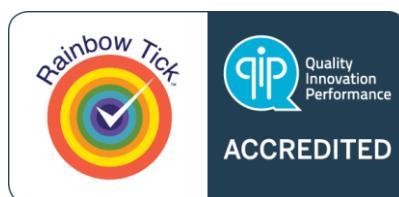


# Our Strategy

## 2018-2021



Tasmania's gender, sexuality and intersex  
status support and education service



## Acknowledgements

Working It Out acknowledges the traditional owners and custodians of this land, the country of the Lia Pootah and Palawa People

We acknowledge the contemporary Aboriginal communities, who have survived invasion and dispossession, and continue to maintain their identity, culture and Indigenous rights.

And we recognise the value of continuing Aboriginal knowledge and cultural practice, which informs our understandings of history, culture, science and the environment.

We honour the Lesbian Gay Bisexual Transgender and Intersex people whose courage, determination and strengths have helped to make this a more just society for lesbian, gay, bisexual, transgender and intersex people and their friends and families. We also recognise the hurt that continues to impact on us today and we are mindful of this in the way we communicate and work.

The Board acknowledges the initial committee<sup>1</sup> in North West Tasmania in 1997 who commissioned a *needs analysis of sexual minority youth in North West Tasmania*. Released in 1998, the needs analysis recommended **the employment of a project officer responsible for the coordination and facilitation of the educational and community development aspects of the ‘Working It Out’ project.**

## Language

WIO uses the umbrella term LGBTIQ+ because it is recognisable to many of the organisations and individuals we train, however when working within our population groups we use the language of the people in the room, mindful that there are diverse expressions of body, relationship, gender and biological sex.

When using the umbrella term LGBTIQ+ we explain why we do so. All language evolves and changes. Using respectful and inclusive language means checking with the person about how they identify and the pronouns they use for themselves.



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<sup>1</sup> Alderman Mary Binks, Senator Kay Denman, Barry Johnson , Chris McGuire from Devonport Youth Accommodation Services, Brendon Nelson, Tasmanian Council on AIDS and related Diseases, Rodney Croome, Tasmanian Gay and Lesbian Rights Group, Glenn Curran, Sexual Health Tasmania, Jual Purton, Tasmanian Aboriginal Health, Mark Deverall, Parents, Family and Friends of Lesbians and Gays (PFLAG)

# Our Purpose

## Our Vision:

Working to create a more just society.

## Our Mission:

Honouring people's diverse experiences to achieve inclusive understanding for LGBTIQ+ Tasmanians

## Our Values:

Pride

Cultural safety

Innovation

Flexibility

Respect

Inclusion

# Our Goals

## Our Communities

To provide support and education services responsive to and based on the lived experiences of LGBTIQ+ Tasmanians and their families

## Our Work

To base our work on evidence informed by both practice and research

## Our Organisation

To be effective, sustainable and financially resilient



# Our Communities

## Strategic Objectives

1. We regularly engage with lesbian, gay, bisexual, transgender and intersex people and other sexuality, gender, and bodily diverse people and communities to ensure we are responsive to their needs
2. We actively seek input from all stakeholders and are continually evaluating/reviewing ways to access this information
3. We ensure WIO is a culturally safe place for LGBTIQ+ people and their families
4. We promote WIO services as widely as possible
5. We provide mechanisms for other service providers to offer appropriate services and support to the LGBTIQ+ community

## Success indicators

- The diverse LGBTIQ+ community is represented on the Board, on the staff and through membership of WIO
- Engagement with key stakeholders and the LGBTIQ+ community increases
- Evaluation feedback reflects that users and stakeholders see WIO as providing culturally safe and appropriate services
- Engagement with WIO web and social media sites increases
- Referrals to WIO increase

*I know that at this point in my journey once a week I can talk to someone honestly with no fear of reprisal.*



# Our Work

## Strategic Objectives

1. Our practice is person-centred and influences systemic change
2. We base our work on evidence informed by both practice and research.
3. We continue to provide one-on-one and peer group support, and advocacy
4. We seek resources to meet the demand for our ongoing work in schools, aged care, government and the general community
5. We continue to promote inclusivity training to mainstream organisations and the development of self-sustaining systems within those organisations.

## Success indicators

- WIO staff are seen as exemplars of best practice service in the support of LGBTIQ+ Tasmanians
- Organisations who interact with WIO change their policies and procedures to increase inclusivity for the LGBTIQ+ community
- Levels of support and activity are maintained or increased
- WIO services are increasingly sought by our clients, funders and stakeholders
- WIO is competitive in tendering for program grants and funding in our areas of expertise
- Program evaluation, analysis and improvement occurs on a continuous basis
- Key stakeholders rate WIO services highly

***"The passion and leadership of the staff of WIO and their influence in the wider community is evident, and WIO has a strong reputation within Tasmania as well as nationally as a valued and trusted organisation working within the LGBTIQ+ community." Rainbow Tick Assessment Report***



# Our Organisation

## Strategic Objectives

1. All staff contribute to discussion on matters of cultural safety and are happy, valued, healthy and work together as a complementary and productive team
2. All people and organisations who engage with the organisation understand the importance of cultural safety
3. Staff are skilled and knowledgeable in their areas of expertise
4. WIO's financial independence is secure
5. WIO works ethically, efficiently and professionally
6. The Board actively supports WIO and represents diversity across LGBTIQ+ communities, skillsets and regions

## Success indicators

- Annual staff surveys indicate a high level of engagement and satisfaction with their work with WIO
- Low, positive or explained staff turnover
- Staff engage regularly in professional learning and development
- WIO meets the required standards of funding providers, the National Rainbow Tick, Quality in Performance, annual financial audits, all relevant legislation and all internal policies and procedures
- WIO maintains a positive cash flow, and maintains or increases its cash reserves and funding
- WIO diversifies its funding sources
- WIO reports to a continuous improvement framework
- Board members contribute regularly and effectively to the work of WIO.

*WIO support has been incredibly life changing for the wellbeing of my child and for the peace of mind and support with best practice direction from us as parent .... Thank you for your incredible support.*

