

Our Strategic Plan 2026–2029

Driving excellence and equity in every service we deliver



HIGH QUALITY, SAFE AND IMPACTFUL SERVICES

Our services are safe, high-quality and focused on what each person needs. We use proven approaches and learn from the real experiences of the communities we support.



INCLUSIVE AND THRIVING WORKFORCE

Our team culture encourages ongoing professional development, welcomes diversity and treats everyone with fairness and respect.



ELEVATING DIVERSE VOICES AND LIVED REALITIES

We listen to and uplift the voices of the people we support. Their experiences shape our services and systems.



SUSTAINABLE PARTNERSHIPS

We build strong, respectful partnerships that help us improve our services and strengthen our impact in the community.

HOW WILL WE KNOW WE'RE ON TRACK?

We strengthen our services through strong quality processes, good cultural and clinical oversight, and ongoing client feedback.

We support staff wellbeing and growth through training, leadership development and planning for future roles, based on the needs of the communities we serve.

We offer safe, inclusive ways for FDV survivors to share their experiences and help shape our services and advocacy, ensuring their voices guide real change.

We collaborate with partner organisations and supporters to deliver sustainable and meaningful service solutions.

HOW WILL WE ACHIEVE THIS?

We will:

- strengthen clinical governance to align with FDV guidelines and trauma-informed care.
- embed cultural safety through clear frameworks and governance.
- apply child safety principles across all service design and delivery.
- use real-time data to spot trends, respond quickly and measure impact.

We will:

- use the Workforce Capability Framework to guide all learning, supervision and credentialing.
- provide clear growth pathways and foster leadership at every level.
- embed psychological safety and wellbeing as core workforce priorities.
- strengthen cultural humility and anti-racism across all roles and decisions.
- acknowledge, value and support staff with lived experience of FDV.

We will:

- listen to children, young people, adults and families, using their feedback to drive improvement.
- ensure Aboriginal leadership and community-grounded cultural wisdom guide our decisions.
- create inclusive, welcoming opportunities for people to participate so diverse voices shape our work.
- build community understanding by sharing knowledge and partnering with survivors as leaders in change.

We will:

- create responsive service pathways that meet the diverse needs of FDV survivors.
- grow and improve services through strong collaboration with partners, donors, funders and community allies.
- engage in joint advocacy to drive lasting community and system change.
- strengthen sector capability by sharing training, knowledge and resources with partners.
- evolve systems and infrastructure to meet the expectations and needs of the people we support.

PATRICIA GILES

Centre for
Non-Violence



Our Values and Signature Behaviours



RESPECT

Our value of **Respect** means:

- We communicate honestly and respectfully
- We own our actions and follow through
- We role-model integrity and ethical practice
- We treat every interaction with compassion, dignity and care
- We act with transparency and clarity



SAFETY

Our value of **Safety** means:

- We act to remove barriers and ensure our work practices, decisions and spaces are inclusive
- We promote physical, emotional and psychological safety in all interactions
- We create safe and inclusive environments
- We speak up when we see inequity, biased behaviours or policies that create unfairness



EMPOWERMENT

Our value of **Empowerment** means:

- We collaborate openly and inclusively
- We provide support that builds capability and confidence
- We support informed decision making
- We act with purpose and accountability
- We champion strengths and recognise potential



HOPE

Our value of **Hope** means:

- We focus on strengths and possibilities
- We use language and actions that uplift and encourage
- We help people envision meaningful and achievable futures
- We stay present and steady during challenging moments
- We take purposeful action that creates positive impact



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