1. **Purpose**

This document provides strategic direction for a consistent approach to the support Council provides to community service organisations (CSOs) to strengthen a growing and diverse Casey community.

The CSO Guiding Principles:
- define Council’s role in supporting CSOs
- provide a framework for the development of strategies to work collaboratively with CSOs
- enable Council to help build CSO capacity and opportunities in Casey
- inform Council’s community facility planning
- inform Council’s community services planning.

2. **Definitions**

**Community facility** means a building that acts as a focal point for community interaction; a place where people can build relationships and a community identity; where residents can meet and carry out activities; a place that strengthens the life of a community; and where residents can access community services.

**Community group** means a group of people who come together because they are motivated to pursue a common interest. They play an important role in communities because they represent commitment, passion and a desire to strengthen the neighbourhood they live in.

**Community service organisation** means an organisation that is established with the purpose of providing services that support the community. These services strengthen capacity and connections to build healthy and strong communities. The organisation functions to benefit the community rather than its own members and is accountable to a governing body. All profit made is invested back into the community through the provision of services.

*Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at [www.casey.vic.gov.au/policiesstrategies](http://www.casey.vic.gov.au/policiesstrategies) to ensure that you have the current version. Alternatively you may contact Customer Service on 9705 5200.*
Community Service Organisation Guiding Principles (Version 1.2)

**Council**
means Casey City Council, being a body corporate constituted as a municipal Council under the Local Government Act 1989.

**Councillors**
means the individuals holding the office of a member of Casey City Council.

**Council officer**
means the Chief Executive Officer and staff of Council appointed by the Chief Executive Officer.

**Greenfield sites**
means undeveloped land in urban or rural areas.

3. **Scope**
The CSO Guiding Principles are a planning and advocacy resource that clearly define Council’s role in supporting CSOs. It is not the intention of the Principles to bind Council to work with, provide funding for, or deliver office space to individual CSOs.

Community groups are outside the scope of the CSO Guiding Principles.

4. **Context**
The City of Casey is Victoria’s most populous municipality and will be home to 514,000 residents by 2041. Approximately half of this ultimate population will be located in the new growth areas of Casey, previously greenfield sites. This considerable population growth is also linked to changes in the demographic profile of the Casey community.

Planning for and servicing a growing and diverse community presents challenges for government and service providers. Suitable planning measures are required to ensure new communities can respond appropriately to a range of issues such as isolation and a lack of access to services and information.

Council’s consideration of CSOs in planning for new and changing communities will support the appropriate and timely provision of services and will help ensure that communities are well planned, liveable and sustainable.

Guiding Principles are required to articulate Council’s role in working with CSOs to support the planning and delivery of appropriate services in Casey’s rapidly changing community.

5. **Community Service Organisation Guiding Principles**
In response to the needs of a growing and diverse community, Council is committed to supporting CSOs to provide services to Casey residents. The following Guiding Principles outline this commitment.

**Funding**
A planned and transparent process for providing and supporting funding to CSOs will contribute to the achievement of Council Plan objectives.
Advocacy
Advocacy to government, developers and other commercial entities will encourage a service profile that best meets community need.

Facilities
Council facilities will enable the delivery of an appropriate mix of Council and community managed services in response to local need.

Information
The provision of information to CSOs about the municipality’s changing demographics and needs will support effective service planning.

Partnerships
Partnership opportunities between Council, CSOs, government and commercial entities will strengthen service delivery.

Business support
CSOs are recognised as significant contributors to the local economy and supported with business development opportunities.

Promotion
The creation of opportunities for CSOs to promote their services to the Casey community will increase awareness and facilitate access to needed services.

Referral
The provision of relevant and up-to-date information to residents about available services will support individual connections with CSOs.

6. Administrative Updates
It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively. Examples include a change to the name of a Council department, a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. However, any change or update which materially alters this document must be by resolution of Council.

7. Review
The next biennial review of this document is scheduled for completion by 30 June 2022.