

Catch-up on all things Family Life! ❤️

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Dear

At Family Life, we've stepped into spring with purpose: launching our Strategic Plan 2025–2028, opening a new Op Shop in Cheltenham, and welcoming a new Chair to our Board.

We're also thrilled to welcome [new volunteers](#) to the team- be sure to say hello in-store!

And don't forget to save the dates (more info to come via your inbox):

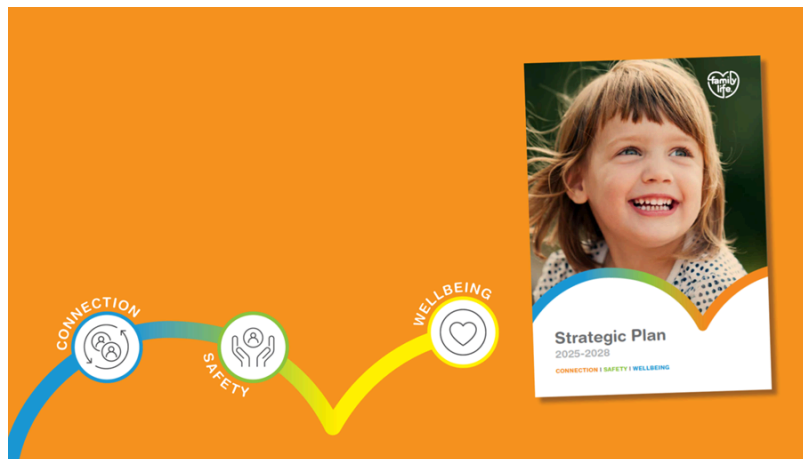
📅 Oct 9 – [Communication & Conflict Resolution Training](#).

🇬🇧 Nov 25 – Volunteer End of Year Function

Catch up on all things volunteering via the [Volunteering Hub](#). Thanks for being part of the Family Life community!

Happy reading!

Family Life



Launching our 2025-2028 Family Life Strategic Plan

We're thrilled to share the launch of Family Life's new Strategic Plan for 2025–2028; a bold and inspiring roadmap that will guide our work over the next three years. This plan reflects our unwavering commitment to building stronger communities, fostering lasting safety, and promoting real wellbeing for children, families, and individuals.

Our Strategic Plan sets out clear priorities and goals that will help us respond to emerging challenges, strengthen our services, and deepen our impact. It's a roadmap for how we'll continue to innovate, collaborate, and advocate for meaningful social change.

Last Monday evening, we proudly launched the plan alongside our valued partners, supporters, and sector colleagues. The event was a powerful moment of connection and shared purpose, highlighted by our inspiring guest speaker, Rosie Batty AO.

Thank you to all volunteers who participated in focus groups earlier in the year to help form the development of the new plan.

As a volunteer at Family Life, you play a vital role in helping us bring this vision to life. We invite you to explore the Strategic Plan and see how your support is helping shape our future. [You can read it now on our website.](#)



Thank you, Steve Walsh

Family Life acknowledges the exceptional leadership of Steve Walsh, who has concluded his tenure as Chair after nearly a decade of dedicated service.

Steve first joined the Board in 2016 and was elected Chair in November 2020. Over the years, he has played a pivotal role in guiding Family Life through a period of remarkable growth, transformation, and impact. His steady leadership, strategic insight, and unwavering commitment to our mission have shaped the organisation in profound ways.

During his tenure, Steve provided strategic support to the CEO during Family Life's most significant periods of growth and played a key role in steering the organisation through the complexities of the COVID-19 pandemic. His leadership ensured that Family Life remained resilient and responsive to evolving community needs.

Steve oversaw the launch of the previous Strategic Plan, aligning growth with purpose, and championed innovation by endorsing the implementation of new systems that enhanced service delivery and operational efficiency.

As a member of the Bluff Road Redevelopment Advisory Group, he offered valuable oversight and guidance, contributing to the delivery of optimal project outcomes. These enduring contributions have strengthened Family Life's foundations and positioned us for a vibrant and sustainable future.

"Steve's leadership has been defined by integrity, vision, and a deep commitment to the people we serve. His guidance through times of change and challenge has left an indelible mark on Family Life. We are immensely grateful for his service and proud to carry forward the legacy he helped build." Allison Wainwright

Read more about our new Board Chair, Catherine Parisi, [via our website](#).



Social Enterprise Good News Stories

Op Shop Finds with Heart: The Living Room Project:

Suzi from our Social Enterprise team shared a lovely story about Simone, a regular customer and passionate op shop supporter. Over the past six months, Simone has been sourcing items from our Beaumaris, Black Rock (The Edit), Hampton, and Highett stores to transform a communal space at St. John's German Lutheran Parish.

Her goal? To create a warm, welcoming "Living Room" using only op shop finds - with a strong focus on sustainability. The result is a beautifully curated space that encourages reflection and connection, featuring items like a grey couch and décor all sourced from Family Life stores.

Simone leads ReFormAble, a movement focused on sustainability and regeneration. You can follow her journey on Instagram: @Re_Form_Able.

Thanks to Suzi for sharing this inspiring story, and to Simone for showing how secondhand treasures can truly transform a space!

Pictured is Simone and the incredible Lounge Room transformation.

Postcards Returned to their Rightful Home:

Vicky, who works at our Cheltenham Op Shop and runs the I Love to Op Shop online group, recently helped reunite a decades-old collection of family postcards that were donated by mistake.

The postcards, addressed to Helen and Graeme of Cheltenham, included messages from family members and spanned several decades. Vicky shared the story on social media, hoping to find the family...and it worked! The Cole family were found through the power of social media, and the postcards were returned to their rightful home.

A beautiful reminder of the connections made through our op shops. Thank you, Vicky!



Family Life's Clearance Pop Up Delights the Cheltenham Community

Recently, our Cheltenham Family Life Community Store relocated to a great new site on Charman Road. This move marks our continued commitment to supporting the local community through sustainable shopping and social impact.

In addition, our former Station Road location has been transformed into the Family Life Clearance Pop-Up Centre, offering unbeatable deals five days a week.

The Clearance Centre features a wide range of items, including:

- Clothing for all ages
- Toys and accessories
- Furniture and homewares
- Bric-a-brac and more

Both Cheltenham locations are now key destinations for op-shop lovers and community supporters alike. If you're nearby, we encourage you to drop in, see the transformation firsthand, and share the news with your networks.

Thank you to our incredible Social Enterprise staff and volunteers who have been instrumental in the big move, as well as setting up our Clearance Pop Up!



Communication, Confidence and Connection: Ruofei's Volunteering Journey

In early August, we celebrated National Student Volunteering Week; celebrating student volunteers, and promoting volunteering to students and young people across Australia. Family Life currently has over 30 student volunteers across our 12 Community Op Shops! These young volunteers bring a great energy to their stores to create a community minded workplace.

Recently, our Volunteer Coordinator, Yolande, sat down with Ruofei (student volunteer) to chat all about their volunteering experience at Family Life.

Ruofei started volunteering at our Mordialloc Community Op Shop in February this year.

Ruofei decided to volunteer with us in order to create connections to their local community after migrating to Australia from China. Volunteering has not only helped Ruofei find their 'volunteering family', but has helped them gain valuable skills in communication, confidence and connection.

[Read more about Ruofei's volunteering journey via our Volunteering Hub webpage.](#)



Expanding our Reach: Supporting Families Through a New Approach to Young Person Violence in the Home

At Family Life, we have placed a focus on Young Person Violence in the Home (YPVITH), allowing more families to receive tailored and connected support.

This program focuses on helping parents and caregivers through case management, while offering counselling directly to the young person. This wraparound approach helps young people understand and manage the reasons behind their use of violence, while also supporting the whole family's wellbeing.

Thanks to strong teamwork and shared goals, many families have seen meaningful improvements in

their relationships and home environments
through YPVITH intervention.

We're grateful to everyone involved in making this
program a success and look forward to continuing
this vital work.

[Click here to find out more about our YPVITH
services.](#)

Help us deliver crucial services to families,
kids and communities doing it tough. Every
contribution counts.

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