Bobby Goldsmith Foundation Strategic Plan 2016 – 2020

OUR VISION 3
OUR MISSION 3
THE NEEDS OF PEOPLE WITH HIV TODAY 3
OUR ROLE 4
OUR APPROACH 5
OUR OUTCOMES 5
OUR GOALS 5
OUR STRATEGIES 6
1. To improve health, wellbeing and treatment access among all people with HIV through high quality services and programs 6
2. To improve the health and wellbeing of people with HIV in areas of geographic need 7
3. To contribute to the evidence base regarding the needs of people with HIV through data and research 8
4. To contribute to public policy which best meets the needs of all people with HIV 9
5. To ensure that BGF continues to be an effective and sustainable organisation 10
KEY ENABLERS 11
MONITORING AND EVALUATION 11

Our vision

Our vision is that all people with HIV are empowered and living well.

Our mission

BGF provides outstanding client services and health promotion programs, and advocates with and for people with HIV.

The needs of people with HIV today

As of 2015, there are some 25,313 people living with HIV in Australia, around 12,000 of whom live in NSW[1].

People with HIV are a diverse population.

Gay and bisexual men continue to be the largest population of people with HIV, with heterosexuals accounting for around 20% of the population.

People with HIV are culturally diverse:

- There have just over 14,000 Australian-born non-Indigenous people diagnosed with HIV;
- There have been close to 400 Aboriginal or Torres Strait Islander people diagnosed with HIV;
- There have been close to 2000 people from sub-Saharan Africa diagnosed with HIV;
- There have been just over 2000 people from south East Asia diagnosed with HIV.

And their life experience has been very different.

- The vast majority of people with HIV (nearly 75%) are on treatment, and nearly 70% of people with HIV have suppressed virus;
- Around 25% of people diagnosed in 2015 were diagnosed 'late', meaning that they were diagnosed after the virus had started to affect their immune system;

[1] All data drawn from the *2016 BBV STI Annual Surveillance Report*, https://kirby.unsw.edu.au

- Nearly 60% of people with HIV are currently in paid employment; while nearly 30% are living below the poverty line[2];
- Estimates show that around 70% of people with HIV are living well, but that the remaining 30% experience difficulties in health, wellbeing, mental health, accessing services and participating in the community;

For that 30% of people who are experiencing difficulties:

- There are lower rates of treatment uptake and adherence
- There are higher rates of social isolation
- There are lower rates of participation in employment, leading to higher rates of poverty and financial stress.

Our role

At BGF we work with those individuals with HIV who are experiencing difficulties, to reduce the impact that HIV has on their health and wellbeing.

Some of our clients come to us for a brief period of time when they are experiencing particular difficulties – for example when they are newly diagnosed – while others are long-term clients who receive ongoing support.

Because our clients tell us that stigma and discrimination continue to have a huge impact on their lives, we also work to change social attitudes around HIV, to reduce fear, discrimination and stigma and promote acceptance and understanding.

And we work at a systemic level to influence policy and service development.

We do this through:

- Addressing health needs, in particular:
    - supporting people to remain engaged in care and adherent to treatment
    - working with other health and community services to support integrated care for people with HIV with complex needs.
- Addressing other needs related to wellbeing, including social isolation and living skills.

[2] *HIV Futures 7* http://www.latrobe.edu.au/__data/assets/pdf_file/0007/546037/HIV-Futures-Seven-Report.pdf

- Addressing poverty as a barrier to health and access to health care, through supporting clients with financial management and debt reduction. We can also provide financial assistance to eligible clients.
- Collaborating with other community organisations, health services, researchers and government to ensure that policies and services meet the needs of our clients and all people with HIV.

Our approach

BGF grew out of the love and commitment shown by the family and friends of the late Bobby Goldsmith. Bobby was one of the first Australians to die from an AIDS-related illness, and was able to die with dignity at home thanks to the efforts of his friends, who banded together to buy equipment and provide him with care and support.

From that start, BGF has grown into a community-based organisation providing professional programs and services to a very diverse group of people with HIV. But the passion and commitment of that group of friends and family is a part of the DNA of BGF. We see each client as an individual, and we provide a holistic response to the barriers to people with HIV living healthy and empowered lives.

Our outcomes

- To improve the health, quality of life and wellbeing of people with HIV, including addressing barriers to retention in care and adherence to treatment.

Our goals

1. To improve the health and wellbeing of all people with HIV through high quality services and programs
2. To extend our programs and services to areas of geographic need
3. To contribute to the evidence base through data and research
4. To influence public policy to better meet the needs of all people with HIV
5. To ensure that BGF continues to be an effective and sustainable organisation

Our strategies

1. To improve health, wellbeing and treatment access among all people with HIV through high quality services and programs

From the earliest days, BGF was a part of the gay community's response to HIV. We maintain strong links to the gay community, through our clients, our donors, and our community of supporters.

These days though, we see a diverse population of people with HIV, including many heterosexual women and men, Aboriginal people, and people from culturally and linguistically diverse (CALD) backgrounds.

We have a particular expertise in working with people with HIV with complex needs, in providing them with support to remain engaged in care and adherent to treatment.

We will achieve our goal of improving health, wellbeing and treatment access among all people with HIV through:

1.1. **Maintaining and continually improving** our existing **high-quality programs and services**:

- Case management
- Case work
- Group programs
- Brokered care
- Financial counselling
- Financial assistance

1.2. Developing, piloting and evaluating **innovative approaches** to meeting the diverse needs of people with HIV, including people with complex needs, women with HIV, Aboriginal and Torres Strait Islander people, people from CALD backgrounds, and people who are ageing, through:

1.2.1. Developing tailored educational resources

1.2.2. Customising models of care

1.2.3. Developing new offerings for clients exiting casework/case management and group programs

2. To improve the health and wellbeing of people with HIV in areas of geographic need

It is widely recognised that there are some areas in NSW and Australia where people with HIV experience limited access to the full range of services they need to live healthy and empowered lives. Where possible, we will see to expand BGF's role in areas of geographic need.

We will achieve our goal of improving the health and wellbeing of people with HIV in areas of geographic need through:

2.1. Extending and expanding BGF's role in rural and regional NSW, the Northern Territory and Tasmania, in collaboration with local communities and key partners.

3. To contribute to the evidence base regarding the needs of people with HIV through data and research

Data and research are vital to informing the ongoing evolution of the response to HIV in Australia. In the coming four years, we will contribute to the evidence base regarding the needs of people with HIV through:

3.1. Developing a strategic approach to the analysis and dissemination of data held by BGF

3.2. Undertaking research into the needs of our clients, in collaboration with key partners

4. To contribute to public policy which best meets the needs of all people with HIV

Through our role in the lives of over 1000 clients with HIV, we have deep understanding of the current issues and challenges they face. In the coming four years, we will strengthen our contribution to public policy, and strengthen our public voice on HIV through:

4.1. Developing a client-centred approach to identifying priority issues and preferred outcomes

4.2. Writing policy submissions and contributing to policy through our membership of committees and working parties

4.3. Strengthening strategic partnerships with NSW Health

4.4. Strengthening collaboration with key partners, including Positive Life, ACON, the HIV Community Teams, and relevant peak bodies

5. To ensure that BGF continues to be an effective and sustainable organisation

In order to achieve our vision and goals, we need to be an effective and sustainable organisation. We will achieve this through:

5.1. Maintaining and strengthening our **client consultation and feedback** processes, including the Client Advisory Group

5.2. Strengthening our capacity to collect and utilise **data and other evidence**

5.3. Building the **technology infrastructure** required to support BGF's work with clients, and our engagement with donors

5.4. Reinvigorating our **brand and all associated communications** including the website

5.5. Continue to strengthen the organisation's financial sustainability, through diversifying our funding stream, recalibrating our approach to fundraising and maintaining an appropriately managed investment portfolio

5.6. Supporting and strengthening our **workforce** and **internal culture**

Key enablers

Our relationships with our clients, with other people with HIV, with funders (including government funders, corporate partners and private philanthropists) and with our partners (including other HIV community organisations, HIV service providers, and other partners in health and community services) are critical to our success. We will continue to strengthen those relationships

Monitoring and evaluation

We will use a range of strategies to monitor and evaluate progress against this Plan:

- Ongoing collection and review of activity data as required to provide quarterly and annual reporting to NSW Health against agreed upon KPIs
- Periodic surveys of clients to assess unmet need and client satisfaction – via bi-annual Client Satisfaction Survey
- A rolling program of evaluation to assess the impact and outcome of our client services – via dashboard showing effects of ProQOL-HIV tool in transforming lives of PLHIV who are being retained in care by BGF
- Assessment of donor engagement and satisfaction – via bi-annual Donor Satisfaction Survey
- Ongoing staff engagement surveys – via bi-annual Employee Engagement Survey
- Regular reports to funders against specific funded initiatives – via relevant acquittals
- Bi-annual review of progress toward the goals by the Board