

**Welcome.**

**We are here to support you.**

**Your wellbeing matters.**



*We welcome all people.*

*We respect and work with people according to their lived and expressed gender and identity.*

Domestic Violence NSW Service Management is a registered charity (ABN 26 165 400 635)



Ask for language assistance

## Where and how we work.

DVSM provides services Inner Sydney, Western Sydney and in Wilcannia in rural NSW.

Our approach is person centred, using a case management process to identify, understand and respond to your individual needs.

In partnership with you, we'll work to effectively meet your needs whilst enabling you to seek any supports you may need into the future.

This involves us working with the broader service system and connecting you to the most appropriate supports for you to achieve your short, medium and long-term goals.



**Your story. Your needs. Your hopes.**

## Our values are important to us: Person Centred | Respect | Integrity | Excellence

### **Violence is never acceptable or excusable.**

Domestic and Family Violence in all its forms is a violation of basic human rights. We all have the right to live free from violence. Children's right to safety is paramount. Being 'safe' is more than being physically safe – it includes all aspects of wellbeing. Domestic and Family Violence has a negative impact on a person's wellbeing and in turn a community's wellbeing.

### **Our approach is person centred.**

The people we work with are at the centre of decisions that relate to their life. We are respectful of, and responsive to, the preferences, needs, and values of people. We have respect for choices made whilst balancing competing rights, risks and responsibilities.

### **We uphold an individual's dignity.**

We view people as experts and leaders of their own lives. Everyone has the capacity to make choices, including choices relating to their risk, safety and wellbeing, and to make changes. We take care to build on an individual's capacities, preserve hope and to do no harm.

### **Respect and equality is critical.**

We acknowledge that people can experience discrimination because of gender, disability, age, race, colour, descent, national origin or ethnic origin, or immigrant status, lived and expressed gender and sexual identity or religious belief. We work to redress inequality in all its forms and embrace diversity.

### **We are committed to the design and delivery of effective services.**

We seek to improve adults', children's, and young people's sense of wellbeing through informing, empowering, and enduring strategies that can support them well beyond their time accessing services.

### **We respond justly.**

Collectively, we have to hold those who use Domestic and Family Violence responsible for their choices and actions. In order to improve individual and community safety, effective prevention and intervention strategies for those who use violence are part of the solution.

## Respect

### **We foster a supportive environment for staff wellbeing.**

We respect, value and learn from each other's experiences and contributions. We create opportunities and support staff members to grow in their professional potential, to lead themselves and others to continuously improve. We invite and place value on feedback, and hold each other accountable to our code of conduct and code of practice.

### **It is necessary for all of us to take responsibility for making change happen.**

Violence doesn't exist in a vacuum. How we respond as services, family members and friends matters. This response is informed by culture, media and societal perceptions of Domestic and Family Violence and gender inequality. We work to influence others and to create change.

## Excellence

### **We collaborate.**

We value the importance of community as a place to belong and participate in. We work to support individuals' and communities' hopes for the future. We listen to each other and work in partnership to design and deliver services. We recognise we are not able to achieve this work on our own.

### **We work with integrity and excellence.**

We develop trusting relationships by working ethically, with accountability and we operate transparently. We continuously improve our work through evidence-informed programs and services.



# What you can expect from us.

Rights and responsibilities.

Our commitment to you is that we will:



## Uphold your dignity.



We'll do this by:

- respecting you as the expert in your life;
- valuing and responding to your needs and preferences;
- being inclusive, we won't discriminate on any grounds; and
- respecting the choices you make.

## Enhance your safety and wellbeing.



We'll do this by:

- developing a plan with you. We'll be flexible about how we work together;
- focusing on your safety and wellbeing;
- supporting the child/ren in your care to meet their needs; and
- taking the actions we agree to.

## Listen to you.



We'll do this by:

- working with you to provide the service you need;
- trying our best to get the outcomes you seek;
- linking you with other services who can support you. It is your decision which service you prefer to work with; and
- listening and considering your views about our service.

## Be professional.



We'll do this by:

- meeting high standards of health and safety to support you and your family to be safe;
- keeping your information private and confidential, unless we have a legal obligation to share it. We'll tell you how we do this; and
- making opportunities for you to take an active role in the decision-making processes of our service.

# What we ask of you.

Rights and responsibilities.

What we ask from you in return is that you will:



## Be respectful.



You can do this by:

- respecting others, including staff and other families;
- taking care of DVSM property;
- keeping other people's information private including on social media or in the community; and
- attending your appointments free of alcohol or drugs. If you are under the influence, please reschedule.

## Work with us.



You can do this by:

- telling us the things we need to know to support you;
- actively participating in your support plan;
- telling us when things change, or if the actions we agreed aren't working for you; and
- giving any feedback or if you have a complaint please tell us, so we can address it and do things better in the future.

We are here to support you. | We'll listen to what matters to you. | We'll show you respect.

# Your wellbeing matters.

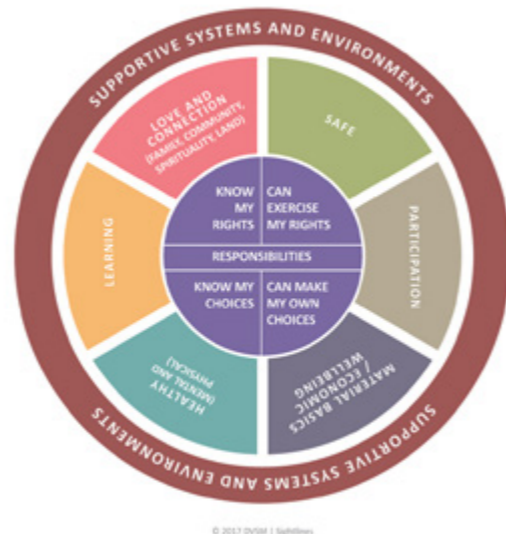


**We all have the right to be and feel safe.**

Being 'safe' is more than being physically safe – it includes all aspects of your **wellbeing**.

We use a 'person centred' approach in our work. This means we respect you as the expert in your own life.

We are here to support you with access to information and services, so that you can make the choices that are best for you.



# Please tell us what you think about our service.



**We want to hear from you and we always appreciate feedback.**

We try our best to get things right for you. If we do please tell us and if we don't please tell us so we can address it and do things better in future.

You can give us feedback or make a complaint at anytime when you are using our service or when you leave.

**Are you thinking about providing feedback or making a complaint?**



**Can we start with a conversation?**

If so, please talk to a staff member or the Service Manager.



**If you prefer, you can provide feedback or make a complaint via the following:**

**Email us:**

[yourvoice@dvnsdsm.org.au](mailto:yourvoice@dvnsdsm.org.au)

**Write to us:**

PO Box R898  
Royal Exchange NSW 1225

**Contact form on  
DVSM Website:**

[www.dvnsdsm.org.au](http://www.dvnsdsm.org.au)

At any time, and if the complaint is not resolved you can contact the NSW Ombudsman on 02 9286 1000 or free toll (outside Sydney metro) on 1800 451 524.

# Talk to us.



# Your notes.

DVSM website [www.dvnswsm.org.au](http://www.dvnswsm.org.au)

See our website for more information and details of other services and numbers that could be useful.

## DVSM contact details

### ROAR & DVAHS (Western Sydney)

**Email** [roar@dvnswsm.org.au](mailto:roar@dvnswsm.org.au)

**Phone** 02 9621 0800

### MOMO (Sydney City)

**Email** [momo@dvnswsm.org.au](mailto:momo@dvnswsm.org.au)

**Phone** 02 9251 2405 and option 1

### WSH (Remote Rural NSW)

**Email** [wilcannia@dvnswsm.org.au](mailto:wilcannia@dvnswsm.org.au)

**Phone** 08 8091 5739

### Head office (Sydney City)

**Email** [admin@dvnswsm.org.au](mailto:admin@dvnswsm.org.au)

**Phone** 02 9251 2405 and option 2

People who have experienced homelessness or domestic and family violence know how to keep them and their loved ones safe.

We know if we involve people with experience of these issues in designing our services, we can improve the work that we do and the way our services operate.

**If you would like to know more about how you can be involved, please speak to a DVSM staff member.**

## Contact Us

E: [momo@dvnswsm.org.au](mailto:momo@dvnswsm.org.au)

T: 02 9251 2405 (select option 1)

W: [www.dvnswsm.org.au](http://www.dvnswsm.org.au)

: [dvnswsm](https://www.facebook.com/dvnswsm)

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sightlines

clear pathways to outcomes

