

## NCOSS STRATEGIC PLAN KPIs 2019- 2022

NCOSS is committed to transparency, accountability and reporting progress towards our Strategic Plan Goals. The NCOSS Board of Directors has agreed the following KPIs for this purpose:

GOAL	WHAT WILL SUCCESS LOOK LIKE	KEY PERFORMANCE INDICATORS *
<b>1. WORKING TO AMPLIFY THE VOICES OF PEOPLE AFFECTED BY POVERTY AND DISADVANTAGE</b>	People in NSW have a greater understanding of the issues for people living in poverty and disadvantage.	# of policy and/or legislative changes advocated by NCOSS that have been addressed by government.  Increased public engagement with NCOSS through media platforms, research citation, and increase in membership.
<b>2. SUPPORTING A DIVERSE, COLLABORATIVE AND INNOVATIVE COMMUNITY SECTOR</b>	A diverse and sustainable NSW Community Sector is well supported and better equipped to meet its changing operating environment.	# of NCOSS industry focused positions that are endorsed by the sector and addressed by government.  % of members reporting that through their engagement with NCOSS they are well equipped to face the challenges of the evolving environment.
<b>3. FORMING CONSTRUCTIVE PARTNERSHIPS TO DELIVER OUTCOMES</b>	NCOSS has diverse partnerships that contribute to social change and better outcomes for the community sector.	# of partnerships formed that deliver on agreed outcomes.
<b>4. BUILDING A STRONG, EFFECTIVE AND SUSTAINABLE NCOSS</b>	NCOSS is well-governed, financially sustainable and <i>employer of choice</i> with a strong membership base.	Increased retention and growth of NCOSS members.  Growth and diversification of NCOSS revenue streams.  Adherence to Board Charter and governance protocols.  Increased staff satisfaction measures.

\*Note: Year 1 of the Strategic Plan 2019-2022 will establish baseline measures.