

**Tuart Place**  
Growing Strong Together

Forgotten Australians Coming Together Inc  
Operating as  
**TUART PLACE**

**STRATEGIC PLAN 2016 – 2020**



## OUR CORE PURPOSE

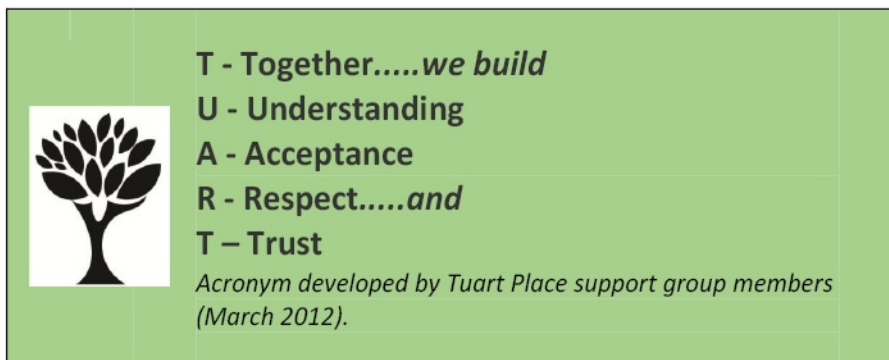
**Growing Strong Together**

## OUR VISION

**Growing Together – Leading the Way**

A place where participants build a better future

## OUR VALUES



**T - Together.....we build**  
**U - Understanding**  
**A - Acceptance**  
**R - Respect.....and**  
**T - Trust**  
*Acronym developed by Tuart Place support group members  
(March 2012).*

Our values are participant created and driven

### **T – TOGETHER...we build**

“There is a family atmosphere at Tuart Place that I haven't found with any other organisation”

### **U - UNDERSTANDING**

“Coming to the group has helped me understand that I’m not alone.”

### **A - ACCEPTANCE**

“Never before in my life, have I experienced a social setting, where I feel safe, accepted, and can truly be myself.”

### **R – RESPECT**

“I am welcomed and treated with friendship and respect at Tuart Place. There isn't a ‘them and us’ atmosphere.”

### **T – TRUST**

“I can finally trust people to tell my story to and know that I’ll be listened to and be believed.”

*“When given appropriate care and nurturing the  
Tuart Tree can stand strong and care for itself  
even through hard times.”*

## OUR COMMUNITY

The Tuart Place community enriches all its members - participants, board, staff, volunteers, visitors and supporters.

Tuart Place offers services to all Western Australian adults who experienced any form of out-of-home care during childhood, including institutional or foster care. Care leavers are Forgotten Australians, former Child Migrants and members of the Stolen Generations.

## OUR CORE MODEL

Tuart Place is **an innovative participant-led organisation**. Tuart Place was founded by care leavers and is governed by its participants, together with other FACT Inc Board members from a wide range of professional backgrounds.

At the heart of Tuart Place is **a place to call our own** where we feel safe, accepted and can truly be ourselves.

Tuart Place has a 'no wrong door', 'one stop shop' approach to service delivery that is client centred and non-bureaucratic.

Tuart Place staff create and sustain a safe environment with a specialist trauma informed approach that encompasses all elements of our services.

'Helping ourselves, helping others' is the essence of our social activities, newsletters, peer support and leadership.

The Tuart Place service model operates from a 'non-dependency' perspective and encourages self-determination and self-actualisation through co-constructing services and co-production of activities.

- Professional Counselling
- Therapeutic Support Groups
- Psychoeducation, Life Skills & Personal Development
- Individual & Collective Advocacy
- Supported Access to Records & Family Tracing
- Computer & Digital Literacy

Tuart Place is committed to ongoing evaluation and continuous improvement.

Tuart Place shares its expertise and experience to contribute to the knowledge base of best practice in the wider sector.

## OUR FOUR CORE AREAS OF FOCUS

Our Strategic Plan will be delivered through four core areas with Helping Ourselves, Helping Others; Support Services for Participants and Community Awareness Raising at the forefront of our approach.

### Core Areas of Focus:

- Participants
- Board, Staff & Volunteers
- Systems & Processes
- Finance

### Our 2020 High Level Strategies/ Goals:

1. Respond to aged care issues and unmet needs
2. Outreach to those unable to attend Tuart Place
3. Build board, staff & volunteer capacity
4. Build strong strategic relationships & alliances
5. Information technology development
6. Enhanced board & participant interaction
7. Appropriate funding
8. Brand positioning

Our Strategic Plan objectives have been broken down into three distinct timeframes:

<b>Short Term</b>	12 Months
<b>Medium Term</b>	12-36 Months
<b>Long Term</b>	36-60 Months

Progress towards the achievement of our 2020 strategic goals will be monitored on annual basis.

*“Together we’re building trust and what that means to me is that I can finally trust people to tell my story to and know that I’ll be listened to and be believed. I feel that all of us here have built a great trust in one another and we don’t feel different or alone anymore.”*

## PARTICIPANTS

Tuart Place is a participant led organisation where everyone is encouraged to engage in ways that enhance their wellbeing.

Tuart Place will continue to offer our current suite of customised high quality services and activities. Our focus on the goals below is informed by feedback from participants, who have identified these as key issues.

Our Strategies / Goals	Short Term Objectives/ Deliverables	Medium Term Objectives / Deliverables	Long Term Objectives/ Deliverables
<b>Respond to aged care issues and unmet needs</b>	<ul style="list-style-type: none"> <li>• Appoint /allocate staff member for Aged Care issues of participants</li> <li>• Continue to develop relationships with local service providers (aged care people/issues)</li> <li>• Investigate aged care services entitlements / options for care-leavers</li> </ul>	<ul style="list-style-type: none"> <li>• Strong co-ordinated links with established service providers</li> <li>• Advocate the aged care services / entitlements / options / for care-leavers</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a training resource for people working in the aged care sector in regard to care-leavers</li> <li>• Advocacy on an individual and systemic level</li> </ul>
<b>Outreach to those unable to attend Tuart Place</b>	<ul style="list-style-type: none"> <li>• Explore options and funding to expand phone counselling &amp; support to non-metro participants</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a metro-based peer support program for providing visits and phone contact to those unable to attend Tuart Place</li> </ul>	<ul style="list-style-type: none"> <li>• Develop alliances with regional service providers to explore partnerships and collaborations for outreach to participants</li> </ul>

## Measures

Tuart Place is committed to ongoing evaluation and regularly seeks participant feedback.

- Self-reports on changes to social, interpersonal and practical skills by participants
- Level of participant satisfaction with services and activities
- Number of services and activities accessed
- Number of participants accessing services and activities
- Number of participants involved in governance and leadership
- Number of recipients of Tuart Place newsletters

## Board, Staff, Volunteers

We have a rigorous selection process to ensure that the values of all staff, volunteers and professional board members align with the Tuart Place approach.

We foster excellence and professionalism in our team. We will continue to share our expertise and specialist knowledge with the sector through awareness raising activities, our relationships and publications.

Our Strategies / Goals	Short Term Objectives/ Deliverables	Medium Term Objectives / Deliverables	Long Term Objectives/ Deliverables
<b>Build board, staff &amp; volunteer capacity</b>	<ul style="list-style-type: none"> <li>Co-opt members to Board to expand Board experience</li> <li>Source volunteers with digital literacy &amp; video making skills</li> </ul>	<ul style="list-style-type: none"> <li>Increase numbers of Social Work / Counselling students volunteering at TP</li> </ul>	<ul style="list-style-type: none"> <li>Develop a succession plan to ensure quality and continuance of services and governance</li> </ul>
<b>Build strong strategic relationships &amp; alliances</b>	<ul style="list-style-type: none"> <li>Continue Royal Commission engagement and submission work</li> <li>Develop relationship with AFA (Nationally) and Relationships Australia (WA)</li> </ul>	<ul style="list-style-type: none"> <li>Maintain existing and develop new relationships with State / Commonwealth Government agencies and departments</li> <li>Undertake audit of Board networks and relationships for potential collaborations and promotion of Tuart Place</li> </ul>	<ul style="list-style-type: none"> <li>Be known as a niche Centre of excellence in our field with strong alliances and relationships</li> </ul>

## Measures

- Engaging and retaining quality staff
- Participant satisfaction with staff, board and volunteers
- Documented succession plan
- Submissions submitted to the Royal Commission on key issues

## SYSTEMS & PROCESSES

Comprehensive governance, compliance and risk management policies and processes are in place and are maintained on an ongoing basis.

Our Public Benevolent Institution and Deductible Gift Recipient Status is retained.

Our Strategies / Goals	Short Term Objectives/ Deliverables	Medium Term Objectives / Deliverables	Long Term Objectives/ Deliverables
<b>Information technology development</b>	<ul style="list-style-type: none"> <li>Develop new website</li> <li>Apply for State Government funding for the Virtual Museum Project</li> </ul>	<ul style="list-style-type: none"> <li>Utilise telecommunications and social media to maximise participant and stakeholder engagement &amp; communication</li> </ul>	<ul style="list-style-type: none"> <li>Digital photo collection accessible to the public</li> </ul>
<b>Enhanced board &amp; participant interaction</b>	<ul style="list-style-type: none"> <li>Regular updates given to participants from care-leaver Board members after Board meetings</li> <li>Updated Organisational Chart reflecting the relationship between board, staff, volunteers &amp; participants</li> </ul>	<ul style="list-style-type: none"> <li>Annual calendar of visits in place for Board Member -Participant <i>'Casual Conversations &amp; Lunch'</i></li> </ul>	<ul style="list-style-type: none"> <li>Board performance checklist, code of conduct, training and induction policies and procedures in place and publicised to participants</li> </ul>

## Measures

- Fully functioning and updated website
- Regular social media updates
- Completed digital photo library
- Level of interaction between board and participants
- Board policies in place
- FACT Inc complies with all applicable legislation and standards

## FINANCE

At Tuart Place we actively seek funds from a range of appropriate sources to meet the identified needs of our participants.

Our capacity to attract funds is enhanced by our credibility, reputation and our positioning in the industry.

Our Strategies / Goals	Short Term Objectives/ Deliverables	Medium Term Objectives / Deliverables	Long Term Objectives/ Deliverables
<b>Appropriate Funding</b>	<ul style="list-style-type: none"> <li>• Commence negotiations with DCPFS regarding future funding arrangements</li> <li>• Promotion of on-line Donations and information about Bequests on website.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare promotional video for Board, Staff and Participants to use with existing and potential networks</li> <li>• Funding (donation) proposal prepared and sent to two new past provider organisations</li> </ul>	<ul style="list-style-type: none"> <li>• New contract with DCPFS negotiated and in place</li> <li>• Long term agreements with donors in place</li> </ul>
<b>Brand Positioning</b>	<ul style="list-style-type: none"> <li>• Testimonials for website</li> <li>• Continue to publicise participant service evaluations</li> <li>• Continue to build relationships with key organisations such as Anglicare, Mental Health Commission</li> </ul>	<ul style="list-style-type: none"> <li>• Conference presentation with participants</li> <li>• Publish Tuart Place submissions to Royal Commission</li> <li>• Research community outcome indicators of government departments and agencies such as Health, Aging, Mental Health, Housing</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to develop funding relationships with past providers</li> <li>• An informed funding approach to targeted government agencies</li> </ul>

## Measures

- Funding is available to deliver the Tuart Place model
- Continuing service evaluation provides evidence of best practice for ongoing funding
- Level of interaction and collaborations with key service providers, government agencies and departments, other stakeholders



## ACTIVITIES & SERVICES

All the activities and services at Tuart Place are provided free of charge and include:

- peer mentoring, leadership and mutual support
- person-centred clinical and professional services, such as trauma-informed counselling, therapeutic support groups and psycho-educational workshops
- individual and collective advocacy
- life-skills and computer literacy classes
- family tracing
- supported access to records
- assisted referral to mainstream services
- support with abuse complaints processes
- a biannual newsletter
- access to pro bono support such as visiting dental, genealogical and legal services

Participant-led activities include:

- social activities
- outings
- community awareness-raising initiatives
- celebrations
- reunions
- regular luncheon meetings
- fundraising; a newsletter; and
- participant-led classes to develop practical skills