



Strategic Plan 2021-23

Supporting Children - Connecting Families - Across the World

Everyone needs to belong and know who they are

OUR MISSION

To support and assist children and families separated by international borders

OUR PURPOSE

To provide the connection and safety that children, young people and families need

OUR FOCUS

International: • Parental Child Abduction • Child Protection • Post Adoption and Family Tracing • Family Mediation

OUR SERVICES

• Social Work • Legal • Mediation • Policy and advocacy • 130-member international network

WHAT WE DO BEST

We skilfully support children and families affected by complex cross border issues using international and local expertise, partnerships and networks

OUR VALUES

Professionalism • integrity • impartiality • respect • honesty • collaboration • empathy • sustainability

Strategic Direction 2021-23	Outcomes
<p>1 Grow and diversify ISS Australia's income to better support our clients</p>	<p>1.1 Increased revenue through careful targeting of government and philanthropic grant opportunities, and retention of key existing government grants, leading to a stronger ISS Australia and better services for clients</p> <p>1.2 Diversified income streams and increased revenue from donations through implementation of marketing and fundraising strategy leading to a stronger and more independent ISS Australia working for our clients' best interests</p>
<p>2 Deliver service excellence to meet existing and emerging client needs</p>	<p>2.1 Improved client engagement, experience and outcomes through detailed service planning and client surveys with an increased focus on addressing client needs</p> <p>2.2 New and emerging service areas, such as support for those born through international donor conception and international surrogacy, are actively identified and pursued to develop new ISS Australia services delivering outcomes for more clients in need</p>
<p>3 Strengthen organisational governance and systems to deliver mission</p>	<p>3.1 Comprehensive ISS Australia policies in governance, human resources, finances and service delivery in place and enacted leading to stronger organisational performance</p> <p>3.2 Modernised workplace with greater flexibility and innovation (following COVID-19 pandemic) providing property efficiencies and savings and greater staff well being</p> <p>3.3 Strengthened board and staff performance through: continuous self-evaluation, training and skills development and more diversity for the board; and staff performance development plans and staff satisfaction surveys for staff</p>
<p>4 Grow ISS Australia's profile and brand to support children and families separated by borders</p>	<p>4.1 Communications, marketing and government engagement efforts promote ISS Australia's purpose and drives greater interest from potential ISS Australia donors and benefactors</p> <p>4.2 Active and engaged social media, website and media presence drives wider interest in ISS Australia among key stakeholders including government funding agencies</p>