

Chief Executive Officer

Information for Candidates

July, 2025



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About inTouch



inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40+ years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

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 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.



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.



Transformation

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

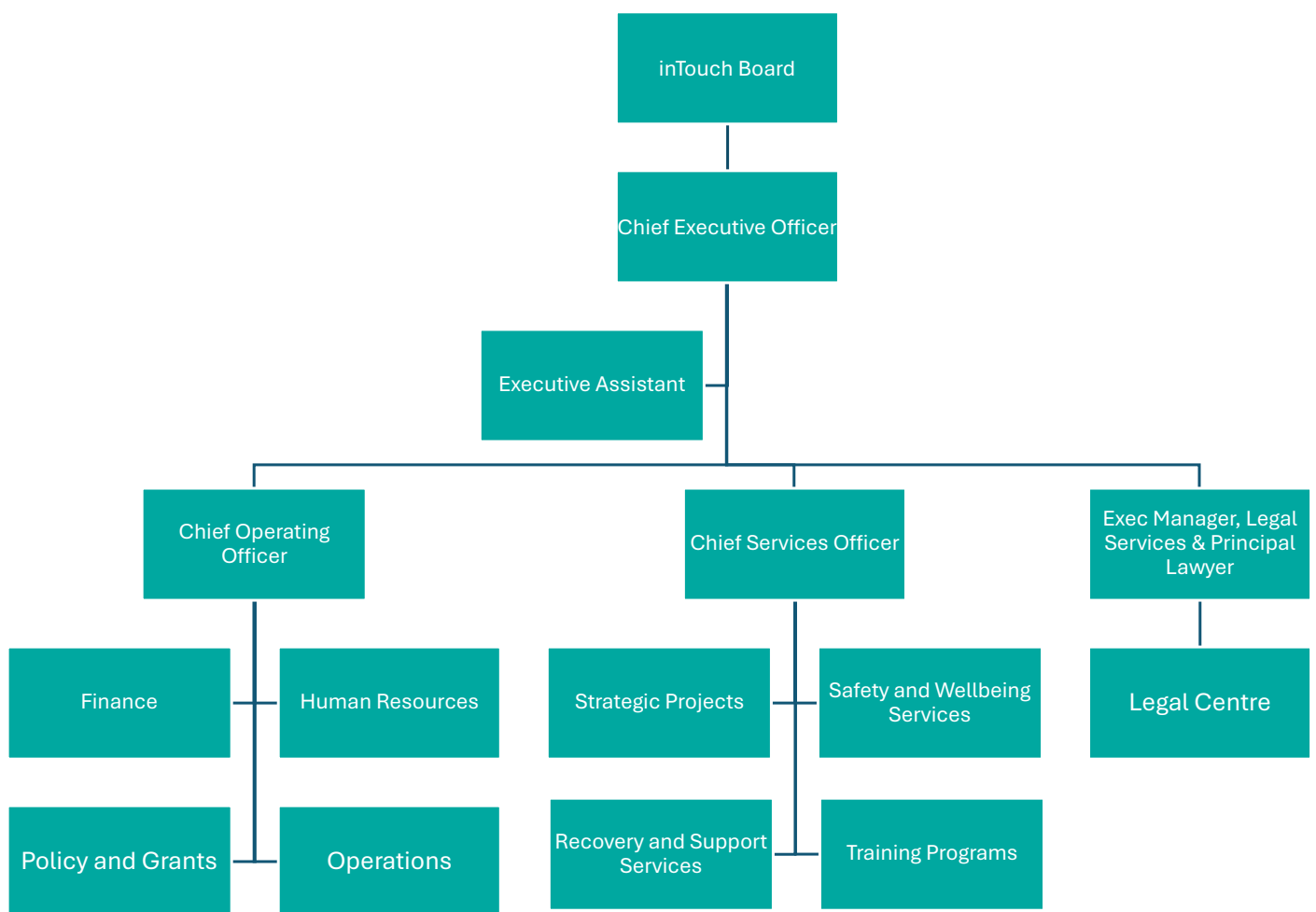


Diversity & Inclusion

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.

A Year in Review

- We provided inLanguage, inCulture crisis response and case management services to **1,419 women** and **1,216 children**.
- Our total casework hours were **17,881**.
- Our clients spoke **87 languages** and were from **97 different countries**.
- Most women had no access to their own money or employment, with only 32% reporting income from work and 21% receiving government allowances, making inTouch's \$1.7m in crisis brokerage and flexible support packages essential to their safety and recovery.
- Our Women's Legal Centre provided critical legal services to **679 women** seeking assistance for protection from family violence, family law, divorce, small property settlements and financial matters, and victims of crime (VOCAT) applications.
- Our migration services supported **129 women** to obtain permanent residency through the family violence provisions.
- The Legal Centre ran **6 divorce clinics** and **12 VOCAT** clinics, empowering women to participate in the legal process and enhance understanding of the Australian justice system.
- Our team also provided **312 secondary consultations** to the family violence sector.
- Our Motivation for Change team worked with culturally diverse men who use violence, with **124 men** engaging with the program in Dari, English and Hindi with individualised case management, family safety contact work and a 20-week, trauma-informed, culturally tailored group program.
- Our Learning and Development team supported **1609 individuals** from **13 organisations** through **54 training sessions**, expanding the capacity of multicultural and family violence and social services to recognise and respond to family violence, using an intersectional and culturally responsive framework.



inTouch Organisational Management Structure

Organisational Overview

inTouch, Multicultural Centre Against Family Violence, is the leading provider of program and service responses to issues of family violence for migrant and refugee women. inTouch has developed a principal model of service delivery based on culturally responsive and holistic client centred care. It has evolved from antecedent community organisations dating back to 1984 and is one of the longest established continuously operating family violence support organisations in Australia.

It values, practices and advocates for:

- Human rights, social justice and gender equality
- Safety, wellbeing and empowerment of women, especially from migrant and refugee communities
- Respect for individual differences and values
- Confidentiality, trust and the right to privacy
- Professionalism and collaboration

With its focus on supporting diverse migrant and refugee communities, the organisation offers a unique multilingual, bicultural service model. Working across the spectrum of interventions to combat family violence, inTouch oversees implementation of evidence-based prevention and early intervention programs; integrated crisis support services including access to an in-house Community Legal Centre and a registered Migration Agent and recovery programs for women and their families. Working collaboratively, and in partnership, to build sector capacity, it provides expert advice for all tiers of government, peak bodies, Third sector agencies and diverse Australian communities.

As a highly specialised, well-established agency with an excellent reputation and service track record, inTouch is well positioned to expand in the current environment to meet growing client demand and community expectations. In this context, the organisation is going through a transition to build stronger management capacity across all its business streams.

Our Purpose

Revenue is expected to exceed \$10 million in the 2025/26 financial year. Funding is primarily derived from government investment, with some diversification of funding sources for strategic projects. Income diversification continues to be a key focus. Our primary funding agency is the Victorian Government through the Department of Families, Fairness and Housing.

inTouch currently has a staff of 67 – most of who are from diverse cultural backgrounds. Services are provided to more than 3000 clients each year in more than 20 community languages.

inTouch incorporated as a not-for-profit Company limited by guarantee in January 2016. It is governed by a skills-based board of directors. It is registered as a deductible gift recipient (DGR) and has been granted Public Benevolent Institution (PBI) status.

Strategic Context

The Board is currently leading the development of the new Strategic Plan 2026 – 2028 through an extensive consultation process with internal and external stakeholders.

Please see our 2022-2025 Strategic Plan here: <https://intouch.org.au/publication-archive/>

Governance and management structure

The Constitution makes provision for a board of up to eleven directors. The Board is currently engaged in renewal, with a number of directors having completed their terms. The current Board comprises five directors who have been appointed to contribute their specific skills and expertise, with additional directors expected to join by the end of 2025. Information about current directors is available at [Board and Executives Archive – inTouch](#).

There are five committees established by and reporting to the board, each chaired by a director, and usually with a co-opted member: Finance, Audit and Risk Management Committee, Governance and People and Men's Advisory.

The Chief Executive Officer Position Description

Purpose

The CEO provides strategic and ethical leadership to strengthen inTouch's impact, visibility and sustainability through enhanced responsiveness to client and community needs. Reporting to the Board of Directors, the CEO is responsible for articulating and executing the organisation's mission and strategic objectives, ensuring operational excellence and fostering a culture of inclusivity and empowerment. The CEO ensures the organisation has the resources it needs to achieve its objectives and championing the need for systemic and structural change in the family violence sector.

Key Relationships

Internal - Effective working relationships with the Board of Directors, all inTouch staff, particularly the Executive Team and Senior Managers, to ensure alignment, collaboration, and a strong organisational culture.

External - Cultivate and sustain strategic relationships with a broad network of stakeholders, including lived experience advocates, funding agencies, government bodies, multicultural community organisations, academic institutions, philanthropic partners, and other key collaborators to advance inTouch's purpose and impact.



Position Accountabilities

Strategic Leadership and Organisational Stewardship

- Lead the implementation of inTouch's Strategic Plan in partnership with the Board, ensuring alignment with the organisation's purpose, values, and evolving sector and community needs.
- Translate strategic priorities into robust business and operational plans that drive innovation, service quality, and long-term sustainability.
- Provide visible, ethical and values-based leadership to staff and the executive team, fostering a high-performance, inclusive and collaborative culture.
- Embed cultural humility and cultural safety as key organisational principles underpinning a service delivery culture that is client-centred, responsive, impactful, and innovative.
- Design and adapt organisational structures and capabilities to ensure efficient and effective service delivery in a dynamic operating environment.
- Oversee enterprise bargaining processes and workforce planning, including succession strategies for key leadership roles.

Financial Management and Sustainability

- Ensure inTouch is financially sound, with systems and practices that support strategic resource allocation, transparency, and accountability.
- Secure and maintain a diverse, reliable income base that includes government funding, philanthropy, donations, partnerships and other revenue sources.
- Deliver funding outcomes that ensure that inTouch's strategic priorities and long-term sustainability can be achieved.
- Increase reach and impact by ensuring investment that builds on our core strengths and capabilities and adaptive practices that make the most of emerging opportunities.
- Provide the Board with accurate, timely financial reports and advice on areas of risk, vulnerability or opportunity.

Governance, Risk and Compliance

- Support the Board and its Committees with high-quality reporting, professional engagement, and strategic insight to enable effective governance.
- Create effective corporate support infrastructure to enable robust, reflexive practice, meet existing compliance, reporting and risk management requirements and ensure accountability across all aspects of operations.
- Ensure compliance with all legal, regulatory, contractual and funding obligations.
- Identify and manage strategic and operational risks, maintaining a risk-aware culture across the organisation.
- Drive continuous improvement and quality assurance systems to ensure safety, accountability and best practice in all areas of operation.

Stakeholder Engagement and Advocacy

- Serve as the primary external representative of inTouch, building and maintaining strong, strategic relationships with clients, government, sector leaders, communities, and the media.
- Ensure the voices and perspectives of migrant and refugee women experiencing family violence are respected and centred in building effective advocacy platforms.
- Build trusted relationships with current and prospective partners, and key influencers to strengthen inTouch's profile, reputation, and impact.
- Represent inTouch in public forums, advocating for systemic change and contributing to policy development in areas aligned with the organisation's purpose.



Candidate Profile

The Chief Executive Officer (CEO) champions migrant and refugee women experiencing family violence, through strategic and ethical leadership, acumen in policy and advocacy, and a vision informed by the values of equity and justice.

A trusted and inclusive leader, the CEO draws on experience and knowledge to drive structural and systemic change to address the problem of family violence in our communities. The CEO has the capability and understanding to lead a highly culturally diverse workforce, providing culturally responsive services through early intervention, crisis support and recovery.

The CEO leads the implementation of inTouch's new strategic plan to extend reach and impact in communities. As a respected leader, the CEO demonstrates outstanding stakeholder engagement skills and an ability to work with a wide range of partners to facilitate critical dialogue and sector transformation. Critical to their success is strategic leadership, financial management and a track record of achieving significant outcomes for communities.



Key Selection Criteria

- Relevant tertiary qualifications and experience in executive leadership within the community, social services or family violence sectors.
- Exceptional interpersonal and leadership skills, including demonstrated practice of anti-racism and cultural safety, the ability to inspire trust and confidence, and lead cultural change.
- Proven ability to lead and sustain an organisation's position as a national leader and trusted advisor to government, community leaders and the domestic violence sector, particularly on matters affecting diverse communities.
- Demonstrated success in senior leadership roles, ideally at Executive Officer or CEO level, with experience effectively reporting to and working with a Board of Directors.
- Demonstrated experience in driving innovation, service excellence and measurable social impact, with a deep understanding of the business environment in which inTouch operates.
- Strong commercial and financial acumen, with a track record of scaling and diversifying income streams and securing funding.
- Extensive experience engaging with government departments and policy makers, with political nous, strong negotiation skills and the ability to build trusted relationships with key stakeholders.
- Proven ability to lead the development and implementation of strategic and business plans, including workforce capability planning to support organisational growth and sustainability.
- Demonstrated ability to build and lead high-performing, inclusive and values-aligned teams, fostering collaboration and continuous improvement.
- Sound understanding of governance, risk management, legal and regulatory compliance, and quality improvement systems in the community or social services
- A strong personal commitment to social justice, gender equity and multiculturalism, with the ability to work effectively with diverse communities and a multicultural workforce.

Conditions of Employment

The terms and conditions for this position, including remuneration and leave entitlements, is in line with market position and inTouch Enterprise Agreement and Policies.

- An executive contract of 3 years with a probationary period of 6 months will apply for this position.
- The position is currently based at inTouch's head office in East Melbourne, though this may change in time.
- Salary packaging and flexible working arrangements may be provided subject inTouch Policy and requirements of the business.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including two reference checks, a national criminal records check, working with children check, international police check, proof of working rights in Australia and any specific qualifications and checks deemed reasonable for the level of role.
- The successful applicant will be required to sign a Confidentiality Agreement and an Agreement to adhere to the inTouch Code of Conduct.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

Specific Restrictions / Conditions

- Incumbent will work such reasonable additional hours as are required in order to meet the demands of the position.
- Must be physically capable of carrying out administrative duties, including extended periods of computer use.
- A current driver's license is essential.

Specific Restrictions / Conditions

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

Remuneration

A remuneration package commensurate with the skill and experience of the successful candidate will be negotiated.

- Base salary of \$250k
- 12% Superannuation
- Parking at the office
- The cost of business and reasonable personal use of a mobile phone up to a maximum of \$45 per month
- Five weeks annual leave as per the EBA
- The organisation's Public Benevolent Institution status enables employees to benefit from certain tax rebates and exemptions under ATO rules. More information can be found on the ATO website at <http://www.ato.gov.au/Non-profit/Getting-started-for-non-profit-organisations/Tax-concessions--an-overview/>



Application Instructions

All inquiries about the position should be directed to **inTouch Interim Chair, Professor Marie Segrave** at chair@intouch.org.au.

Please submit a complete current resume outlining your roles, responsibilities and achievement and a brief cover letter addressing selection criteria to chair@intouch.org.au by 5pm Monday 4 August.

InTouch is an equal opportunity employer. We encourage applications from culturally diverse candidates.





inTouch

Multicultural Centre
Against Family Violence