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.

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.