

Drop in Care Space Incorporated Strategic Plan 2023-2024



Part 1 - Strategic Plan Purpose

The purpose of the strategic plan is to help determine Drop In Care Space's key priorities for the Peer Board and Peer Volunteers over the coming years. The strategic plan will act as a guide to help ensure DICS is aligned with its overall mission and purpose and will outline the key goals for the 2023-204 period.

Part 2 - Who We Are

The Drop In Care Space is a peer led community centre located in the Adelaide CBD on Sturt Street. The Drop In Care Space became an incorporated association and registered charity in 2021 and is governed by a voluntary board made up of members of the community with lived experience with day to day operations managed by volunteers with lived experience.

Part 2 - Our Mission

The Drop In Care Space's primary mission is to reduce social isolation and distress for queer, gender diverse, neurodivergent, disabled individuals as well as individuals who identify as someone with lived experience or living with mental illness.

Part 3 - Our Objectives

In order to achieve our mission of reducing social isolation and distress, we have a number of objectives:

- 1) We aim to provide an affirming and inclusive community centre that encourages a sense of belonging, self-determination and autonomy and assists in the well-being of queer, gender diverse, neurodivergent, disabled individuals as well as individuals who identify as someone with lived experience or living with mental illness.

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- 2) We aim to provide an open environment for community members to meet and share experiences, to gain knowledge and skills as well as provide activities and events that reduce social isolation and increase our sense of community.
- 3) We aim to work in partnership with organisations, services and community groups to provide further opportunities for representation, collaboration, connecting, resources and support.

Part 3 - Our Demographic

The Drop In Care Space is a community centre of individuals over the age of 18 and specifically targets the following groups:

- Disabled individuals;
- Neurodivergent individuals including Autistic and ADHD individuals;
- Individuals living with mental health conditions;
- LGBTQIA+ individuals
- People of Colour

Part 3 - Funding Structure

As a not for profit, DICS derives income from three main sources

- Room and Space Hire and Programs is a source of income for DICS.
- Tickets from Events and Activities.
- Grant funding.

Part 4 - SWOT Analysis

A SWOT analysis is a way of analysing the existing strengths and weaknesses as well as identifying opportunities to address existing weaknesses and build upon existing strengths in order to create appropriate planning for the future.

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| Strengths: <i>things we are good at; things we are doing well; things we provide that are beneficial</i> | Weaknesses: <i>problems that need to be addressed; things we could do better</i> |
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| <p>Welcoming atmosphere Inclusive environment Passionate volunteers with variety of skills Central location Disabled access Lived experience led Competitively priced room hire Excellent social media presence on IG Variety of activities</p> | <p>Small board = limited capacity Lack of funding Skill gaps within the board Poor retention of board members and volunteers Limited on street parking Difficulty recruiting volunteers Lack of evening activities and events Lack of Autistic and ADHD activities and events Unclear and undefined membership structure Unclear grievance management process Cultural competency Lack of financial transparency (income, outgoings, rent, bills, donations)</p> |
| Opportunities: <i>something that can be done to address problems; how we can do things better</i> | Threats: <i>external things that can jeopardise the success of our community centre; future concerns and risks</i> |
| <p>Collaborations with existing organisations Improve room rental opportunities Continuing to explore and apply for grant opportunities Surveys and community consultations Improving our outdoor space for events Partnerships with government and council Further training for volunteers and board</p> | <p>Excessive administration Lack of state recognition and support Burnout within board and volunteers</p> |

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Part 6: Key Goals

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| Goal 1: Commitment to Leadership and Governance |
| Ensuring that the Board is diverse, representative of the community and possesses appropriate skills and experience; |
| Ensuring efficient and transparent accounting records and financial governance; |
| Investing in anti-racism training for board members and volunteers; |
| Strengthening and streamlining roles, policies and procedures and ensuring all policies and procedures are up to date and easily accessible; |
| Creating opportunities for community members and identified groups to participate in governance activities including committees or working groups; |
| Committing to a monthly board meeting with regular check ins in between as needed; |
| Developing a clear and inclusive grievance process; |

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| Goal 2: Amplifying Community |
| Participating in local community events to promote the community centre; |
| Creating a calendar of events in six to twelve month blocks to help with activity and event planning, marketing and messaging through social media; |
| Forming partnerships with key organisations and community group; |
| Developing and implementing activities and events that enhance self-esteem and self-worth; |

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Developing and implementing community events that showcase the skills and talents of our community;

Developing and implementing activities that encourage skill building and capacity building amongst neurodivergent individuals;

Developing and implementing relevant activities to meet the specific needs of our community focusing on reducing both distress and social isolation;

Ensuring that our community centre participants and volunteers are actively involved in activity and event planning and implementation by gathering input from community members, using appropriate means;

Improving our facilities including the renovating of our backyard into a community space and renovating our kitchen into a space for skill building and community activities;

Goal 3: Financial Sustainability

Increasing the promotion and public profile of our community centre and increase awareness of its activities, resources, services and impact;

Creating an annual signature event as a fundraising vehicle for our community centre;

Identifying and applying for new grants and fundraising opportunities;

Creating and maintaining a membership program as a way to engage the community and build a sense of collective ownership for our community centre;

Offering low-cost room hire to community groups and organisations offering services and support aligned with the needs within the community;

Using opportunities to generate funding through once-off raffles and events.

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Forming corporate and business partnerships for sponsorships and funding;

Forming partnerships with state departments including the Department for Health and Wellbeing and Department of Human Services;

Goal 4: Supporting Our Volunteers

Developing and streamlining a formal volunteer training program;

Developing a formal feedback system for volunteers to voice their ideas, opinions and initiatives;

Ensuring the peer advocate provides dedicated time to supporting and listening to volunteers concerns and ideas;