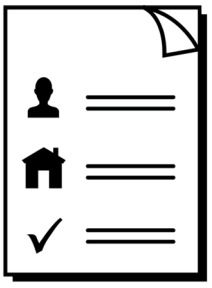
Information and support for people who are affected by sexual harm



Easy Read

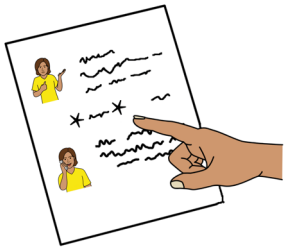
About this booklet

This booklet is from Arch.

This booklet is written in a way that is easy to understand.

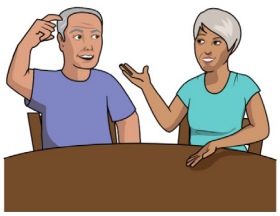
You can read more information on our website.

Visit arch.tas.gov.au



We add a star before and after ***hard words***.

Then we explain what the words mean.



You can ask someone to help you read and understand this booklet.

Contact information for Arch and other services is in this booklet.

What is in this booklet?

This booklet has information about

- what Arch does

- who Arch is for

- how Arch can help you

- safety at Arch

- how to get help at Arch

- how to tell us what you think about Arch.

Our website has a ***Quick exit*** button for safety.

The Quick exit button will close the Arch website on your screen so other people cannot see what you are looking at.

About Arch

Arch is a safe place to get information and support if you are affected by ***sexual harm***.

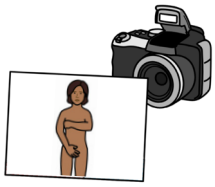
Sexual harm means someone tries to do or does ***sexual things*** to you that

- you do **not** want

- make you feel uncomfortable.

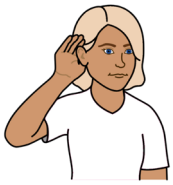
Sexual things can be sex or other things.

For example, someone might



- take photos of you naked without your permission

- not use a condom when you want them to.



We will listen to you and believe what you tell us.

We will ***respect*** and support you to make choices.

Respect means we treat you well.

What Arch does

Service providers work together at Arch to give you information and support about sexual harm.

Service providers are paid to help people.

Service providers at Arch work together in the same office so you can get help from more than 1 provider.

Service providers at Arch are

- counsellors

- support workers

- police who do **not** wear uniforms.

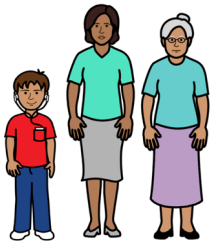
We will

- help you to understand your options

- respect what you choose to do.

Who Arch is for

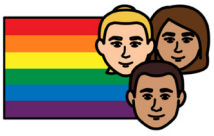
Arch is for people who are affected by sexual harm.



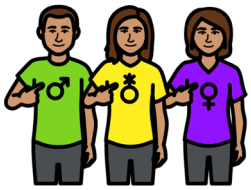
Service providers at Arch give information and support to people

- of any age

- from all communities and backgrounds

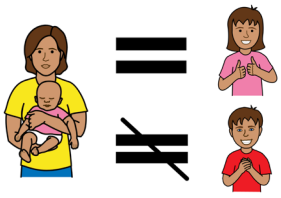


- of any ***gender identity*** and ***sexual orientation***.



Gender identity is a person's sense of being

- a woman
- a man
- both a woman and man
- something else.



A person's gender identity may be the same or different from their gender identity at birth.

Sexual orientation is who a person is attracted to.

We can help even if the sexual harm happened a long time ago.

For example, when you were a child.

You can bring anyone with you for support.

For example, a friend, family member or an ***advocate***.

An advocate is someone who can help you tell us what happened to you.

You do not need a ***referral*** to come to Arch.

A referral means a letter from a doctor or health care service.

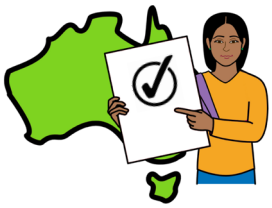
People from any country can come to Arch.

You do not have to have ***permanent residency***.

Permanent residency means

- you were not born in Australia

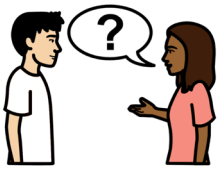
and



- you have a letter that says you can live and work in Australia.

How Arch can help you

Arch is a safe place to get information and support about sexual harm.



When you come to Arch you can

- ask questions

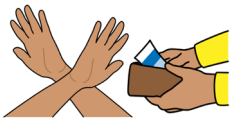
- talk about what happened to you

- talk about the choices you have

- ask about support services

- give us ***feedback***.

Feedback means you tell us what you think.



You do not have to pay money to come to Arch.

Our services are free.

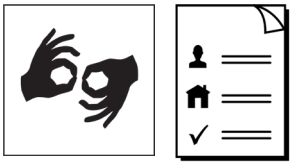
Safety at Arch

We want you to feel safe and welcome.

We want to know what will help you.

For example

- your ***pronouns***



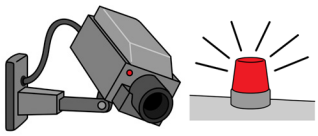
- if you need help to communicate
  - for example, Auslan or Easy Read.

Pronouns means how you choose to identify yourself.

For example, he or him, she or her, they or them, or something else.

Tell us if you are not happy with how we are helping you.

There are police in our offices who can help quickly if there is an emergency.



Our offices have ***security cameras*** and ***duress buttons***.

Security cameras film people coming to and from Arch.

Police can look at the video to help keep people safe.

A duress button is an alarm to tell people someone is in danger.

Staff can press this button if they are worried about any danger.

The button will alert the police.

When you talk to someone at Arch, they will tell you the service provider they work for.

You can usually choose if you want to talk to police.

Police might talk to the person who caused harm.

You will **not** have to talk to that person.

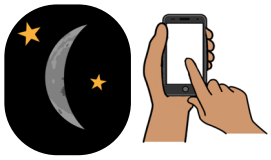
Police will **not** bring that person to Arch.

How to get help at Arch

Contact an Arch service provider

Laurel House – at northern Arch

Call 03 6334 2740



After hours, contact the

Tasmanian Sexual Assault Support Line

Call 1800 697 877

Visit laurelhouse.org.au

Sexual Assault Support Service or SASS – at southern Arch

Call 03 6231 0044

After hours, contact the

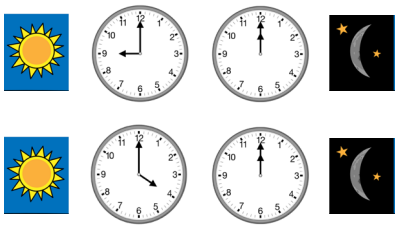
Tasmanian Sexual Assault Support Line

Call 1800 697 877

Visit sass.org.au

Family Violence Counselling and Support Service

Call 1800 608 122



Call from 9 am to midnight Monday to Friday and from 4 pm to midnight weekends and public holidays.

Visit

health.tas.gov.au/health-topics/family-violence/family-violence-counselling-and-support-service-fvcss

Family Violence Response and Referral Line

Call any time 1800 633 937

Visit

safeathome.tas.gov.au

Strong Families Safe Kids Advice and Referral Line

Call any time 1800 000 123

Visit

strongfamiliessafekids.tas.gov.au

Child Safety Service

Call any time 1300 737 639

Visit

decyp.tas.gov.au/children/child-safety-service

Tasmania Police

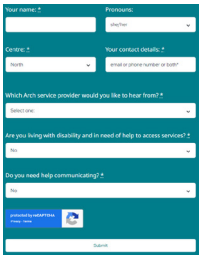
Contact the Police Assistance Line any time.

131 444

Call 131 444

Visit

police.tas.gov.au/what-we-do/family-and-sexual-violence



Use the Arch online enquiry form

Visit

arch.tas.gov.au/contact-arch/#contact-form

Visit us

Arch is in Launceston and Hobart.

Northern Arch

Level 1, 102 to 104 Cameron Street, Launceston.

Visit

arch.tas.gov.au/contact-arch/#launceston

Southern Arch

Level 2, 54 Victoria Street, Hobart.

Visit

arch.tas.gov.au/contact-arch/#hobart

We are open Monday to Friday from

9 am to 5 pm, except public holidays.

If you need help outside these times, call

Arch service providers on the after hours

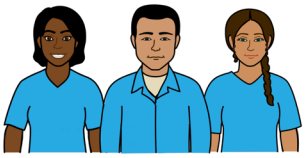
phone numbers listed in this booklet.

If there is an emergency or you are in danger now, call emergency services.

Call 000

To talk to a specialist sexual assault counsellor, contact the Tasmanian Sexual Assault Support Line any time.

Call 1800 697 877



Other support services that are not part of Arch can support you.

Visit

arch.tas.gov.au/what-is-arch/supports-outside-of-arch

Feedback about Arch

Arch is a new way to support people who are affected by sexual harm.

We want to know what you think of Arch.

Tell us

- what works well

- what we could do better.

We will use this information to make Arch better.

Use our online form to tell us what you think.

Visit

arch.tas.gov.au/compliments-and-complaints

You can also ask us for a paper copy of the form.

National Relay Service

If you need help to speak or listen, the National Relay Service can help you make a call.

Call 1800 555 660

Visit accesshub.gov.au/nrs-helpdesk

Other languages

If you need help with other languages, contact the Translating and Interpreting Service.

Call 131 450

Visit tisnational.gov.au

Easy Read Australia created this Easy Read document in April 2024

using Picture Communication Symbols (PCS). PCS and Boardmaker are trademarks of Tobii Dynavox LLC. All rights reserved. Used with permission.

You must ask for permission to use the images in this document.

For more information, please visit easyreadaust.com.au