

## INTERNATIONAL SOCIAL SERVICE (ISS) AUSTRALIA

### Concise 2012 – 2014 Strategic Plan

#### Strategic Objective (SO) 1: Strengthen and extend existing services

- Strengthen and extend services through measures including professional development, support for casework best practice, client feedback mechanisms and an organisational culture of collegiality and excellence
- Improve ISS Australia's visibility in the Australian not-for-profit sector and public domain through effective publishing, marketing, communications and publicity activities
- Participate in strategic networks relevant to ISS Australia's services and interests

#### SO2: Identify emerging needs and establish new services

- Identify the need for new services through casework trends, research, feedback, networking and in response to external opportunities, and pursue the development and establishment of new services where appropriate
- Develop and deliver an international family mediation service
- Develop and implement plans to extend and diversify professional services including training design and delivery, policy development, research and advocacy
- Design, obtain funding for and implement a capacity building project in a Pacific nation

#### SO3: Build a robust organisation

- Continue to build organisation capacity through fundraising, establishing new services and profile raising, and ensure adequate staff resources to facilitate these measures

- Undertake a review of organisational systems (governance, management, finances, admin, HR, IT etc) to identify and prioritise those requiring further development
- Develop concise policies and procedures on services, governance and management, HR, OH&S, finances and other areas that will enhance operational effectiveness

#### SO4: Pursue financial sustainability

- Pursue recurrent government funding for all key services provided by ISS Australia, including from relevant departments of the Victorian and Commonwealth Governments
- Pursue multi-year donations from philanthropic and corporate donors that will allow ISS Australia to cover its annual service provision costs while seeking recurrent funding
- Continue seeking donations (individual and corporate) and bequests that will grow the Anne Cordner Fund corpus and begin making a contribution to service costs

#### SO5: Contribute effectively to the ISS network

- Contribute effectively to the network's meetings and other processes, to advance a rights-based, progressive and modernising approach with like-minded network members
- As a regional branch of reference, take a leadership role in the Pacific region on network development, through capacity building and other activities coordinated with the GS