

Eliminate Family Violence

safe steps Family Violence
Response Centre 3 year
Strategic Plan 2017- 2020

The Victorian state-wide not for profit response service for women, young people and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

We provide a free 24 hour response line, risk assessment and safety planning, emergency accommodation, outreach services, advocacy and referrals, information and support services to enable women, young people and children to become – and stay - free from violence.

We promote the voice of women, young people and children who are affected by family violence to educate the public on issues of gender-based violence, influence government policy, inform legislation and promote social change.



Empower women, young people and children experiencing family violence and secure their safety

Work to prevent family violence by fostering social change and system reform

Support survivors to thrive in their communities and continue to live free from violence



1. Empower

Women, young people and children are safe, supported and thriving in their communities living free from violence, abuse, and control

Deliver high quality, sustainable, and evidenced service solutions for women, young people and children with a lived experience of family violence, driven by feminist principles.

1.1 Response Centre: Bolster our surge capability by reviewing the phone service delivery model and embedding best practice service standards to ensure women, young people and children are aware of, and easily able to access, our programs no matter their background or location

1.2 Accommodation: Provide safe, secure accommodation options for women, young people and children affected by family violence by scoping new accommodation sites and options, as well as developing and delivering a best practice core and cluster refuge model

1.3 Responses for children: Grow our ability to support and keep safe children and young people impacted by family violence

1.4 Intersectionality: Respond to the diverse needs of communities who experience a higher prevalence of family violence, such as CALD, Aboriginal and Torres Strait Islander peoples, women, young people and children living with a disability, the LGBTIQ community, as well as the daily living conditions that compound the social impact of family violence, such as location, housing, transport, education, income and access to healthcare

1.5 New activities: Scope, trial, evaluate and implement evidence-based best practice programs targeting service sector gaps in women, young people and children's journeys across prevention, to response and recovery



2. Influence

Transformational change is embedded in community attitudes and behaviours that lead to the prevention of family violence for future generations

Amplify the lived experiences of women, young people and children affected by violence through collaborative leadership to create innovative and integrated system changes that connect, protect and inform women, young people and children, and prevent violence before it occurs.

2.1 Lived experience: Grow existing, and develop new ways, to capture and respond to the lived experience of women, young people and children and assist them to champion system change at all levels

2.2 Education: Grow community awareness on how to prevent, identify and respond to family violence through an education and promotion capability

2.3 Partnerships: Connect with existing and new partners in the corporate, social, academic and government sectors, through an engagement and community leadership strategy to explore shared issues, potential research, awareness and advocacy collaborations for local and national impact

2.4 Royal Commission: Support the successful implementation of the Victorian Government's Royal Commission recommendations

2.5 Advocacy: Develop and implement a local, state, and federal government relations/ social change and advocacy strategy linking the voices of women, young people and children to individual and systematic advocacy and aiming to prevent violence before it occurs



3. Sustain

safe steps is an exemplar Australian feminist family violence organisation

Lead a well governed, sustainable and diversified organisation with an innovative, agile and accountable workforce committed to continuous improvement.

3.1 Financial Sustainability, Compliance and Risk: Diversify income by developing and implementing a financially sustainable business model and invest in internal governance, compliance and risk processes

3.2 Workforce Engagement: Create a five year all of organisation workforce development and engagement plan

3.3 Technology Innovation: Develop and implement a future facing digital and technology innovation strategy

3.4 Facilities: Develop and implement a facilities plan to ensure sites, technology, finance and human resource responses accommodate future organisational needs

3.5 Marketing, Fundraising and Communications (MFC): Review and align the MFC strategy to deliver on the strategic plan

3.6 Evidence: Improve data collection and reporting systems to drive better data quality, coverage and insights to inform internal and external data driven decisions and positions

1800 015 188 **24/7**



We are courageous, feminist, empowering, ethical, respectful and reflective