

# CONFLICT RESOLUTION SERVICE

## Strategic Plan 2018-2020



Addressing conflict is a necessary skill to maintain healthy, safe and thriving relationships across our community, whether it involves families, neighbourhoods, schools or workplaces. A restorative approach to relationships, conflict and dispute resolution helps to avoid the escalation of harmful conflict and reduces pressure on other services. Restorative Practice can be understood as a way of thinking and being, focussed on creating safe spaces for real conversations that deepen relationships and build stronger more connected communities. The ACT government has a vision for safer, more connected communities and in recent years there has been consideration and aspiration to declare Canberra a Restorative City.

### Who we are

**We are leaders in professional conflict resolution support services. For over 30 years we have provided quality, independent services to Canberra families, workplaces, neighbours and community groups.**

### Our vision

**A restorative Canberra built on relationships that positively transform conflict**

### Our mission

**To repair and strengthen relationships by preventing, managing and resolving conflict**

### What we do

Our experienced conflict resolution professionals provide:



### How will we secure long term sustainability?

Over the past ten years, Canberra's population and diversity has increased significantly, with further growth predicted. As the government's service provider for community and neighbourhood dispute resolution, demand for our services has grown steadily, with the number and complexity of client cases also increasing significantly. Over this time our funding and resources have only increased incrementally.

To continue to deliver ongoing services to our clients and community, we need to secure long term financial sustainability. Over the first year of the plan we will consolidate our organisation to be on a sound financial footing, and will prepare ourselves to make strategic choices around growing our service offering and developing partnerships that will help secure sustainability for another 30 years in Canberra.

### Our strategic objectives

1	2	3	4
<p><b>Raise profile across the ACT community, ensuring clients, funders and partners know who we are and what we do</b></p>	<p><b>Ensure relevance to our community, clients, funders and potential partners, supported by a strong evidence base</b></p>	<p><b>Ensure financial viability and competitiveness</b></p>	<p><b>Lead and govern the consolidation and transition of our organisation</b></p>
<p>1.1 Develop a marketing plan and compelling pitch</p> <p>1.2 Maintain a strong, well-connected community of mediators</p> <p>1.3 Update core systems, including our website</p>	<p>2.1 Conduct research to better understand community and market need</p>	<p>3.1 Review fee model and alternative revenue sources</p>	<p>4.1 Increase capacity of key staff and engage new Board members with required capability</p>