



# ISVA Service Terms of Service

**ISVA stands for Independent Sexual Violence Advisor.**  
An ISVA gives **free help and support** to anyone who has  
been affected by **sexual violence.**





Your ISVA can help you understand your options, support you through the police and court process and listen to you.





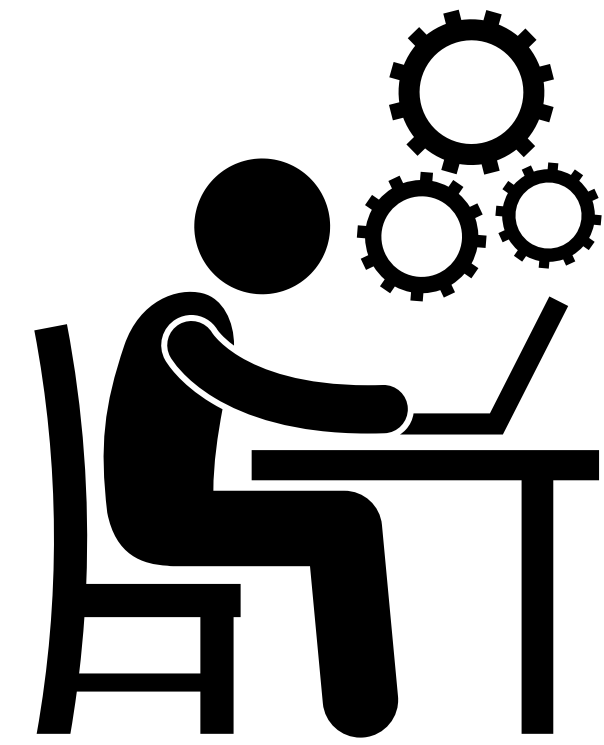
Your ISVA can **support your emotional well-being** and **help you feel in control.**





Your ISVA can **talk to people for you** (like the police, doctors or social workers).





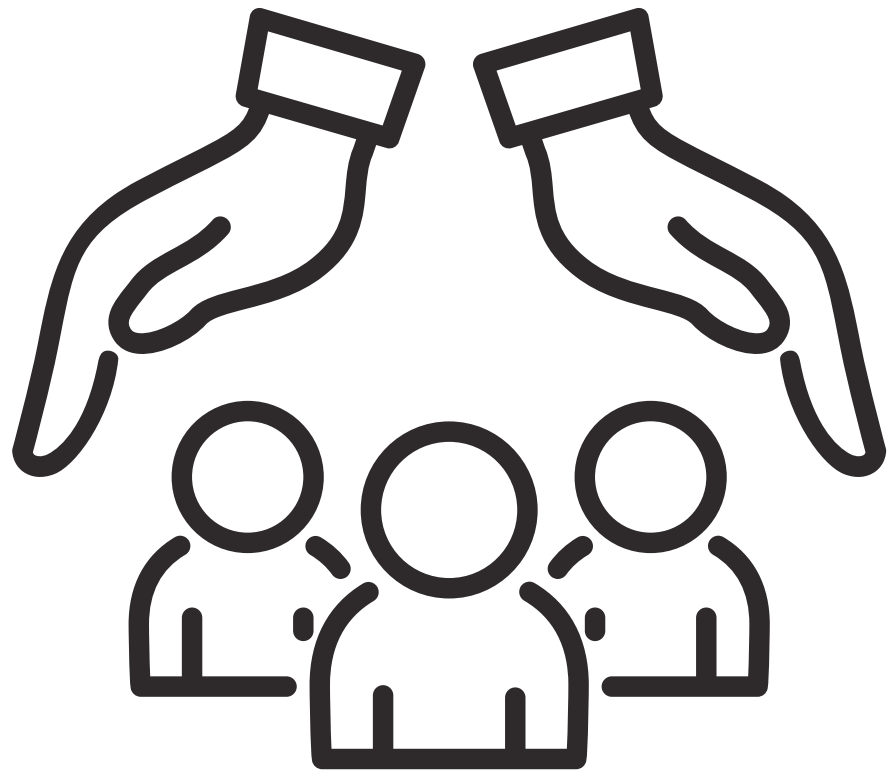
Your ISVA can help with housing, work, education and finances.





Your ISVA can help keep you and others safe (this is called safeguarding).

If we believe you or someone else may be in danger, we will have to tell someone in order to keep you safe.





Your ISVA can't talk about the details of what happened, but they can help you find a safe space to do that.



Your ISVA is not a counsellor but can direct you to those services.



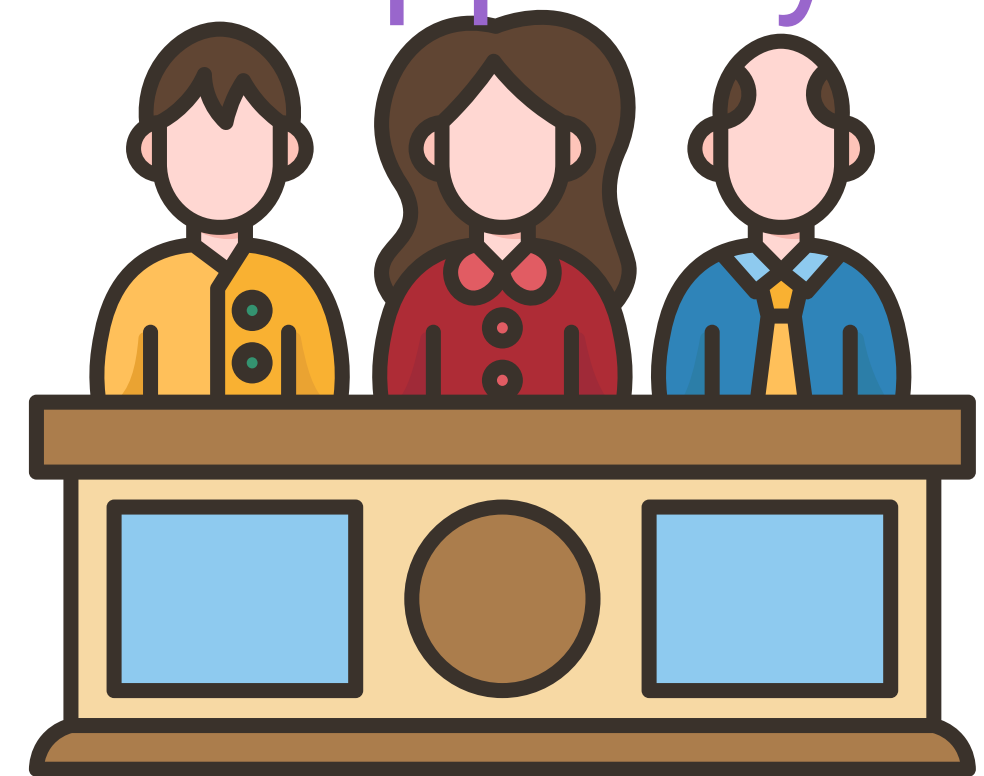
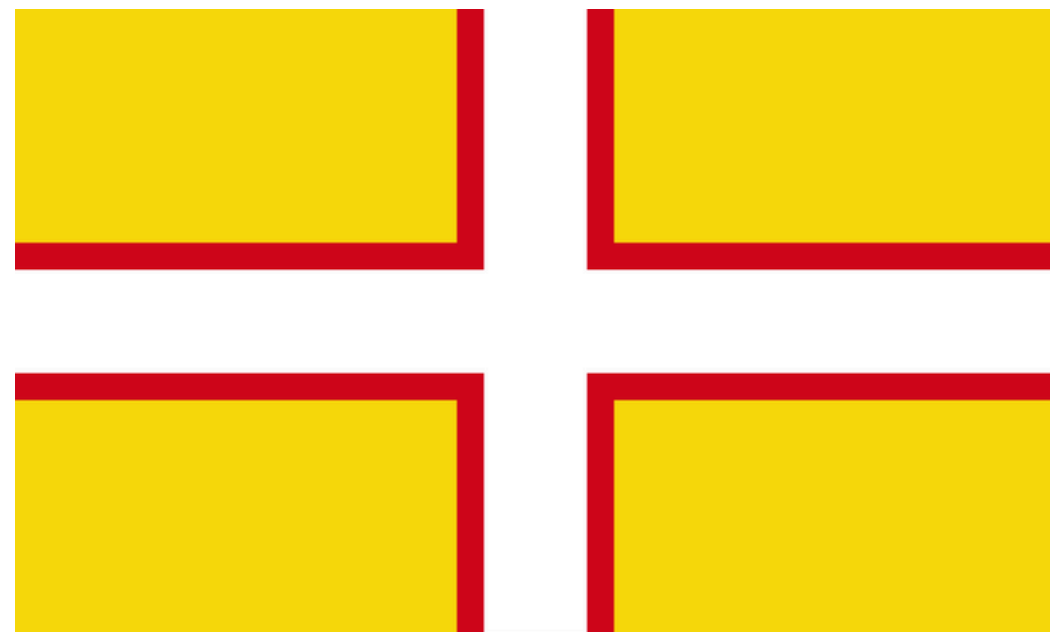
Your ISVA cannot give **legal advice**.





We cannot support people outside of Dorset.

However, if you have a court case at Bournemouth Crown Court we can support you with this.



## Next steps:



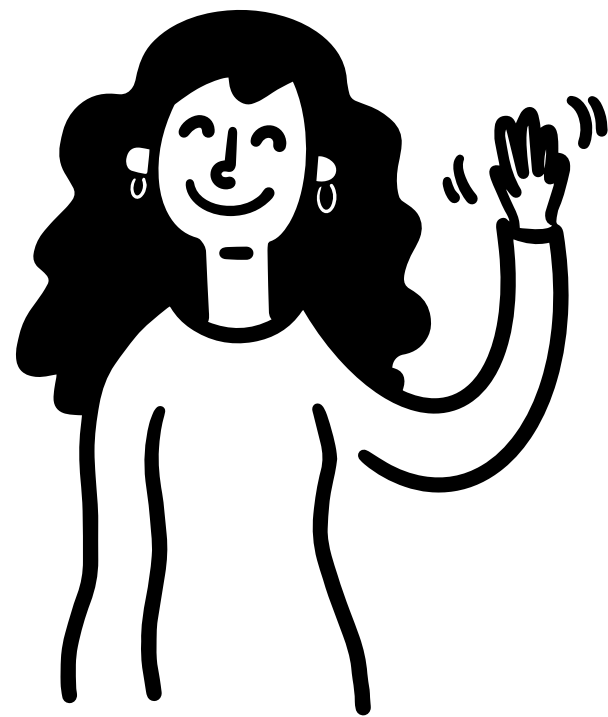
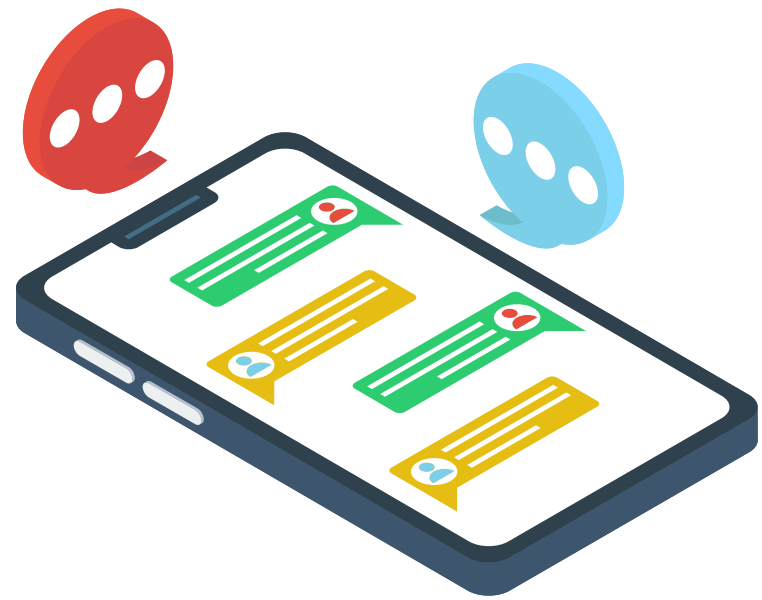
Our ISVA service currently has a short **waiting list.**

If you need any support whilst waiting, give us a call; **01202 308840.**



Once you reach the top of the waiting list, you will be allocated an ISVA.

Your ISVA will **contact you** to say **hello** and set up your **first meeting within a month** of being allocated.



At that meeting, they will **ask you questions**, **fill out forms**, and make a **support plan** with you.

# What We Need From You

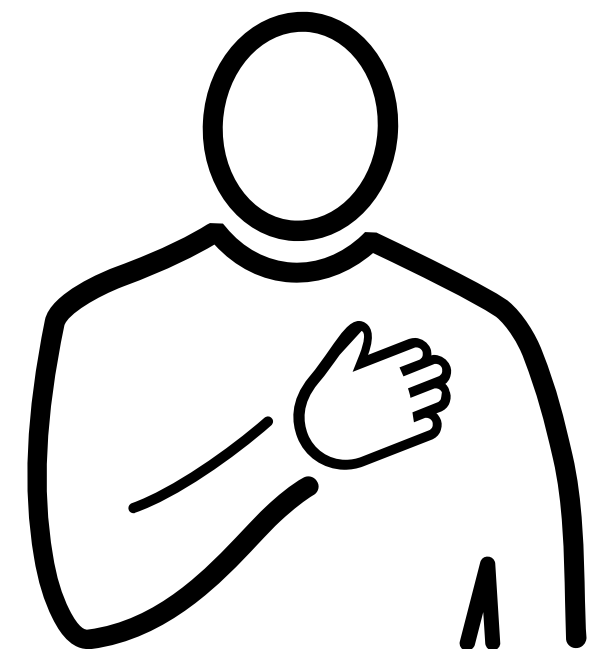
You must be registered with a **Doctor** and **share the details with us.**



Please **reply to our messages** and **come to your meetings.**  
We will **confirm all meetings before they happen.** You must  
**reply to confirm.**



Please be **open and honest** with us.



If now is **not the right time**, that is okay. We can **close your case and reopen it later** when you're ready.



# 🕒 How Long Will ISVA Support Last?

Support will end when your **criminal justice process** comes to an **end**  
– we **will help you** find more support if needed.



Support will end if we try to **contact you three times** and **don't hear back**.



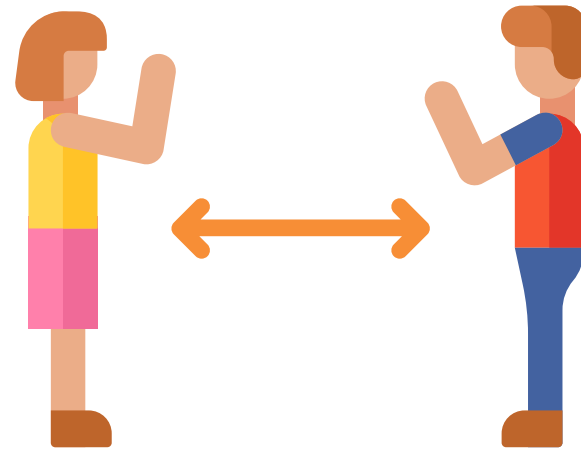
Support will end if we **can't book the first meeting** within a **month**.

🚫 If you are **rude** or **abusive** to staff, your support will **end immediately**.

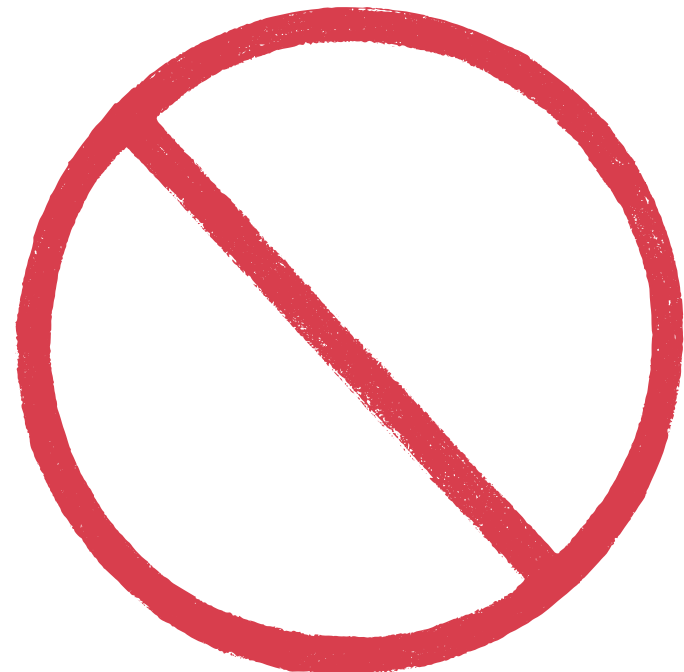


Your ISVA is a **professional** – not a friend.

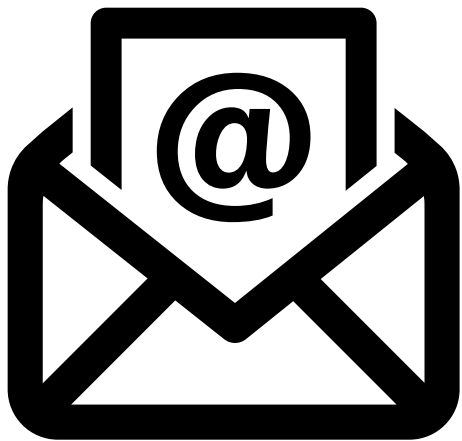
If you see them in public, they **won't say hello unless you do first** – this keeps your support **private**.



You can **only contact them using their work phone or email** – not on social media.



**ISVAs only work during office hours. If they are away,  
call the office and ask for the ISVA Team.**



**General Enquiries: 01202 308840**

**☎ Direct Dial for ISVA Team**

**: 01202 308841**

**Email Details**

**ISVA: [ISVA@starsdorset.org](mailto:ISVA@starsdorset.org)**

**General: [info@starsdorset.org](mailto:info@starsdorset.org)**

**Office Opening Times:**

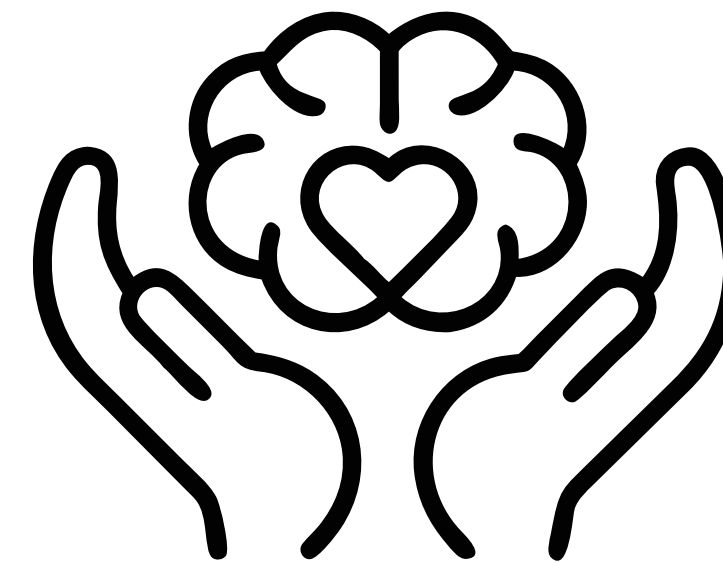
**Monday: 9am – 5pm**

**Tuesday to Thursday: 9am – 7pm**

**Friday: 9am – 4pm**



**We are not an emergency service.  
If you are in danger call 999.**



**Mental Health Support Services**  
**111, Option 2 or 0800 652 0190 – Mental Health Support**  
**116 123 – Samaritans (Free Listening Service)**  
**0808 500 2222 – Rape Crisis Helpline**