

DV West Strategic Plan

2020 - 2023



BACKGROUND

DV West (formerly known as West Connect Domestic Violence Services) operates across Western Sydney and the Blue Mountains. They provide on-site accommodation, outreach support, a specific Aboriginal women's and children's service, a centralised intake and assessment service, a Domestic Violence Response Enhancement (DVRE) program for women placed in temporary accommodation, group programs for women and children and in-house counselling. DV West partners with a range of government and community organisations so that women and their children are safe and have their needs met. DV West also partners with a number of generous donors who allow the service to provide much needed additional services and resources for families.

DV West commenced their strategic planning process for 2020-2023 just prior to the COVID-19 pandemic. COVID-19 resulted in major practice changes that allowed staff to continue to keep women and their children safe from Domestic Violence. Some of the learning and practices from this difficult time will remain a part of how DV West operates.



STRATEGIC PLANNING PROCESS

Board members, the CEO and Managers attended a full day strategic planning workshop. The workshop included sessions on the service's aspirations, required results, strengths, internal and external challenges, opportunities and priorities into the future. The workshop outcomes formed the basis of the strategy and the resulting Business Plan.

Staff were engaged during the Strategic Planning process via a staff consultation survey with twenty-four (24) staff completing the online survey, demonstrating a high level of staff engagement. Overall, staff reported high levels of satisfaction with their work and reflected that they felt supported in the organisation. When asked where they wanted to see DV West in three years, they said that they wanted the organisation to be seen as a powerful leader and advocate for women and children's rights, especially in the context of domestic violence. The next most common response mentioned integrity and to be seen as an organisation that cares and is supportive of its clients and collaborates with colleagues and the community.

External stakeholders were invited to participate in the planning process via a survey, with the option to complete the survey verbally or in writing. The response from stakeholders was overall extremely positive, with stakeholders describing DV West in positive ways such as warm, trustworthy, knowledgeable' and strong advocates'. Stakeholders highlighted DV West's strengths in areas such as educational resources and identified opportunities for deepening relationships between services, addressing gaps (identified for transgender women and women from migrant backgrounds specifically) and addressing and creating longer term service responses.



DV WEST VISION

A society free of violence against women and children a society where women and children are safe in their homes and their communities and have the support and resources they need to live active and fulfilling lives.

STRATEGIC DIRECTION 2020 - 2023

Strategic Direction 1:

Secure the future of DV West

Strategic Direction 2:

Provide culturally safe, excellent services to Aboriginal women, children and community

Strategic Direction 3:

Actively extend quality service delivery to marginalised women and their children



STRATEGIC DIRECTION 1: Secure the future of DV West

- 1.1 Change the DV West legal structure to become a Company Limited by Guarantee
- 1.2 Implement a whole of organisation approach to programs and branding
- 1.3 Review of DV West structure and resource allocations
- 1.4 Develop the DV West Leadership Team
- 1.5 Review internal systems and policies
- 1.6 Achieve ASES Accreditation
- 1.7 Redress the SHS program underfunding of DV West
- 1.8 Secure additional accommodation including Temporary Accommodation for women and their children
- 1.9 Identify opportunities to acquire a purpose-built refuge for the DV West Nepean Service
- 1.10 Develop a communications marketing strategy to increase DV West's profile, highlight achievements and target specific funding
- 1.11 Support excellence in DV West governance

STRATEGIC DIRECTION 2: Provide culturally safe excellent services to Aboriginal women, children and community

- 2.1 Embed cultural safety across the whole of marginalised women and children
- 2.2 Create Aboriginal Service Hub at Wirrawee Gunya

STRATEGIC DIRECTION 3: Actively extend quality service delivery to marginalised women and children

- 3.1 Provide excellent service delivery to children
- 3.2 Evaluate outcomes for women and children attending the service
- 3.3 Implement strategies for ongoing service quality improvement
- 3.4 Build on inclusive access to DV West for all woman-identifying people, including disabled women, women from culturally and linguistically diverse backgrounds, younger women and women from the LGBTQIA community



www.dvwest.org.au

