

Through respectful, compassionate, and collaborative relationships, we deliver inclusive, community-based programs that nurture strengths, navigate challenges, and foster lasting connections.

We celebrate the vibrant diversity of our community, ensuring every person feels valued, respected, and supported.

We acknowledge the Widjabul Wia-bal People of the Bundjalung Nation as the Traditional Custodians of the land on which we live, work and connect. We recognise their continuing connection to land, waters and community, and pay our respects to Elders past and present. We extend that respect to all Aboriginal and Torres Strait Islander peoples.

Our shared commitment to this Strategic Plan reflects the collective contribution of Family Support Network staff, leadership and the Board of Management. Shaped through discussion and feedback from across the organisation, it draws on the experience and knowledge of those who work alongside children, families and communities every day. This collaborative approach strengthens shared ownership of our strategic priorities and our commitment to achieving them together.

Empowering Families Connecting Communities



Vision

Thriving communities where every child and family is safe, connected, and empowered to reach their full potential.



Purpose

Our purpose is to empower families and connect communities through respectful, compassionate, and collaborative relationships.



Mission

We create safe, inclusive spaces, nurture strengths, and navigate challenges so that every child, young person, and family can thrive.



Ethos

At Family Support Network, we celebrate the vibrant diversity within our community. We value the unique backgrounds, experiences, family structures, abilities, ethnicities, racial identities, gender identities, ages, sexual orientations, religions, and cultures of everyone. We wholeheartedly invite everyone to connect and engage with us as we actively strive to create an environment where inclusivity is at the heart of what we do, and each person feels valued, respected, and supported.

We strengthen the conditions that help
children and families thrive through
early support, connection, and
community capability

Our Values



Respect

We uphold respect by listening with empathy, valuing every voice, understanding the needs and protecting the rights, dignity and value of children, young people and adults.



Inclusion

We embrace the diversity of cultures, identities, abilities, ages, beliefs, and lived experiences, nurturing environments where everyone feels respected, valued, and welcome.



Partnership

We work alongside families, communities, and organisations, strengthening connection, trust, and collaboration to support safety and wellbeing for all.



Integrity

We practise honesty, accountability, and care by following through on our commitments, modelling safe behaviour, and acting in the best interests of the people we support.



Equity

We demonstrate fairness by recognising different needs, proactively addressing barriers, and challenging injustice so every child, young person and family can access support, connect with their community, and thrive.

Families

Families are navigating increasing pressure from rising costs of living, housing instability, and growing complexity in children’s developmental, social, and emotional needs. At the same time, access to early support can be fragmented or difficult to navigate, meaning families often reach services later, when challenges have escalated. Evidence consistently shows that early, relationship-based support strengthens family functioning, improves child development, and reduces the need for more intensive interventions. Local, community-based organisations play a critical role in providing accessible, trusted entry points for families.

Support

Family Support Network works at the intersection of families, community, and service systems. We provide practical, relational support while strengthening connection, capability, and access to services. Our role is to:

- support families early, before challenges escalate
- build confidence, skills, and strong parent–child relationships
- connect families with community and the broader service system
- contribute to a more responsive and inclusive local support network

Direction

Our work is directed towards a future where:

- Families are more confident, capable, and connected
- Children are safe, supported, and developing well
- Families access support earlier, reducing crisis and escalation
- Communities are more inclusive, connected, and responsive to emerging needs

Our Priorities

1 Strengthen Community Presence and Partnerships

- Enhance visibility through a clear, inclusive communications approach that reflects our commitment to child safety, participation, and accessibility.
- Build and sustain strong relationships with local services, schools, Aboriginal organisations, and community groups to support referral pathways and coordinated support.
- Establish a consistent community engagement rhythm (events, outreach, feedback) that ensures children, young people, and families are heard and influence service delivery.
- Expand inclusive and culturally safe engagement with underrepresented groups (e.g. fathers, grandparents, LGBTQ+ families), reducing barriers to access and participation.

2 Evolve and Deliver Responsive Services

- Design and deliver flexible, child-safe environments that support therapeutic, inclusive, and developmentally appropriate service delivery.
- Strengthen and adapt programs to respond to mental health, parenting, and early childhood development needs, grounded in trauma-informed and strengths-based practice.
- Improve access through practical supports (transport, childcare, reduced stigma), enabling earlier engagement and sustained participation.
- Trial and refine flexible delivery models (outreach, group programs, school holiday activities, limited online supports) to reach families earlier and reduce escalation of need.

3 Embed Cultural Safety, Workforce Capability and Quality Practice

- Progress our Reconciliation Action Plan and embed culturally safety and inclusive practice across all services.
- Deepen how we work alongside Aboriginal and Torres Strait Islander communities through respectful relationships and ongoing engagement.
- Support staff capability through supervision, wellbeing, and ongoing learning in trauma-informed, child-safe, and evidence-based practice.
- Embed reflective practice and a consistent, values-driven approach to working alongside children, families, and communities.

4 Strengthen Governance, Systems and Sustainability

- Strengthen governance and internal practices to support safe, accountable, and sustainable service delivery.
- Ensure child safety, wellbeing, and risk management are central to how we operate, aligned with relevant standards and legislation.
- Develop systems, processes, and use of information to support accessible, responsive, and coordinated service delivery.
- Strengthen and secure sustainable funding aligned with community need, early intervention, and long-term outcomes for children and families.