**What services value, from national stocktake of *mainstream* specialist sexual assault services**

Te Ohaaki a Hine: National Network Ending Sexual Violence Together – Tauiwi Caucus. (2009). *Tauiwi Response to Sexual Violence:* Mainstream *Crisis Support and Recovery and Support Services and Pacific Services.* NZ: Report to Ministry of Social Development. [note I have put this full reference in for now but hoping to have a link to the original doc. Is currently on MOJ website but difficult to find so asking for it to be added to TOAH-NNEST web-site but just thinking that we could just add it to resources section on this one. Will get back to you about this.]

## 

## What crisis services value

*Quality of service* as a specialist service, high quality, effective therapeutic interventions, bring understanding of dynamics of sexual violence so also effective advocates in the system, staff well- trained, professional, contribute to the well-being of the client, family and the community.

*Independent* and effective advocates, work way we want – informed by dynamics of sexual violence

*Integrated* to resemble a wrap-around service, smooth transitions, meet multiple needs of clients’ at this point and in their journeys.

*Accessible* and free, outreach, 24/7, multiple access points, available when client has window to engage.

*Political* and able to bring this understanding to the work, advocate on all levels, keep the issues of rape in front of the community .

*Approaches to the work* are client focused, holistic, bring resources e.g. specialist libraries, wide ranging work – will respond to any need related to sexual assault, empowerment.

*Community relationships – are* respected, work collaboratively.

*Local* services for local people, local networks.

*Dedication* and committed to supporting women and children no matter what, long-standing staff .

*Culture* of work with good people, good teams, and look after staff well, long-standing staff.

*Exist* or there would be no specialist services .

## What recovery and support services value

*Client Focused*

*Highly value our capacity to move with what client need is, for example, way we have developed the child and family service has been in line with what clients presenting to this service have needed, same with young people’s service in schools.*

*Availability and Access*

*Our ability to be able to response quickly to the need. We are free and available to everyone. Our view is that we cater the support to the need of the clients. We make it as easy to access support they need as possible*.

*No Cost*

*That the service has had a long life – celebrating 25 years and we are able to provide the service free to clients.*

*Qualified and Skilled*

*We provide a professional service. Workers bring a significant level of experience for working with sexual violence.*

*Appropriate Setting*

*Our service is set up specifically for survivors so in a quiet cul de sac, no signage, can attend to those issues as don’t have several groups using the service so can tailor to that.*

*Specialist*

*As a local specialist service we are able to meet the needs of our community from a position of expertise, but with considerable flexibility. Our service is driven by the needs of our clients rather than a set doctrine or business model.*

*Wrap around*

*We are client focused – we are able to provide a holistic wrap around – we can work as a team to provide the support one client may need – so we have youth worker, social worker, health, budgeting.*

*More than just a service*

*Very client focused and understands ERR trauma and need response- especially while waiting for court. We are more political – organize marches etc – creating a movement – empowering women.*