



Family Support Network Inc.
Strategic Plan
2015 - 2018





Who We Are

Family Support Network Inc. (FSN) is a non-profit organisation with over 20 years of operation in the Northern Rivers Region of NSW. With premises in both Lismore and Nimbin, FSN currently offers services to families and individuals across Lismore and neighbouring local government areas.

Having faced some challenging times over the past few years, due to sector changes and both State and Federal Government variations to programs and funding, FSN has nevertheless retained balance, focus and commitment to quality service provision throughout. The organisation remains in a very strong financial position, due to diligence from the Management Committee and Staff, and continues to aim for continuous improvement and service excellence in the field of family services.

This 2014 Strategic Plan demonstrates Family Support Network Inc's ongoing drive to make a difference in the lives of families and individuals in the region, through careful planning and innovative thinking.

**The FSN team are dedicated to embracing people from all walks of life
and practising fairness & integrity in our dealings with
clients, colleagues and the community**



Why We Exist

The Lismore region has a growing population and lies in the [Bundjalung people's](#) nation area. Lismore is largely an [area of disadvantage](#), 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, [Family Support Network Inc.](#) is committed to working with people to build on their existing strengths and to assist them to become pro-active in making positive life changes.

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 will 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.

Openness & Integrity – We will behave in an open manner and maintain integrity in all of our work and relationships.

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

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

What We Are Aiming For

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





Family Support Network Inc. offers 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. The staff at FSN 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.

What We Do

Framework & Approaches

Using a variety of flexible, informed frameworks and therapeutic strategies, FSN takes 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.

Strengths-based practice: builds on the innate abilities of clients, assisting them to apply those 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 Do It For

Family Support Network Inc. provides services to individuals and families from a wide variety of backgrounds, with 294 families using FSN's services in 2013-14. We actively respect the needs, diversity and uniqueness of all individuals and families, and work alongside people regardless of race, religion, culture, sexuality or socio-economic background.

FSN is a proud member of [ACON's 'Safe Place'](#) initiative, and we welcome families from the LGBTIQ community. We have a wonderful diversity of cultures among our clients, including families 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, including Hanukkah, Ramadan and Christmas.

98% of parents using our services said they learnt new things to assist their parenting.

“ I can connect with my children more and understand their feelings ”

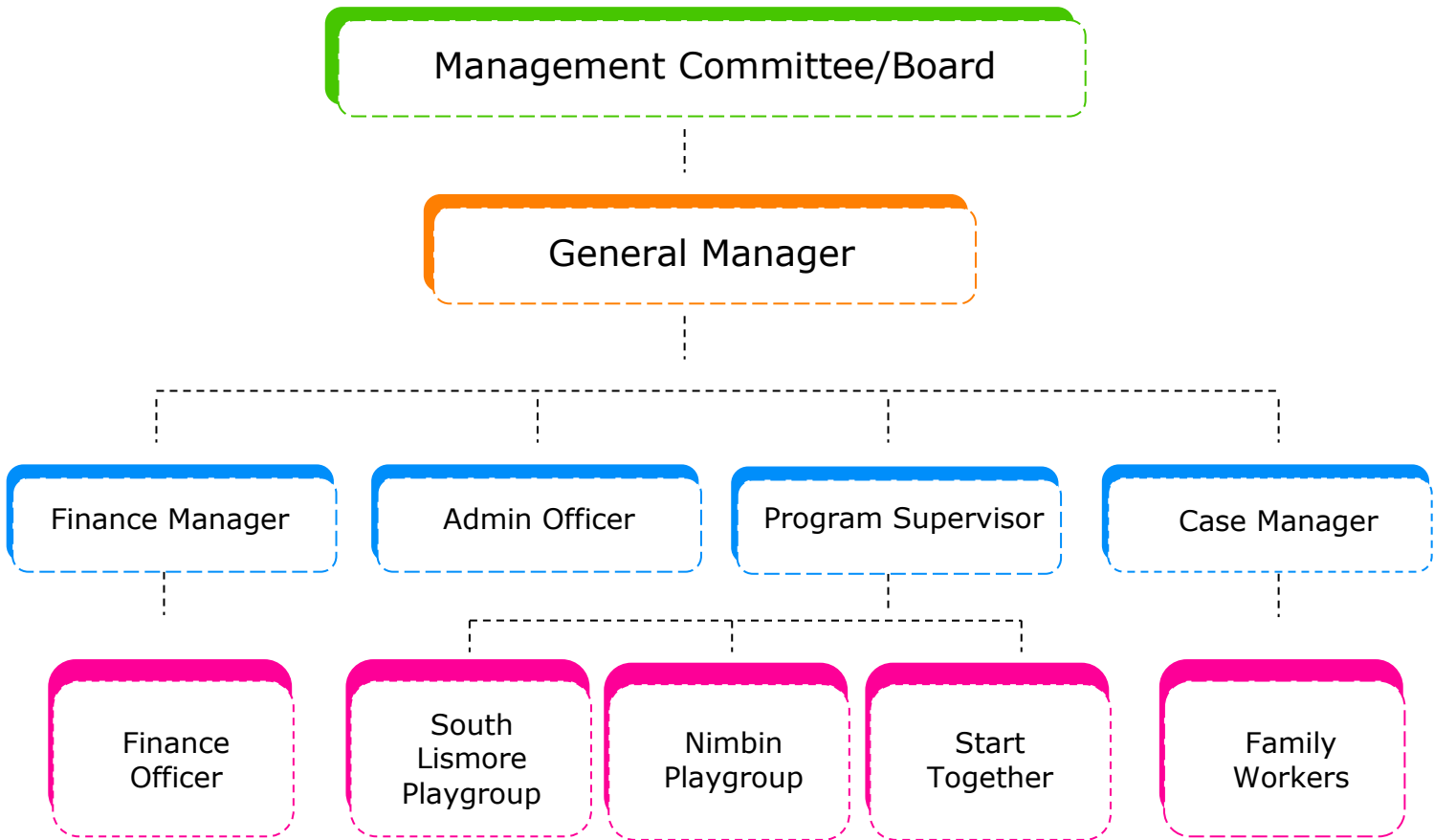


Who We Work With

FSN is firmly embedded in the local community and works alongside a large range of organisations to support families and individuals. During 2013-14, clients accessed our services via 27 different sources or organisations. Our current colleagues, partners and other stakeholders include (but are not limited to!):

- ~ Dept. Family and Community Services
- ~ A wide range of local NGO's
- ~ Far North Coast Family Services Alliance
- ~ NSW Family Services Inc. (FamS)
- ~ Lismore and Casino Interagencies
- ~ TAFE & Local Universities
- ~ Domestic Violence Liaison Committee
- ~ FaCS Local Planning Group
- ~ FaCS Weekly Allocation Forum
- ~ Local Health Agencies
- ~ Other Government Agencies

Family Support Network Inc. Organisational Map





Strategic Areas of Focus

The following 'Areas of Focus' and 'Strategic Goals' show how we intend to focus our efforts over the next 3 years. Family Support Network Inc. will remain a vibrant, relevant and innovative organisation whose ultimate purpose is for 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.

1. A forward-thinking organisation, built on strong values and respect for all individuals and families within our community.
2. Well-trained, engaged and committed staff, who have a high degree of skill and practice knowledge in working with families.
3. An increased profile and recognition as leaders in the field of family services, through excellence in service delivery and pro-active collaboration.



Strategic Goals

Over the next 3 years, from 2015 – 2018, we aim to achieve the following goals:

1. Improving and enhancing client services and outcomes.
2. Staff who are valued, supported and highly skilled.
3. A thriving and flexible organisation who are recognised as leaders in the field of family services.

Goal 1: Maintaining and improving client services and outcomes.

a. We are aiming to be an inclusive and accessible organisation through:	<ul style="list-style-type: none"> ~ Increase our community profile. ~ Increase the diversity of our clients. ~ Providing a welcoming, family-centered environment.
b. We are aiming to provide quality services that are relevant to our clients needs through.	<ul style="list-style-type: none"> ~ Enhancing our client feedback process. ~ Developing and implementing a needs/gap analysis model that can be applied at planned intervals. ~ Focus on innovative, evidence-based program design.
c. We are aiming to be an organisation with a robust monitoring and review process.	<ul style="list-style-type: none"> ~ Implement processes to measure the impact we are having on the lives of our clients. ~ Showcase the work we do through open and engaging reporting. ~ Continually improve the way our organisation functions.

Goal 2: Staff who are valued, supported and highly skilled.

a. We are aiming to have a workplace that values teamwork and the active sharing of knowledge and information.	<ul style="list-style-type: none"> ~ Maximise team building and professional development opportunities. ~ Create opportunities for staff to develop relevant and useful ways of working.
b. We are aiming to enhance our culture of teamwork and support.	<ul style="list-style-type: none"> ~ Increase the diversity of supports for staff both individually and as a team. ~ Promote internal staff collaboration.

Goal 3: A dynamic organisation who are recognised as leaders in the field of family services.

a. We are aiming for a culture of continuous improvement in the provision of quality services to clients.	<ul style="list-style-type: none"> ~ Ensure maximum effectiveness in the use of resources. ~ Ensure our team has access to relevant training opportunities to support them in delivering high quality services. ~ To support our team in responding to the changing social environment.
b. We are aiming to be an organisation that offers a more diverse suite of services to support families.	<ul style="list-style-type: none"> ~ Explore all opportunities for program and organisational growth and development. ~ Investigate new service initiatives created by the changing social environment and seek funding for them. ~ Explore program development to meet identified service gaps created by changing community sector environment.
c. We are aiming to be an adaptive, flexible organisation.	<ul style="list-style-type: none"> ~ To develop a culture of adaption and flexibility within the evolving community services sector. ~ Increase the suite of service initiatives within our existing programs.

How You Can Get Involved

Donate: From time to time we will be looking for certain items to support our clients. If you're interested in donating goods, or contributing financially to our work, please contact our General Manager, Neil Moreton for more information - gm@fsn.org.au

Volunteer: We're always excited to hear from people who want to volunteer. Just let us know what kind of thing you'd like to do, and we'll explore ideas with you
- admin@fsn.org.au



Become a Partner: If your business is inspired by the work we do with families in the region, we'd love to talk about partnering with you! There are so many opportunities to work together to help those in need. If you have any ideas or would like to know more, please contact our General Manager, Neil Moreton for more information - gm@fsn.org.au

Stay in touch & find out what's happening: www.fsn.org.au/Events/

Or drop in for a visit...

Lismore Mon to Fri 9am-4pm, except Weds when we are open 9am-1:30pm
PO Box 236
143 Laurel Ave (parking available in Shepherd Lane)
Lismore NSW 2480

Phone: 02 66212489 | Fax 02 66215208
Email: admin@fsn.org.au

South Lismore Family Centre
10am-12 noon Wed & Fri
Ph: (02) 6622 0691
41 Wilson St
South Lismore NSW 2480

Nimbin Family Centre
9.30 am-1.30 pm Tues & Fri
Ph & fax: (02) 6689 0423
81 Cullen St
Nimbin NSW 2480

Links

Links to items mentioned in the Strategic Plan are available below:

Bundjalung People:	http://en.wikipedia.org/wiki/Bundjalung
Lismore Community Profile:	http://profile.id.com.au/lismore/seifa-disadvantage
Lismore Family Support Network Inc:	http://www.fsn.org.au/
LFSN's range of services:	http://www.fsn.org.au/Programmes/
ACON's 'Safe Place' initiative:	http://www.acon.org.au/safeplace
NAIDOC:	http://www.naidoc.org.au/
Harmony Day:	http://www.harmony.gov.au/
Family Week:	http://www.familiesaustralia.org.au/familiesweek/



Family Support Network Inc. provides services that actively develop family well-being, build upon family strengths and values, and promote the rights and safety of children.

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