



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

# **National Sexual Violence Helpline: Service Specifications F20**

**August 2019**

# Contents

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<b>Contents</b> .....	<b>2</b>
<b>1. About these specifications</b> .....	<b>4</b>
What are these specifications for? .....	4
What is the purpose of these specifications? .....	4
How should these specifications be used?.....	4
Will these specifications be revised? .....	4
Where can I get further information on these specifications? .....	4
<b>2. Relationships</b> .....	<b>5</b>
Relationship principles .....	5
Inclusive practice .....	5
Good practice approach .....	5
<b>3. About Sexual Harm</b> .....	<b>7</b>
What is sexual harm? .....	7
What is the background to the sexual harm service development work being led by the Ministry? .....	7
<b>4. Service overview</b> .....	<b>8</b>
What services will the helpline provide? .....	8
Who are the services targeted to? .....	8
Who will staff the helpline?.....	9
Who is involved? .....	9
Accreditation standards.....	10
<b>5. Service delivery</b> .....	<b>11</b>
How will people access services? .....	11
What services will be available? .....	11
Helpline functionality .....	12
Website and digital media content.....	12
Support services .....	13
Marketing/Promotion .....	13
Brand refresh .....	13
Charging for services .....	13
Service user engagement.....	14
Continuous improvement .....	14
Quality assurance.....	14
Governance.....	14
Evaluation .....	15
Integrated service approach .....	15
Service accountability .....	15
<b>6. Measuring results and reporting</b> .....	<b>17</b>
<b>7. Definitions</b> .....	<b>20</b>
<b>Appendix One – Results Measurement Framework</b> .....	<b>21</b>

**Appendix Two – Provider Feedback Form..... 22**  
**Appendix Three – Service Pathway diagram ..... 23**  
**Appendix Four – Service Users diagram ..... 24**

# **1. About these specifications**

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## **What are these specifications for?**

These service specifications (specifications) are for the provider that the Ministry of Social Development (the Ministry) contracts with to deliver the National Sexual Violence Helpline (helpline).

Providers' Outcome Agreements require that the helpline is delivered in accordance with these specifications. These specifications form part of the Outcome Agreement.

## **What is the purpose of these specifications?**

These specifications are to provide:

- a set of practice principles to guide service delivery
- an outline of service delivery and practice
- a resource tool to help providers deliver services consistently
- a resource tool to assist providers in meeting the desired service outcomes
- a way for the Ministry to improve its responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

## **How should these specifications be used?**

These specifications set the minimum standard for the service delivery of the helpline. You should use them to assist you to competently deliver the Service according to the Outcome Agreement requirements.

## **Will these specifications be revised?**

The specifications are a living document. It will be updated over time to consider provider feedback. The Ministry will keep the provider informed of any editions, updates or changes. Feedback on the specifications is welcomed at any time and can be sent to the Ministry's national office using the attached feedback form (see [Appendix 2](#)).

## **Where can I get further information on these specifications?**

The provider may obtain further information on the Specifications from the Ministry's relationship manager, as identified in the Outcome Agreement.

## 2. Relationships

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### Relationship principles

Both parties to the Outcome Agreement shall collaborate to ensure the services provided by the helpline are effective and accessible.

Both parties recognise the service is a joint endeavour, in which both parties have a shared goal to achieve positive outcomes for people affected by sexual harm.

The following principles guide all our dealings under the Outcome Agreement.

Both parties agree to:

- act honestly and in good faith
- communicate openly and in a timely manner
- work in a collaborative and constructive manner
- recognise each other's responsibilities
- encourage quality and innovation to achieve positive outcomes.

Both parties shall appoint relationship managers who will be responsible for effectively managing the contract relationship. Details of the relationship managers nominated by both parties are set out in the Outcome Agreement.

The Ministry is guided by the Code of Funding Practice in its relationship with the provider. The Code of Funding Practice aims to support government agencies and non-profit agencies when entering into funding arrangements. It also encourages greater collaboration between the parties.

### Inclusive practice

Both parties recognise the needs of all people affected by sexual harm, and that services are to be culturally responsive and inclusive.

The helpline services are to be provided in a way that is consistent with people's social, economic, political, cultural and spiritual values. Guidance on inclusive practice is set out in the ['Good Practice Responding to Sexual Violence Specifications for 'mainstream' crisis support services for survivors'](#)<sup>1</sup>

### Good practice approach

The helpline will provide specialist information and support to people affected by sexual harm.

All design and delivery approaches for sexual harm services must include 'the prevention of further sexual harm and safety for the service user, their family, whānau and

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<sup>1</sup> Wharewera-Mika, J.M. & McPhillips, K.M (2016). *Good Practice Responding to Sexual Violence. Specifications for 'mainstream' crisis support services for survivors.*

community' as an ultimate objective. Safety in this context refers to the emotional, social, spiritual, and material well-being of the person impacted.

Both parties support the development of good practice in the delivery of the service. This includes:

- using current good practice approaches
- being service user focused, including:
  - involving service users appropriately in decisions about the delivery of the support they receive
  - recognising the importance of cultural responsiveness in service delivery
- designing services in a way that supports accessibility of services for service users
- providing services in environments that promote service user wellbeing and welfare
- using a collaborative approach across services and agencies where possible
- regularly reviewing, reflecting and monitoring of the effectiveness of the helpline service, including service user, staff and external feedback, and changing and modifying practice in response
- relevant training, professional development and supervision, and utilising appropriate resources and support
- engaging with a 'community of practice' to share ideas, information and build professional practice knowledge.

## 3. About Sexual Harm

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### What is sexual harm?

Sexual harm is a descriptor for a number of sexual behaviours that are engaged in without consent and involve elements of force, coercion and/or power by one person over another for the purpose of sexual gratification and control. These behaviours can include both contact and non-contact behaviour inclusive of 'online' computer assisted sexual harm.

Throughout this document the term sexual harm will be used in preference to sexual violence. The term harm incorporates acts of violence but also acknowledges many experiences of sexual harm that may not be perceived as violent.

### What is the background to the sexual harm service development work being led by the Ministry?

To date, services have been funded at the community level, without formal nationwide infrastructure or permanent funding to support them. Historically, sexual violence services in New Zealand have been under-resourced with limited capacity to meet demand.

In response to these issues:

- the Taskforce for Action on Sexual Violence made [71 recommendations](#) about services in 2009
- the 2013 cross-agency review aimed to review the state of the sector, and provide support in the short term as well as look into long term solutions
- Budget 14 secured \$10.4m over two years for the short-term stabilisation of the specialist sexual violence services
- the Social Service Committee made [32 recommendations](#) following its inquiry into the funding of specialist sexual violence service
- the overall inquiry found that current specialist sexual violence social services do not provide adequate cover, current funding approaches are insufficient, and having stable and effective services would significantly reduce the harm and costs of sexual violence in New Zealand
- the sector has continually struggled to meet the demand for its services, and funding has tended to be time-limited and contributory in nature
- the Government accepted the overarching findings of the [Committee's report](#), and accepted all of the issues raised within its recommendations.

The Government acknowledged in its report that the sexual violence sector is a specialist sector that has been operating on limited funding since its inception. Funding to the sector has been both contributory and time limited, with contracts often rolling over on a 12-month basis. These contractual and funding arrangements have led to difficulties for the sector to build capability and co-ordinate resources for a more integrated response.

Through [Budget 2016](#), \$46 million over four years to support specialist sexual violence services to better support victims and prevent sexual violence was announced. Within this funding was the requirement to design and implement a national helpline that provided information and support to people across New Zealand affected by sexual harm.

## 4. Service overview

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The helpline will provide specialist sexual harm information and support to those affected by sexual violence. The helpline will be accessible 24 hours a day, 7 days a week via a number of modes including:

- phone
- website/online chat
- email
- text/SMS.

Digital media (including social media) will be used to promote access to services and may be used as a channel to the helpline.

Further information on the access modes can be found at [Section 5 – Service Delivery](#).

### What services will the helpline provide?

The helpline will provide specialist sexual harm information and support that is culturally responsive and based on established principles of good practice.

The Provider will be contracted to provide a trauma-informed approach to service provision, which includes providing:

- appropriate and relevant information to people affected by sexual harm (including victim/survivors and people with concerning or harmful sexual behaviours)
- referral to specialist local service providers for people affected by sexual harm (including victim/survivors and people with concerning or harmful sexual behaviours service providers). A diagram depicting the referral pathway has been attached as [Appendix Three](#)
- crisis support (including crisis counselling) for victim/survivors of sexual harm that are in crisis at the point of contact.

'Crisis' for the above purpose is not defined by an actual event, but by a person's (and their family, whānau and community) response to that event. A response can happen immediately after the event or be triggered at multiple points beyond that event.

All services provided by the helpline will be provided remotely. If a service user requires face to face support, they will need to be referred to a local specialist sexual harm support provider.

### Who are the services targeted to?

As outlined in the preceding section, information and referral services are available for people affected by sexual harm. This includes:

- those who have been harmed in any way by sexual harm
- those who inquire about someone else (that is sexually harming or has been sexually harmed)
- those who identify concerning and/or harmful sexual thoughts/impulses and wish to seek help
- those who have sexually harmed someone else



- those who have been vicariously impacted by sexual harm
- those who have general inquiries.

A diagram depicting the service users has been attached as [Appendix Four](#).

*Crisis support* and *crisis counselling* services will only be available to victim/survivors in crisis.

## **Who will staff the helpline?**

Staffing requirements and skill sets for the helpline workforce are documented below:

- services will be delivered by a Provider that has specialist training and knowledge regarding sexual harm, and interventions based on evidenced good practice
- the staff member is either a professional in the field or is part-way through study for a qualification in a relevant field e.g. counselling, addictions, nursing, psychology, psychotherapy, occupational therapy, social work; or commits to work towards such a qualification, once in the job
- the Provider must be able to deliver safe and high-quality responses to service users during and immediately following a crisis.

## **Who is involved?**

### *The service user*

The service user is at the centre of all services. A service user is defined as a person who has been affected in any way by a sexual harm event. In supporting the service user, support may also be required for their family and whānau.

The Provider will recognise the diversity of service users and types of harm and deliver services in a way that is responsive to the needs of the service user. The service user will be actively informed and consulted regarding the support that is available to meet their needs. The service user's needs are the most important determinant of what happens.

### *The Provider*

In addition to carrying out all requirements and responsibilities outlined in the Outcome Agreement and these specifications, the role of the Provider is to:

- employ and support specialist and appropriate staff
- participate in training and up-skilling activities to keep up to date with development, innovations and good practice in the delivery and continuous improvement of sexual harm support services
- provide and enable staff access to training and development opportunities as well as regular supervision
- operate a viable service that is able to support all staff, and professional development in accordance with Ministry Accreditation Standards and these specifications
- provide a robust infrastructure capable of effectively delivering support services through a number of technology modes (including phone, website/online chat, email and text/SMS)
- provide secure and confidential information and communication technology (ICT) systems and processes

- provide responsive ICT support mechanisms to ensure continuity of services
- ensure appropriate community collaboration and networking links are made to support service users
- actively participate in any regional/national networking, information sharing and knowledge building activities.

#### *The Ministry of Social Development*

The role of the Ministry is to:

- review the Provider for accreditation
- monitor the performance and contractual management of the Provider
- seek and support continuous improvement of service delivery, including updating of these specifications.

#### *The Joint Venture*

The Government formed a Joint Venture for Family Violence and Sexual Violence (the Joint Venture) in September 2018. The Ministry is part of the Joint Venture along with nine other government agencies. The Joint Venture will set the future direction for cross agency work to address family violence, sexual violence and violence within whanau.

## **Accreditation standards**

The Provider who delivers the helpline is required to meet Level Two, [Ministry of Social Development Accreditation Standards](#). The Provider is required to maintain their Approval level according to the Ministry's relevant Approval and Accreditation Standards.

## **5. Service delivery**

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### **How will people access services?**

People affected by sexual violence can access the helpline 24 hours a day, 7 days a week by a number of modes including:

- phone
- website/online chat
- email
- text/SMS.

The Provider will use digital media (including social media) to promote access to services and may be used as a channel to the helpline (including social media such as Facebook, or others as appropriate).

The helpline website, *Safe to talk*, has been co-developed by the Ministry. The website is secured via an online platform that allows the Provider to manage the website content and provide services through the online chat functionality.

The Provider will also use different and emerging media as appropriate to deliver the services in order to improve service user's access to the services.

### **What services will be available?**

The helpline will provide specialist information and referral to any person affected by sexual harm.

In doing so, the helpline will:

- provide appropriate and relevant information
- undertake safe referrals to local service providers, including warm transfer where appropriate.

The helpline will provide specialist crisis support and crisis counselling to victim/survivors of sexual harm who are in crisis.

In doing so, the helpline will:

- undertake an initial assessment to determine the risk and need of the service user, where appropriate
- provide specialist crisis counselling at the time of contact
- provide limited on-going crisis counselling if there is no specialist local service provider in the service users location, or if the service user is unwilling to engage with the specialist local service provider (for example, if a conflict of interest exists, or the local specialist service provider has no capacity to take on new service users)
- provide any other crisis support the victim/survivor requires in the circumstances, provided they can be delivered via phone or online modes.

## Helpline functionality

The Provider will operate a helpline that will facilitate the provision of services.

The helpline will:

- be operated from a physical base in New Zealand
- be staffed by appropriate numbers of specialist staff to effectively respond to demand.

The helpline will operate a multimodal platform that:

- adapts to meet demand and changing technologies
- integrates with all appropriate internal systems used by the Provider
- has the ability to queue service users to appropriately qualified staff
- has the ability give priority to urgent categories of calls
- reminds staff to contact service users (i.e. call backs), where appropriate
- reminds staff to obtain appropriate consents from the service user, as required
- has the capability to record calls, and the capability to turn off call recording if the informed consent of the service user is not obtained
- has the capability to identify repeat callers
- has a documented process to manage high risk, silent, and hoax calls
- uses evidence-based hold music and wait times
- enables service users to access the helpline without voice prompt messaging, unless the following section applies.

The helpline will operate a platform that can be configured to:

- advise service users of any limitations to confidentiality (for example, if criminal offending is disclosed)
- provide specific messages during emergency events
- use a queuing message appropriately in times of high demand.

The helpline will deliver the services by using information technology systems that:

- reflect the needs of service users
- include a single call management system to record service user engagement
- consistently structures and codes data (as appropriate)
- are responsive to the needs of staff members
- make data available for reporting and analysis purposes, where appropriate
- are scalable to support increased demand.

## Website and digital media content

For the website the Provider will:

- update content on the website as required
- get any substantive content changes approved by appropriate levels of management or governance
- utilise usage data to enable continuous improvement of the website and its contents
- undertake an annual assessment of the website to ensure it complies with New Zealand accessibility and usability web standards such assessment to be carried out in accordance with the self-assessment guidance issued by the Department of Internal Affairs.

For any digital media the Provider will:

- provide contact information for the helpline, and promote research and evidence-based information about sexual harm in New Zealand or abroad
- create engaging content to be published through a range of digital platforms
- promote helpline engagement
- get any substantive content approved by appropriate levels of management or governance.

## **Support services**

The helpline will have access to:

- a telephone helpline that:
  - is available 24 hours a day, 7 days a week
  - provides support and fault resolution for all technology systems that support the operation of the helpline
  - has processes in place to ensure continuity of service for the helpline
- language interpreter services 24 hours a day, 7 days a week.

## **Marketing/Promotion**

The Provider will develop and implement a marketing/promotion strategy.

The marketing/promotion strategy will reflect the following vision and objectives:

- increasing awareness of the helpline and the services it offers
- building trust in the helpline and the services it provides
- integration with local sexual harm and wider support providers
- accessibility of sexual violence support services provided by the helpline.

Any marketing/promotional strategy and its implementation will be subject to the approval of the Ministry.

## **Brand refresh**

The Ministry has developed a brand (including the name and logo) for the helpline. The Provider will be required to use this brand on:

- the website
- any digital media presence
- any printed marketing/promotional material.

The brand will be reviewed as required to determine its effectiveness and relevance, or as otherwise agreed between the Parties in writing.

## **Charging for services**

The services provided by the Provider will:

- be free of charge to service users
- accept, free of charge, all phone calls from landline and mobile phones in New Zealand.

## **Service user engagement**

The staff members at the helpline will:

- protect, promote and enhance the well-being of people affected by sexual violence by making sure their needs are heard and met
- be non-judgemental and sensitive to a service user's state and sense of wellbeing ('being with' rather than 'doing to')
- be service user-centred and whānau centric
- give autonomy, control and choice back to the service user and 'pace' the response in a manageable way, including the use of persons own language, and supporting their immediate needs and goals.
- take a strengths-based, mana-enhancing approach.

## **Continuous improvement**

The Provider will:

- collect high quality data to identify opportunities for continuous improvement of the services
- carry out appropriate monitoring and review of service delivery and use the review processes (including call recording) to promote continuous service improvement and professional development.

## **Quality assurance**

The Provider will ensure that staff members provide professional services by:

- having robust supervision processes in place
- monitoring information and support given to service users
- providing and updating operational policies as appropriate. These policies will include, but are not limited to:
  - i. quality assurance and improvement
  - ii. risk identification and management
  - iii. consent and confidentiality
  - iv. standard operating procedures
  - v. training manual.

## **Governance**

The Provider will maintain a governance structure that:

- is based in New Zealand
- includes specialist sexual violence expertise
- fosters strong relationships and partnerships across the sexual violence support sector
- manages risk and issues
- approves new service specifications, as appropriate
- reviews, amends or approves current relevant specifications or other material (such as operational policies, training material and proposed website content), as appropriate.

## **Evaluation**

The Ministry will be undertaking an outcome evaluation of the helpline within 2 years of the go-live date. The Ministry will work with the Provider to understand what data is readily available to inform the evaluation, and what supplementary data (both qualitative and quantitative) may need to be collected.

## **Integrated service approach**

The Provider will develop relationships and links with a wide range of local, regional and national service providers including:

- working closely with government agencies and other community services to ensure clients who have experienced sexual harm are able to access the help they need when and where they need it.
- building connections, collaborate and maintain effective relationships with other relevant agencies and services that are able to provide complementary support to clients. This may include relationships and memoranda of understanding with iwi services, health services, courts and alcohol and other drug services.

## **Service accountability**

In delivering the helpline the Provider is required to meet Level Two of the Ministry's Accreditation Standards. As part of that standard, the Provider must comply with the following broad service accountability obligations:<sup>2</sup>

## **Consent and information management**

The Provider must obtain the consent of the service user in accordance with the Privacy Act 1993 for collection of their personal information before delivering services. The Provider must also tell the service user how they can access and make changes to any of their personal information.

## **Complaints policy**

The Provider must have a documented and available complaints policy. Service users will be told how they can make a complaint and what to expect if they do make a complaint.

## **Incident reporting**

The Provider must advise the Ministry (through its relationship manager) of any changes, problems, significant risks or issues that may, or are likely to, materially reduce or affect its ability to deliver the helpline.

## **Service user feedback**

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<sup>2</sup> This section should be read in conjunction with the Ministry's Social Sector Accreditation Standards – Level 2, which contains further detail around staffing, health and safety and resolution of complaints.

The Provider must have a service user feedback process in place. Service users will be informed about how they can provide feedback should they choose to and how that feedback will be used. The Provider will maintain a record of the feedback received to evaluate the impact of their service in meeting service user needs at the time of engagement and inform on-going improvements in service delivery.



## 6. Measuring results and reporting

The primary outcomes we want to achieve through the helpline are:

- people are aware of and are accessing the helpline
- people accessing the service feel that their needs were met, and they experience a supportive and respectful response
- increased national coverage of services and responsiveness
- improved sector capability and capacity.

In turn, these outcomes will contribute to the longer-term outcomes of:

- early disclosures and more immediate, non-judgemental responses to victim/survivors of sexual harm
- increased knowledge, understanding and awareness of sexual violence in the community and subsequent pro-social support and responses.

With the ultimate goal of:

- safe, attentive and responsive communities of care
- healthier individuals, families and whānau, and more vibrant communities
- a decrease in sexual harm within communities
- a reduction in the costs of sexual harm to society.

Type of measure		Measures	Information collected through
Output Measure	<b>Service detail</b>	<ul style="list-style-type: none"> <li>• Service accessed:               <ul style="list-style-type: none"> <li>○ total number of inbound calls (calls offered)</li> <li>○ total number of contacts via other modes (chat/SMS/email)</li> <li>○ of the inbound calls, the total number of calls answered</li> <li>○ of the calls answered, the total number of calls answered within 20 seconds</li> <li>○ of those answered, the total number of calls answered within 120 seconds</li> <li>○ of the calls answered, the total number of calls quality checked</li> <li>○ of calls quality checked, the total number that met the specified quality standard</li> </ul> </li> </ul>	Provider return reports
	<b>Quantity How much?</b>	<ul style="list-style-type: none"> <li>• number of service users per day, week, year (by each access mode)</li> <li>• number of contacts by gender, ethnicity, age, region, (where available), date/time, total/average call length, wait times and number of hang-ups</li> </ul>	Monthly statistical reporting  Monthly statistical reporting

	<ul style="list-style-type: none"> <li>number of new/repeat service users that accessed the helpline</li> <li>number of outbound referrals to non-sexual violence support providers (i.e. mental health services)</li> <li>number that accessed crisis counselling, information, and referral to local sexual violence support providers</li> <li>number of service user types accessing the helpline (ie victim/survivors, those with C/HSB, family/whanau)</li> <li>number of specific contact outcomes, and what those outcomes were (i.e. provided information, provided crisis counselling, referred)</li> </ul>	Provider return reports
<b>Quality How well?</b>	<ul style="list-style-type: none"> <li>number of clients who provided feedback</li> <li>number of the clients who provided feedback, number who reported that they received a supportive and respectful response</li> <li>number of clients that received the support assessed as being needed at the point of crisis</li> </ul>	Provider narrative report  Evaluation
<b>Result measures: Is anyone better off</b>	<p>Of the service users that provided feedback:</p> <ul style="list-style-type: none"> <li>Number who reported that they were 'satisfied' or 'very satisfied' that they felt heard, understood and not judged</li> <li>Number who reported that they were 'satisfied' or 'very satisfied' that they were helped</li> <li>Number who reported that they were 'satisfied' or 'very satisfied' that they achieved against their own goals</li> </ul>	Evaluation  Evaluation

### **Narrative Reporting to support the data**

1. What is the 'story being the data'? (eg: environmental factors that could affect the service user results including issues, gaps, overlaps and trends).
2. What are your areas for improvement towards achieving better results for the service user (continuous improvement)?
3. Describe how you support your staff to strengthen their practice for client-centred, strengths based, and culturally appropriate services.
4. Who are your partners that help you achieve results, and what joint activities have you participated in?
5. Provide example of strategies or practices used to encourage 'hard to reach' services users to engage with the helpline.

## 7. Definitions

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In these specifications, unless the context specifies otherwise, the following definitions apply:

### **Contact**

A contact is when a service user accesses the national helpline via any of the available contact modes. A service user can contact the national helpline on multiple occasions.

### **Contact Outcome**

A contact outcome is the result of a service user contact (i.e. information was provided, the service user was referred, crisis counselling was given).

### **Outbound Referral**

An outbound referral is when a staff member of the national helpline referrals a service user to an organisation outside of the national helpline. These referrals can be to:

- Sexual violence support providers
- Non-sexual violence support providers (i.e. mental health services)

### **Service User**

A service user is any person that has been affected in any way by sexual harm that makes contact with the national helpline for any reason

### **Specialist Staff**

Specialist staff is the terms used to describe a person delivering the crisis support services. They have either qualified knowledge, and/or lived experience that allows them to approach the work in a way that is client-centred, non-judgemental, and that seeks to determine the service user's best interests and needs at the time.

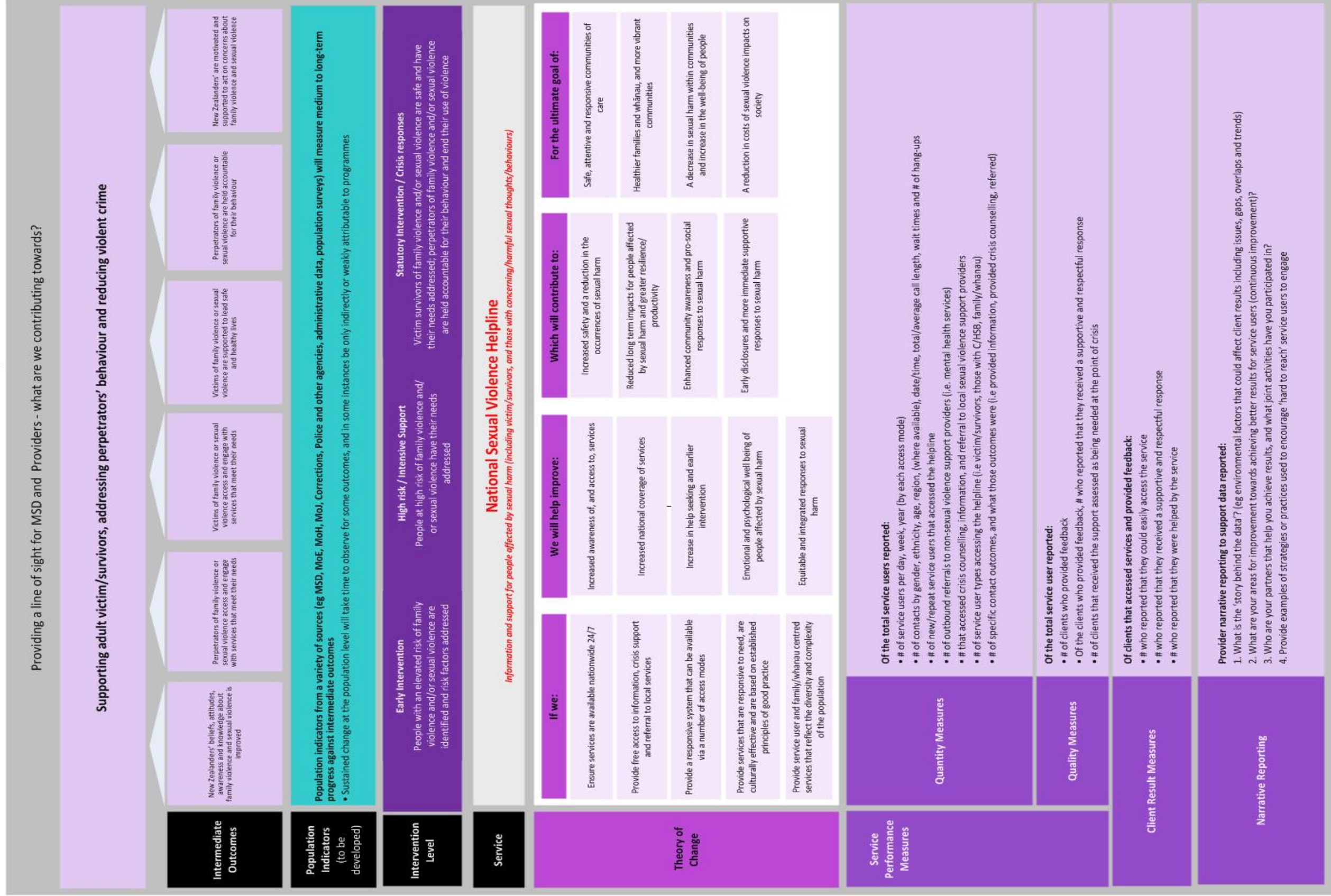
### **Warm Handover**

A warm handover is when a staff member of the national helpline makes an outbound referral and speaks with a staff member of the organisation being referred to before the call is transferred.

An example of a warm handover would be when a victim/survivor wishes to be referred to a local specialist sexual violence support provider for face to face services. The national helpline member will keep the victim/survivor on the line while calling the local provider to outline the victim/survivors story. The call can then be transferred, and the victim/survivor does not need to re-tell their story.

# Appendix One – Results Measurement Framework

## INTERVENTION LOGIC, RESULTS AND MEASURES National Sexual Violence Helpline



## Appendix Two – Provider Feedback Form

Provider Feedback Form			
Please email to your Relationship Manager			
Name of Service	National Sexual Violence Helpline Service		
Summary of, and reasons for, suggested change			
Topic	Reference (Section/page)	Suggested change/description	
Contact Name:		Position:	
Provider Name:			
Provider Email:			

# Appendix Three – Service Pathway diagram

## Service Pathway

**Aim**  
The aim of the [National Information and Support Service] is to provide free, confidential information and support to those impacted by sexual harm wherever and whenever they may need it.

**The service**  
The [National Information and Support Service] provides specialist sexual violence information and support through a range of technology modes.

**Underlying philosophical assumption**  
The service assumes that accessible and immediate services for people in crisis helps to mitigate the longer term impacts that stems from crisis situations, and supports the steps to recovery by:

- reducing long term impacts
- Increasing support (social and specialist)
- Enhancing self-efficacy and empowerment
- Increasing safety and reducing risk.

**Local service capacity**  
It is critical that local service capacity is addressed through the Crisis Support workstream before any phase of the [National Information & Support Service] is implemented.

**The service user**  
The [National Information and Support Service] provides accessible support services to anyone affected by sexual violence.

**The response person or team**  
The response team are ready and able to provide an effective and specialist response to sexual violence.

**Regional provider**  
The regional providers are locally based providers of sexual violence support services.

- Mode phasing – phase 1
- - - Mode phasing – phase 2
- Mode phasing – future considerations
- - -> Connection between modes
- Service user
- Response team/person
- Regional service providers
- Interaction between service user and response team/person
- Interaction between service user and regional providers
- Interaction between response team/person and regional providers

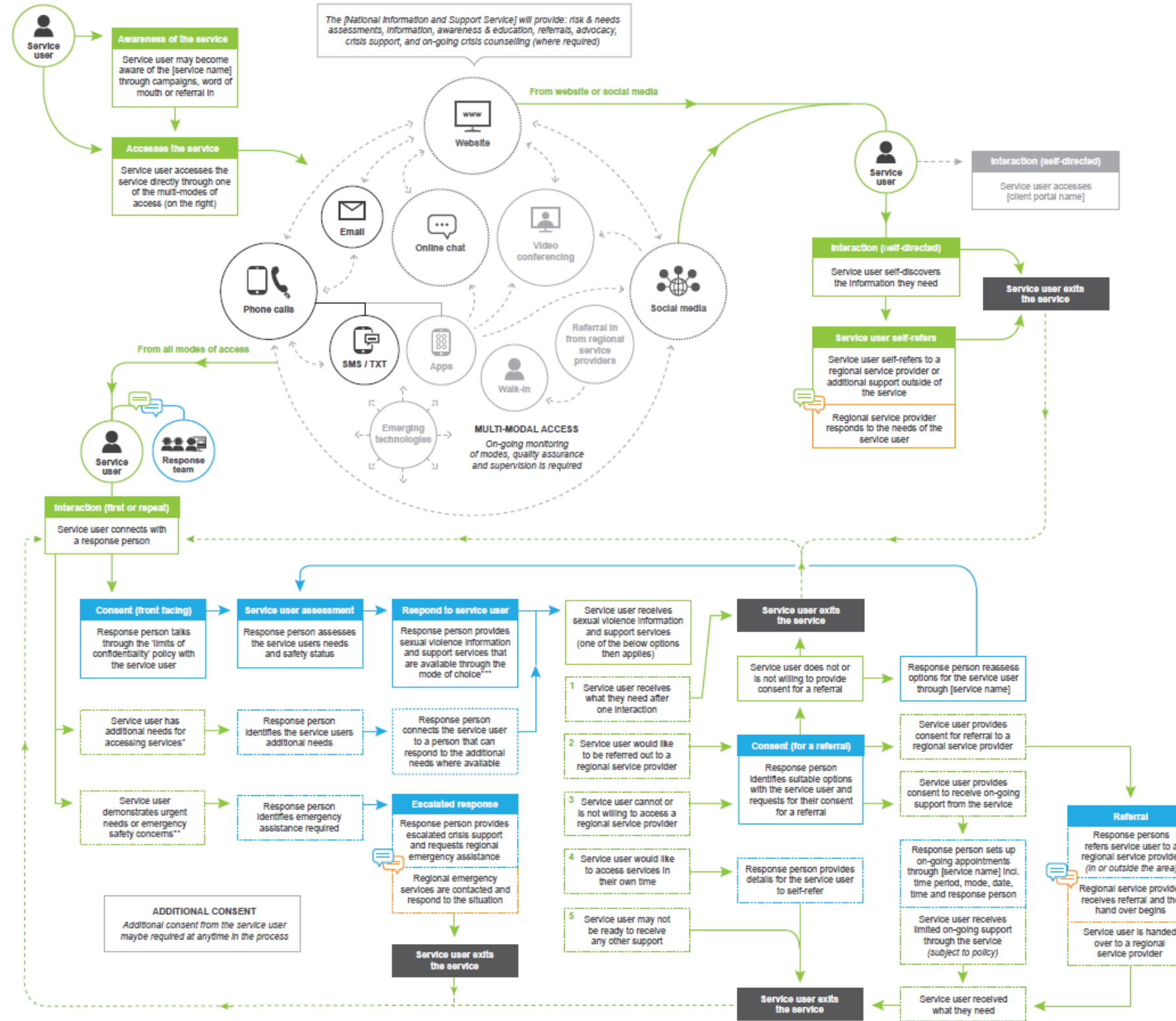
\*An additional need is anything that the service user requires that the given response person cannot provide themselves at that given moment. In that regard, a special requirement includes, but is not limited to: culturally and linguistically diverse service users; service users with needs external to specialist sexual violence support (i.e. alcohol and other drugs, suicidal thoughts); clients that want to deal with the same response person they have previously dealt with (continuity of service).

\*\* An urgent need or emergency safety concerns is anything that requires an emergency response that the given response person cannot provide themselves at that given moment. In that regard, an urgent need or emergency safety concern includes but is not limited to: severe injury; attempted suicide.

\*\*\* This may include the response person booking a call back if the person responding to the additional need is unavailable.

Service Development Diagram Package page 1 of 4

Please note: These diagrams are high level representations of particular attributes of the [National Information and Support Service]. For a more detailed breakdown, please see the National Information and Support Service Insights Report.



# Appendix Four – Service Users diagram

## Service Users

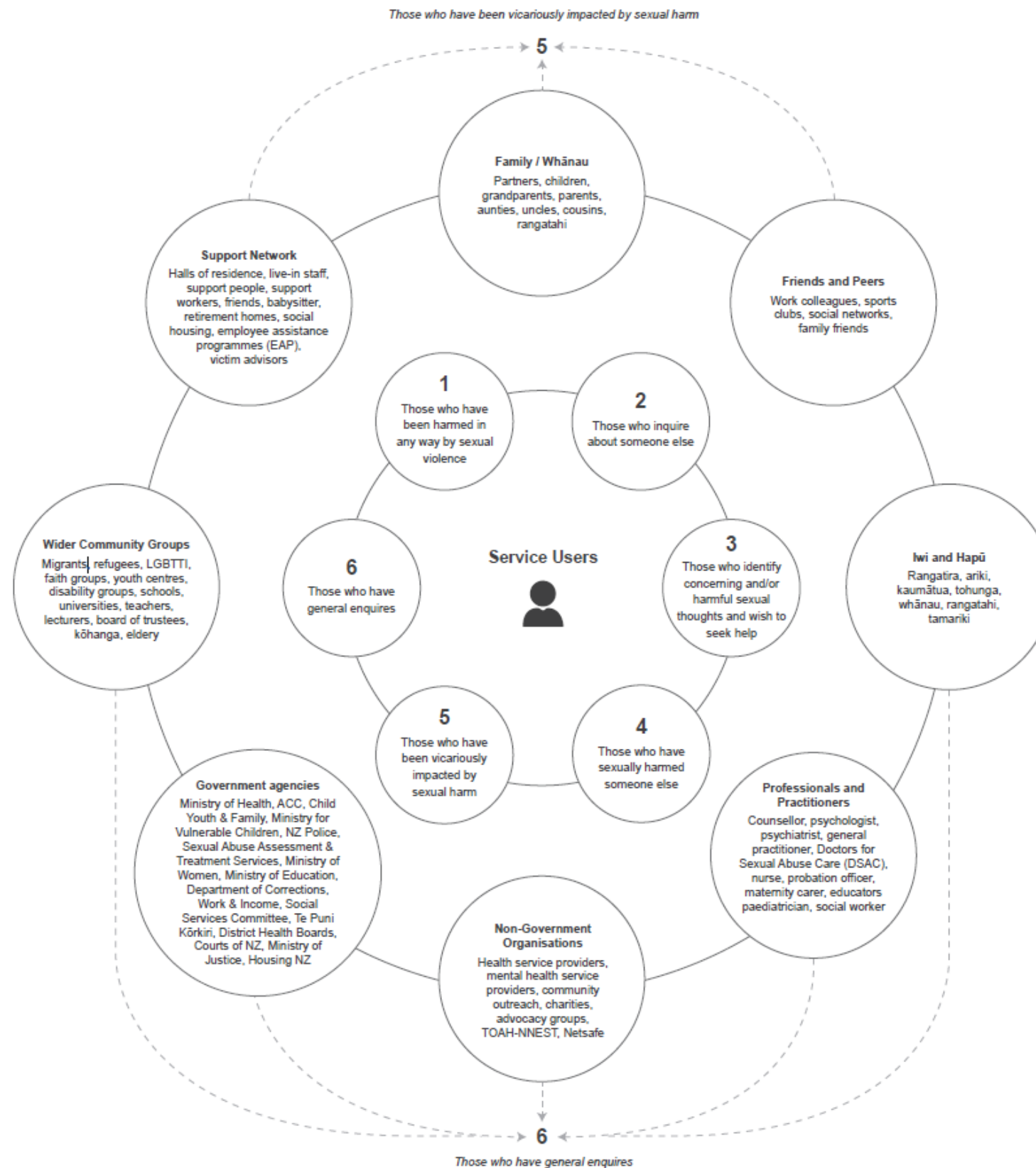
The mission of the [National 24/7 Sexual Violence Information and Support Service] is to provide free, confidential information and support to those impacted by sexual harm wherever and whenever they may need it.

The groups in the diagram represent six broad reasons why a service user may access the [National Information and Support Service]. Each group has their own unique needs, and requires a specialist response relative to that need. Service users may sit in more than one group when accessing the [National Information and Support Service].

The groups are:

- 1 Those who have been harmed in any way by sexual violence.
- 2 Those who inquire about someone else (that is sexually harming or has been sexually harmed).
- 3 Those who identify concerning and/or harmful sexual thoughts/impulses and wish to seek help.
- 4 Those who have sexually harmed someone else.
- 5 Those who have been vicariously impacted by sexual harm.
- 6 Those who have general enquires.

The outer groups in the diagram represent those who have influence or involvement in restoring the well-being of the service user.



Service Development Diagram Package page 2 of 4  
Please note: These diagrams are high level representations of particular attributes of the [National Information and Support Service]. For a more detailed breakdown, please see the National Information and Support Service Insights Report.