

# Dublin Community Mediation Strategic Plan 2020-2025



Dublin  
Community  
Mediation

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## **Vision**

To be the first point of contact for affordable, accessible and quality dispute resolution services for families and communities.

## **Mission**

Dublin Community Mediation helps families and communities to solve problems, prevent conflict and resolve disputes.

## **Values**

1. **Integrity** - Honesty, honourable, decency, accountable
2. **Caring** - Compassion, wanting to help, empathy
3. **Openness** - Open to learning, development, innovation
4. **Professionalism** - Quality, standards, rigour, timeliness
5. **Empowerment** - Capacity building within families & communities

## **Financial**

Improve financial stability and sustainability by having multiple revenue streams that provide additional and regular funding necessary to offer quality services for families and communities.

### **Strategic Goals**

1. Identify and promote income generating training opportunities.
2. Promote the service to secure support from government agencies, corporate sponsorship and philanthropic bodies.
3. Develop additional revenue streams by introducing pricing structure for service users.
4. Maximise opportunities for synergies and integration with other services and/or agencies.

## Service Users

Develop and deliver quality confidential services based on the needs within the community that are accessible, affordable and provide choice.

### Strategic Goals

1. Provide a range of affordable alternative dispute resolution services including family and community mediation, conflict coaching, community dialogue facilitation and restorative practices.
2. Promote the profile of DCM services to increase awareness and uptake within the community.
3. Offer training and education for clients and community groups, linking with Citizen Information Centre and Public Participation Network.
4. Offer a referral pathway to and from other agencies including Family Resource Centres, Court Service, Treoir and the Family Mediation Service as requested.
5. Create and maintain self-help resources for service users.

## Operational

Run a professional, compliant, law-abiding and charitable organisation.

### Strategic Goals

1. Ensure compliance with good governance requirements.
2. Maintain and develop structures, roles, responsibilities, policies, procedures and guidelines necessary to govern operations.
3. Develop capacity for service delivery through securing and retaining sufficient staff and volunteers with the required necessary skills.
4. Create a succession management process to support continuity and service delivery.
5. Generate partnerships and synergies with other agencies and service providers to co-deliver services, increase efficacy of available resources and generate income.

## People

Create a sustainable team of highly skilled volunteer mediators and staff to support and maintain service delivery.

### Strategic Goals:

1. Ensure all DCM volunteers who offer specific services have the appropriate training, experience and accreditation required for their specialist area.
2. Ensure the necessary structures are in place to provide professional support and supervision.
3. Facilitate ongoing development of mediators by creating a pathway for advanced practice development.
4. Communicate regularly with volunteers