

our vision

safety, support and respect for all victim-survivors of domestic and family violence

our mission

Provide **evidence-based responses** for victim-survivors of domestic and family violence by creating pathways to **safety** through collaborative partnerships

our priority areas



safe steps is the only 24/7, family violence response centre in Victoria, providing a “state-wide entry point” for victim-survivors of domestic and family violence.

Services include information and referral, crisis response, specialist family violence risk assessment, safety planning, and access to supported crisis accommodation. We also provide specialist counselling nationally, through 1800RESPECT.

Our practice is trauma-informed and guided by evidence. We provide services to all victim-survivors and recognise that most of our work is dedicated to the needs of women and children which reflects the gendered nature of domestic and family violence.

Our research and advocacy is informed by our practice and promotes the voices and diverse experiences of victim-survivors. We value diversity and inclusivity and are committed to an intersectional approach. We advocate to create systemic change and effective pathways for victim survivors from crisis to safety and recovery.

we are courageous, feminist, empowering, inclusive, respectful and reflective



our strategic priorities



- Lead the implementation of evidence-based family violence risk assessments to enable best practice in crisis response and legislative compliance
- Provide best practice, specialist trauma-informed supports across our services
- Collaboratively deliver front line services that are agile, flexible and responsive to changing needs
- Develop and implement whole of organisation strategies for more inclusive services and safety options for diverse population groups
- Deliver practice which is client-centred, supportive, respectful and empowering
- Provide purpose-built secure, supported crisis accommodation and promote excellence in service delivery for victim-survivors and their children



Delivering outcomes for victim-survivors

- Collaborate with partners on innovative solutions for crisis accommodation and pathways to suitable longer-term housing
- Develop strong cross-sector relationships, service delivery and funding partnerships that support improved outcomes for all victim-survivors, including children, young people and pets
- Create opportunities for communities and organisations to meaningfully contribute to outcomes for victim-survivors, aligned to our values
- Deliver effective communication strategies informed by evidence, data and the diverse voices of victim-survivors
- Explore the development of an Ambassador Program and strengthen our work with Survivor-Advocates



Growing our partnerships, advocacy and awareness

- Strengthen the leadership and influence of **safe steps** and our contribution to effective family violence reforms across the state
- Ensure clarity and consistency of our scope of service across the broader sector, with a focus on improved outcomes for victim-survivors
- Consolidate our reputation and influence as experts in domestic and family violence crisis response and trauma-informed counselling
- Build on current programs and support innovative strategies to improve safety, support and recovery for victims of domestic and family violence across Australia
- Increase our impact in the sector by optimising our capacity for evaluation, research and data management



Strengthening our role within the family violence ecosystem

- Grow a supportive organisational culture with a commitment to health and wellbeing, reflective practice, risk management and continuous quality improvement
- Strengthen organisational capacity to promote and sustain diversity, inclusion and equity
- Attract, develop and retain high performing staff and support them to achieve excellence in client focus and service quality
- Improve financial sustainability and explore opportunities to diversify funding and business development
- Build infrastructure and systems which are agile, responsive, secure and support long term organisational capacity
- Strive for excellence in the quality of all services, systems, governance, policies and processes including performance monitoring and accountability



Building an organisation & culture that is supportive, responsive and sustainable