

2025-28 Strategic Plan

We at NSF-IGFF seek to maintain and strengthen our drive to achieve our Vision through delivering our Mission.

Strategic Priorities

Survivors of abuse are, and will always remain, at the core of NSF-IGFF's work.

Alongside our vital ongoing work providing casework support and advocacy, we will focus on:

- Strengthening Services;
- Financial Independence;
- Evolving Identity; and
- Leveraging Technology.



Strengthening Services

We will maintain and continue to strengthen the already excellent services we provide to Survivors.

Where it is feasible and appropriate to do so, we will broaden the reach of our services into other areas where we can assist Survivors: into underserviced geographical areas, into Survivor cohorts that NSF-IGFF does not yet support, and into other means of guiding people that work with Survivors to ensure that their interactions are trauma-informed and based on sound understandings.

Short term

We will continue to improve the tools and templates that assist us to work efficiently and effectively with existing and new Survivor clients, and to develop other tools to increase our influence with organisations that interact with Survivors.

We will also look to expand the depth and breadth of our training for professionals who work with Survivors.

Long term

We will look to have IGFF recognised Australia-wide and internationally as Australia's preeminent organisation operating in our sphere.

Financial Independence

We will continue to diversify the sources of funding that NSF-IGFF relies on to afford to deliver the services we provide, and more broadly, for our engagement with the community on behalf of Survivors.

Short term

We will see NSF-IGFF finalise and implement a clear strategy and plan for engaging with potential benefactors in the corporate world, promoting community philanthropy and conducting fundraising events.

Long term

We look to have NSF-IGFF in a financial position where we would be able to continue to provide Survivor support and promote the interests of Survivors more broadly, even if any one of our existing major funding sources were to discontinue.

Evolving Identity

We will continue to evolve the public face of NSF-IGFF to more closely align with the success of the **National Survivors' Day** and its focus on a broader cohort of Survivors, and investigate how to best position us to continue to deliver beyond the end of the National Redress Scheme in 2027-28.

Short term

We will see progressively greater adoption of National Survivors' Day branding and messaging in our public communication and in our interactions with organisations.

We will see NSF-IGFF implement the changes to service scope, Vision/Mission and corporate structure initiated in 2024, exploiting the benefits and opportunities that this delivers while managing the risks.

We will see NSF-IGFF provide support to Trauma-informed Solutions (TiS) to allow it to become established and begin operating successfully, reflecting the complementary (and mutually reinforcing) operational focuses of the two organisations to achieve our shared Vision and Mission.

Long term

We look to have NSF-IGFF branded and structured, and the services we provide scoped, in a way that is ideally positioned to maximise what we can do for Survivors post the National Redress Scheme.

Leveraging Technology

We will continue to optimise the technology and the systems and processes we have invested in, to improve productivity and manage information overload, and to ensure our vital corporate information is robustly protected against cyber-attack and information theft while being seamlessly available to the NSF-IGFF staff who rely on it to do their jobs.

Short term

We will see a review and further optimisation of the investment NSF-IGFF has already made in our information management tools, policies and practices, ensuring that we are getting the maximum benefit from our investment and from the efforts of our staff.

Long term

We will see NSF-IGFF remain sector best practice in the use of technology to safeguard sensitive data and to maximise the efficiency and effectiveness of the services we deliver to Survivors.

Attachment A

NSF-IGFF's Vision and Mission

NSF-IGFF's Vision

(from the NSF-IGFF Charter)

'There should be no further harm to Survivors of past abuse and no harm from future abuse.'

NSF-IGFF's Mission

(from the NSF Constitution)

'As a national charity, National Survivors Foundation provides support services to Survivors of abuse, helping them voice their experiences and sustaining them as they navigate justice, redress and recovery pathways.'

We undertake public and systemic advocacy focused on prevention of future abuse, raising awareness and promoting wellbeing and justice for Survivors.'

We also work to educate and equip others to protect Survivors from further harm and to prevent future abuse.'