



Forgotten Australians Coming Together Inc
Operating as
TUART PLACE

STRATEGIC PLAN 2021 – 2025



OUR CORE PURPOSE

Growing Strong Together

OUR VISION

Growing Together – Leading the Way

A place where participants build a better future

OUR VALUES

	<p>T - Together.....we build U - Understanding A - Acceptance R - Respect.....and T – Trust <i>Acronym developed by Tuart Place support group members (March 2012).</i></p>
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Our values are participant created and driven. When given appropriate care and nurturing the Tuart Tree can stand strong and care for itself even through hard times.

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."

"I feel that all of us here have built a great trust in one another and we don't feel different or alone anymore."

OUR COMMUNITY

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.

The Tuart Place community enriches all its members – clients (who have elected to use the nomenclature *participants*), board, staff, volunteers, visitors and supporters.

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-design of services and activities**.

OUR ACTIVITIES & SERVICES

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

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

“I am sure I benefit as much or more from my time volunteering at Tuart Place as anyone there; it’s a delight and a pleasure.”

Participant-led activities include:

- social activities and outings
- reunions and celebrations
- art and craft sessions
- fundraising
- community awareness-raising initiatives
- a newsletter

OUR THREE CORE AREAS OF FOCUS

Tuart Place will continue to offer our current suite of customised high quality services and activities and retain our commitment to ongoing evaluation and continuous improvement.

Helping Ourselves, Helping Others; is at the forefront of our approach to delivering the 2021-25 Strategic Plan, which focuses on three key areas.

- Participants
- Leadership and Advocacy
- Sustainability

Based on these three areas of focus, our 2025 high level goals are:

- Promote positive outcomes in all types and levels of redress and historical abuse complaints processes for care leavers of all ages
- Respond to aged care issues and facilitate access to services
- Increase digital inclusion
- Advance leadership in the sector
- Positively influence policies, processes and programs
- Continue to pursue appropriate funding
- Further develop effective infrastructure, personnel and governance
- Improve physical environment to maximize safety, connection and opportunity

Progress towards the achievement of our 2025 goals will be monitored on an annual basis.

"For me Tuart Place is food for my soul and it's a safe harbour in very stormy waters. When I walk through the doors I always feel so comfortable because I can be me."

PARTICIPANTS

Tuart Place is a participant led organisation where everyone is encouraged to engage in ways that enhance their wellbeing and promote personal growth. Participant leadership opportunities and skills development are provided within both service delivery and service governance areas.

Our focus on the 2021-25 goals below is informed by feedback from participants, who have identified these as key issues:

Our Goals	Strategies	Outcomes	Measures
Promote positive outcomes relating to redress and historical abuse claims for care leavers of all ages	<ul style="list-style-type: none"> • Develop effective relationships with institutions to enhance complaints processes and outcomes • Effectively engage with international, national and state based redress and claims processes 	<ul style="list-style-type: none"> • Enhanced historical abuse complaints processes and outcomes provided to care leavers • Informed referrals made and positive outcomes achieved for care leavers engaging in redress and claims processes 	<ul style="list-style-type: none"> • Level of participant satisfaction with support provided and outcomes achieved • Numbers of participants engaging with redress and claims processes
Respond to aged care issues and facilitate access to appropriate services	<ul style="list-style-type: none"> • Expand knowledge base and links to the range of aged care services and entitlements • Develop opportunities for participants to educate aged care service providers 	<ul style="list-style-type: none"> • Effective relationships with established aged care service providers • Advocacy on an individual and systemic level • Aged care training project co-designed with participants 	<ul style="list-style-type: none"> • Level of participant satisfaction with information and support to access aged care services • Participants trained to give presentations to aged care sector • Presentations given to aged care sector
Facilitate increased digital inclusion among care leavers	<ul style="list-style-type: none"> • Identify potential collaborators and develop on-site IT project • Deliver IT support and skills development online and by phone 	<ul style="list-style-type: none"> • Improved IT skills of participants • Participants develop confidence to use technology 	<ul style="list-style-type: none"> • Numbers of participants accessing online skills development • Self-reports of increased IT skills and confidence

LEADERSHIP AND ADVOCACY

Tuart Place is a highly respected and trusted, organisation in the sector. We advocate to advance social justice changes for the care leaver community and share our expertise and experience to develop the knowledge base of best practice in the wider sector.

Our Goals	Strategies	Outcomes	Measures
Advance leadership role in the care leaver sector	<ul style="list-style-type: none"> • Maintain strong relationships with research networks and academics • Undertake internal research and evaluations to continue to build evidence base • Represent the interests of care leavers through written and oral submissions, reports and collaborations • Develop participant and stakeholder engagement through the use of social media and telecommunications 	<ul style="list-style-type: none"> • Design and input into research related to care leaver issues • Research findings available for dissemination • Expertise shared through submissions and evidence accepted by Inquiries, Parliamentary Committees, Government and other stakeholders • Stakeholders hear the key issues from care leavers themselves 	<ul style="list-style-type: none"> • Level of interaction and collaborations with research networks • Evidence from research shared with service providers, government representatives and other stakeholders • Number of submissions accepted and invitations to provide evidence and expertise • Quality of stakeholder feedback relating to engagement through electronic communications
Positively influence policies, processes and programs	<ul style="list-style-type: none"> • Build and maintain effective advocacy relationships with relevant service providers and historical abuse complaints bodies • Advocate to support and promote the interests of care leavers • Lobby relevant state and federal parliamentarians • Raise awareness of care leaver issues within the community and Government agencies 	<ul style="list-style-type: none"> • Ongoing, direct and effective engagement with service providers and complaints bodies • Care leaver interests are advanced both at an individual and a group level • Increased involvement of participants in public education and community awareness events and activities 	<ul style="list-style-type: none"> • Level of input into stakeholder policies, processes and programs • Level of participant satisfaction with support and advocacy provided • Percentage of events and activities involving co-presentations with participants

SUSTAINABILITY

We have sustainable financial and human resources sufficient to meet current and emerging needs of participants, in line with our vision and service model.

Our Goals	Strategies	Outcomes	Measures
Appropriate Funding	<ul style="list-style-type: none"> Identify and maximise funding opportunities Use outcome based evidence to secure funding 	<ul style="list-style-type: none"> Funding is available to deliver the Tuart Place model and new initiatives Existing and potential funders and donors are provided with quality proposals and reports 	<ul style="list-style-type: none"> Financial viability is maintained on an ongoing basis Agreements are in place with government and non-government funders and donors
Effective infrastructure, personnel and governance	<ul style="list-style-type: none"> Maintain a supportive workplace with a culture of leadership, innovation and excellence Source Board members based on their alignment to the Tuart Place approach, and lived experience and/or professional skills, Expand and maintain the professionally managed volunteer program Further develop effective processes and ITC 	<ul style="list-style-type: none"> Quality staff are engaged and retained Board members are engaged in fostering a professionally run, supportive and inclusive service Additional capacity to provide services through use of a volunteer workforce Flexibility and effective responses to challenges and changing circumstances 	<ul style="list-style-type: none"> Level of staff satisfaction and low turnover Participant and stakeholder satisfaction with Board, staff, and volunteers Strategic plan; governance, compliance and risk management policies and processes are in place and reviewed regularly Participant satisfaction with personnel, services and activities
Improve physical environment to maximise safety, connection and opportunity	<ul style="list-style-type: none"> Maintain tenancy Upgrade interior furnishings and fixtures 	<ul style="list-style-type: none"> Security and continuity of place Increase in well-being and self-worth among care leaver cohort 	<ul style="list-style-type: none"> Lease renewed and extended Participant satisfaction and engagement with physical space