

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

The Director 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
- To let us know if our information or explanation has been difficult to understand
- To inform us of any special needs they may have eg, interpreters
- Cancel appointments if not attending.

yarrowplace
rape and sexual assault service

Contact Details

8226 8777

Mon - Fri 9am - 5pm

8226 8787

24 hours for recent sexual assault

1800 817 421

For country callers within SA (toll free)

Facsimile
8226 8778

email
info@yarrowplace.sa.gov.au

website
www.yarrowplace.sa.gov.au

yarrowplace
rape and sexual assault service



Level 2 Norwich Centre
55 King William Road North Adelaide SA 5006
[PO Box 620 North Adelaide SA 500]



Children, Youth
and Women's
Health Service



Introduction

Yarrow Place Rape and Sexual Assault Service is an inclusive service and welcomes anyone 16 years and over who has been raped or sexually assaulted. 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 experienced rape or sexual assault:

- 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
- Can receive services for recent or past rape or sexual assaults.

Services are for:

- People 16 years and over who have been raped or sexually assaulted
- Partners, family and friends who seek counselling and support regarding the sexual assault of their significant other.





Services

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

Direct Services include:

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

Other services include:

- Education, training and consultation for workers
 - Community education
 - Prevention.
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