



CHARTER OF SERVICE



HOW YOU CAN HELP

Be open and honest with us

Be courteous and respectful towards our staff and work with us to solve problems

Keep appointments or let us know if you cannot attend

Tell us immediately if you have a problem with the service you are receiving

OUR SERVICE STANDARDS



SAFETY

We offer an environment free from fear and any form of violence.



ACCESS AND EQUITY

We provide quality services to all women and their children regardless of race, culture, religion, age, lifestyle, sexuality or ability.



RESPECT

We will treat you with dignity and be sensitive to your individual values, culture, and needs. Your views and own decisions will be acknowledged. We respect and listen to the voice of young people accessing our service.



EMPOWERMENT

You can access the required tools to make informed decisions and we will support you through the process.



CONFIDENTIALITY

We treat all information received in the strictest confidence.



ADVOCACY

We can support you to advocate for your rights or you can request us to advocate for you.



ACCOUNTABILITY

Our professional team operate under an accredited framework and respond to identified case management needs appropriately.



WE BELIEVE

We believe every woman and child has the right to live a life free from fear and violence. WCSSI operates with a feminist framework to provide quality services to women and children affected by Domestic and Family Violence. We offer safe crisis accommodation and also facilitate programs to keep women in our local community safe in their own homes.

Domestic Violence is crime and we respond appropriately by holding the perpetrator solely responsible. Our staff are committed to actively participate in the prevention and education of domestic violence issues within in the community. We value diversity and have equal access and equality strategies to ensure quality services for all women.

“ WE ARE

COMMITTED TO

WORKING TOWARDS

THE FIVE DIMENSIONS

OF RECONCILIATION

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