intouch

STRATEGIC PLAN 2026-29

ACKNOWLEDGEMENT TO COUNTRY

Intouch acknowledges that we work on the traditional lands and waters of the Wurundjeri Woi Wurrung and Boon Wurrung people of the Kulin Nation. We pay our respect to their Elders past and present and extend that respect to all First Nations people we work with. We acknowledge that sovereignty was never ceded — not in battle and not in peace. This always was, and always will be, Aboriginal land.

As a multicultural organisation, we acknowledge that many of us came to this land seeking safety and opportunity. Yet we recognise that First Peoples still do not experience the safety, justice and equality that others came here to find. First Peoples have been subjected to and continue to be subjected to invasion, dispossession, acts of genocide and injustice — and as migrants and descendants of migrants, we benefit from that injustice.

As an organisation working to address family violence and challenge systems of oppression impacting migrant and refugee communities, we recognise that our efforts for justice and safety take place within a broader context of colonisation. We acknowledge that the racism and discrimination experienced by First Peoples is unique, and that the disproportionate representation of family and domestic violence in First Nations communities is a result of destruction of land, culture and community. Our role and responsibility is not to stay silent but to speak truth.

Acknowledging Country is not a formality but an important commitment to truth telling and action, including:

- Learning the true history of this country
- Listening to First Nations voices, even when it's uncomfortable
- Supporting Treaty, truth-telling, and justice
- Working in solidarity with First Nations organisations and communities to disrupt systemic racism within the family violence system, and
- Standing up for the return of sacred land, language, and sovereignty — because without justice, there can be no healing.

VISION

A FUTURE BEYOND VIOLENCE, LED BY MIGRANT AND REFUGEE WOMEN, CREATING PERSONAL, SOCIAL AND SYSTEMIC CHANGE.

PURPOSE

Intouch champions culturally safe family violence support for anyone who needs it, anywhere they need it.

VALUES

Dignity – our practices embed the perspectives of people with lived experience of family violence and are designed with ethical and non-extractive principles at their heart.

Courage – we bravely seek truth, even when it's uncomfortable, so we can reflect honestly, listen humbly, and speak thoughtfully.

Transparency – we are open and accountable in our transactions, sharing power and decision-making with communities to underpin agency and self-determination in the journey to safety.

Joy – we find comfort and resilience in empowered communities, using the strength of our collective efforts and imagination to contribute to a society free from violence.

WHO WE SERVE

Intouch works principally with migrant and refugee women and their children (in all their diversity), who are subjected to interpersonal and systemic violence. We also work with migrant and refugee men who perpetrate violence.

STRATEGIC GOALS

STRATEGIC GOAL 1

Culturally and racially marginalised women re/claim their power and rights to safety through every stage of the journey including prevention, crisis intervention and recovery.

STRATEGIC GOAL 2

An evolving organisation with the knowledge, capability and resources to achieve its vision.

STRATEGIC GOAL 3

A culturally safe family violence ecosystem with no gaps for migrant and refugee communities.

STRATEGIC GOAL 4

A society that deeply values its diversity and works together to advance justice and safety.

STRATEGIC ACTIONS

STRATEGIC GOAL 1

Culturally and racially marginalised women re/claim their power and rights to safety through every stage of the journey including prevention, crisis intervention and recovery.

STRATEGIC ACTIONS

a. Amplify and engage with women with lived experience to ground our work in lived realities.

b. Champion justice through an in-depth understanding of and practice in, the nature oppression and violence.

c. Deliver holistic, person-centred, violence and trauma informed services to people in need, prioritising cultural humility and critical self-reflection.

STRATEGIC GOAL 2

An evolving organisation with the knowledge, capability and resources to achieve its vision.

STRATEGIC ACTIONS

a. Invest in a dynamic board and staff with the capabilities and outlook to contribute to a collective vision for transformation.

b. Review and modify our internal systems to ensure we are well supported to achieve our goals.

c. Ensure we have the resources and relationships to support our transformation agenda.

STRATEGIC GOAL 3

A culturally safe family violence ecosystem with no gaps for migrant and refugee communities.

STRATEGIC ACTIONS

a. Support the family violence sector to respond proactively and effectively to the needs of migrant and refugee communities.

b. Collaborate with the multicultural sector to engage confidently with family violence issues and interventions through shared actions.

c. Advocate for an interconnected family violence ecosystem in which there are no culturally unsafe doors.

STRATEGIC GOAL 4

A society that deeply values its diversity and works together to advance justice and safety.

STRATEGIC ACTIONS

a. Engage critically with systems enabling violence in/towards culturally and racially marginalised communities.

b. Support men to change their beliefs, behaviours and use of violence.

c. Promote connected, intergenerational communities that care about and prioritise actions to ensure women's safety.

DEDICATION

We dedicate this work to all migrant and refugee women who have been subjected to family and domestic violence, and to all women who continue to resist the impacts of patriarchy, racism, and discrimination. Your strength and wisdom, in rebuilding lives, families, and communities in the face of injustice inspire our ongoing commitment to equity, safety, and systemic transformation.

As a multicultural organisation, we recognise that your strength and advocacy continue to shape a more just and compassionate society — one where every woman, in every culture, can live free from violence and fear.

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Against Family Violence

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