



# Family Access Network

## Organisational Strategic Plan

### 2021 – 2024

*Making a difference in young people's lives since  
1981*

*FAN's vision is for a community which acknowledges  
and values the dignity and worth of all citizens and  
enables individuals to deal positively with adverse  
situations in their lives*

# INTRODUCTION

FAN is committed to a vision which is philosophically underpinned by housing as a basic human right and the eradication of homelessness. This commitment extends to participating in the creation of a service system response for young people which is client focussed, relationship based, wrap around and holistic, age and developmentally appropriate. A service system which acknowledges and addresses the diversity of responses required to address vulnerability, family relationships, social connection and creating a place of belonging – a “home”.

Based on the principles of community development FAN’s early years service responses were innovative and grounded in the notion of promoting young people’s ‘connectedness’ to family and community. The community development model, so richly embedded in the formation of the organisation, has continued through the past 40 years of operation, and laid the foundation for many of the values and practice principles still held strongly at FAN today. These include building sustainable community connections for young people and fostering the involvement of the community.

## Organisational Overview

Originally formed in 1981 from the efforts of the local Box Hill community to respond to the increasing numbers of homeless young people in the area, FAN first began with a community placement service, shared private rental model and a volunteer support mentoring program. While forty years of operation has passed since the organisation’s inception, the core principles which first underpinned FAN’s approach remain both relevant and active today.

FAN is underpinned by a strong client focused, rights-based approach that seeks to maximise positive outcomes for young people through timely intervention and strategic responses. FAN provides a range of services for young people, young families and accompanying children, and LGBTIQ+ young people who are experiencing or at risk of homelessness including:

- Homeless Support Services, incorporating
  - Transitional Support Program – case management;
  - Private Rental Brokerage Program – Creating Connections;
  - LGBTIQ+ young people Programs
  - Housing Establishment Fund
  - Homeless Youth Dual Diagnosis Initiative
- Pathways to Resilience –Family Violence Therapeutic Initiative
- Life Skills and Volunteer Programs
- Children’s Program – Early Years;
- Equity Support Program

## Mission Statement

Family Access Network will provide support to young people, young families and accompanying children and LGBTIQ+ young people who are experiencing or at risk of homelessness in the form of:

- Access to accommodation and support options including therapeutic interventions.
- Development of programs and services to meet current and emerging needs.
- Provision of social and life skill development opportunities.
- The above is informed by data analysis, program reviews, and engaging in research.

## **Vision**

FAN's vision is a 'community which acknowledges and values the dignity and worth of all citizens and enables individuals to deal positively with adverse situations in their lives'. We do this through:

### Supporting young people's right to self-determination

In recognition of the needs of homeless and at risk young people, young families and accompanying children, and LGBTIQ+ young people, FAN provides services that offer individual support according to their identified needs;

### Assisting young people toward independence and empowerment over their own lives

To reduce homelessness, FAN supports and assists young people, young families and accompanying children, LGBTIQ+ young people, who are experiencing homelessness to achieve independence and empowerment;

### Advocating for, on behalf of and with young people on the public and political stage

FAN undertakes advocacy and develops public awareness of the issues relating to homelessness in general, underpinned by our commitment to housing as a basic human right.

## **Core Values**

FAN board, staff and volunteers embrace, support and contribute to the following core values:

- Client empowerment, social inclusion and participation embedded in programs and services
- Upholding and promoting a rights based approach
- Person centred practice
- Respectful and embracing diversity
- Trust, honesty and integrity
- Improvement, innovation and best practice.

## **State and Federal Policy Context**

The development of this current strategic plan sits within a broader context incorporating reform across multiple service types, all of which have varying degrees of impact on the client group supported by FAN, including but not limited to;

- National Housing and Homelessness Agreement
- Specialist Homelessness Sector Reform
- Social Housing Strategy
- Best Interest Framework for Vulnerable Children and Youth
- Child Safe Standards
- National Disability Insurance Scheme
- Alcohol & Other Drugs and Mental Health Reforms
- Royal Commission into Victoria's Mental Health System
- Royal Commission into Family Violence
- Royal Commission into Institutional Responses to Child Sexual Abuse
- Social Services Regulation Reform
- Reconciliation Action Plan
- Gender Equality Act
- Environmental, Emergency and Pandemic Planning

FAN in practice is an adopter of many of the elements of these reforms particularly with regard to client centred practice, outcomes based interventions, collaboration and partnership, improved referral pathways, local and place based responses, holistic wrap around support and responsiveness to current and emerging needs. As a result, FAN will actively engage in the reform processes, as aligned to the vision, mission and values of the organisation.

## **KEY STRATEGIC DIRECTIONS**

The following five key directions have been developed in the context of FAN's history and roots, its commitment to a human rights framework and ensuring that the voice of young people is heard on the public and political stage.

### **Key Direction 1      Direct Services**

***Ensure that FAN's programs and services for young people are responsive to their needs and delivered within a strengths-based, client centred approach, continually seeking better ways to identify emerging or 'hidden' need/issues.***

- Goal 1:** Maintain FAN's specialist response to young families and accompanying children, ensuring the needs of children are maintained as a central tenet in breaking the cycle of homelessness and enabling young parents and children to fulfil their potential.
- Goal 2:** Deliver and advocate for best practice services for LGBTIQ+ young people who are experiencing or at risk of homelessness.
- Goal 3:** Further develop FAN's capacity to identify, respond to, and advocate for the unmet need of young people, young families and accompanying children who are experiencing or at risk of homelessness.
- Goal 4:** Implement and advocate for services for young people who are culturally and linguistically diverse, Aboriginal and Torres Strait Islander, and those impacted by family violence, mental health, disability – intersectionality

### **Key Direction 2      People and Culture**

***Cultivate FAN's learning culture and workforce capacity ensuring that organisational structures promote a best practice approach to leadership and workforce development, community participation and community connectedness.***

- Goal 1:** Ensure that leadership is driven and underpinned by FAN's mission, vision, values and philosophical principles. Capacity to do is developed and supported.
- Goal 2:** Foster and develop FAN's organisational culture and style ensuring that staff, volunteers, and young people are active participants in the process.
- Goal 3:** Maintain FAN's capacity to attract and retain committed, skilled, and innovative workers who share – and can add value to FAN's vision and mission.
- Goal 4:** Maintain FAN's long term commitment to community connection and community capacity building is fostered and further developed.
- Goal 5:** Continue to foster the involvement and participation of volunteers ensuring that they are appropriately supported and guided in their activities and work with young people.

## **Key Direction 3      Robust and Quality Organisation**

***Expand and enhance FAN's resources to ensure the delivery of quality services within robust frameworks***

- Goal 1:** Build on current activities that support organisational sustainability and resilience ensuring that FAN's resources are adequate to meet organisational goals and assets are used to their maximum potential
- Goal 2:** Continue to seek out organisational opportunities ensuring that such activities are strategically managed in line with FAN's mission, vision, historical roots within the community and organisational capacity.
- Goal 3:** Maintain FAN's commitment to continuous quality improvement including participation in appropriate accreditation processes and reviews.
- Goal 4:** Board and staff to engage in training/professional development linked to core competencies to ensure the delivery of quality services within robust frameworks

## **Key Direction 4      Strategic Alliances and Partnerships**

***Strategically develop alliances and partnerships as well as maintain and foster current community sector and key relationships that enhance FAN's range of services and organisational capacity.***

- Goal 1:** Ensure that all current organisational partnerships are monitored and reviewed for their value and/or contribution to FAN's mission, vision, and strategic goals.
- Goal 2:** Undertake risk management assessment for partnership development ensuring all future partnerships are appropriately assessed for risk and value to the organisation.
- Goal 3:** Identify partnerships and alliances with appropriate external organisations, within a framework of strategic selection for partnerships that will add value to FAN's mission, vision and strategic goals.

## **Key Direction 5      Research and Development**

***Continue to expand and promote innovation in service development and research.***

- Goal 1:** Continue to build on FAN's reputation as an innovator in service development and best practice in areas of specialisation.
- Goal 2:** Further develop FAN's organisational profile and capacity to advocate for and on behalf of young people, promoting their participation and voice in internal and external research and development initiatives, as well as program review and design.
- Goal 3:** Further strengthen and foster internal research, development and review into FAN's model, programs, and services.