

Survey with victims/survivors on the standards of service provision

(untitled)

Survey on the standards of service provision for victims/survivors of gender-based violence

This survey asks questions about the experiences of violence. **If you think that it might be unsafe for you or someone is monitoring your devices, close this page and delete it from your browser history.** If you think it is safe to do so, you can also visit this page from a computer, tablet, or smartphone that is not being monitored. For more information on tech safety visit <https://wesnet.org.au/exit/>

About the survey

The purpose of this survey is to gather the perspectives of people who have been subjected to different forms of gender-based violence. We want to know about the services and support you have tried to access, received or couldn't get. The findings of this survey will be compared to other existing victims/survivors surveys and best practice guidelines and standards for service. The survey findings will be used to identify gaps in how services provide support for survivors, and argue for steps to make existing services better equipped to assist people in situations of violence.

In this survey, we want to find out about how you experienced using services delivered by community organisations in Australia. This could include services like refuges, helplines, family relationships centres, sexual assault services, legal services or housing support services etc. At this stage we are not collecting information on experiences with courts, hospitals or police.

This survey will take you approximately 15-17 minutes to complete. The survey is anonymous and does not require you to disclose your name or the services you've used unless you choose to. We will be using the survey findings on an anonymous basis in our advocacy and written submissions to relevant government departments as well as sharing the findings with other community organisations that are working to end gender-based violence.

The survey closes on the 31st of January. This survey is open to people over 15 years old.

If you wish to share with us any further information, you can do so by emailing our Policy Officer, Tina

Dixon at policyofficer@awava.org.au.

We collect and manage information in accordance with our parent organisation WESNET's Privacy Policy, available at: <https://wesnet.org.au/privacy-policy/>

About AWAVA:

Australian Women Against Violence Alliance (AWAVA) is one of the six National Women's Alliances funded by the Australian Government to bring together women's organisations and individuals across Australia to share information, identify issues and contribute to solutions. AWAVA's focus is on responding to and preventing violence against women and their children. AWAVA's role is to ensure that women's voices and particularly marginalised women's voices are heard by Government, and to amplify the work of its member organisations and Friends and Supporters. AWAVA's members include organisations from every State and Territory in Australia, representing domestic and family violence services, sexual assault services, services for women in the sex industry and women's legal services, as well as organisations representing Aboriginal and Torres Strait Islander women, women with disability, migrant and refugee women, young women, women educators and other groups. AWAVA's lead agency is the Women's Services Network (WESNET). For more information visit: www.awava.org.au

The survey covers a range of subjects related to violence. Support is available:

- for counseling about sexual assault, domestic and family violence call **1800 RESPECT (1800 737 732)**, 24/7 phone and online services;
- for crisis support and suicide prevention call **Lifeline on 13 11 14**;
- for LGBTI peer support and referral contact **QLife on 1800 184 527** from 3pm to midnight 7 days a week;
- for support and information for women with disabilities download **Sunny app**;
- for family violence support for LGBTIQ people and families contact the **w|Respect After Hours Helpline on 1800 LGBTIQ** (1800 542 847), available on Wednesday 5pm to 11pm, and Saturdays - Sundays from 3pm to 10pm including public holidays;
- for support for children, teenagers and young people up to 25, contact **Kids Help Line on 1800 55 1800**;
- for support for men, contact **Men's line on 1300 78 99 78**.

SECTION 1 About yourself

1. What is your age? *

- 15-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 and over

2. Do you identify as ? *

- Female
- Non-binary
- Male
- Prefer not to say
- Other - Write In

3. Do you have a transgender history, experience, or identity? *

- Yes
- No
- Prefer not to say

4. Were you born with variations in your sex characteristics (i.e. intersex status)? *

- Yes
- No
- Prefer not to say

5. Please select all that apply to you.

*

- Aboriginal and/or Torres Strait Islander
- From a culturally and linguistically diverse background
- From a migrant background
- Currently living on a temporary visa
- From a refugee background
- LGBTIQ+
- Living with disabilities
- Being an older person
- Being a young person
- Being a domestic student
- Being an international student
- Having a lived experience of domestic, family and/or sexual violence
- Living in a rural, regional or remote community
- Working in the sex industry
- Living in poverty
- Living with mental illness
- Having a background of imprisonment
- Carer
- Other - Write In
- Exclusive / None of the above

6. Where do you currently live?

*

- ACT
- NSW
- NT
- QLD
- SA
- TAS
- VIC
- WA
- Remote offshore territories (Christmas Island, Norfolk Island etc)
- Overseas (but I've used services in Australia)

7. Do you have children in your care as dependants? *

- Yes (Please indicate how many children you have)

- No (they have grown)
- No children

SECTION 2 Experiences of violence

8. Have you experienced any gender-based violence from your current or previous partner, carer, other family member or within institutional or legal settings?

Gender-based violence refers to physical, sexual, financial, social and other forms of violence that are committed against you within your home or in institutional settings (for example use of restraints).

*

Yes

No

Page entry logic:

This page will show when: #8 Question "**Have you experienced any gender-based violence from your current or previous partner, carer, other family member or within institutional or legal settings?**"

Gender-based violence refers to physical, sexual, financial, social and other forms of violence that are committed against you within your home or in institutional settings (for example use of restraints).

" is one of the following answers ("Yes")

9. Have you experienced any of the following?

Please note that this question is optional.

	Yes	No	Not sure
Physical violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology-facilitated abuse (such as stalking, installing devices or software to track your locations, cyber-bullying and harassment etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reproductive coercion (such as control over your sexual and reproductive health, access to contraceptives, forced pregnancy or abortion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Control tactics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural and spiritual abuse (such as prohibition to practice your culture or religion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dowry abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verbal abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abuse of your children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abuse of pets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence while residing in an institution (for example hospital or prison)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limiting access to aid devices or interpreters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of chemical or physical restraints on you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="Enter another option"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="Enter another option"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="Enter another option"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Load Show/hide trigger exists.

10. Have you approached any services in Australia to get support and help you deal with the abuse you've experienced? *

Yes

No

Logic Hidden unless: #10 Question "Have you approached any services in Australia to get support and help you deal with the abuse you've experienced? " is one of the following answers ("Yes")

11. Which specific forms of supports were you seeking from services? (Select all that applies)

- Information about how to plan for safety
- Therapeutic programs including counselling
- Therapeutic and practical support for your children
- Assistance to remain safely in the family home and have the perpetrator removed
- Legal information, advice or representation
- Emergency housing
- Long-term housing
- Financial assistance
- Health-related assistance
- Case management
- Visa information, migration advice and representation
- Assistance with AVO
- Assistance with separation
- Assistance with parenting orders
- Having a support worker attending court hearings with you
- Help with accessing NDIS
- Help with reproductive health care (contraception, abortion etc)
- Other - Write In

LOGIC Hidden unless: #10 Question "Have you approached any services in Australia to get support and help you deal with the abuse you've experienced? " is one of the following answers ("Yes")

12. How did you know which services you could approach?

LOGIC Hidden unless: #10 Question "Have you approached any services in Australia to get support and help you deal with the abuse you've experienced? " is one of the following answers ("Yes")

13. Have you experienced any barriers with accessing services? (select all that applies)

- Long waiting time
- No services in my location
- Not meeting eligibility criteria for a service (for example being on temporary visa)
- Prejudice from a service because of my identity or personal circumstances
- Being in an institution and not being able to move or communicate freely to access a service
- Not trusting that a service will help in my situation
- Not having services that will also assist my children
- Difficulties in finding appropriate accommodation (for example because you had several children or pets)
- Other - Write In
- Exclusive / None of the above

Logic Hidden unless: #10 Question "Have you approached any services in Australia to get support and help you deal with the abuse you've experienced? " is one of the following answers ("No")

14. What were the reasons for not seeking help from a service? (Select all that applies)

- I was not personally ready to talk to services
- I was being controlled by a perpetrator
- Long waiting time
- No services in my location
- Not meeting eligibility criteria for a service (for example being on temporary visa)
- Prejudice from a service because of my identity or personal circumstances
- Being in an institution and not being able to move or communicate freely to choose a service
- Not trusting that a service will help in my situation
- Worrying that there will be negative consequences for me after disclosing violence (for example losing children or being deported)
- I was able to receive informal support from my social/family network
- Other - Write In
- Exclusive / None of the above

SECTION 3 Experiences of seeking help from specialist services whose main role is to support victims/survivors of gender-based violence.

Page entry logic:

This page will show when: #10 Question "Have you approached any services in Australia to get support and help you deal with the abuse you've experienced? " is one of the following answers ("Yes")

LOGIC Show/hide trigger exists.

15. In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

*

- Yes
- No

LOGIC Hidden unless: #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes")

16. What was the main service that you've approached and received help from?

You can describe the service in the general terms or indicate its name. Names of specific services will not appear in the final report.

LOGIC Hidden unless: #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes")

17. When did you access this service?

- This year
- Last year
- In the past 2-5 years
- In the past 5-10 years
- Over 10 years ago
- I don't remember

LOGIC Hidden unless: #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes")

In the questions below, we are interested to learn about your experiences with these services. Click N/A for questions that do not apply to your situation.

LOGIC Hidden unless: #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors

of gender-based violence?

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes")

18. Delivering a service through a human-right approach (please respond to each statement)

*

	Yes	No	Unsure	N/A
My experiences of violence were recognised as a violation of my rights.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My experiences were validated and I have never experienced pressure or blame from the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was aware that I had a right to accept or refuse a service offered without a judgement or consequences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support workers were clear about their role and limitation of what they could do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was confidential and the confidentiality policy was explained to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service asked for my feedback about their support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt like my voice was being heard and was central to decision making about what I needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

LOGIC Hidden unless: #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes")

19. Delivering a service that aims to empower you (please respond to each statement)

*

	Yes	No	Unsure	N/A
I felt in control of decisions being made about my situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had a choice about what services to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt empowered after I used the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service staff attitude was positive and reaffirming of my decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service promoted gender equality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

LOGIC Hidden unless: #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual

assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes")

20. Delivering a service through a client-centred approach (please respond to each statement)

*

	Yes	No	Unsure	N/A
I did not have to retell my story again and again to access different parts of the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A support worker understood how complex experiences of violence are and what barriers I have to overcome to find safety.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A support worker understood that additional barriers existed for me because of my identities and/or circumstances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support workers were trained to understand trauma and address my multiple and complex needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service respected my personal boundaries, views and wishes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service focused on my strengths and helped empower me, rather than making me feel weak.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Logic Hidden unless: #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes")

21. Keeping me and/or my children safe was a priority for the service (please respond to each statement)

*

	Yes	No	Unsure	N/A
The service focused on my safety as well as the safety of my children and pets (if applicable).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A service was able to identify risks and assess my safety needs, including for my children if applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A service worked with me to develop a thorough safety plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My safety plan was reviewed on an ongoing basis to ensure it was what I needed at that time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where the information about my experience and circumstances was shared, it was done without any risks to me, in a safe manner (with my permission).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

LOGIC Hidden unless: #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes")

22. Perpetrators are held to account for their use of services (please respond to each statement)

*

	Yes	No	Unsure	N/A
The service validated my experiences of violence and reinforced perpetrator accountability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services helped me to navigate multiple systems (such as courts), giving me the chance to decide for myself and preventing my abuser from being able to manipulate the systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence was not condoned, tolerated, excused, minimised or perpetuated in any way by the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

LOGIC Hidden unless: #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes")

23. The service was a culturally-sensitive, holistic, inclusive and accessible service? (please respond to each statement)

*

	Yes	No	Unsure	N/A
Services provided to me were gender-responsive, trauma-informed, accessible, inclusive and appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service used culturally appropriate language such as open-ended questions to identify my gender and pronoun usage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was accessible for me and tailored to my needs as a person with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was provided an interpreter free of charge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt safe to disclose my identity or circumstances to the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service never disclosed any of my identities or circumstances to other services without my consent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was an indication (such as an Aboriginal flag or a rainbow flag for example) that this service was inclusive and accepting of myself as I am.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that the service had a thorough understanding of my culture and worked to build trust with my community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service workers seemed to be trained on issues of cultural competency, accessibility and inclusivity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have never felt discriminated or judged by the service for simply being who I am.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

SECTION 4 Experiences of seeking help from general community services that provide some services to victims/survivors of gender-based violence among several other services.

Page entry logic:

This page will show when: (#10 Question "Have you approached any services in Australia to get support and help you deal with the abuse you've experienced?" is one of the following answers ("Yes") AND #15 Question "In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes", "No"))

LOGIC Show/hide trigger exists.

24. In seeking help, have you approached and received support from general community service in Australia that provides some services to victims/survivors of gender-based violence among several other services?

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

*

Yes

No

LOGIC Hidden unless: #24 Question "In seeking help, have you approached and received support from **general community service** in Australia that provides some services to victims/survivors of gender-based violence among several other services?"

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes")

25. What was the main service that you've approached and received help from?

You can describe the service in the general terms or indicate its name. Names of specific services will not appear in the final report.

LOGIC Hidden unless: #24 Question "In seeking help, have you approached and received support from **general community service** in Australia that provides some services to victims/survivors of gender-based violence among several other services?"

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes")

26. When did you access this service?

- This year
- Last year
- In the past 2-5 years
- In the past 5-10 years
- Over 10 years ago
- I don't remember

Logic Hidden unless: #24 Question "In seeking help, have you approached and received support from **general community service** in Australia that provides some services to victims/survivors of gender-based violence among several other services?"

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes")

In the questions below, we are interested to learn about your experiences with these services. Click N/A for questions that do not apply to your situation.

Logic Hidden unless: #24 Question "In seeking help, have you approached and received support from general community service in Australia that provides some services to victims/survivors of gender-based violence among several other services?"

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes")

27. Delivering a service through a human-right approach (please respond to each statement)

*

	Yes	No	Unsure	N/A
My experiences of violence were recognised as a violation of my rights.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My experiences were validated and I have never experienced pressure or blame from the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was aware that I had a right to accept or refuse a service offered without a judgement or consequences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support workers were clear about their role and limitation of what they could do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was confidential and the confidentiality policy was explained to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service asked for my feedback about their support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt like my voice was being heard and was central to decision making about what I needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Logic Hidden unless: #24 Question "In seeking help, have you approached and received support from **general community service** in Australia that provides some services to victims/survivors of gender-based violence among several other services?"

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes")

28. Delivering a service that aims to empower you (please respond to each statement)

*

	Yes	No	Unsure	N/A
I felt in control of decisions being made about my situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had a choice about what services to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt empowered after I used the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service staff attitude was positive and reaffirming of my decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service promoted gender equality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Logic Hidden unless: #24 Question "In seeking help, have you approached and received support from **general community service** in Australia that provides some services to victims/survivors of gender-based violence among several other services?"

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes")

29. Delivering a service through a client-centred approach (please respond to each statement)

*

	Yes	No	Unsure	N/A
I did not have to retell my story again and again to access different parts of the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A support worker understood how complex experiences of violence are and what barriers I have to overcome to find safety.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A support worker understood that additional barriers existed for me because of my identities and/or circumstances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support workers were trained to understand trauma and address my multiple and complex needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service respected my personal boundaries, views and wishes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service focused on my strengths and helped empower me, rather than making me feel weak.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Logic Hidden unless: #24 Question "In seeking help, have you approached and received support from **general community service** in Australia that provides some services to victims/survivors of gender-based violence among several other services?"

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes")

30. Keeping me and/or my children safe was a priority for the service (please respond to each statement)

*

	Yes	No	Unsure	N/A
The service focused on my safety as well as the safety of my children and pets (if applicable).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A service was able to identify risks and assess my safety needs, including for my children if applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A service worked with me to develop a thorough safety plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My safety plan was reviewed on an ongoing basis to ensure it was what I needed at that time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where the information about my experience and circumstances was shared, it was done without any risks to me, in a safe manner (with my permission).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

LOGIC Hidden unless: #24 Question "In seeking help, have you approached and received support from **general community service** in Australia that provides some services to victims/survivors of gender-based violence among several other services?"

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes")

31. Perpetrators are held to account for their use of services (please respond to each statement)

*

	Yes	No	Unsure	N/A
The service validated my experiences of violence and reinforced perpetrator accountability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services helped me to navigate multiple systems (such as courts), giving me the chance to decide for myself and preventing my abuser from being able to manipulate the systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence was not condoned, tolerated, excused, minimised or perpetuated in any way by the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

LOGIC Hidden unless: #24 Question "In seeking help, have you approached and received support from **general community service** in Australia that provides some services to victims/survivors of gender-based violence among several other services?"

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes")

32. The service was a culturally-sensitive, holistic, inclusive and accessible service? (please respond to each statement)

*

	Yes	No	Unsure	N/A
Services provided to me were gender-responsive, trauma-informed, accessible, inclusive and appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service used culturally appropriate language such as open-ended questions to identify my gender and pronoun usage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was accessible for me and tailored to my needs as a person with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was provided an interpreter free of charge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt safe to disclose my identity or circumstances to the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service never disclosed any of my identities or circumstances to other services without my consent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was an indication (such as an Aboriginal flag or a rainbow flag for example) that this service was inclusive and accepting of myself as I am.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that the service had a thorough understanding of my culture and worked to build trust with my community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service workers seemed to be trained on issues of cultural competency, accessibility and inclusivity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have never felt discriminated or judged by the service for simply being who I am.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

SECTION 5 Outcomes of seeking service support

Page entry logic:

This page will show when: (#15 Question **"In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?"**

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

" is one of the following answers ("Yes") OR #24 Question **"In seeking help, have you approached and received support from general community service in Australia that provides some services to victims/survivors of gender-based violence among several other services?"**

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

" is one of the following answers ("Yes"))

33. If you had negative experiences with approaching services, what were the main issues and barriers you've experienced?

34. Were you satisfied with provided services?

Yes

No

35. Has your situation positively changed as a result of being supported by approached services?

Yes

No

Mixed outcomes

Page entry logic:

This page will show when: ((#10 Question "**Have you approached any services in Australia to get support and help you deal with the abuse you've experienced?** " OR #15 Question "**In seeking help, have you approached and received support from a specialist service in Australia whose main role is to support victims/survivors of gender-based violence?**

These services could include dedicated services for women and their children who are experiencing domestic and family violence; sexual assault services; domestic and family violence or sexual assault programs delivered by LGBTIQ organisations, Aboriginal community-controlled organisations, culturally-specific organisations or organisations for people with disability; women's legal services; refuges, women's court advocacy services etc.

") OR #24 Question "**In seeking help, have you approached and received support from general community service in Australia that provides some services to victims/survivors of gender-based violence among several other services?**

These services could include generalist housing service providers, settlement, refugee and migrant services, charities, faith-based organisations, family relationship centres etc.

")

36. In your opinion, what should be the guiding principles for services working with victims/survivors of gender-based violence to achieve positive outcomes for them? *

37. Is there anything else that you'd like to share about your experiences of seeking services in situations of gender-based violence?

Thank You!

Thank you for your time to complete this survey and your dedication to help us improve service provision to victims/survivors of gender-based violence.

If you wish to share any other experiences of service use, please get in touch with Tina Dixson at policyofficer@awava.org.au