

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

2022—2025

Strategic Plan

intouch
Multicultural Centre
Against Family Violence

intouch



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 Values



Integrity —

We value and respect our colleagues, clients and the people we work with; our actions are transparent and demonstrate fairness, compassion, humanity and honesty



Excellence —

We value actively seeking ways to make positive change to continually drive our standards higher



Transformation —

We value our own and our organisation's growth and seek ways for us all to thrive



Influence —

We value our thought leadership, experience, and advocacy, making a positive difference to everyone we work with, every day.



Collaboration —

We value exploring and growing our partnerships to develop a cooperative working environment and inclusive solutions



Diversity & Inclusion —

We value the cultural diversity of our staff, clients and community and seek ways to embed and be inclusive of all diversity in everything we do

This strategy will reshape inTouch, and how we work; it provides a singular vision of who we are and our place in the local and national landscape. We will now develop the infrastructure, the documentation, systems and processes, and actions to ensure our success.

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.



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