



Strategic Plan 2026-2029

Warning: This document contains an image of an Aboriginal person who has died.

About us...

Pottsville Beach Neighbourhood Centre provides a wide range of supports and service options designed to assist disadvantaged Tweed Shire people, including individuals and families at risk of disengagement, people experiencing homelessness and other life challenges, including being subjected to, or healing from, domestic violence.

We walk alongside First Nations people and participate wholeheartedly in local and national activities to promote truth telling, respect and self-determination.

Established in 2000, we are the only not-for-profit organisation offering generalist human services on the Tweed Coast in far Northern NSW.

Image: 'Yelgun' A painting by Uncle Magpie Yerrubilgin - Minyungbal Yugambeh artist and song man.

"Yelgun represents the sun. It is the giver and taker of life. Three important elements come from Yelgun that we cannot live without. They are light, heat and life. Yelgun is a male planet." Uncle Magpie

Our Plan

Our Strategic Plan is a guide for us in an ever-changing environment, to respond to challenges, to build on our strengths and maintain a variety of supports for people living in our region.

Since our establishment in 2000, we have achieved outstanding results for people from diverse backgrounds and circumstances. We have done this by adapting and evolving, forging strong partnerships and providing appropriate services and supports to address community need. We are proactive in assisting people early, before problems become entrenched.

We have a distinct focus on supporting people experiencing trauma and disadvantage, including socially and economically isolated individuals, families, children, youth and older people.

This plan guides PBNC in being:

- ⇒ open, connected and fully responsive to community needs
- ⇒ a strong, diverse organisation that celebrates its history of service
- ⇒ an organisation that is embedded in its community
- ⇒ proactive on social justice issues and willing to share experiences
- ⇒ financially sustainable.

PBNC is inclusive and receptive to community voices - we value lived experience. Please drop in, meet our team of dedicated workers (paid staff and volunteers), and join in!



We offer...

- ❖ Our respect for the Goodjinburra (also known as Coodjingburra) people of the Bundjalung Nation. We extend our respect to Elders past and present for their custodianship of the land and waters where we live, work and play.
- ❖ a range of in-house services, offering a suite of programs and supports, including child and family services, an outlet for family preservation services, digital skills' tutoring and technology support, mentoring and volunteering
- ❖ referral and advocacy linkages to supports that are available elsewhere
- ❖ an Australian Services' Agent and Access Point for Centrelink, Medicare and Child Support customers
- ❖ An accessible community hub, accommodating visiting practitioners to provide a wide range of community services and activities, such as counselling, legal advice, disability employment services and allied health consultations
- ❖ opportunities for people to interact, connect and participate



And more...

- ♦ **Community Reach**

We offer a wide range of activities designed to engage people of all ages, backgrounds, and circumstances. Many individuals turn to us as their first point of contact when they need support. With a no-wrong-door approach, we welcome people from Pottsville, other Tweed Coast communities, and across the Tweed Shire and neighbouring local government areas. Thanks to our holiday location, we also assist interstate and international visitors from time to time.

- ♦ **Strong Partnerships**

We value the strength of our partnerships with local organisations and specialist practitioners. By working seamlessly with these partners, we ensure that every person who walks through our doors can access the right support when they need it most.

- ♦ **Social Enterprises**

As a registered charity and incorporated association, we operate on a not-for-profit basis. While we receive some term-limited Federal and NSW Government funding for specific programs, our social enterprises rely heavily on community generosity. Every dollar raised through these initiatives is reinvested into providing essential services and responses based on identified needs.



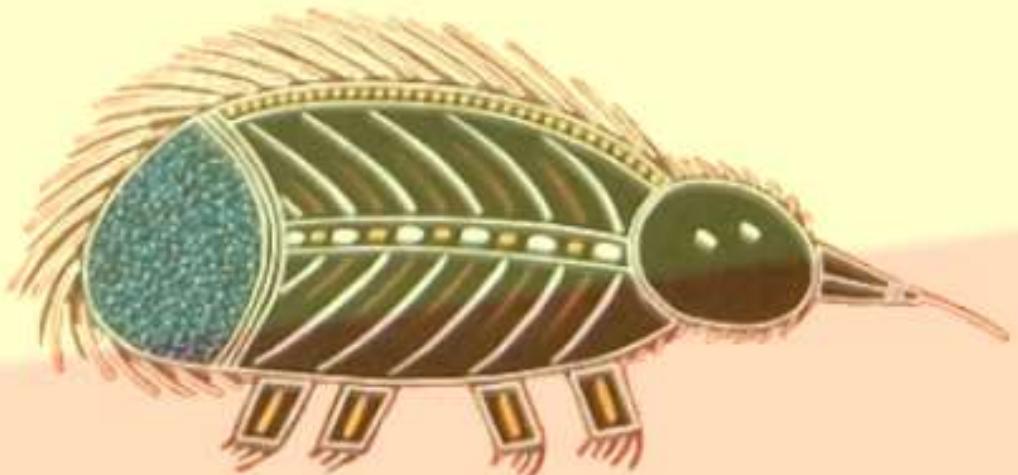
Our vision...

Everything we do is directed towards goals of maintaining and supporting a community that is strong, inclusive and connected.

Our mission...

Day-to-day, our activities are focused on relieving poverty, sickness, suffering distress, misfortune, destitution or helplessness.

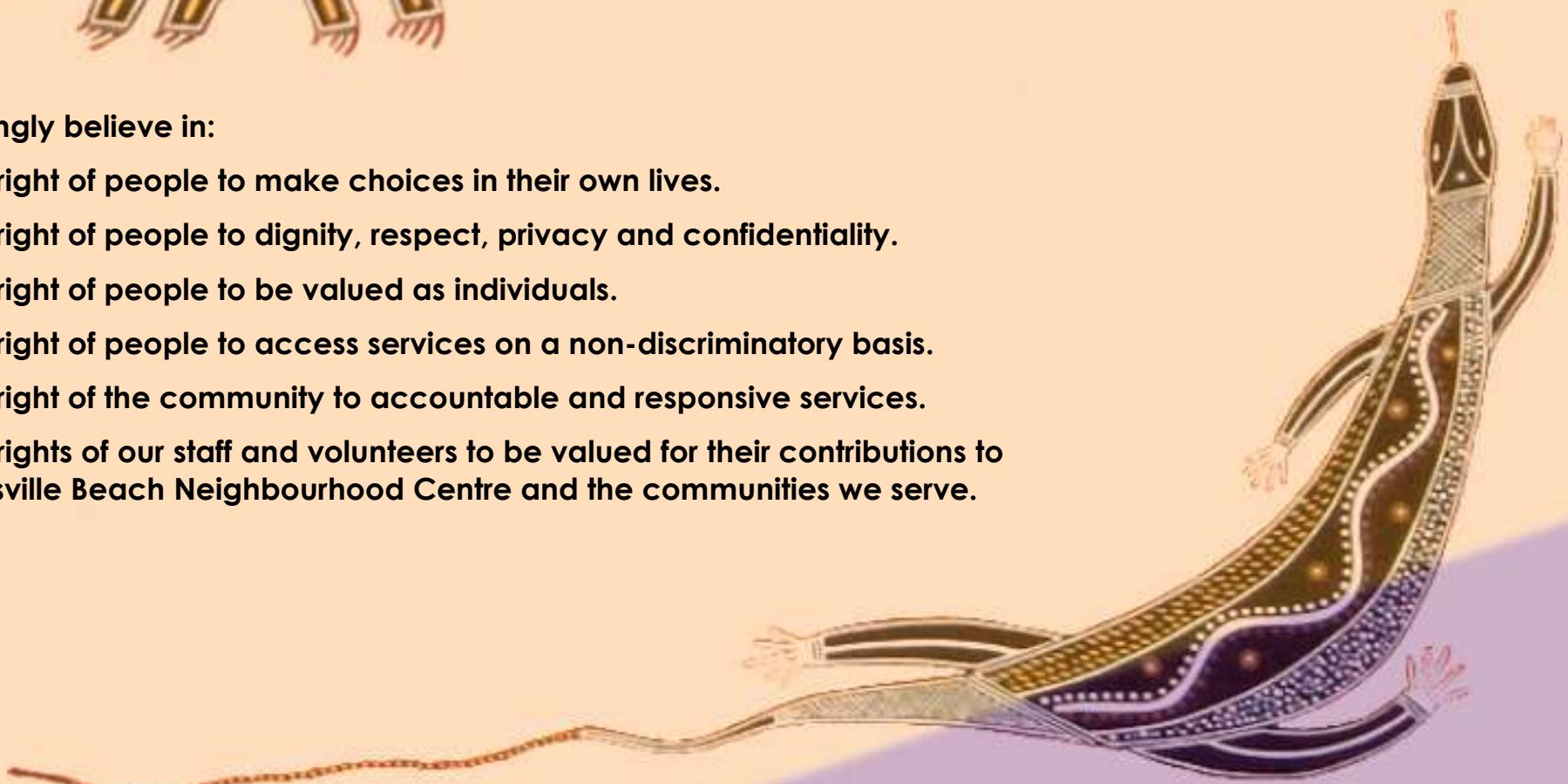
We have a priority focus on those who are socially and economically disadvantaged.



Our values..

We strongly believe in:

- The right of people to make choices in their own lives.**
- The right of people to dignity, respect, privacy and confidentiality.**
- The right of people to be valued as individuals.**
- The right of people to access services on a non-discriminatory basis.**
- The right of the community to accountable and responsive services.**
- The rights of our staff and volunteers to be valued for their contributions to Pottsville Beach Neighbourhood Centre and the communities we serve.**





Our goals and strategies...

To support strong, inclusive and connected Tweed Coast and surrounding communities, we have developed the following goals and strategies for the next three years to:

Be open, connected and fully responsive to the communities needs.

We will open our door and minds to recognising needs, set the conditions to support local solutions and continually improve how we support people.

Nurture a strong, diverse organisation that is focused on positive social impact.

We will put people first, embrace diversity, celebrate our results and improve the integration of our various functions and partnerships.

Embed ourselves in the communities we serve.

We will invite and listen to community aspirations, value all forms of community service, deepen our connections in regional networks and align our focus areas according to identified need.

Improve our financial sustainability.

We will maximise the profitability of our social enterprises, and seek beneficial partnerships in likely and unlikely places.

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(Please note that this photo shows the image of an Aboriginal person who has died. Uncle Magpie Yerrubilgin's daughter, Lillian, and his sister, Sharen, gave PBNC permission to publish this photo within its Strategic Plan.)

The beautiful artwork displayed in this document is used with kind permission from the Minyungbal Yugambeh artist and song man, Uncle Magpie Yerrubilgin (pictured above with his painting 'Bush Tucker' at PBNC in 2012).

Pottsville Beach Neighbourhood Centre has a strong connection with local First Nations people, programs and events. We are honoured to continue a long tradition - stretching back thousands of years - of community gathering together to conduct community business on Bundjalung Country - the land where our service is based.