



# Strategic Plan 2024-26

**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

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## **OUR PURPOSE**

To provide the connection, safety and support that children and families need across international borders

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## **OUR FOCUS**

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

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## **OUR SERVICES**

Social Work • Legal • Mediation • Counselling • Policy and Advocacy • Training  
130-member international network

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## **WHAT WE DO BEST**

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

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## **OUR VALUES**

Professionalism • integrity • independence • respect • collaboration • empathy • inclusion

Strategic Direction 2024-26	Outcomes
<p><b>1</b> Grow and diversify ISS Australia revenue</p>	<p><b>1.1</b> We will increase income from government and philanthropy and retain our existing government grants.</p> <p><b>1.2</b> We will grow new services in (1) counselling and (2) international family mediation to diversify ISS Australia's income streams by increasing fee for service revenue.</p> <p><b>1.3</b> We will grow ISS Australia's legal service beyond just IPCA to other areas of international family law, and pursue increased government funding in these areas.</p>
<p><b>2</b> Deliver service excellence to support client needs</p>	<p><b>2.1</b> We will strengthen our services with an improved outcomes focus with metrics and measures to identify service effectiveness.</p> <p><b>2.2</b> We will attract and retain high calibre staff and continue to build a high-performance culture.</p> <p><b>2.3</b> We will strengthen our information technology systems to drive further service effectiveness and efficiency.</p>
<p><b>3</b> Grow ISS Australia's profile and brand to support children and families separated by borders</p>	<p><b>3.1</b> We will continue to drive communications, social media, marketing and government engagement efforts to promote ISS Australia's purpose and drive greater interest from government, philanthropy organisations and potential ISS Australia donors and benefactors.</p> <p><b>3.2</b> We will continue grow ISS Australia's advocacy and training profile to establish ISS Australia as a leader in international social work, family law mediation and counselling in Australia.</p> <p><b>3.3</b> We will grow ISS Australia's partnerships with relevant like-minded organisations.</p>