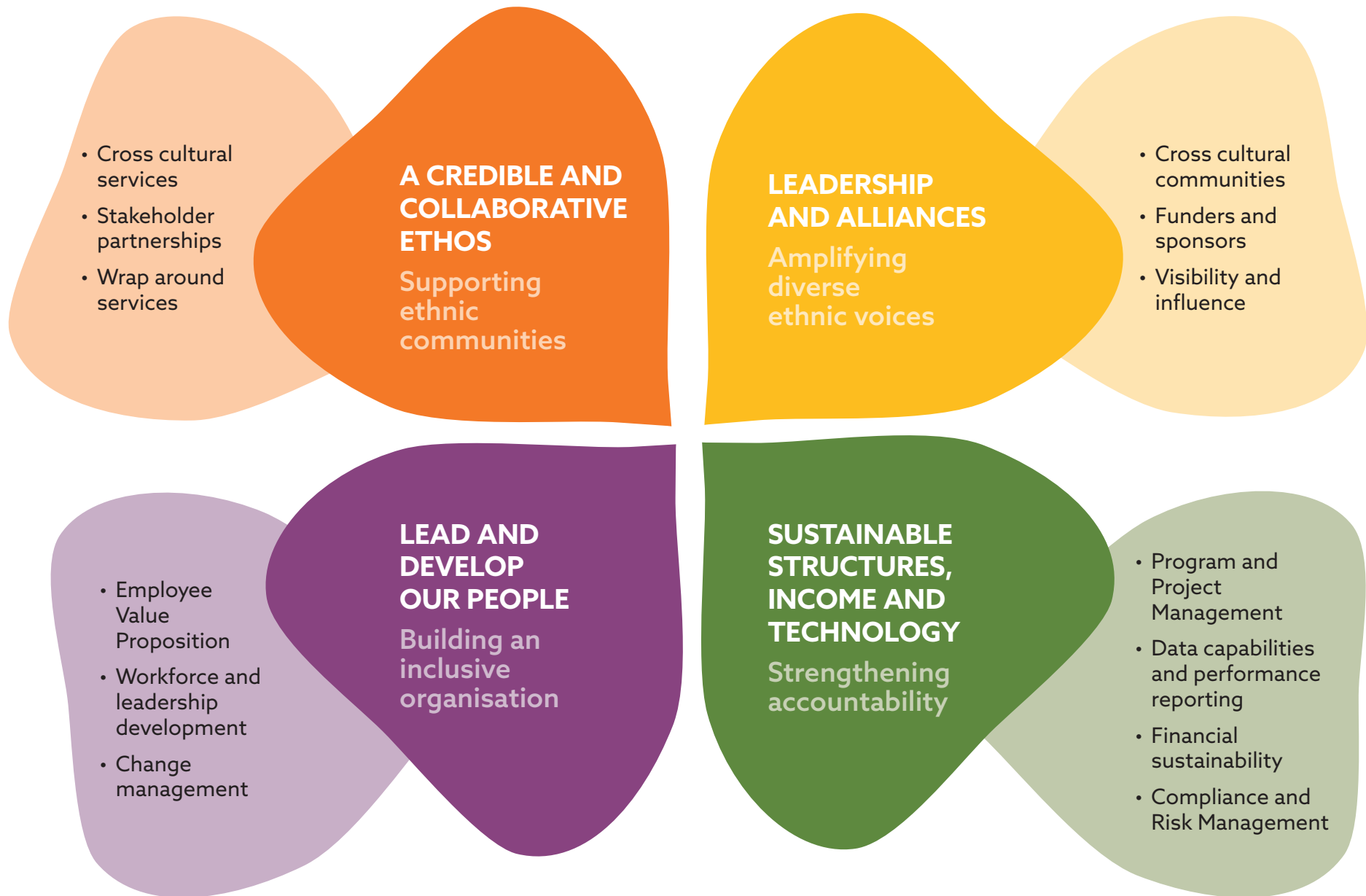


FIGURE 1: DIVERSITY & INCLUSION MATRIX

OUR PERFORMANCE

In order to revitalise ECSC's identity and effectiveness, we are strengthening our capacity and expanding our reach. This means introducing systemic changes (see **Figure 2**) that allow us to support, develop and measure organisational performance. These changes, which will be rolled out over the next three years to 2025, will be featured priorities in our operational and business planning.

The success of our organisational review (internally focused) will be measured by improvements in internal efficiencies, staff engagement, attraction of talent and skills retention.

Benchmark initiatives: Introduce a performance reporting framework, strategic financing options, reliable data and records management systems, a workforce development strategy, and achievement and development planning.

The success of our service review (externally focused) will be measured by improvements in client/service outcomes, partnership effectiveness, financial growth, and public visibility.

Benchmark initiatives: Realign advocacy and service provision with national multicultural policy drivers, inform change management with stakeholder feedback, and initiate a marketing and communications strategy, including a history of achievement in multiculturalism over 45 years.

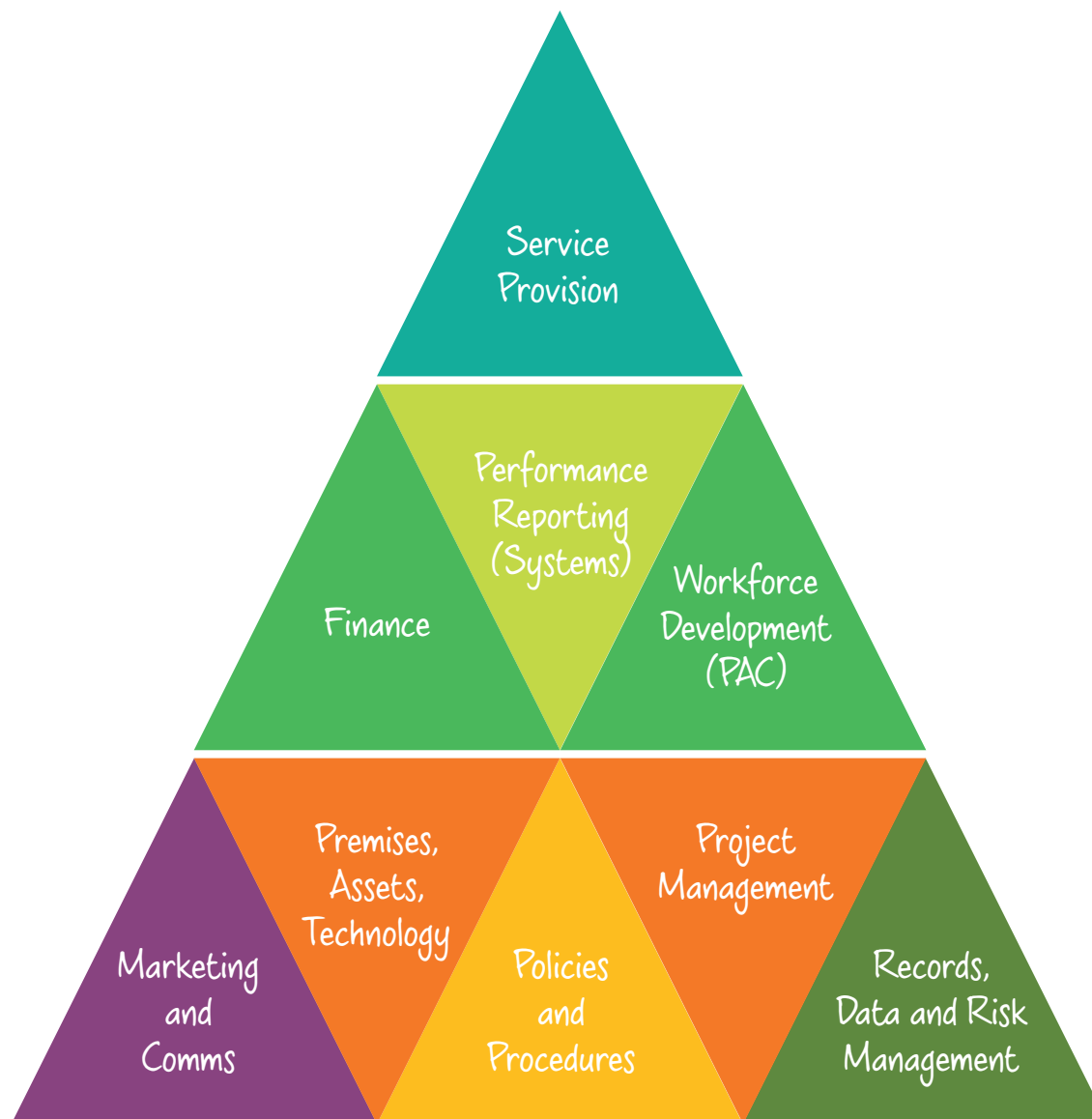


FIGURE 2: SYSTEMS UNDERPINNING SERVICE PROVISION AND ACCOUNTABILITY





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Ethnic Community Services Co-operative
Building 3, 142 Addison Road
Marrickville NSW 2204
ABN: 92 766 868 403

E: admin@ecsc.org.au
P: 02 9569 1288
F: 02 9564 2772

 ECSC.org.au
 [Ethnic Community Services Co-operative](https://www.facebook.com/EthnicCommunityServicesCo-operative)
 [@ECSC_tweets](https://twitter.com/ECSC_tweets)
 [@ecscoop](https://www.instagram.com/ecscoop)