

# Our strategy 2020→2022→2024



## Vision

Enabling meaningful access to justice and dispute resolution, effectively resolving conflict in any situation

## Purpose

An engaged and supported membership community at the forefront of excellence in dispute resolution

## Values

**Integrity** – We are thoughtful, transparent and always do the right thing  
**Excellence** – We go above and beyond, setting high standards  
**Innovation** – We look for new and better ways  
**Collaboration** – We work together to deliver better outcomes for those we serve  
**Diversity** – We treat people with respect and celebrate diverse perspectives  
**Influence** – We are the leading voice of dispute resolution

## Our five strategic objectives

### Member engagement and value

Facilitate equitable access to services and ability to contribute, providing a 'home for all' members, both current and future

#### Invigorating membership engagement

Empowering Australian and New Zealand committees to drive the unified development of policies, projects and priorities that support the operations and advocacy agenda of Resolution Institute.

Rebuilding the role of the state and local committees as a platform to bring members together, enabling them to build a sense of purpose and professional community.

Building partnerships based on trust and transparency between staff and local committees, devolving responsibility and ownership to volunteers to deliver positive outcomes for all.

Act as champions for diversity and inclusion in our membership and the dispute resolution community more broadly.

#### Ensuring a strong value proposition

Development of a mentoring and professional supervision framework that incorporates technology, creates connections and supports newly accredited practitioners.

Provide resources, opportunities, and networks that help all members at every stage of their careers.

Using IT infrastructure and our emerging social media presence to provide timely business intelligence that is targeted to a member's specific interests.

The creation of a bigger pool of work for our members including nominations as mediators, arbitrators, adjudicators, and expert determiners.

### Technology and operational excellence

Attract and retain the right people with a strong workforce culture, embracing efficient, modern and automated ways of working

Foster a culture of respect and collaboration, combining professional staff with volunteer expertise and engagement.

Develop the required business systems and infrastructure strategy to support the needs of the membership and staff (drive automation and value add based activity, scope out projects cost and priorities).

Instil a high performing and appropriately resourced structure and professional team to resource a flexible structure now and into the future.

Increase organisational effectiveness by focusing on the future, making data and evidence-based decisions, investing in strategic priorities, creating capacity for new initiatives, and emphasising outcomes.

Leading workplace systems and processes are in place so that staff have the right skills and experience, are motivated and empowered to execute flawlessly, and are rewarded accordingly.

Build a stronger institute, aligning resources, decision making, and the contributions of governance, advisory committees, staff, and the broader membership with the strategic plan (governance).

### Influence, advocacy and branding

Increase our influence, be heard and be recognised

Improve government and stakeholder relationships (partnerships, standards bodies, industry, community, corporate, other NGOs).

Develop a marketing and media strategy utilising spokespeople and influencers within the membership.

Advocate for law reform and development of an innovative policy agenda for the dispute resolution community.

Promote our work, our members, and what we stand for.

Become a source of reference for industry within media, government and industry for dispute resolution.

Drive the value of dispute resolution as being critical to the justice system.

Educate the public and create broader awareness of dispute resolution.

### Best in class training and accreditation

Become the provider of choice, with the highest practitioner and practice standards

Professional development for all dispute resolvers across all stages of their careers.

Ensure that accreditation by Resolution Institute is regarded as the 'gold standard' for dispute resolvers.

Facilitate learning and experiences that are:

- leading edge and industry benchmarked
- evidence based
- practical and affordable
- diverse in range of offering to address all member's needs.

Attract, train, develop, accredit, and support the next generation of dispute resolution professionals.

Promote the adoption of new technologies and methodologies in dispute resolution and lead the way for integration into the profession.

### Financial sustainability

Ensure our sustainability through growth, development and diversification of membership and other services

Diversify revenue streams by identifying profitable opportunities aligned to our values that will fund our purpose and the services we provide for our members.

Undertake investment of capital to provide for sustainable income and future growth.

Maintain our leading role in the training and accreditation of dispute resolvers.

Ensure full membership retention and drive membership growth and diversity.

Actively grow nomination services through our relationships with stakeholders and increased profile.

Expand our training and professional development services to corporate partners, organisations, and government, and actively manage our competition.

Develop a differentiated membership offer to reflect the varied career stages and diversity of our membership base and the market (corporate, individual, professional, retirees etc).

#### KEY PERFORMANCE INDICATORS

1. Improved technology and digital experience
2. Increased membership retention
3. Increased nominations of our members as dispute resolvers
4. A clearly identified MVP and effective communication and engagement with our members
5. Recognised brand and advocacy efforts
6. Sustainable financial results
7. A collaborative culture between staff, volunteers and members