



Family Support Network Inc.

Strategic Plan 2019-2021.

Inspiring families to connect move and grow.

Who we are

Family Support Network Inc. (FSN) is a non-profit organisation based within the Bundjalung nation in the Northern Rivers Region of NSW, where we have operated for more than 25 years. With premises in both Lismore and Nimbin, FSN offers services to families and individuals across Lismore and neighbouring local government areas.

Our staff are highly skilled and qualified professionals who are all focused on helping the people we work with to reach their goals and create stronger family environments.

This Strategic Plan demonstrates our ongoing drive to make a difference in the lives of families and individuals in the region, through careful planning and innovative thinking.

Why We Exist

The Lismore region has a diverse population with many families and individuals experiencing a range of challenges in their day-to-day lives. In recognising the resilience and strength of the people we work with in the community, we are committed to working with them to build on their existing strengths and to assist them to become pro-active in making positive life changes.



We are aiming for families in our region to be supported, empowered, self-aware & safe.

What We Do

We offer a variety of services that include the provision of family work and support, as well as a range of parenting programs and supported playgroups. All of our services are free of charge to families.

Framework & Approaches

Using a variety of flexible, informed frameworks and strategies, we take the following approaches to service delivery:

Client-centred approach: focuses on creating an environment that takes into account the strengths, interests and wishes of our clients. This collaborative approach helps empower individuals and families.

Child-focused approach: enables service providers and parents to put the well-being, safety and security of the child central to all decisions and actions, engaging children in decision making wherever possible.

Strengths-based practice: builds on the innate abilities of people we work with, assisting them to apply these skills to meet challenges and improve quality of life.

Evidenced-based practice: allows us to base the approach to our work on sound, research-derived and tested theories.

Accountability-driven: helps us to be clear and transparent about the impact we are having on the lives of those we work with, by measuring how effective we are.

Who We Work With

We actively respect the needs, diversity and uniqueness of all individuals and families, and work alongside people regardless of race, religion, ethnicity, sexuality or socio-economic background.

We provide services to individuals and families from a wide variety of backgrounds.

We have a wonderful diversity of cultures among our service users. We work with Aboriginal families and those from Japan, Thailand, Malaysia, Sweden, Italy and Portugal (among others!). We are involved in NAIDOC Week, Harmony Day, Children's Week and Family Week, and we celebrate significant days from a variety of cultures. We are a proud member of ACON's 'Safe Place' initiative, and we welcome families from the LGBTQI community.

100% of parents surveyed who used our services said they were now more confident with their parenting.

"I learnt ways to deal with my child's challenging behaviour & encourage positive behaviour"

What's Important to Us

At Family Support Network Inc., we bring the following values into both our day-to-day work and our longer-term aspirations.

Fairness – We endeavour to embrace people from all walks of life and ensure fairness in our dealings with team members, clients, colleagues and community.

Commitment – We are committed to working hard to be responsible, trusted and active leaders in the field of family services.

Integrity – We act with integrity in all our work and relationships.

Flexibility – We are flexible and adaptive in our approach to providing innovative and appropriate services.

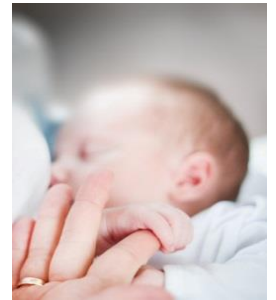
Respect – We actively respect the needs, diversity and uniqueness of all individuals and families.



Who We Collaborate With

FSN is firmly embedded in the local community and works alongside a large range of organisations to support families and individuals. Our service users access our services via more than 25 different sources or organisations. Our current colleagues, partners and other stakeholders include, but are not limited to:

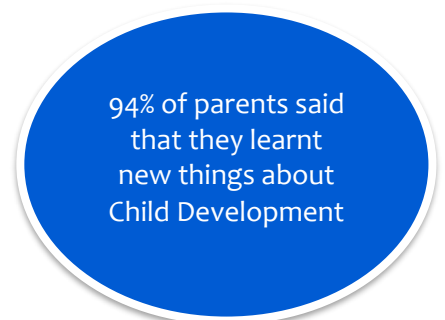
- ~ NSW Dept. Family and Community Services in various forums
- ~ A wide range of local not for profits
- ~ Far North Coast Family Services Alliance
- ~ NSW Family Services Inc. (FamS)
- ~ Lismore & Casino Social Inter-agencies
- ~ TAFE & nearby Universities
- ~ Local Domestic Violence Liaison Committee
- ~ Local Government agencies
- ~ Local Health Agencies
- ~ Other Government Agencies



Areas of Focus

The following *Areas of Focus* show the particular groups that we intend to focus our efforts on over the next 3 years. Family Support Network Inc. will remain a **connected, collaborative and responsive** organisation whose ultimate purpose is for all families in the region to be supported, empowered, self-aware & safe. These areas of focus will allow us to develop capacity and resilience within the families we work with.

- Children 0-3 years of age
- Young parents.
- Aboriginal families, children and young people.



Our Strategic Goals:

Over the next 3 years, from 2019 – 2021, we aim to achieve the following goals:

- To increase our capacity to assist vulnerable families.
- To be a well-known, easily recognisable organisation.
- To increase the geographic area of our influence.



"It's great and has helped me and my little ones make friends in the community, which has helped us feel less isolated. We love it here!"

"My awareness has increased and I have learnt how to manage the children's problems without getting angry and upset. I know myself better and I feel happier."

Objective

Strategies

Goal 1: Increase our capacity to assist vulnerable families.

We aim to increase our range of services.

- Train staff to become facilitators in Parents as Teachers and deliver this program within Australia.
- Train staff in Family Group Conferencing and tender for placement on the NSW Gov't authorized service provider panel.

We aim to increase our efficiency in delivering services and to reach more people.

- Investigate options for digital service delivery & identify most appropriate option for clients.
- Offer this mode of service delivery to clients challenged by distance or transport.
- Continue to use social media platforms to connect/promote our services.

We aim to enable more families to access our services.

- Investigate client transportation initiatives to assist clients to access programs.
- Investigate options to develop our existing premises allowing for more client space.
- Investigate opportunities to attract and support same sex parents.

We aim to continue to provide quality services

- Maintain the training and development of our staff.
- Prioritise evidence-based programs for our parent education portfolio.

Goal 2: Be a well known easily recognisable organisation.

We are aiming to increase our public profile beyond the local community sector.

- Increase our participation/sponsorship & support of local community events.
- Improve the signage at main office location.
- Leverage on our Parents as Teachers activities to increase awareness of our brand/logo/name & reputation.
- Facilitate a tertiary scholarship for Aboriginal students.

We are aiming to increase our collaborations with others.

- Increase collaborations across the local community.
- Renew or sign Memorandums of Understanding with local service providers.

We are aiming to promote ourselves outside the region.

- Promote & deliver Parents as Teachers training around Australia.
- Deliver Family Group Conferencing to other areas of the Northern Rivers.
- Facilitate a tertiary scholarship for Aboriginal students.

Goal 3: Increase our geographic area of influence.

We are aiming for the advancement of our services across a wider area

- Deliver Parents as Teachers training around Australia.
- Investigate opportunities to deliver our quality services to other regions and communities and where possible deploy our services.
- Explore new evidenced base services or program initiatives and seek funding for their delivery.

