# **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
Þ	Interaction between service user and response team/person
P	Interaction between service user and regional providers
r	Interaction between response team/person and regional providers
*An additional need is anything that the service user that the given response person cannot provide them	

requires nselves 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.

