



working it out

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

2022 – 2025 Strategic Plan

Our Vision

Is of a just and inclusive society that celebrates people of diverse sexualities, sex and genders.

Our Mission

To create change through lived-experience-based education, support and advocacy which enables LGBTIQ+ Tasmanians to live their best lives.

Our Values

- Pride
- Respect
- Cultural Safety
- Reflection
- Creativity

Our Focus

We work to support all Tasmanians of diverse sexuality, gender and innate variations of sex characteristics (intersex) across all domains and sectors. However, based on recent research and service mapping, we have identified the following key areas of focus for our work 2022 – 2025.

COMMUNITIES

Trans and gender diverse, intersex, young people, older people, people with disabilities, diverse cultural communities.

DOMAINS

Primary: Preventative mental health, community connection.

Emerging: Therapeutic mental health, intimate partner and family violence, alcohol and other drugs, homelessness, and housing insecurity.

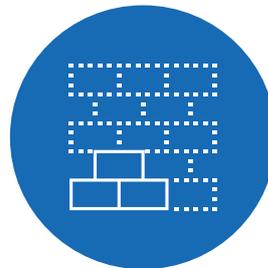
Goal 1: Support



Goal 2: Connect



Goal 3: Build



Goal 4: Grow





Working It Out is Tasmania's only dedicated LGBTIQ+ support, advocacy and education service for Lesbian, Gay, Bisexual, Transgender and gender diverse, Intersex, Queer and Asexual people (LGBTIQ+) and their families. We have a proud history as an inclusive, values-based, peer-led organisation.

WIO emerged out of the campaign to decriminalise male homosexuality in Tasmania in the 1990's. The widespread community backlash against the decriminalisation led to a spike in suicides amongst young, gay Tasmanians. A number of concerned community members and allies formed a group to address this growing problem, eventually commissioning a report. This report, *Working It Out: A needs-based analysis of sexual minority youth in Northwest Tasmania*, called for the provision of specialist services to support Tasmania's LGBTIQ+ people and thus our organisation was born.

Acknowledgements



Working It Out acknowledges the traditional owners and custodians of this land, the country of the Lutruwita and Palawa and Pakana people. Sovereignty has never been ceded. It always was and always will be, Aboriginal land.

We acknowledge the contemporary Aboriginal communities, who have survived invasion and dispossession, and continue to maintain their identity, culture and Indigenous rights. We recognise the value of continuing Aboriginal knowledge and cultural practice, which informs our understandings of history, culture, science and the environment.

We also acknowledge LGBTIQ+ advocates, friends and allies whose courage and strengths have helped to make this a more just society for lesbian, gay, bisexual, transgender and intersex populations and their friends and families. Their commitment to change, their resistance and courage to achieve justice has impacted on all of us to some degree. For some of us there is on-going hurt, anger or frustration. We are mindful of this in both the way we work and engage with others.

Language



WIO uses the umbrella term LGBTIQ+ because it is recognisable to many of the organisations and individuals we interact with, 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.

The word 'families' includes chosen families, recognising the complex relationships which can underpin the lives of LGBTIQ+ people.



We are a proud QIP Rainbow Tick organisation.



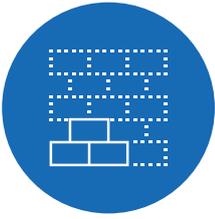
Goal 1: Support

	Strategies/actions	Key performance indicators
LGBTIQA+ people and communities	<ul style="list-style-type: none"> • Offer free, personalised support to individuals & families. • Run and/or support peer groups. • Provide services state-wide and online. • Provide services to support focus communities and primary domains. 	<ul style="list-style-type: none"> • A range of direct service options (1:1 and groups) are available state-wide and online. • Feedback on support services is 90%+ positive. • Supports or services targeted at focus communities and domains delivered.
External organisations	<ul style="list-style-type: none"> • Deliver quality professional learning and training (PL) to promote LGBTIQA+ inclusive service delivery, education and employment. • Develop and promote a suite of bespoke fee-for-service professional learning products available face-to-face and online. • Offer consultation services to support organisational inclusivity. 	<ul style="list-style-type: none"> • PL increases from previous year and is delivered in all focus sectors. • PL is available across the state in various formats including face-to face, online and self-paced eLearning modules. • PL Feedback is 90%+ positive indicates 70%+ intention to implement change of some kind.
Staff, board members and volunteers	<ul style="list-style-type: none"> • Provide a culturally safe and supportive working environment. • Add value through learning opportunities, flexibility and support. • Represent LGBTIQA+ communities and their intersectionalities. 	<ul style="list-style-type: none"> • Staff, board and volunteers report 80%+ satisfaction rate with their engagement with WIO. • Annual staff and board turnover rates are low (20% or less). • Quality professional learning opportunities are provided. • Staff, board and volunteers represent a variety of backgrounds both in terms of LGBTIQA+ identity and regionality.



Goal 2: Connect

	Strategies	Key performance indicators
WIO to LGBTIQ+ people and communities	<ul style="list-style-type: none"> Connect to LGBTIQ+ Tasmanians and communities through consultations, groups, social media, events, activities, eNews, member newsletters and website resources. Support local events and initiatives. Conduct a bi-annual community engagement survey. Make WIO facilities and resources available to community members. Grow and engage regularly with membership. 	<ul style="list-style-type: none"> Community connections through communications and events maintained or increased. Case studies indicate value of connection. Biannual community engagement survey indicates 70% + general approval rating for WIO. WIO Membership increases by 5% annually.
LGBTIQ+ people and communities to each other	<ul style="list-style-type: none"> Continue Working It Out Together volunteer buddy system. Support community-owned peer support groups. Connect people and communities to one another through regular social media posts, member newsletter and website resources. Provide up-to-date list of engagement opportunities via the 'Stay Connected' resource. 	<ul style="list-style-type: none"> Working It Out Together meets participation targets. eNews mail list grows. Number of hits to events calendar equal to or better the 3-year average. Number of hits to website equal to or better the 3-year average. Case studies highlight value of connection.



Goal 3: Build

	Strategies	Key performance indicators
<p>Personal, organisational and community capacity</p>	<ul style="list-style-type: none"> • Base our work on practices which are affirmative, person-centred and intersectional and are informed by both practice and research. • Employ staff with the necessary skills and knowledge to add value in this work. • Equip and empower service users and communities to be active participants in their futures and in change. • Work ethically, efficiently and professionally as individuals and as an organisation. • Provide regular learning opportunities for staff, Board and volunteers. 	<ul style="list-style-type: none"> • Feedback on support services is 90%+ positive and case studies show impact of service on individuals and families from a range of backgrounds. • Community development projects and activities are delivered. • Strategic Plan, annual Operational Plan and continuous improvement processes in place and monitored. • Board receives regular reports on KPIs, finances, program delivery and compliance requirements. • WIO maintains a positive financial position and diverse sources of income. • Professional learning budget at least 1% of annual budget and fully expended.
<p>Inclusive systems, services, and organisations (internally and externally)</p>	<ul style="list-style-type: none"> • Provide a culturally safe environment for everyone who engages with our service. • Model best practice for inclusivity across diverse populations and identities. • Maintain/pursue Rainbow Tick and Yellow Tick accreditation. • Provide Inclusive practices PL and Rainbow Tick How2 training to others. 	<ul style="list-style-type: none"> • 100% of staff, Board members and volunteers inducted into WIO values and principles of cultural safety. • 100% of staff, Board members and volunteers complete basic LGBTIQ+ inclusiveness training. • 100% of new staff complete disability, CALD, and Aboriginal and Torres Strait Islander inclusiveness training as part of induction. • Rainbow Tick Accreditation and How2 Training offering maintained.



Goal 4: Grow

	Strategies	Key performance indicators
Impact	<ul style="list-style-type: none"> Advocate for systemic change via relationships with Government, Government Departments, LGBTIQ+ Health Australia (LHA) and other related service providers and networks. Be a prominent local voice on LGBTIQ+ issues. Be part of the national voice on LGBTIQ+ issues. 	<ul style="list-style-type: none"> WIO maintains membership/involvement in national and local LGBTIQ+ committees and organisations. WIO contributes to relevant consultations and enquiries. WIO initiates or is included in media focusing on LGBTIQ+ issues and/or community. WordsOut eNews published quarterly. Full membership to LHA is maintained.
Services	<ul style="list-style-type: none"> Expand service delivery in focus communities, emerging domains and sectors in line with funding opportunities and capacity. Explore partnership opportunities to expand service delivery options. 	<ul style="list-style-type: none"> New services or programs. Active partnerships and MOU's maintained.
Income	<ul style="list-style-type: none"> Lobby for increased base-level funding. Apply for grants aligned with focus areas and strategic direction. Expand and promote fee-for-service professional learning and consultation services. Explore fee-for-service options in therapeutic mental health. 	<ul style="list-style-type: none"> Funding is ongoing or increased. WIO is successful in grant targeting focus areas. Fee-for-service professional learning and consultation services increase and become increasingly self-sustaining.



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