

Matrix of Victim Needs/Services

| | CRISIS | VULNERABLE | STABLE | SAFE | THRIVING | |
|--|--|---|--|---|---|---|
| HOUSING/FOOD | *Emergency housing, food, clothes, cash needed | *Emergency housing | *Transitional housing | *Rents/shares accom | *Independent living | ▲ |
| | *Detention/Jail/Assurance | *Subsidised living costs | *Searching for rental | *Burs own food | *Tenancy rights applied | |
| | *High-risk accommodation | *Accesses welfare payment | *Plans/savings for move | *Pays utilities/bills | *Consumer rights applied | |
| | *Need to escape safely | | | *Tenancy rights understood | | |
| MEDICAL | *No health care/health ed | *Access to health care | | *Treatment completed or compliance with long-term treatment | *Makes own health appointments | I |
| | *Illness, injury, neglect | *Specialised and culturally appropriate treatment | *Ongoing treatment of diagnosed problems | | *Practices prevention | |
| | *Addiction | *Health ed needed | | *Understands health system | *Accesses interpretation as needed | |
| | *Somatic disorder | | | | | |
| SOCIAL & EMOTIONAL HEALTH | *PTSD/anxiety symptoms | *PTSD/anxiety symptoms | *Attends formal counseling | *Reduced mh symptoms | *Completed cm plan | N |
| | *Cognitive/behavioral disord | *Decreasing self harm | *Emotional stability | *Following mental health care plan | *Strong coping plan and support network | |
| | *Suicidal ideation | *Contemplates return | *No danger self/others | *Social engagement | *Self-aware re: mh | |
| | *No contact w/family | *Fear of others | *Spiritual reconnection | *Accessing support networks | *Seeks services as needed | |
| EMPLOYMENT/ EDUCATION | *Spiritual disruption | *Unhealthy relationships | *Building support networks | *Supportive counseling | | R |
| | *Supportive counseling | *Supportive counseling | *Supportive counseling | | | |
| | *Unemployed | *Employment assessment | *Work authorisation | *Formal sector employment | *FT employment | |
| | *Unauthorised to work | *Job readiness/search | *Completes training/study | *Permanent govt assistance | *Retirement savings | |
| LANGUAGE AND LITERACY | *No work history | *Vocational training | *Job interview/support | *Understands worker responsibilities | *Savings | A |
| | *Limited job skills | *Qualification unrecognised | *Mentoring/apprenticeship | | *Annual tax filing | |
| | *Forced labour/services | *Accepts exploitative work | | *Send \$ home to family | *Budgeting skills | |
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| LEGAL | *Illiterate in own language | *Native language literacy and study | *Working command of English | *Conversational spoken English | *Advanced level of verbal & written English | O |
| | *Unable to speak, read or write English | *Limited English skills | *Basic native literacy | *Improved verbal and written skills | *Advanced numeracy | |
| | *No access to interpretation | *Studying English | *Functional numeracy | | *Advanced native literacy | |
| | *Limited numeracy | *Improved numeracy | | *Numeracy for daily living | | |
| LIFE SKILLS | *Criminal - arrest | *Temporary visa | *Temporary visa | *Permanent visa | *Permanent visa/citizenship | N |
| | *Immigration -unlawful | *Retain legal advocate | *Repatriation planning | *Safely repatriated | *Safely reintegrated | |
| | *Civil - breaches of rights | *Cooperating as witness | *Victim compensation req | *Civil proceedings for wages/damages | *Award for civil proceedings | |
| | *Family/domestic violence | *Seeking legal imm status | *Obtains identity docs | *Family law/migration | *Victim compensation award | |
| HUMAN RIGHTS LABOR RIGHTS EDUCATION | *No identity documents | *Seeking Identity documents | *Complete witness statement | | *Family reunification | P |
| | *Phone access | *Accesses transport & other public services | *Accesses transport for work/school | *Accesses transport for all living activities | *Proactive in managing life | |
| | *Settlement services needed | | | | | |
| | *Safety plan needed | *Implements safety plan | *Uses banking system | *Manages own finances | *Balances work with rest and recreation | |
| | *Poor self-care | *Self-care skills/support | *Budgets/saves money | *Manages apps | *Financially independent | E |
| | *Needs to access interpret | | *Safety plan reassessed | | | |
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| | *Blames self for being trafficked/enslaved | *Introduction of rights | *Understands rights | *Applies rights concepts when seeking work & in daily living activities | *Acts as advocate | T |
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| | *No rights education | | | | | R |
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| | *Debt bondage | *Paying off debt/s | | *Debt issues resolved | *Helps others | I |
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