



Introduction

Yarrow Place Rape and Sexual Assault Service is an inclusive service and welcomes anyone who has been sexually assaulted. If we are unable to provide you with services, we can talk with you about referral options.

Clients and staff at Yarrow Place represent the diverse community we live in.

Yarrow Place is based on the understanding that:

- Rape and sexual assault are crimes that violate basic human rights
- Anyone, regardless of age, sexuality, gender, culture, ability or religion can be sexually assaulted
- The person who is sexually assaulted is never to blame
- The perpetrator is totally responsible for the sexual assault and there are no excuses
- Sexual violence reflects the inequalities and power imbalances in society, between men and women and adults and children
- Sexual assault is not about sexual desire, rather it is about the perpetrator's need for power and control over others.

Rights

Rape and sexual assault have emotional, health, legal, social, economic and political consequences for the individual and society.

At Yarrow Place people who have been sexually assaulted:

- Will be listened to, believed and not blamed
- Will be given information about their medical, legal and counselling options in a way that is understandable
- Have their right to privacy and confidentiality respected. Any limitations to this will be discussed.

Services are for:

- People who have been sexually assaulted
- Partners, family and friends who seek counselling and support regarding the sexual assault of their significant other.

Services

Services are for any person 16 years and over at the time of the sexual assault.

Direct services include:

- 24 hour Crisis Response Service (medical and counselling services for recent sexual assault)
- Professional counselling and advocacy for recent and past sexual assault
- Medical care
- Collection of forensic evidence as requested by those people who have made, or wish to make, a complaint to the police
- Support groups
- Referral to other services, as appropriate
- Short term counselling for support persons.

Other services include:

- Education, training and consultation for workers
- Community education
- Prevention
- Therapeutic support for youth – Families SA referral only.

Service information:

- Direct services are free
- Interpreters and childcare can be arranged
- A referral is not necessary and all services are by appointment
- Office hours Monday to Friday 9am-5pm, 24 hour service for recent sexual assault.



Complaints process

Yarrow Place staff are committed to providing the best service we can and this includes responding to any concerns or complaints that service users might have.

Service users have the right to:

- Information about service costs, availability and waiting times
- Know the name, position, experience and qualifications of workers assisting them
- Comment on or complain about services from Yarrow Place.

Complaints can be made to:

- The worker involved
- The Manager of Yarrow Place by phone or in writing
- The State Ombudsperson (8226 8699 or toll free 1800 182 150)

The Manager at Yarrow Place will assess all complaints and take appropriate action. This will include informing the person making the complaint of specific actions taken and outcomes.

Service users are asked to:

- Be considerate of the rights of other service users including confidentiality
- Let us know if our information or explanation has been difficult to understand
- Inform us of any special needs they may have, eg interpreters
- Cancel appointments if not attending.

Yarrow Place September 2013



For more information

Monday - Friday 9am - 5pm

8226 8777

24 hours for recent sexual assault

8226 8787

Country callers within SA (toll free)

1800 817 421

Fax 8226 8778

Email info@yarrowplace.sa.gov.au

Level 2, 55 King William Road

North Adelaide SA 5006

PO Box 620 North Adelaide SA 5006

www.yarrowplace.sa.gov.au

