



Vision Our vision is to see a society where adults, young people and children live free from family violence, sexual assault and all other forms of interpersonal violence

Mission Our mission is to reduce the incidence and impact of sexual assault, family violence, bullying and any other form of interpersonal violence

Philosophy Our philosophy is feminist and guides our practice.

Values Our practice is embedded with our values of respect, commitment, trust, integrity and equity. We foster an organisational culture that embraces growth, adaptation and empowerment, preservation of safety and the pursuit of social justice.

Services The domain of our practice and expertise is the delivery of specialist sexual assault, family violence and therapeutic children's treatment services.

Our Quality Policy

The Centre Against Violence is committed to the ISO 9001, Human Services and Rainbow Tick Standards.

These hold our organisation accountable for utilising quality management systems that are designed to ensure the provision of excellent services for clients. We are engaged in annual quality management systems review for which we are externally accountable.

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Our goal is to continue to provide excellent services to clients across the range of programs that Centre Against Violence delivers.

We will deliver high quality services based on best practice standards across all areas of the organisation, ensuring physical, social, emotional and psychological safety for all.

We acknowledge the traditional land owners of Australia. We welcome and support Aboriginal and Torres Strait Islander peoples to our service. It is with respect for Elders' past and present that we conduct our work.

Here at Centre Against Violence, we are committed to helping people of all gender identities, ethnicities, races, sexual orientations, religions, ages and physical abilities. This includes trans, gender diverse and non-binary people of all gender identities and expressions as well as cisgender women and men.

We respond to all people using our service with care and compassion.

Client opinions of our performance are highly valued and will inform continuous quality improvement.

Version 9.

Geographic & Demographic Domain

The Ovens Murray Area comprises the local government areas of Alpine, Benalla, Indigo, Mansfield, Towong, Wangaratta and Wodonga.

Population - Benalla 10,330 Wangaratta 17,680 Wodonga 20,930 and growing.

Diversity - The % of people of Aboriginal and Torres Strait Islander origin is among the highest in the state. The % of people born overseas is below the state measure.

Disadvantage and Social Engagement - The % of highly disadvantaged people is above the state measure. The rate of family violence incidents per 1000 population is among the highest in the state. The % of people who help out as a volunteer is among the highest in the state. The % of people who delay medical consultation due to cost is above the state measure.

Housing, transport and education - the % of households with mortgage stress is among the highest in the state. The % of social housing is among the highest in the state. The % of year 9 students attaining minimum literacy and numeracy standards are among the highest in the state.

Health status - the % of women meeting the physical activity guidelines is the highest in the state, the % of men who do not meet dietary guidelines is the highest, the % of clients receiving drug and alcohol services is the lowest in the state and the rate of notifications of influenza is the highest in the state.

Children - the rate of Child First assessments is second highest in the state and the % of kindergarten participation is the lowest in the state.

www2.health.vic.gov.au, accessed 24.2.17

Strategy One

Provide leadership of policy and practice that contributes to excellence in pursuit of high quality care for people attending Centre Against Violence. Such practice frameworks will be informed by the experience of workers in our field and by research that continually strengthens our approaches.

Strategy Two

Value continuing education for our people and for colleagues in our multi-disciplinary networks to encourage and promote continuous improvement in our practice, knowledge and skills.

Strategy Three

Be vigilant about the 2030 horizon and preparing for suitable service delivery locations considerate of the changing demographic of population with people moving to the north and south of our region.

Strategy Four

People in the Ovens Murray community accessing Centre Against Violence confirm that the service is strengths based, solution focussed and holistic in its responses to them always centring their choices and working collaboratively in their interests.

