



## VICTIM SUPPORT ACT

*Promoting rights & recovery for victims of crime in the ACT*

### STRATEGIC PLAN 2014-2016

Victim Support ACT is an agency within the Justice and Community Safety Directorate and administers a range of services and programs for victims of crime and their families. The agency supports the independent statutory positions of Victims of Crime Commissioner and Domestic Violence Project Coordinator.

Victim Support ACT's mission and values are the guiding principles for the organisation. These principles inform the direction we will take and the strategic priorities we will apply during 2014-2016. Over the next three years we will focus on increasing the visibility of our service in the community, while managing any increases in demand that stem from this activity. We will be responsive to emerging needs of victims within the ACT community. We will continue to develop strong and productive relationships with key individuals and stakeholders.

Victim Support ACT will play an active role in supporting victim involvement in, and reform related to, the administration of justice. We will advocate for victims in the administration of justice in support of functions of the Victims of Crime Commissioner.

Committed, dynamic and professional staff delivers the services of Victim Support ACT. We will value, support and build staff capability. Our services will be further strengthened by implementing innovative operational measures. This strategic plan sets out how we will act to achieve our mission and goals.

#### **Mission**

Victim Support ACT promotes and supports the rights and interests of victims of crime and their families in the ACT. Our mission is to deliver the Victim Services Scheme according to the *Victims of Crime Regulation 2000* and to support the community awareness and justice advocacy functions of the Victims of Crime Commissioner.

## **Vision**

Victim Support ACT contributes to the vision of the Justice and Community Safety Directorate for a *fair, safe and peaceful community where people's rights and interests are respected and protected*.

## **Our Values**

Victim Support ACT (VSACT) applies the ACT Public Service values of *Respect, Integrity, Collaboration and Innovation* and these values will be evident in our work practices and behaviours. We practice these values within our team, first and foremost. Thereby building our capacity to reflect these values in our dealings with clients and stakeholders more generally.

### **Respect**

The value of respect will be demonstrated within and outside VSACT by:

- valuing and acknowledging the diversity, experience and perspectives of those with whom we interact
- valuing and acknowledging the contribution of our colleagues
- staff who administer authority will do so with a sense of service to others, recognising the inherent talents and equality of VSACT staff members
- relating to colleagues, clients and stakeholders in a fair, decent and professional manner.

### **Integrity**

The value of integrity will be demonstrated within and outside VSACT by:

- being true to ourselves and each other
- being willing to have honest and professional conversations with each other, even when these conversations are difficult
- taking responsibility and being accountable for our decisions and actions
- engaging genuinely with our clients and stakeholders
- advocating appropriately for the rights and needs of victims in the ACT.

## **Collaboration**

We will work collaboratively by:

- working in partnership with each other, with clients and across agencies
- recognising and supporting our shared goals within Victim Support ACT
- recognising and supporting the goals we have in common with other agencies
- promoting open communication, discussion and feedback for problem solving.

## **Innovation**

We will be an innovative organisation by:

- looking for ways to continuously improve our services and skills
- promoting creativity, reflection, flexibility and adaptation
- responding to changing needs
- being open to learning, change, new ideas and multidisciplinary perspectives.

## **Our Strategic Goals**

### **(1) Build a flexible, responsive and accessible service for all victims of crime**

As a client-focused organisation, it is important that Victim Support ACT continues to ensure that its services are meeting client needs. We will do this by:

- providing services to individuals that are holistic, solution-focused, strengths-based and client-centred
- providing information, choices, support and advocacy that empower victims of crime
- seeking to understand who our clients are and their needs, as well as identifying the groups that are not accessing our service at a rate that reflect their rates of victimisation
- seeking feedback from clients

- using the information that we gather to shape our decisions and inform innovative approaches to meeting client needs and addressing gaps in service provision
- promoting awareness of our agency and the services we deliver
- targeting under-represented groups through a range of initiatives
- being responsive to, and reflecting in our practices, changes in community values and priorities.

## **(2) Build relationships with key individuals and strengthen our stakeholder engagement**

We will do this by:

- identifying key individuals and undertaking appropriate relationship building activities with these people
- identifying key stakeholders and undertaking appropriate engagement activities
- developing formal agreements with key agencies.

## **(3) Support the role and function of the Victims of Crime Commissioner and Domestic Violence Project Coordinator**

The agency head of Victim Support ACT is the ACT Victims of Crime Commissioner, an independent statutory appointment of the ACT Attorney-General under the *Victims of Crime Act 1994*. The Victims of Crime Commissioner has also been appointed to the statutory position of Domestic Violence Project Coordinator under the *Domestic Violence Agencies Act 1986*.

The Commissioner's role is to advocate, ensure the delivery of client services and access to justice, resolve concerns, promote reform and provide advice to the Attorney-General. To support these functions we will:

- monitor and analyse issues and trends to build an evidence base that can inform and influence system reform
- oversee the Victim Services Scheme and service delivery to victims of crime
- promote community awareness about the rights of victims and the service
- provide justice advocacy at individual and system levels.

## **(4) Build and support staff capacity**

At Victim Support ACT, we highly value the capabilities and expertise of our staff. One of our most important strategic goals is to support our staff to develop themselves personally and professionally. We will realise the potential of staff by providing them with opportunities to:

- access training and skills development and to develop their knowledge in areas that support the strategic goals of the organisation

- develop skills by taking on new challenges and engaging in diverse work tasks
- learn from peers in the context of team work
- receive and access support, feedback and learning opportunities through supervision and debriefing
- develop maturity in ethical practice
- maintain health and well-being.

#### **(5) Improve systems and processes**

Victim Support ACT seeks to continually improve business systems and processes to gain efficiencies, enhance responsiveness to client needs, and provide accurate reporting. We will do this by:

- exploring innovative IT solutions and developments
- understanding the risks and challenges the organisation faces and adapting systems and processes accordingly
- providing staff with time to evaluate, learn, and influence organisational innovations
- welcoming critical analysis about our business performance and use these insights as opportunities to influence improvements.