

STRATEGIC PLAN

OUR IDENTITY

We are proud of our past (50 years strong and volunteer led) while always taking future opportunities that present to us, being agile to adapt to change; and always doing it well, being sustainable and conducting ourselves with respect to others.



Our identity is founded on being empathetic, compassionate, non-judgemental, non-discriminatory, and honouring people's self-determination.

We believe in providing a safe, enjoyable and progressive place to work. Everyone should feel supported and valued to work productively so we are invested in treating everyone with respect and consideration.

The agency provides a service to our clients that is: Free, Confidential, Impartial, Independent, and respects clients' rights to make their own decisions. Clients are at all times respected as individuals who are encouraged to make choices and informed decisions.

OUR MISSION

STRENGTHENING OUR COMMUNITY

DVCS will be a leading provider of community information, referral, and support services to the people of Banyule, Nillumbik, and surrounding areas; empowering individuals and their families to become resilient and self-sufficient members of the community.



SERVICE SECTOR DOMAINS WE WORK IN

EMERGENCY RELIEF



COMMUNITY DEVELOPMENT



COUNSELLING, ADVICE AND INFORMATION



WHAT WE DO



CLIENT IMPACT

We provide information, support and referral services to address our clients' often complex needs, empowering them to build resilience and self-sufficiency.

LEADERSHIP

We strive to maintain DVCS's standing within the Community Information & Social Services sector and actively promote the interests of clients and other service providers.

SUSTAINABILITY

DVCS will be financially strong and operationally efficient, with the resources required to support innovation and growth. We will adapt when required and always be able to support each other to complete our operational activities.

PEOPLE

We empower our people with the skills, expertise and resources to best meet the needs of our clients. We commit to ensure **equality** and promote **diversity** in the workplace and ensure everyone feels supported and valued. We are all part of the team and will take ownership for our roles.

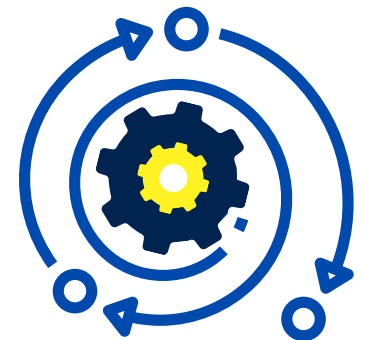
GOVERNANCE AND COMPLIANCE

We champion and model good governance, management, leadership, excellence and accountability.

GROWTH

We will explore expanding our existing services, collaborations and partnerships in line with our values and strategic goals as the community needs. We will continue to be more accessible and responsive to clients and their needs.

OUR IMPACT



To provide support and assistance in the City of Banyule, the Shire of Nillumbik and surrounding areas, to people who are in need of relief from poverty, sickness, distress, misfortune, disability or helplessness.

To assist in solving the problems that beset many of the disadvantaged by the provision of relevant information regarding rights, privileges, support services and help available. To support those in need of further supports with counselling and advice services and through partnerships and referrals with other complementary service providers.

To provide and support opportunities for community members to take collective action and generate solutions to address community needs, and to provide opportunities for social inclusion and participation to create stronger, more empowered and more connected communities. To also support other community groups in working towards these common goals.