



Family Violence Support Inc.

# Strategic Plan

## 2019 - 2022

### Who we are....

From our beginnings as a women's collective, WRISC has held a unique place supporting women and children affected by family violence. Today we continue to provide an essential service to women and children in the Central Highlands region.

WRISC has four ongoing programs: Corporate, Aboriginal, Children's Counselling and Family Violence Outreach. WRISC also has a two year Children's Therapeutic Pilot Project based in Bacchus Marsh called Van Go, which began in 2017.

WRISC services include case management, intake, advocacy for women and children, women's groups, children's groups, court support, children's counselling and creative therapy.

The development of this strategic plan has been informed by staff, clients, Board, external agencies as well as National, Statewide and Regional Government and other plans relating to Family Violence.

### Our Vision

Safety, equality and opportunity for all people

### Our Mission

To promote respectful relationships through services which enhance the safety, autonomy and wellbeing of women and children

### Our Values

The organisation works from a feminist perspective and values: Innovation, Integrity, Respect and Trust

## PRINCIPLES

### EVERYONE

has the right to be safe, to be treated equally and to have access to the same opportunities as everyone else. We know that violence of any kind denies people these rights and attacks their dignity and self-respect.

has the right to live free from violence, fear and intimidation.

### WOMEN AND CHILDREN

WRISC will build relationships between service users and the community enabling shared power and responsibility, to meet diverse individual and community needs and enhance an environment where women and children's voices are at the centre of all we do.

### EQUITY AND EQUALITY

WRISC will provide effective and accountable leadership that is transparent, responsive and fosters shared commitment towards addressing inequities.

*Priority*

## CLIENT VOICE

The voice of our clients will be represented in all that we do.

- Build a feedback process that ensures the client voice is responded to.

### How will we know?

- Clients report a high level of satisfaction with service provision
- Practice guidelines are regularly updated



## GOVERNANCE & SUSTAINABILITY

Through effective Governance we will create a sustainable organisation in order to reduce the impact of family violence

*Priority*

### SUSTAINABILITY

- Conserve existing sources of income and diversify our funding streams
- Generate greater exposure and visibility of our organisation within the community
- Increase revenue opportunities

### How will we know?

- Increase in diversification of funding
- Annual budget will be in surplus each year



## STAKEHOLDER COLLABORATION

Build strong relationships to expand our reach and influence

*Priority*

### PARTNERSHIPS

- Encourage inter-agency connection and impact
- Create new and strengthen existing relationships and collaboration
- Seek opportunities for shared funding

### How will we know?

- Increase in number of successful shared submissions
- Expand and increase our Memorandum of Understandings (MOU's)



## WORKFORCE

Provide high quality services through a skilled workforce in order to meet the needs of our clients

*Priority*

### OUR PEOPLE

- Recruit and develop our workforce as specialists in their field
- Ensure our working environment is respectful, supportive and successful
- Support our workforce to enhance their qualifications and develop their capacity and skills

### How will we know?

- Organisational health survey shows high levels of satisfaction in training and development
- All new staff meet agreed qualification standards



## SERVICE OFFERING

Provide a strategic range of programs and services that are evidence-based and focussed on needs

*Priority*

### ACCESSIBILITY & REACH

- Continue to meet the needs of our clients and further expand our service offering
- Enhance our support for all clients
- Be innovative and evidence-based

### How will we know?

- Clients and external agencies report a high level satisfaction.