

Strategic Plan 2018-2021

inTouch

Multicultural Centre
Against Family Violence

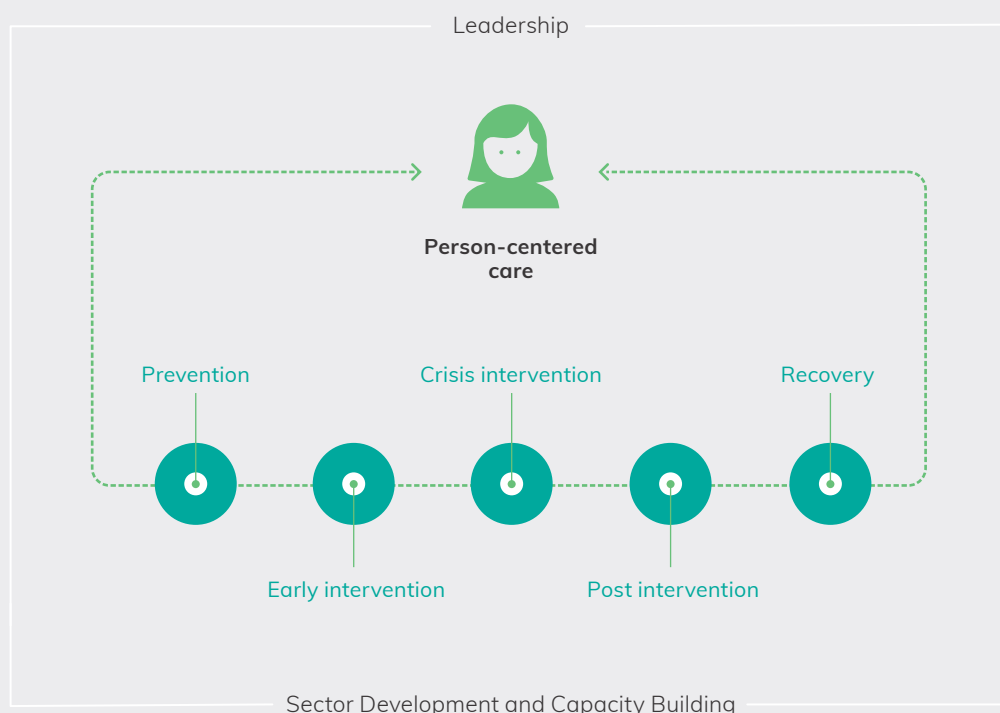
Who we are

inTouch provides services, programs and responses to family violence in migrant and refugee communities.

What we stand for

Our Purpose	Our Vision	Our Mission
is simple, clear and consistent – we are committed to changing lives, changing communities for the better.	is for culturally diverse families to live free of violence.	is underpinned by 4 key pillars and is focused on strengthening our Leadership position by using Influence to shape state, national and international agendas, fostering a culture of Innovation and making a long-lasting positive Impact on the lives of people and communities.

What we do



Our partners to bring this strategy to life are

- > Special Family Violence Services
- > Multicultural Communities
- > Service Delivery Partners
- > Health and Communities Services
- > Government

Leadership

Internal

Build a skilled and capable workforce who understand what we do and embrace it to collaboratively change lives.

By:

- Collaborating at all levels of our organisation
- Making transparent decisions
- Developing and enhancing leadership throughout our organisation

External

Improve the organisation to be a leading change-agent in the reform agenda improving the lives of our clients and wider communities.

By:

- Becoming thought leaders and sharing expertise
- Building our profile through partnerships, and alliances
- Creating opportunities for culturally diverse people living in Australia

Influence

Internal

Develop and enhance our staff capabilities that the organisation relies on.

By:

- Capitalising on the expertise already in our organisation
- Strengthening our internal capacity, resiliency and change-management
- Developing our media strategy

External

Amplify our authoritative voice to make the service sector more responsive to diversity and the communities we serve.

By:

- Leading within the sector and building the profile of the organisation
- Strengthening and promoting our leadership, influence and impact beyond the family violence sector
- Expanding our model of care

Innovation

Internal

Empower our staff to try new ways to better serve our clients and communities.

Effective and efficient systems that allow staff to focus on improving the lives of culturally diverse women, families and their communities.

By:

- Building systems, technology and team development
- Benchmarking and promoting a critical review of our practice
- Continually improving our use of data, projects and services to explore new ways of helping our clients

External

Maximise the impact of inTouch.

By:

- Defining and promoting our model of care
- Exploring non-traditional and national partners and funders
- Establishing the InTouch Fund to support clients to move forward with their lives

Impact

Internal

Improve our holistic impact through dynamic communication where the inTouch team learn, improve and grow.

By:

- Creating opportunities for staff to contribute, participate and have their voices heard on strategic and operational decisions
- Growing the suite of services and locations
- Measuring progress in the number of clients we serve nationwide

External

Demonstrate progress in achieving our purpose and vision by developing the Social Impact Framework of InTouch across justice, social services, education, employment and other appropriate areas.

By:

- Developing the Framework
- Establishing how we measure it
- Reporting against it to demonstrate our social impact

