

2020-2023 Strategic Plan

Safe Steps is the only 24/7, family violence response centre in Victoria, providing a statewide entry point for victim-survivors of domestic and family violence.

Most of our work is dedicated to the needs of women and children, which reflects the gendered nature of domestic and family violence. Everything we do is informed by the lived experiences of victim-survivors of family violence. We ensure that their voices are at the heart of all reforms.

Our vision

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

Our mission

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

Our values

We are courageous, feminist and empowering. Our work is inclusive, respectful and reflective

Safe Steps acknowledges the Traditional Owners of the land we live and work on and pay our respects to Elders, past, present and emerging. Sovereignty was never ceded.

Safe Steps acknowledges the women and children who have been killed by someone they once loved and trusted, and those who continue to live with the trauma of family violence.



Our four priorities

Delivering outcomes for victim-survivors

- 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 frontline 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 that 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

Strengthening our role within the family violence ecosystem

- 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
- 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

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

- 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 that 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

What we do

**Family
violence
information
and support**

**Risk
assessment**

**Safety
planning**

**Family
violence crisis
accommodation**

**Financial
and material
support**

**Disability
support**

**Pet
safety**

**Court
advocacy**

**Advocacy
for policy and
law reform**

How you can support our work

✓ Fundraising activities ✓ Bequests ✓ Grants ✓ Donations

Safe Steps is a registered charity and all donations are tax deductible

Safe Steps Family Violence Response Centre

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