



## Family Access Network Strategic Plan 2024-2027

VISION		PURPOSE		
Every child, family and young person has a place to call home, where they can thrive with stability, confidence, and purpose.		FAN delivers holistic support and advocacy that upholds young people’s human rights, equal opportunity, and access to safe and secure housing.		
VALUES				
<b>Pride</b> We foster an environment of celebration, acceptance, and respect for all young people to promote their inclusion and ability to confidently express their true selves.	<b>Collaboration</b> We value partnership and teamwork. Working across our community, understanding the importance of sharing knowledge and resources to achieve our common goals.	<b>Innovation</b> We strive for creative and reflective practice that challenges us to generate new ideas, act with bravery and courage and deliver quality and excellence.	<b>Integrity</b> We build trust by demonstrating honesty and ethics in our work, leading by example, and taking responsibility for following through on our promises.	<b>Connection</b> We foster belonging and a sense of community through supports based on empathy, agency and understanding. We acknowledge our similarities while celebrating diversity.
KEY FOCUS AREA AND GOALS				
1. Our Services	2. Our Partnerships	3. Our People	4. Our Organisation	
<b>1.1 Responding to young people’s need:</b> Our programs and services are strengths-based and client-centred; we continually seek better ways to identify and respond to emerging needs.	<b>2.1 Partnering with our community:</b> We maintain our long-term commitment to community engagement through collaborative activities that maximise young people’s participation, connection, volunteering & life skills.	<b>3.1 Embedding culture:</b> We foster a culture and learning that ensures all board, staff and volunteers contribute to, understand, and have the tools needed to deliver on our vision, purpose, and values	<b>4.1 Strengthening our reputation and visibility:</b> We strengthen our standing as an innovator and leading provider of specialist services by investing in measurement and evaluation, continuous quality improvement, and promotion of our work.	
<b>1.2 Evolving our specialist response:</b> We actively seek opportunities to strengthen our specialist services through systems advocacy, program review, and listening to our service users and community.	<b>2.2 Partnering with our sector:</b> We maintain local, community sector and other key relationships that enhance our range of services, reduce fragmentation, and streamline access for service users to the supports they need.	<b>3.2 Engaging our people:</b> We attract, retain, and support the best people to work with our community. Our people highly motivated and passionate about working alongside our service users to help them achieve their goals.	<b>4.2 Ensuring our sustainability:</b> We support organisational sustainability and resilience by ensuring our resources, systems, assets, and infrastructure enable us to embrace and adapt to change.	
<b>1.3 Improving access and equity:</b> We grow the cultural safety and accessibility of our services by applying an intersectional lens that considers the needs and experiences of First Nations and CALD communities, LGBTQIA+, people living with disability and mental health needs, and those impacted by family violence.	<b>2.3 Strengthening strategic alliances:</b> We apply a partnership framework to strengthen existing alliances. We value our partnerships with advocacy and support agencies, government bodies, academic and other institutions that support us to achieve our goals.	<b>3.3 Developing our people:</b> We provide opportunities to paid staff and volunteers, service users, and the wider community that build capacity, help them meet their learning and professional aspirations.	<b>4.3 Advocating for our community:</b> Our advocacy for young people’s is strengthened through our effective harnessing of their voice and telling of their stories, including in research activities, gathering of data and dissemination of evidence.	