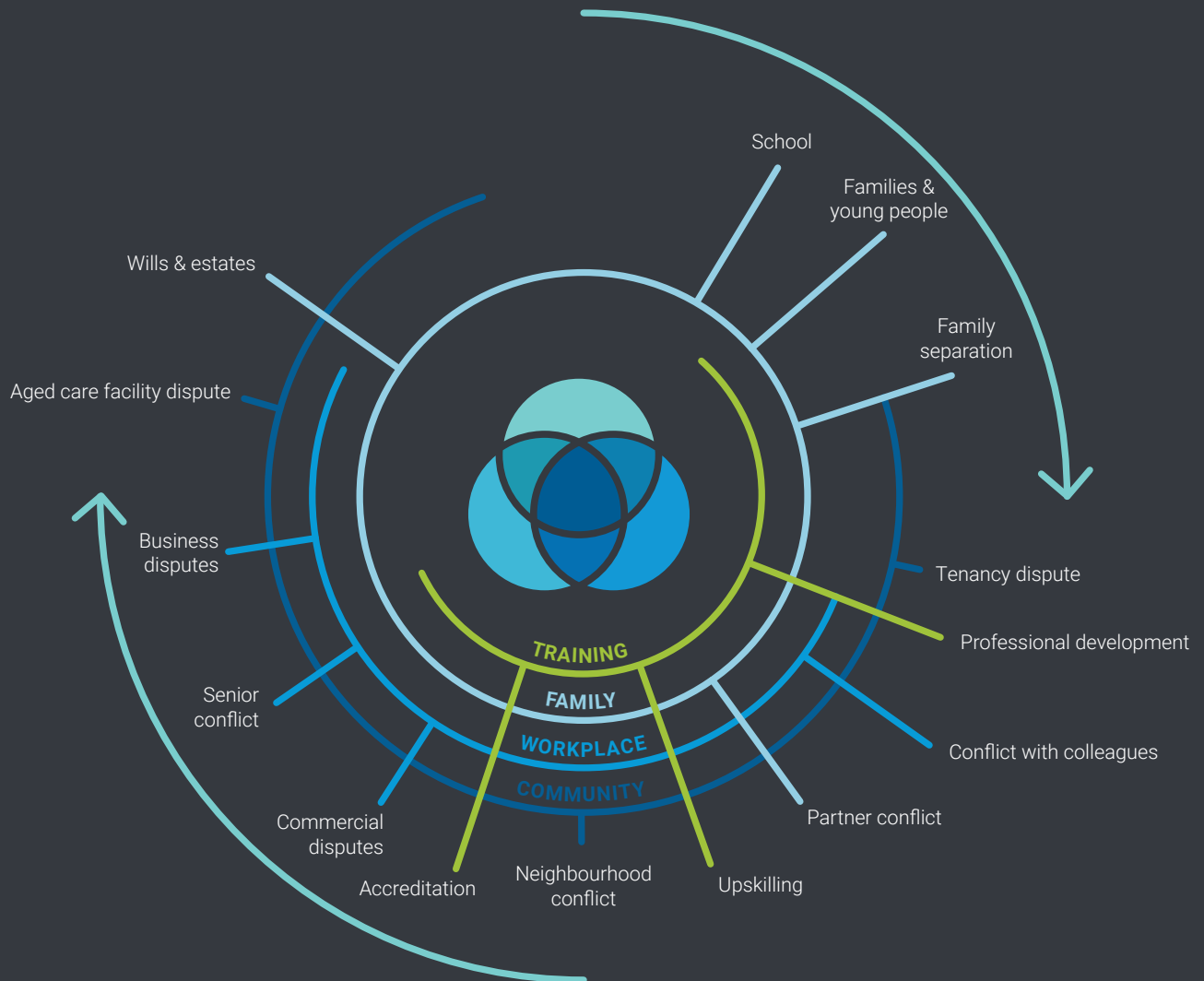


STRATEGIC PLAN 2020 - 2023



ABOUT US

Conflict Resolution Service is a nationally accredited mediation service that resolves conflict professionally, competently and compassionately.

- As a not-for-profit organisation we are the leading alternative dispute resolution service in the Australian Capital Territory.
- As accredited professionals we work in partnerships with courts and are the preferred provider for Government, businesses, the community and individuals to resolve conflict.
- In a distinctive way we respect the rights and voices of all parties engaged in resolving conflict.
- We are the only locally based Nationally Accredited Mediation Training organisation.

WHAT DO WE DO?

As a charitable organisation Conflict Resolution Service keeps costs low to ensure the Canberra Region can access services they require in a time of need.

Conflict Resolution Service is a registered not-for-profit Organisation that has been supporting the Canberra Region in Dispute Resolution Services for over 30 years.

Our professional services include:

- family dispute resolution
- community mediation
- crisis mediation to prevent youth homelessness
- conflict coaching for families and individuals
- community education
- workplace consultations
- training and professional development for individuals and organisations.



STRATEGIC OBJECTIVES 2020 - 2023



Diversify revenue



Demonstrate service quality:
Nationally recognised
Evidence based



Increase uptake
of training



Build profile and
reputation



Build internal
capability for business in
the future



Build & strengthen strategic
alliances and partnerships



Professional
development of
CEO & staff