



**STANDBY**<sup>®</sup>  
SUPPORT AFTER SUICIDE

# Strategic Plan

**Dedicated to  
supporting people and  
communities across  
Australia bereaved or  
impacted by suicide.**



## Foreword

As a proud member of the **StandBy** National Lived Experience Advisory Group, it is an honour to write the foreword to this Strategic Plan. Being part of this group has enabled me to find my voice and talk about my family's loss to suicide, which occurred at a time when talking about suicide was taboo. At that time, there was no support, and somehow, we endured the loss. Losing a family member to suicide leaves a hole in your heart that is with you forever. That precious person is gone, completely out of reach. Most likely we won't "recover" but hope to build a life worth living around that hole.

**StandBy** recognises that suicide affects not only individuals and families, but also communities. Despite the fact that on average we lose nine people a day to suicide in Australia, stigma, shame and lack of knowledge still prevents openly seeking and receiving support. What can be done to help support those in a crisis of aching loss is impeded by out of date myths, such as the belief that talking about suicide increases suicide risk, or that asking about a lost loved one creates more pain – how could we feel more? Of course, reaction to such loss is an individual experience, but I have found the ability to share our grief brings us together and supports our healing process while honouring the memories of those precious people we have lost.

This Strategic Plan provides a framework for objectives aimed at moving Australia's postvention support services forward in leaps and bounds. The inclusion of lived experience in shaping services means the smallest things that make a huge difference to those in grief are taken into consideration. Implementing best practice research, ensuring person centred services, diversifying programs to reach those most in need, and expansion into community areas such as schools and workplaces brings us closer to providing wrap around care by removing stigma and acknowledging the reality of suicide. In three years' time, the success of this plan will allow all Australians to access support, without the confusion of not knowing where to go at times of such devastating loss. **StandBy** will be a nationally recognised name, providing high quality, evidence based, empathic and carefully considered support. For those with lived experience, inclusion of our voices allows us purpose and direction, in a way we likely once considered impossible. For that we are very grateful, thank you.

*Member of the StandBy Lived Experience Advisory Group*

## About StandBy Support After Suicide

**StandBy** is Australia's leading suicide postvention program dedicated to assisting people and communities bereaved or impacted by suicide.

In Australia, more than 3,300 people take their own life each year. Research indicates that for every death through suicide 135 people are impacted and ten or more are significantly impacted. **StandBy** provides free face-to-face or telephone support by local caring staff, committed to the wellbeing of the person or group impacted. The program provides a central point of coordination, connecting people to the various supports they may need through referrals to services, groups and organisations within their local area.

**StandBy** is a program of Youturn Limited and operates nationally by partnering with local organisations, engaging their expertise within the community to deliver the most effective and culturally suitable support for each individual circumstance. Locally tailored community workshops and education programs are provided to increase awareness of suicide and suicide bereavement to help enable communities to support one another.

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## Developing our Strategic Plan

Our Strategic Plan has been developed through input and insights from **StandBy's** Lived Experience Advisory Group, a sample of representatives from **StandBy** service provision sites and the **StandBy** National Office team. The plan is also informed by a review of leading evidence, policy documents and sector trends relating to suicide postvention.

In the process of developing this plan, we recognise the critical importance of a broad range of perspectives in shaping the continued delivery and growth of **StandBy** across Australia. Moving forward, **StandBy** is committed to fostering joint ownership of the Strategic Plan as we are 'all in this together'.

# Our vision



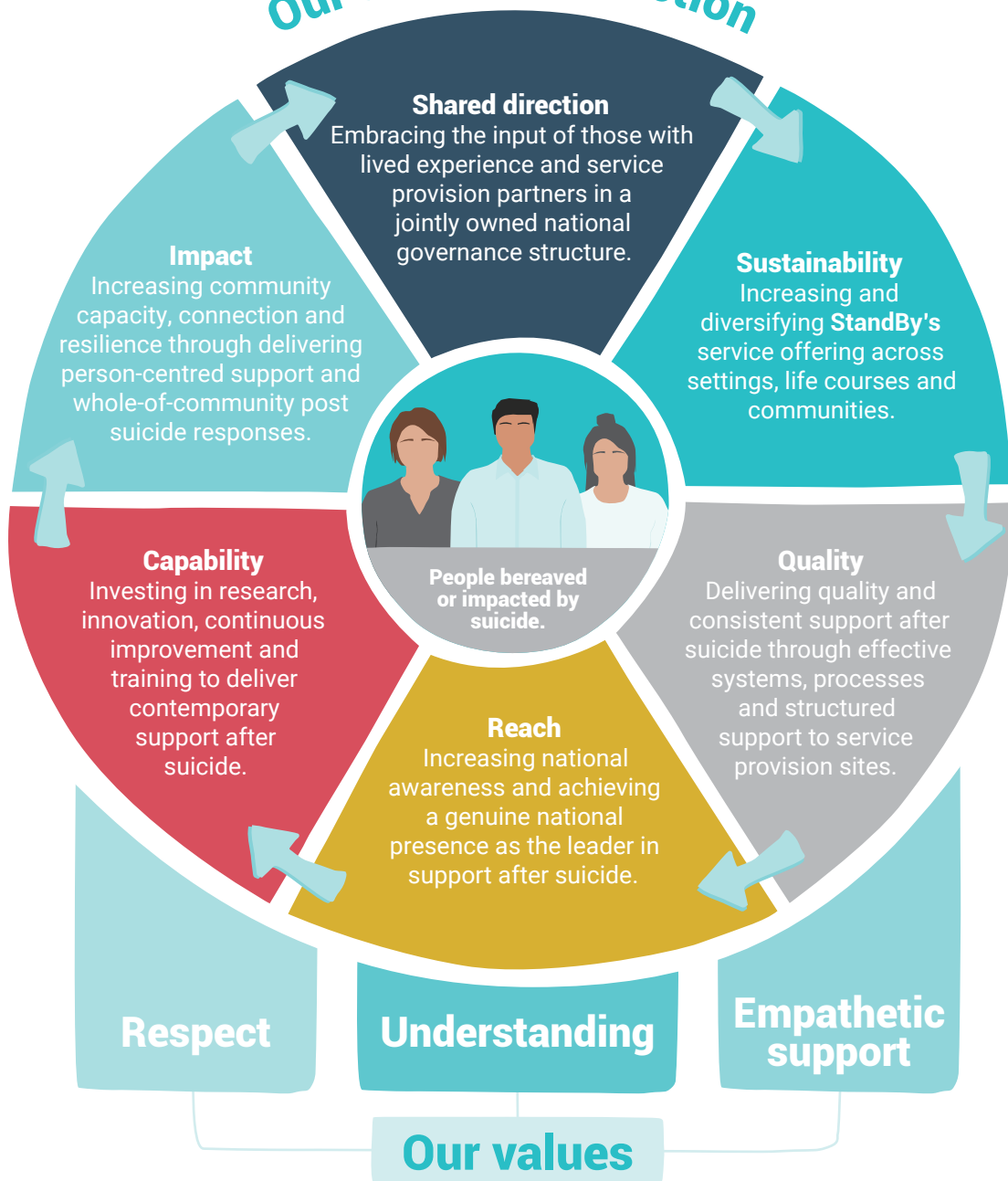
Every community in Australia is safe, inclusive and supportive of those bereaved or impacted by suicide.

# Our mission

Everything we do is to support and advocate for the health and wellbeing of individuals, groups and communities bereaved or impacted by suicide.

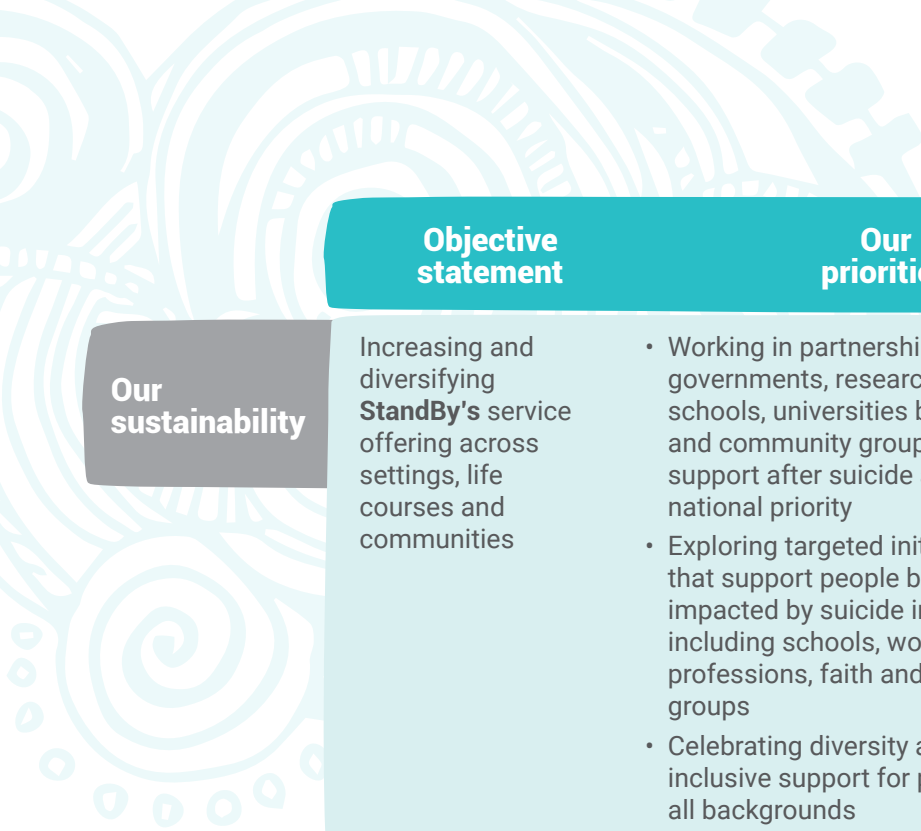


# Our strategic direction



# Objectives

	Objective statement	Our priorities	Our success measures
Our shared direction	Embracing the input of those with lived experience and service provision partners in a jointly owned national governance structure	<ul style="list-style-type: none"> <li>Ensuring organisational direction is underpinned by a combination of lived experience, service provision site and national office perspectives</li> <li>Fostering joint ownership, shared accountability and effective communication across key stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Establish and operationalise a jointly owned national governance structure</li> <li>Increase participation of those with lived experience and service provision sites guiding our shared direction</li> </ul>
Our impact	Increasing community capacity, connection and resilience through delivering person-centred support, whole-of-community preparedness and post suicide responses	<ul style="list-style-type: none"> <li>Continue to deliver high quality support to people bereaved or impacted by suicide</li> <li>Amplify our impact by focussing on training community members and professionals to have greater capability to respond to suicides in their community</li> </ul>	<ul style="list-style-type: none"> <li>Increase in number of people benefiting directly from <b>StandBy</b> Support After Suicide</li> <li>Increase in number of community members participating in personal capacity development activities</li> <li>Increase in number of professionals participating in capacity development activities</li> </ul>
Our capability	Investing in research, innovation, continuous improvement, and training to deliver contemporary support after suicide	<ul style="list-style-type: none"> <li>Embedding research into service design to continue to build the evidence base and continuously improve our offering</li> <li>Investing in training for service provision sites and <b>StandBy</b> National Office</li> <li>Inspiring and serving <b>StandBy</b> sites to continually deliver outcomes for their communities</li> <li>Maintaining strategic partnerships with thought leaders to remain at the forefront of post suicide support</li> <li>Developing a lived experience peer workforce to test empathetic and responsive programs and services</li> <li>Exploring the use of technology to ensure service provision is contemporary and accessible</li> </ul>	<ul style="list-style-type: none"> <li><b>StandBy</b> model is periodically reviewed against leading evidence</li> <li>Increase in capability of community members, service provision sites and national office team</li> <li>Increase in satisfaction within service provision sites regarding support offered by <b>StandBy</b> National Office</li> </ul>



	Objective statement	Our priorities	Our success measures
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**Our sustainability**

Increasing and diversifying <b>StandBy's</b> service offering across settings, life courses and communities	<ul style="list-style-type: none"><li>• Working in partnership with governments, research institutions, schools, universities businesses and community groups to position support after suicide as a local and national priority</li><li>• Exploring targeted initiatives that support people bereaved or impacted by suicide in all settings, including schools, workplaces, professions, faith and community groups</li><li>• Celebrating diversity and providing inclusive support for people from all backgrounds</li><li>• Advocating for increasing the depth of support offered within existing <b>StandBy</b> sites</li></ul>	<ul style="list-style-type: none"><li>• Increase in program investment</li><li>• Increase in targeted initiatives implemented in key settings</li><li>• Increase in targeted initiatives implemented in priority communities and population groups</li></ul>
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**Our quality**

Delivering quality and consistent support after suicide through effective systems, processes and structured support to service provision sites	<ul style="list-style-type: none"><li>• Providing support, resources and guidance to all <b>StandBy</b> sites through an effective national office</li><li>• Maintaining high levels of quality in service provision through sector-recognised and meaningful quality assurance processes</li><li>• Obtaining accreditation under the <i>Suicide Prevention Quality Improvement Program</i> administered by Suicide Prevention Australia</li></ul>	<ul style="list-style-type: none"><li>• Maintain positive experience and satisfaction of <b>StandBy</b> sites with <b>StandBy</b> National Office</li><li>• Increase in quality performance indicators reported by <b>StandBy</b> provision sites</li><li>• Maintain satisfactory level of compliance with standards of the Suicide Prevention Quality Improvement Program</li></ul>
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**Our reach**

Increasing national awareness and achieving a genuine national presence as the leader in support after suicide	<ul style="list-style-type: none"><li>• Providing access to support after suicide for all Australians through a single nationally recognised phone line across a network of local sites with national architecture</li><li>• Developing and implementing a national communications plan that promotes awareness of the impact of suicide on communities and builds brand recognition of <b>StandBy</b></li><li>• Exploring strategic partnerships with organisations and advocates within communities and nationally</li></ul>	<ul style="list-style-type: none"><li>• Achievement of <b>StandBy</b> support accessible to all Australians</li><li>• Increase in issue awareness and brand recognition in communities throughout Australia</li></ul>
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## Implementing the plan

The **StandBy** Strategic Plan will be implemented over a horizon of three years, commencing in July 2020 and concluding in June 2023.

Detailed planning will be undertaken by the **StandBy** National Team, advisory groups and local service provision sites on an annual cycle to outline key activities to be delivered to progress the priorities outlined in the plan.

These activities and the overall implementation and impact of the plan will be regularly reviewed and evaluated by the **StandBy** National Office in partnership with local service provision sites and national program governance groups, including the Lived Experience Advisory Group.



**StandBy is committed to ensuring all Australians have equal access to evidenced informed, well-coordinated and timely post suicide support, and those with lived experience of suicide bereavement are central to everything we do. Our Strategic Plan will continue to guide us towards achieving these commitments.**



# **STANDBY**<sup>®</sup>

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For more information about **StandBy**  
and the services provided by our local regions, visit  
**[www.standbysupport.com.au](http://www.standbysupport.com.au)**

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**StandBy** – an initiative funded by the Australian Government