

CONNECTING THE LGBTIQA+ COMMUNITY

STRATEGIC PLAN
2018-2023

CONNECTING THE LGBTIQA+ COMMUNITY

STRATEGIC PLAN 2018-2023

► PURPOSE

We serve lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQA+) people, their families, allies and communities.

► MISSION

To provide peer-driven support services for lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQA+) people, their families, allies and communities.

► VALUES/PRINCIPLES

WE ARE

/ INFORMED.

We listen, we reflect and we are well informed.

/ ACTIVE.

We contribute to our community and the world around us (we lean in and reach out)

/ ACCOUNTABLE.

We keep our promises to our members, to our LGBTIQA+ communities, to funders and to ourselves.

/ CONNECTED.

We connect and engage and mobilise communities, stakeholders and partners (we mobilise people power to empower our community).

/ RESPONSIVE.

We respond to the diversity of community need.

/ RESPECTFUL.

We are empathetic and meet people where they're at.

OUR EXISTING PROGRAMS

/ PHONE AND WEB COUNSELLING AND REFERRAL SERVICE

Switchboard is the Victorian partner in the national telephone and web counselling, information and referral service QLife. This free peer based service is for LGBTIQA+ identifying people and those who have questions or concerns about LGBTIQA+ issues. This includes families, friends, teachers and coworkers of LGBTIQA+ people. This service is funded by the Commonwealth Department of Health.

/ OUT & ABOUT COMMUNITY CONNECTIONS FOR OLDER PEOPLE

Switchboard runs Out & About, a social home visiting service for LGBTIQA+ Victorians at risk of social isolation. This free service is coordinated in partnership with the National Community Visitors Scheme and is funded through the Commonwealth Department of Health.

/ QTIPOC PROJECT

Switchboard runs a QTIPoC project aiming to build greater equity for Queer and Trans Indigenous Peoples and/or People of Colour and People of Faith.

/ W/RESPECT

Switchboard is a partner in the newly developed Victoria wide LGBTIQA+ family violence and intimate partner violence prevention service. This service, launched on September 3 2018, is called w/respect. This service is managed in partnership with Drummond Street Services, Thorne Harbour Health, Transgender Victoria and Switchboard. Switchboard's primary service delivery role in the consortia is to manage the after-hours telephone support line.

/ SUICIDE PREVENTION

Switchboard is running its own postvention plan following the tragic suicide of our beloved staff member Ingrid Zhang. Going forward Switchboard will be developing suicide prevention resources for the broader LGBTIQA+ communities.



► OUR 2018-2023 STRATEGIC PRIORITIES

Priority	Goal	Initiatives
1. Grow our reach and impact	Strengthen our profile, membership and financial base to enable us to sustainably grow and adapt the services required to support the emerging and critical needs of our community.	<ul style="list-style-type: none"> • Develop and grow programs and services, including but not limited to: <ul style="list-style-type: none"> - Teleweb services - Out and About - Suicide Prevention - Family Violence - NDIS aligned programs • Develop fund raising plan
2. Build our profile and partnerships	Increase our influence, impact and profile to ensure we are regarded as a valued, credible and representative voice for our community.	<ul style="list-style-type: none"> • Develop a communications strategy • Develop a stakeholder engagement plan • Build our visibility by attending events • Relocation and integration into Pride Centre • Present papers at conferences • Engage on/consult with government advisory panels
3. Increasingly represent and reflect our diverse communities	Increase our focus, capacity and programs to meet the specific needs of our diverse community.	<ul style="list-style-type: none"> • Develop a reconciliation action plan; • Develop /grow services across all LGBTIQ+ demographics and regional areas including for: <ul style="list-style-type: none"> - Aboriginal and Torres Strait Islander people - People living with a disability - Rainbow families - Young people - Older people - QTIPoC - People of colour - Multicultural - Multifaith communities
4. Strengthen quality of all our programs	Ensure that our programs, services and training are robust, integrated and supported by data, research and implemented using the highest quality service delivery standards.	<ul style="list-style-type: none"> • Evaluate and integrate our core services, training and activities • Refresh and update referral resources and data base • Improve data collection • Build, leverage and align the skills of our volunteers to meet and reflect the needs of our community • Provide ongoing peer education
5. Build and sustain Switchboard organisational capability	Develop and strengthen staff, volunteer and leadership capability; governance procedures; organisational systems and infrastructure to reduce risk and sustain growth.	<ul style="list-style-type: none"> • Finalise our organisational capability plan • Develop integrated financial and accounting systems • Develop a risk management strategy • Develop supporting policies and procedures • Provide training to Switchboard staff and board members • Grow and support our membership base • Revamp volunteer training and management • Review supervision practices and policies



SWITCHBOARD VICTORIA INC

PO Box 2129, Little Lonsdale Street, Melbourne Victoria 8011
 admin@switchboard.org.au \ (03) 9663 2474 (administration)