

2022—2025

# Strategic Plan

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**inTouch**

Multicultural Centre  
Against Family Violence





inTouch

## Our Vision

To grow inTouch and fortify our place as a national leader, addressing the problem of family violence by informing and influencing the specialist family violence and multicultural sectors as well as the communities we live in.





## Our Mission/ Purpose

As a Specialist Family Violence Provider, we support migrant and refugee women and their communities to move on from experiences of family violence and thrive.

We use our unique understanding of culture, family violence, family law and immigration to support our clients and the service system. We continuously recognise and integrate the expertise of people with lived experience of family violence to guide inTouch in its work.

We are a strong, trusted and inclusive voice, driving structural and systematic change to address the problem of family violence in our communities. We are a highly culturally diverse workforce that leverages cultural understanding and experience to tailor our offerings to meet the unique needs of our clients.

inTouch is committed to providing compassionate and culturally appropriate support.



## Our Strategic Priorities

### **Financial Diversity and Sustainability**

We will build our financial sustainability, diversify our income, grow the organisation, and strengthen our capability to meet our strategic ambition.

### **Leadership and Influence**

We will expand our influence to have a bigger voice on issues within our expertise, and become a preferred choice for government funders, donors and individuals alike.

### **People and Culture**

We will invest in our staff to do their best work with the right training, technology and work practices, ensuring the safest possible workplace. We will continue to build our culture, bringing together our diverse insights to create bespoke solutions and programs.

### **Organisational Impact and Relationships**

We will define our value proposition across the continuum of family violence and build an evidence base for our work, expanding to new spaces. We will strengthen existing partnerships and build new ones that will allow inTouch to effectively deliver on making a sustainable, national impact.

### **Business Disruption and Continuity**

We recognise the impact of a changing, uncertain world, and will build a dynamic, flexible and resilient organisation that has the technology, skills and knowledge to perform its work and respond to emerging environments.



# intouch

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Toll free call to **1800 755 988** if you  
are experiencing family violence

Find out more at [intouch.org.au](https://intouch.org.au)