



POLICIES AND PROCEDURES

Facilities

Referral, Awareness, Access

Initial Assessment

CULTURAL INTELLIGENCE

Healing Journey to Recovery

Withdrawal Management

PARTNERSHIPS

Programs & Activities

THERAPEUTIC APPROACH

Family & Community Connection

WORKFORCE

Transition Out of Refuge

Support for Children & Young People

Beyond the Residential Component

Voice
Every woman and child has a voice. They are actively listened to, respected and provided timely and appropriate responses.

Trauma-Informed
Being trauma-informed means embodying the principles of safety, trust, choice, collaboration, humility and empowerment.

Collaborative
The service works in genuine partnership with women and children, staff, governance, stakeholders, and the broader community towards shared outcomes.

Culturally Safe
Cultural safety is a way of being and a way to be safe.

Person Driven
Women and children have autonomy and choice in leading and designing their experience.

Women and children experiencing family & domestic violence

Women and children are connected to communities

Women and children trust service(s) and staff

Women and children feel heard and believed

Women and children feel safe

Women and children experience improvement in their own goals (MH, AOD, other)

Women and children sustain stability post-refuge

- Guiding Principles
- Service Components
- Enabling Conditions
- Desired Outcomes