

STRATEGIC PLAN

2021 - 2025



DIVRS

Darebin Information,
Volunteer & Resource Service





OUR VISION

A **thriving** and **connected**
Darebin community

OUR MISSION

We connect people to:

OPPORTUNITY

COMMUNITY

SUPPORT

We reduce **financial stress** and **social isolation**.

We increase **access to community information** and **build capability**.

We promote **health and well-being, inclusion and sustainability**.

OUR VALUES

ADAPTIVE

We adapt when we need to by building on our strengths and knowledge



RESPECT

We recognise and value each other, people's choices and the contributions everyone makes



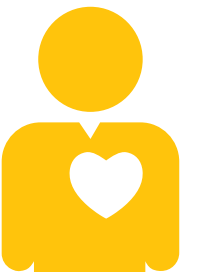
COLLABORATIVE

We work with all people and organisations to achieve shared goals



FEARLESS

We are bold, unafraid to take risks, active and courageous



SOCIAL EQUITY

We believe in sharing resources



OUR PURPOSE

Through free programs and services, DIVRS provides:

- Resources and support to Darebin residents on no or low income or in financial stress. Our aim is to work with them to strengthen their financial independence, encourage self-reliance and increase capability.
- Programs and services that advance the education and skills development of Darebin residents.
- A volunteer service that promotes social inclusion and strong networks creating opportunities for participation in the City of Darebin.
- Local capabilities and knowledge to address disadvantage and sustainability, contributing to the development of social policies and services that impact on the residents of our community.



Emergency Relief and Community Support

We provide people living in Darebin on no or low income or in financial stress:

Food parcels

This includes pantry items, bread, frozen meals and fresh fruit and veg.

Help with energy bills, other expenses and tax help

We help people ask for a payment plan or apply for grants to help pay bills, talk with people about reducing costs and budgeting and provide tax help.

NILS (No Interest Loan Scheme)

We help people apply for a no interest loan up to \$1,500. The loan can be used for fridges, washing machines, school fees, car registration and repair, medical and dental services and more.

Information and referrals

Connecting to other services like health, housing and legal help, navigating Centrelink, finding a GP, courses to help people be job ready, training, community programs and filling out forms.

Urban Food Program

Here at DIVRS's Urban Food Program, we know the value of food. It nourishes - it keeps us healthy in body and mind.

With our Urban Food Program we use four parcels of local land, the Darebin urban orchard and relationships with growers to harvest fruit and veg to share with people in food parcels, cut back waste and spread the power of food.

We do this through:

- Backyard Basics
- Fruit Squad
- Veg Squad
- Seeding Schools

Darebin TAC L2P Program

L2P is the Transport Accident Commission's (TAC) learner driver program. DIVRS runs the program in Darebin.

We match young people between 16 and 21 with mentor drivers to get the 120 hours of driving experience needed to get their P's.

Community Health and Wellbeing

We provide free health checks, community development, health and wellbeing activities, community gardening, workshops and more.

Volunteer with us

Volunteers power DIVRS. We have a wide range of roles available in all our programs. People from across the community are here with us making a difference.

We are a not-for-profit community organisation. We work with people living, studying and volunteering in Darebin.

Our programs, services and information are free. These are provided by more than 100 volunteers and a small part-time staff.

PROGRAMS



STRATEGIC OBJECTIVES

Between 2021 and 2025, we will focus on four objectives

OBJECTIVE ONE

Engagement and advocacy
with the Darebin Community
that builds capacity



We work with people from all walks of life and experiences. Many of the people we work with experience financial stress, food insecurity, insecure housing or homelessness, family violence, mental illness, health issues, social isolation and the impacts of inequality and climate change.

We will enhance existing or develop new programs that address financial stress, social isolation, health and wellbeing and sustainability. We will also look to expand our reach to more people who may not be connected to supports and opportunities.

We also need to secure suitable premises in an appropriate location to meet growing capacity needs.

We believe everyone has the right to participate in community and have their voice heard. We engage and advocate with people to build capacity and find solutions.

To do so, we will increase the profile and influence of DIVRS through sharing our stories of impact internally and externally, developing and implementing a marketing and promotions plan and creating an engagement program to connect community through events, workshops, participating in DIVRS programs and regular communications.

KEY STRATEGIES

Grow and develop programs that enable a thriving, connected community

Increase the profile and influence of DIVRS to be seen as a respected and recognised representative within Darebin

Provide suitable infrastructure for delivering projects and programs



OBJECTIVE TWO

Effective relationships and stronger partnerships with other organisations



In an increasingly complex world including addressing the impacts of the Covid-19 pandemic, relationships and partnerships mean we can do more, together.

DIVRS can be innovative and flexible in delivering services and programs by partnering and collaborating with other organisations and people. We will build relationships with potential partners and nurture current relationships. As one of our key partners, we will work with Darebin Council where there is mutual alignment. We will actively look for opportunities to meet people where they are at and co-locate with other services in Darebin. Darebin has a vibrant business community and we will create opportunities for Darebin businesses to support the community.

DIVRS focuses on financial health, health equity, wellbeing, inclusion and sustainability. We can connect with people and organisations through the Sustainable Development Goals, connecting to a movement that works towards healthy people and planet.

Finally, a diverse membership that reflects the Darebin community lifts DIVRS's profile and grows opportunities for partnerships, volunteering and community connections.



KEY STRATEGIES

DIVRS's strategic goals to be informed by the global Sustainable Development Goals

Work collaboratively with Darebin Council where there is mutual alignment

Partner and collaborate with other organisations and people

OBJECTIVE THREE

A skilled, engaged, and diverse workforce



Volunteers power DIVRS. We value their time, skill, commitment, passion and energy to making a positive impact in their community.

Our staff lead our programs, services and projects, support each other and our volunteers and students and champion social justice and sustainability. We value their expertise, collaboration, innovation, passion and energy.

A skilled and diverse workforce who are engaged and led by skilled staff means we deliver quality services and programs and can deliver on our mission.

To support our workforce we will strengthen the onboarding process for staff and volunteers, invest in development and training and increase connection and engagement with volunteers.

As we grow to meet community need, we will develop new volunteer roles and develop an employee value proposition for working at DIVRS.

KEY STRATEGIES

Attract and retain skilled staff who will supervise and train volunteers

Attract and retain skilled volunteers for specialist and leadership roles

Build the capacity and skills of staff and volunteers



OBJECTIVE FOUR

Best practice governance and learning models that enhance organisation



A strong and sustainable organisation is grounded in good governance and has the tools to ensure effective operations and demonstrate our impact.

We are committed to ensuring our Committee of Governance has the appropriate mix of skills and experience for effective leadership and governance of DIVRS.

We work from a foundation of being person-centred and engaging and working with community. We will co-create a Theory of Change that will support creating and adopting our Community Development framework. We will develop a monitoring and evaluation process to measure our social impact and adopt learning models that support our operations. We will also review our Risk Management systems.

Finally, a sustainable organisation has a strong and diverse funding base and we will explore funding opportunities with government, philanthropy and business.



KEY STRATEGIES

Develop a Community Development framework with a Theory of Change that anchors our work

Enhance our monitoring, evaluation, risk and learning systems

Ensure there is diversity of skills and governance capability on the Committee

Build a strong and diverse funding base

ACKNOWLEDGEMENT

We would like to thank and acknowledge all involved in the co-design of this Strategic Plan.

DIVRS Committee of Governance members, our staff, Michelle Dunscombe and Fiona Miller from Jeder Institute who facilitated the co-design session and supported our team to pull together this 4-year Strategic Plan.

During the development of our strategic plan, we considered the following stakeholders and partners:

Committee of Governance; Executive Officer and Staff; Volunteers; Darebin Residents; Darebin Council; Our funders; Current and future partners

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DIVRS acknowledges the Wurundjeri Woi-wurrung people as the traditional custodians of the land we live and work on. We recognise their continuing connection to land, waters and culture. We pay our respects to Elders past, present and emerging.

