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.



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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.



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Those who have

general enquires

Government agencies

Support Network

Halls of residence, live-in staff,

support people, support

workers, friends, babysitter,

retirement homes, social

housing, employee assistance

programmes (EAP),

Ministry of Health, ACC, Child Youth & Family, Ministry for Vulnerable Children, NZ Police, Sexual Abuse Assessment & Treatment Services, Ministry of Women, Ministry of Education, Department of Corrections. Work & Income, Social Services Committee, Te Puni Körkiri, District Health Boards, Courts of NZ, Ministry of Justice, Housing NZ

Those who have been vicariously impacted by sexual harm



Those who have general enquires