Strategic Plan 2025-2028

QHVSG

Established in North Queensland in 1995 by families affected by homicide, the Queensland Homicide Victims' Support Group (QHVSG) provides education, advocacy, and support through the aftermath of homicide and for as long as families who have lost a loved one may want or need.

QHVSG responds to over fifty homicides in Queensland annually and consistently supports over twelve hundred individuals each year. This support commences just days after the homicide and in most cases, continues for many years after the loss of the family member. This long-term accessibility is a strength of our team and indicates that what we provide is of critical importance to those we support.

Our unique approach begins within days of the homicide and offers 24-hour phone support, counselling, peer support, personal advocacy and education to all people affected by homicides in Queensland, regardless of age, gender, culture, or religion.

"We had come together searching for a new way to live and move forward."

Sherrie Meyer
Founding Member

Vision

To be the leading organisation, providing high-quality support, education, and reform for victims of homicide.

Mission

To provide support to victims of homicide through:

• our unique peer network, providing a family environment of empathy, compassion and understanding.

• the education and awareness for members and the community; and

• advocacy for reform on behalf of our members.

Our values

SUPPORT

Building sustainable support programs specialising in victim support services.

INNOVATION

Actively engaging with our members and stakeholders to bring new ideas to life.

PARTNERSHIP

Building strong relationships with government and community to work together to support victims.

ACCOUNTABILITY

Delivering on promises to our members and providing responsible stewardship of our resources.

Queensland Homicide Victims' Support Group (QHVSG) Strategic Plan 2025-2028

QHVSG	Support for our members	Education and communication	Continuous improvement to systems and services	Positive culture	Sustainable practices and relationships
Objectives	To support those who have lost a loved one to homicide, from the initial incident onwards, for as long as they want, and to the extent that they need.	To provide education, awareness, and training for members, and for the wider community.	To deliver better member outcomes, by advocating for improvements to policy, law, and practice.	All personnel – staff, peers and other volunteers, students – are valued equally. All personnel act by and promote a positive culture.	Governance and organisational structure meet current and emerging needs. Funding streams are diverse and sufficient to meet the needs of the organisation. Systems and processes are efficient and effective. Productive stakeholder and other key relationships are developed and maintained. QHVSG is transparent in its use of funding.
Foundations	Established framework of support delivery across all activities.	Existing education initiatives including frontline responder training and awareness programs.	Strong relationships with key decision-makers across local, state, and federal levels of government, and relevant sector organisations.	Dedicated, skilled, and passionate staff and volunteers who work with the QHVGS mission and vision always in mind.	Effective and clear governance practices exist. Board members have a diverse range of skills. Established funding streams. Strong relationships with other organisations.
Indicators	Members feel supported. Members are the ones who determine what they want and need. All services are member focused. Supports are flexible and respond to members' wants and needs. Counselling services are available and effective. Family support, counselling, and peer support operate in an integrated and holistic fashion. Peer support groups expand across the state. Specific activities and programs ensure that members can receive support regardless of their age, background, or location. Technology is used effectively to engage with members and expand QHVSG's service delivery across the state.	Depth and breadth exist in all educational and training initiatives across the organisation. Members can access information they need when they need it. Training is provided to frontline responders and the media. A wide range of education programs and materials are available. QHVSG is both sought for comment by the media, and proactively engages with the media. Communications strategy is designed and implemented. Members receive regular communications from the office and can provide feedback as needed.	QHVSG effectively resolves issues that members are experiencing with systems, practices, and legislation. QHVSG is regarded as a credible source of advice. QHVSG engages proactively with decision-makers. QHVSG uses sound evidence in forming positions. Members are willing to utilise QHVSG for the changes that they seek.	Reputation for looking after staff and volunteers. All personnel are familiar with what positive culture is and work with these as a foundation of their approach (e.g., communication, trust, collaboration, strong purpose). Recruitment practices for staff and peers ensure that the 'right' people are selected. Tailored training packages are available for peers. Peers and other volunteers have flexibility and choice about the activities they undertake. 75% of members who receive training go on to undertake some form of peer support activity. Volunteers remain engaged over time.	Funding sources are diverse. Funding continues to grow. Policies, practices and business models are reviewed and updated as required. Stakeholders and partners are diverse. New relationships are built, and existing relationships maintained.