

RESPONSE TO SEXUAL ASSAULT JUSTICE QUESTIONS:

QUESTION ONE: What would make it easier for people who have been sexually harmed to get the supports and services they need, so they can decide whether to report the sexual harm?

Some victim-survivors already endure the burden of being judged, criticized, not believed/supported and have other peoples' opinions tell them how they should handle and manage the aftermath regarding their assault. Services and supports can assist victim-survivors by providing a compassionate environment where victim-survivors can heal, feel in control and are believed.

Victim-survivors would find it easier to get the support systems (*systems*) and services they need if there were empowerment programs and community workshops where the victim-survivor feels comfortable, safe and reassured that they are believed and listened to without being interrupted. By systems and services taking into consideration vulnerability factors from the victim-survivor that has impacted the victim-survivor negatively, systems and services could create a general framework that outlines the common behavioural and emotional patterns of victim-survivors. With systems and services recognising the common behavioural and emotional responsive patterns of victim-survivors, systems and services can better accommodate victim-survivors in their journey to healing. The framework could include an evaluation designed to reflect how the victim-survivor initially perceived themselves (internally) and how others perceived them (observational) before and after the assault. By getting the victim-survivor to recognise any change in their behaviour, systems and services can then determine on how they can help support and empower the victim-survivor and assure them that they are in no way responsible for the act that was committed against them. Furthermore, by understanding how the victim-survivor viewed themselves before and after the assault, systems and services can better understand what the victim is thinking about themselves and the accused, therefore they can mitigate further stress and pain by aiding the victim-survivor through communication and help victim-survivors recognise their strength and encourage them to discuss any other important details about their assault that they are willing to provide voluntarily.

Systems and services should also mandate a policy where victim-survivors are automatically protected until their court hearing is over. This would limit any doubts from the victim-survivor who may be internally questioning if the timeframe, stress and collected evidence will benefit them and bring them the justice that they deserve. By protecting the victim-survivor automatically, the victim-survivor would feel safe and important, therefore they may provide more evidence for the courts to assess (e.g specific dates/timelines, unique physical features/scars/marks on the accused and specific phrases/words the accused may have repeated throughout the assault) which could potentially strengthen the victim-survivors evidence, making the trial in favour of the victim-survivor and giving the victim-survivor the opportunity to receive the justice that they deserve. By the victim-survivor feeling reassured and believed, they could have trust and faith in the court system and themselves and feel as though that they have control over their own case.

Victim-survivors may develop behavioural changes (e.g social anxiety, PTSD or depression)

after they have been assaulted. With this in mind, it would be best if systems and services identified that the victim-survivor may be in denial of their assault, become defensive or secretive when introduced to systems and services. Victim-survivors could feel that after their assault that they lack trust in society and may keep key components of their assault to themselves out of fear that they will not be believed or criticised, therefore systems and services could establish a compassionate and positive-mutual relationship where the victim-survivor feels important and safe talking to those supporting them. Victim-survivors may also struggle with integrating within their community after the assault, feeling as though their case has been abandoned, which could lead to the victim-survivor to self-identify as unimportant to their kin, society and the legal system. To mitigate victim-survivors suffering in silence, systems and services could implement a protected standard forum where victim-survivors can share their story with other victim-survivors while being able to express any concerns or questions that they need answered in regards to their court hearing or as a way of healing. The main outcome for systems and services is to help victim-survivors assimilate back into society with reduced apprehensions and to have confidence in systems and services that the crime against them will be handled accordingly and with justification. Systems and services should also encourage victim-survivors to undergo medical procedures/examinations, allowing the courts to provide appropriate sentences and punishments for the accused if they are guilty.

In association to the guilty party of unsolicited copulation, supports and services should hold the guilty party accountable for their actions and provide them with a justifiable punishment that reflects the nature of their crime against the victim-survivor.

QUESTION TWO: How can collaboration within the sexual assault system be improved, so that the justice system responds effectively to sexual harm?

Collaboration within the sexual assault system can be improved upon by:

- Enforcing workshops where the victim-survivor has the option to meet with other victim-survivors or have workshops online via forums where the victim-survivor can remain anonymous
- Utilising a symposium where those associated with the sexual assault system are empathetic and have the ability to interpret victim-survivors' experience with limited evidence
- Refraining from asking inappropriate or provoking questions directed at the victim-survivor
- Taking extra precautions to protect the victim-survivors' rights and privacy

- Enunciate laws in common language and be clear when asking the victim-survivors what their story is
- Creating a criteria to determine the level of risk the guilty party would be associated with (high-low)
- Ensure that the victim-survivor is in control of what they say without being influenced by others or pressured from the system environment
- Understand that the victim-survivor may have a weak mental and physical performance in the trial as they are unsure of how the process of their case is meant to progress, therefore the system must pay careful attention to what the victim-survivor is saying and how they can support the victim-survivor with what they are comfortable with sharing
- Enforce a mandated legislation where the guilty party cannot receive a plea negotiation for their offence as it would further impact the victim-survivor
- Impose restrictions on identifying the victim-survivor (e.g only publishing the victim-survivor's case with their consent and if they choose to remain anonymous or use their first name to have control over their case)
- Recognise that the case holds sensitive information and protect the victim-survivor from any criticism that they unfortunately may face in the courts
- Be patient and help limit inconsistencies in the victim-survivor's story as the victim may have underwent parapraxes or suffer from behavioural inhibitors (e.g. social anxiety, PTSD or depression) from the assault and be able to interpret the victim-survivors experience through empathy, understanding and encouragement
- Be actively involved in communicating and establishing a mutual relationship with the victim-survivor where they feel valued and empowered
- Be aware that victim-survivors could struggle with developing relationships after they have been assaulted and may develop anxiety if they are around people that remind them of their offender- in situations like this, systems can give the victim-survivor a referral number to contact services or have a worker be by their side when they are out in public so they are not alone or feel unsafe
- The accused should be under strict scrutiny throughout the trial and the system should consider acknowledging that in some situations the accused, or their solicitors and/or barristers, could be influencing and manipulating the court's decision/direction

on a sentence or deciding if there is enough evidence to prosecute the party. The accused might have planned and executed a narrative that they are going to follow where they have aliases or have bribed specific witnesses to support them and their claims. The accused may be a strong verbal communicator and could charm or manage their image to adhere to what the courts would consider a respectful, quintessential law-abiding citizen or have their solicitor employ free association from the prosecution or even from the victim-survivor's impact statement and/or the evidence that the victim-survivor has given to the courts. By the accused's solicitor/barrister utilising this practice, the accused's solicitor/barrister could find loopholes to mitigate the accused's punishment and potentially lessen the accused's sentence period. In this situation, the outcome of the trial would be substantially impacted and would hinder the victim-survivor and their trust in the system, especially if they are introverted and do not express their story to the extent that they would like to or if they feel ashamed to speak up about their experience. With the accused being portrayed in a positive light, the victim-survivor would not receive the justice that they have been seeking, therefore they may lose faith in the court system and feel disempowered and controlled once again by the accused

- Enforcing stronger punishments/consequences for the guilty party who demonstrated aggravating factors, such as violence, torture or manipulation and had the mental acuity to recognise that the crime that they had committed was aberrant in nature and should not be considered as irreducible by law

With the strengthening of sexual assault laws, the State would demonstrate that these actions are intolerable, unlawful and wrong, therefore the public will be more aware of the impact of sexual assault and victim-survivors who are unreported may seek the courts assistance in helping them recover. With sexual assault being publicised as a crime that will punish the guilty party severely, there could be a decline pertaining to sexual assault in the future

The sexual assault system should consider that they share liability of proposing the outcome of the sentence for the accused and that their influence determines the relationship with the victim-survivor (trust and confidence in sharing the most intimate factors of their story) and determines how the victim-survivor will receive justice. If the sexual assault system were to adequately punish the proven guilty party and provide the victim-survivor a sense of justice, the victim-survivor could potentially improve their overall general wellbeing and could even empower and encourage other victim-survivors to go to the courts to seek justice for their assault and possibly have their assaulter obtain a custodial sentence.

By having judges and the courts determine an appropriate punishment for the guilty party could have a severe impact on the victim-survivors' life, as the punishment is decided upon based on the opinions and beliefs of judges and courts by interpreting the experience (but never absolutely experience nor live the assault like the victim-survivor) and by the judges and courts providing a sentence that they think is appropriate but the victim-survivor finds unsuitable, the victim-survivor will lose faith in the court and trust within their community. A proposed idea that could involve the victim-survivor in their own trial is to have them

determine what would be a suitable and acceptable punishment for the guilty party and how the punishment would support them and provide them with justice. By involving the victim-survivor in their own case and having *some* control of what happens to the guilty party could empower them and bring them closure as they are the ones who get to decide how the guilty party is punished and how this punishment will support them in their healing process. This approach could also encourage victim-survivors who have not yet reported their assault to file a report and seek their own justice.

With many victim-survivors that have gone unreported, their personal and impersonal life has been affected, such as relationships, growth/development, career, finances and mental stability. If Victoria's court system were improved to restore a victim-survivors sense of security and liberty, more victim-survivors would feel more empowered to share their experience, ergo victim-survivors would commend the State's involvement in supporting and believing in them.

QUESTION THREE: How can the relationship between family violence services and the sexual assault system be improved, so that the justice system responds effectively to sexual harm?

The relationship between family violence services and the sexual assault system can be improved upon by providing strict and lawful measures to protect the victim-survivor and ensure that they are safe and protected. The measures and guidelines that can be imposed can include mandated psychometric testing on the victim-survivors family to determine if there are some family members who are dangerous to the victim-survivor. If the victim-survivor is in immediate danger, they should be removed from their residence and be under surveillance and protection until they are relocated to a better location where they will be safe from any dangers. Another option could be that services design a specialised emergency code for those who are in a dangerous family situation which allows the victim-survivor to get immediate help and protection from authorities.

Family violence services and sexual assault systems can work together to gather as much evidence against the accused by measuring the passivity and acquiescence of the victim-survivor by following a criteria assessment through the use of made-up scenarios where systems ask the victim-survivor a range of hypothetical scenarios and the victim-survivor would either agree strongly or disagree to the scenario. By assessing the criteria, services can identify any atypical behavioural patterns and work with the victim-survivor to become more confident with themselves.

Family violence services and sexual assault systems could also enforce stronger innocuous activities, workshops and healing classes (with the option of the victim-survivor sharing their story to a service or participate with a group who have also experienced similar acts against them).

With services strengthening protection and safety measures for victim-survivors,

victim-survivors could find it easier to heal which would mitigate some symptoms of stress and uncertainties of if it is worth it to share their story or suffer alone. With strengthened services, other victim-survivors could be empowered to seek help and share their story which could cause a chain-reaction where victim-survivors feel in control and empowered sharing their story.

QUESTION FOUR: How can the relationship between Child Protection and the sexual assault system be improved, so that the justice system responds effectively to sexual harm?

Support and services should be encouraging child victim-survivors and should be helping them to identify that they deserve to live a life free of shame, burden and secrecy. Support and services should be the outlet where child victim-survivors express themselves and be able to feel safe in their community.

The relationship between Child Protection and the sexual assault system can be improved through an observational and monitored approach where the Child Protection and the sexual assault system observe the accused around children, how they communicate with children and how they act with a child alone (through surveillance, monitoring and security protection) while conducting an array of uniquely designed approaches pertaining to the child victim-survivor to help them build their self-confidence and cultivate their communication skills for when they are ready and feel comfortable talking to people in the public (buying groceries, miscellaneous goods and essentials).

For child victim-survivors who are now adults, Child Protection and the sexual assaults can develop a method where they can help minimise any trauma, torment, violence and/or negligence that a child victim-survivor may have suffered through by trialing various methods where the child victim-survivor has more control and options to express themselves. The approach that could assist child victim-survivors is by giving them the opportunity to either go to:

(A) A scheduled facility and discuss the events in a controlled group with other child victim-survivors or just have one-on-one sessions with a trained and solicitude councillor.

(B) A trained counsellor suggests a range of off-site venues such as a gym with a punching bag, break rooms (destruction room to break objects), a paintballing course or any activity that involves physical movement. By the child victim-survivor

being physically active, they will direct their attention to the activity that they are involved in, which would distract them from thinking of the assault and would also give them the opportunity to release any built-up frustrations.

- (C) The victim-survivor chooses an off-site environment such as a beach, hill or vineyard/garden to discuss the events that happened in regards to their assault. The counselor should also encourage the child victim-survivor to scream or shout whatever they have been wanting to scream or what they would have wanted to say if they met with the offender face-to-face (pillow can be optional as well). If the child victim-survivor however wishes not to do that, they should be motivated to write a letter on how they feel about the offender and what they would say to them and after they have written the letter they can destroy it under the counsellor's watch.

With options for the child victim-survivor to choose from, the Child Protection and the sexual assault system can safeguard any vulnerable persons who have been exploited and help the victim-survivors relieve any built-up stress and anger. By providing the child victim-survivor with the freedom of choice to select a place where they feel most comfortable, the child victim-survivor would feel less isolated and uneasy around the counsellor as the environment is not intimidating or restrictive for them. This would further encourage the child victim-survivor to openly communicate with the counsellor and see them as a friend rather than see them as someone who is assessing them, therefore the child victim-survivor may feel more comfortable with sharing more details to their assault rather than if they were just asked vague questions and feel like they are obligated to respond. By giving the child victim-survivor the opportunity to take control of the session, the child victim-survivor may give a more in-depth answer to any question that the counselor may ask.

Child Protection and the sexual assault system can be engaged and involved in accommodating victim-survivors by creating a criteria constituting of goal-setting and goal-directed tasks to help child victim-survivors trust adults, feel safe when they are near an adult and be able to communicate with adults without perceiving every adult as undependable or scary. By building up child victim-survivors' confidence around adults again can help the child victim-survivor see that not all adults will hurt them and that they can learn to trust adults when they are ready to.

Relationships between Biological parents and children

Child victim-survivors who have been assaulted by their biological parents may fear sharing their story or seeking help from authorities as they fear that they may tear their family apart and be blamed for the assault or even gaslighted by the other parent or relative that the

assault was the child victim-survivor's fault or that the assault never happened. Child Protection services and sexual assault systems can protect child victim-survivors who have been harmed by their parents by getting the parent to give reasons why the child victim-survivor has accused them of sexual assault or why they fear them. If a child victim-survivor refuses to talk to services and systems and is under aged, the child should be removed from their household until Child Protection services and sexual assault systems can get in contact with the child victim-survivor's parents. If the parents claim that there is no assault or has been no harm against the child, Child Protection services and sexual assault systems should still keep the child away from their parents until there is a resolution to the case as some parents may act with decorum to appear as a loving parent. If parent/s stated that they have not assaulted their child, the Child Protection services and sexual assault systems should meticulously ask the parent/s what they may have done to make their child accuse them of harming them and record their responses. Child Protection services and sexual assault systems must understand that parents may physically, mentally and emotionally manipulate and harm their child from speaking out against them, therefore despite how convincing and agreeable the parents may be to the services and systems, the child victim-survivor should be under constant watch and protected. Child Protection services and sexual assault systems should also make frequent unscheduled visits to the child victim-survivor's home to see if there was any rooms that were hidden from the rest of the house or if a specific room had anything harmful in it that may have harmed the child victim-survivor.

Relationships between adults in power and children

In cases where the child victim-survivor's offender is related to them (e.g. sibling, grandparent, uncle, aunt, cousin, etc) the victim-survivor may have distorted views regarding adults and could grow up finding it difficult to integrate and establish relationships with adults that they are not related to and may isolate themselves from people who are trying to interact with them; and in cases where the victim-survivor's offender was an adult in an authoritative role (e.g. employer/boss, teacher, sports coach, etc) victim-survivors may be apprehensive around all adults and find it difficult to trust any adult who may praise or initiate conversation with them. Despite who the adult was that harmed the child victim-survivor, the impact for any child victim-survivor will be very similar and they will find it hard to trust adults or be alone with adults even when they are older and may forever carry the burden of the assault with them.

Child Protection and the sexual assault systems could aid child victim-survivors by providing tools and resources that are accommodating and fitting for the child victim-survivor's case and what they want to do. Child Protection and the sexual assault systems could offer life-long support for the child victim-survivor and provide reassurance that they are believed and that they are strong.

For child victim-survivors who are underaged, Child Protection and the sexual assault systems can provide the child victim-survivor a pamphlet printed in common English, show a DVD or demonstrate to kids through cartoons on what is appropriate touching from adults who are not their parents and what is not, how to set boundaries for themselves, how to say no. Child Protection and the sexual assault systems should also encourage the child

victim-survivor to distance themselves from strangers or family members if they feel unsafe and to always look for an adult that they trust to run to if the adult that is making them uncomfortable is making them feel tense.

Relationship between step parents and children

A child who has been sexually assaulted from a step-parent may be too scared to tell their biological parent/s about what has happened to them as they could fear that their biological parent/s will either:

- Not believe them
- Take the step-parents side over them
- See them as competition and physically assault them

In situations where the child victim-survivor is being assaulted by a step-parent, the child's biological parent could doubt the child and accuse them of lying. With the biological parent not believing in their child, the child could express doubts within themselves and trick themselves into believing that they were not sexually assaulted at all. With the child lacking support, the child could refrain from telling other adults that they trust that they were sexually assaulted out of fear of losing support and credibility from those they trust the most and they may fear that they will not be liked by those that they have a strong relationship with. Child Protection and the sexual assault system could safeguard child victim-survivors in situations such as these by using a risk assessment criteria where the child is asked to recall as much as they can about the assault (e.g. what was the common tone of the accused party and what pet names did they call them). By building a profile on the accused, the Child Protection and the sexual assault system can monitor how the accused acts in their day-to-day life. Another method is to create a planned scheme where Child Protection and the sexual assault system get a consenting child to communicate with the accused and have law enforcements observe how the accused talks to the child (with the consent of their parents and are constantly being monitored by law enforcement when interacting with the accused). If the accused displays signs of sexual gratification from interacting with the child, then they are questioned by the authorities and taken to be interviewed regarding the relationship they have between their step-child and themselves and psychologically assessed to see if the accused is attracted to children in any way.

Under the scope of a child victim-survivor consenting to the crime against them as a defence or under duress, Child Protection and the sexual assault system can design a basic outline of how a child should be protected under these circumstances and get the child to fill in a feedback sheet to determine whether the accused was aggressive in the nature of their attack (forcing the child) or were they grooming the child into being assaulted through psychological manipulation. The feedback provided by children who are victim-survivors can be used to help the Child Protection and the sexual assault system identify patterns, tactics and methods that paedophiles and groomers use to manipulate child victim-survivors. By identifying the common strategies that paedophiles and groomers use, the Child Protection and the sexual assault system can enforce a legislation where the strategies are considered

unlawful and wrong.

Adult victim-survivors

In relations to adult victim-survivors who were assaulted as a child, adult victim-survivors should receive the same respect and treatment that systems/services would give to a child victim-survivor. The reasons for why an adult victim-survivor may be seeking support at present may be due to the fact that the adult victim-survivor might have not known that they were being assaulted at a young age and then later in life realise what happened to them and that the act against them was not considered appropriate.

The negative consequences pertaining to adult victim-survivors that do not receive adequate aid and support is that they may undergo:

- Emotional distress
- Have issues relating to marital relationships
- Develop mental or social disorders
- Lack independence and forming dependencies on others losing independence and trust in their own beliefs
- Need constant reassurance and validation
- Become withdrawn and socially isolated from family, friends and their community
- Distorts their view on the world
- Miss out on opportunities
- Induced nervous breakdowns
- Loss of attention and motivation
- Becoming unresponsive
- Unable to focus on their education
- Struggle financially or having trouble keeping a job
- Overdose on drugs and/or unprescribed medication
- May even end their own lives (involuntarily or voluntarily)

To better educate, update and inform the public on the long-term negative effects of vulnerable persons being exploited/assaulted, the State should administer a curriculum taught at schools that discusses what sexual assault is and what to do if it has happened to them. By children being exposed to what sexual assault is and how the act is a crime against a person, a child who may be unaware of what is happening to them and considers sexual assault normal in families to talk to their teacher or a trusted adult in relation to what has happened to them. By children being taught about sexual assault, the more likely it is that the upcoming generation will condemn sexual assault (therefore reducing the amount of victim-survivors in the future) and could stop any more assaults from happening to them.

QUESTION FIVE: How can we improve how other services and systems work with the sexual assault system, so that people are supported to seek justice?

The services and the systems that amalgamate together that can be improved upon are:

- The security and safety of the victim to ensure that the accused does not find them and harm them
- Responding to the victim-survivor's needs and ensure that they are comfortable to share any details of their experience without any services forcing them or placing them in a comfortable position where they feel powerless
- Providing victim-survivors a non-threatening environment where they do not feel anxious or paranoid
- Establishing an empowerment approach when interacting with victim-survivors and being prepared to go above and beyond to ease any uncertainties the victim-survivor may have. The victim-survivors may undergo psychosomatic disorders and illnesses and need as much empowerment as they can get to minimise any extraneous emotional distress
- Solicitors could provide predicted timelines, brochures, court diagrams and charts for the victim-survivor to help them become prepared and familiar with court proceedings

- Victim-survivors should be initially believed from the start and not doubted - if they are doubted, victim-survivors may become unsure to further pursue their case
- Any legal terminology should be simplified and easy to understand for the common person to reduce any intimidation for the victim-survivors
- Reduce any delayed action from the courts as much as possible (e.g.time)
- Employing altruistic solicitors that are able to talk to the victim-survivor whenever they want/need to call. This will help placate any stress or anxieties that the victim-survivor may have in regards to their case. If a solicitor is endlessly supporting the victim-survivor, the victim-survivor will feel more confident with their case and know what stage the trial is at. With the solicitor being an aid for the victim-survivor rather than use their position as a way to dismiss and intimidate the victim-survivor, the victim-survivor would have a less likely chance of developing social anxiety or depression and would have a higher success rate of being more confident in their healing process
- The questions that are directed at the victim-survivor from systems and services should casually interweave complex questions with more easy questions to not overwhelm the victim-survivor and give them the ability to share their experience with more certainty that the system and services are supporting them
- Allow victim-survivors to have the option of using audio recordings at a remote location as a way to provide evidence or statements
- Systems/services should consider using personological and situational assessments for accused parties to get a better understanding of who the accused is and what they are like
- Those working close with victim-survivor's must procure any confidential information or evidence
- Ensuring that the victim-survivor does not feel inadequate, ignored or unimportant
- Sympathise with the victim-survivor and do not say anything that may come across as judgemental or dismissive, as the victim-survivor may feel like they are not believed and will feel like they are not being listened to
- Acknowledging and recognising the behavioural and mood changes in victim-survivors
- Have the ability to recognise the effort and concentration that must be exerted to help support the victim-survivors healing process by helping victim-survivors have a positive self-constructive image rather than a self-destructive image of themself

- Providing victim-survivors the ability to have access to all tools and resources in systems/services to help them heal comfortably
- Investing in safety precaution programs and educating the State of the implications of sexual assault for both the victim and accused
- Removing any power imbalances, biases or preconceived notions of the victim-survivor, the accused and even in some cases the service/system advisor:

The victim-survivor

There should not be any biases or preconceived notions pertaining to the victim-survivor (e.g. they may have unfavourable attitudes, appear ignorant and are seen as poor or judged by how attractive they are) as these judgements could impact the case for the victim-survivor and make them lose faith in the legal system

The guilty party

There should not be any power imbalances or biases where the guilty party (who violated the victim-survivor through employing aggravating factors) receives a more lenient sentence as they are rich/successful, well-known/famous or have charm/ are attractive. These factors should not downplay the severity of the crime due to superficial circumstances, instead the guilty party should be treated with more hostility so that they understand the severity of the crime that they committed. Privileged guilty parties should be recognised as criminals and should face criminal charges instead of receiving the minimum punishment (e.g. community corrections order or rehabilitation) while the victim-survivor carries out a life sentence (being sexually assaulted) and the burden of knowing that the system caters to those who are privileged where they did not receive any justice for the crime against them

The service/system advisor

The service/system advisor should not create a power imbalance between the victim-survivor and themselves. During the timeframe of the victim-survivors' trial, the service/system advisor should communicate casually with the victim-survivor and empower them. By utilising a humanistic approach to the victim-survivors' case, the victim-survivor will feel more comfortable with the service/system advisor and may become more open to discuss the key details of the assault. The service/system advisor dismisses the victim-survivor or becomes impatient with them as the service/system advisor could add extra unnecessary stress for the victim-survivor. The service/system advisor should build up the confidence and resilience of the victim-survivor to feel confident in expressing their emotions and by sharing their story without any force or influence from others.

A negative outcome of the failure to support and assist the victim-survivor may result in them turning to harmful habits (e.g. smoking, alcohol abuse, theft, vandalism, violence). The victim-survivors' personal affairs may also be adversely impacted. There may also be a

decline in health for the victim-survivor if systems/services disregard the victim-survivor's experience and converse with them with an abrasive tone. Systems/services should not be amplifying the victim-survivors' stress and anxiety, but should be a tool to help victim-survivors' feel empowered and liberated.