

Domestic and family violence services Practice principles, standards and guidance

Self-assessment checklist Practice standards and practical examples

Self-assessment details:

Service name:

Self-assessment conducted by:

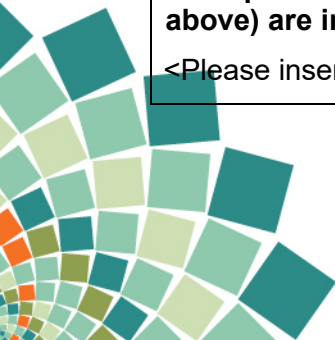
Date:



Instructions for use:

- This is a voluntary self-assessment checklist to assist in evaluating your service's compliance with the practice standards.
- Services must comply at the practice standards level only. Services can select one of four ratings: met, partially met, not met or not applicable. It is noted that the rating 'not applicable' is only valid for a limited number of practice standards, which varies depending on the service. The rating scale is as follows:
 - met – evidence demonstrates that your service meets the requirements of the practice standard
 - partially met – evidence demonstrates that your service only meets part of the requirements of the practice standard
 - not met – evidence demonstrates that your service does not meet the requirements of the practice standard
 - not applicable (N/A) – where the practice standard is not relevant to your service.
- Practical examples have been included in the checklist to assist in demonstrating your service's compliance with the practice standards, these are not mandatory requirements. Services can select one of four ratings, demonstrated, partially demonstrated, not demonstrated or N/A. It is noted this is not an exhaustive list and further examples can be added or included in the demonstrating compliance section. The rating scale is as follows:
 - demonstrated – evidence demonstrates your service implements the practical example
 - partially demonstrated – evidence demonstrates that your service only implements part of the practical example
 - not met – evidence demonstrates that your service does not implement the practical example
 - not applicable (N/A) – where the practice example is not relevant to your service.
- The demonstrating compliance section identifies what practices and processes are in place that demonstrates your service meets the practice standard.
- The improvement section identifies what practices or process need to be improved or put in place to meet the practice standard. These can be included in the practice standards compliance improvement plan, see Appendix 1.

Principle 1: The rights, safety and dignity of victims are paramount	
1.1 Respectful, developmentally appropriate, culturally appropriate and non-judgemental approach	
Choose an item.	1.1.1 Staff recognise victims' rights to self-determination and the dignity of choice
practical examples demonstrating compliance may include, staff:	
Choose an item.	obtain consent before sharing information and receive the victim's expressed, informed consent prior to engagement (where possible, unless obtaining consent may jeopardise the safety or wellbeing of a person)
Choose an item.	seek enough information to support risk assessment and safety planning and do not press the victim for more information than is required
Choose an item.	promote the self-determination and autonomy of the victims they work with, actively seeking to enable them to make informed decisions on their own behalf and to explore and understand the implications of those decisions
Choose an item.	support the safety of adult and child victims by listening to their account of their experiences and concerns, and demonstrating this in their responses and actions
Choose an item.	work with children as victims in their own right where possible, recognising the unique impacts and relationships between parent and child
Choose an item.	recognise how children who witness violence in the home suffer emotional and psychological trauma and are able to provide a developmentally appropriate response
Choose an item.	invest in meaningful relationships with victims using a sensitive and empathetic communication style
Choose an item.	are aware of the obligations of public entities under the <i>Human Rights Act 2019</i>
Choose an item.	make decisions that consider and balance the human rights of all parties involved and determine whether any limiting of rights is reasonable and justified
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	



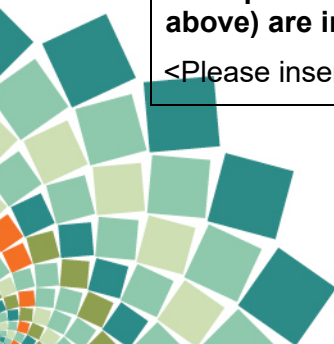
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.1.2 Staff support, listen to, and respond to victims in a respectful, sensitive, developmentally appropriate, and non-judgemental way
practical examples demonstrating compliance may include, staff:	
Choose an item.	take the time to listen and understand each victim’s personal experience and unique characteristics and respond in a developmentally appropriate way (taking into consideration the victim’s age, maturity, education, life experience etc.), using a sensitive and empathetic communication style
Choose an item.	recognise the impacts of trauma on a victim including their presentation, communication and narrative
Choose an item.	consider these impacts and recognise their own personal bias when dealing with victims with different emotional responses (due to the impact of trauma) to ensure a quality response to all victims
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.1.3 Staff build strong rapport and developmentally and culturally appropriate relationships with adult and child victims
practical examples demonstrating compliance may include, staff:	
Choose an item.	invest in genuine and appropriate relationships with victims using a sensitive and empathetic communication style
Choose an item.	recognise and respond according to the victim’s age, maturity, education, life experience etc.
Choose an item.	work with children as victims in their own right where possible, recognising the: <ul style="list-style-type: none"> • unique impacts and relationships between parent and child • emotional and psychological trauma experienced by children who witness violence in the home



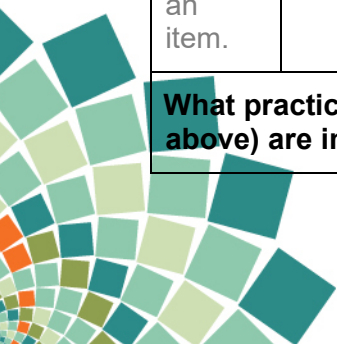
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	
<p>What practices and process need to be improved or put in place to meet this practice standard?</p> <p><Please insert notes identifying areas for improvement and improvement strategies></p>	
<p>1.2 Ensuring victim safety</p>	
<p>Choose an item.</p>	<p>1.2.1 Staff prioritise the safety and wellbeing of victims</p>
<p>practical examples demonstrating compliance may include, staff:</p>	
<p>working with victims:</p>	
<p>Choose an item.</p>	<p>ask the victim whether they feel safe at each contact</p>
<p>Choose an item.</p>	<p>confirm with other service providers that the victim is safe (where practical)</p>
<p>working with perpetrators:</p>	
<p>Choose an item.</p>	<p>make the victim’s and their children’s needs and safety a main priority for the work with the perpetrator</p>
<p>Choose an item.</p>	<p>find a safe way to offer support to victims and refer them to a specialist service</p>
<p>Choose an item.</p>	<p>liaise closely with organisations supporting the victim to ensure that there is an integrated and coordinated response to ensuring victim safety</p>
<p>Choose an item.</p>	<p>advise the victim’s advocate (if there is one) and the relevant prescribed entity for example the Queensland Corrective Services and/or the Queensland Police Service if a perpetrator has completed, withdrawn or is terminated from either a one-on-one or group intervention service. Communication must be conducted in a way that does not increase the risk to the victim, and where possible should be negotiated with the victim</p>
<p>Choose an item.</p>	<p>use an inquiring yet respectful approach to account for potentially high levels of deceit, manipulation and justification (rather than the principle of believing the client’s word at face value)</p>



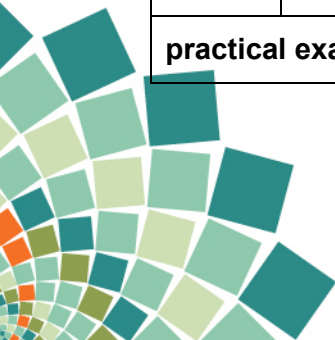
Choose an item.	engage with perpetrators in a way that does not increase the risk to adult or child victims, for example asking questions of a perpetrator that appear to be ‘screening’ for violence or abuse which may make the perpetrator suspicious of what a victim has disclosed
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.2.2 Contact with a victim only occurs when it is safe for them, which is confirmed with the victim at each contact. If a victim is in immediate danger, staff action a crisis response in consultation with all prescribed entities, specialist service providers and support service providers
practical examples demonstrating compliance may include, staff:	
Choose an item.	develop pre-planned scripts with the victim which can be used if someone other than the victim answers the phone when staff are trying to contact them, for example if the perpetrator or someone colluding with the perpetrator answers the phone
Choose an item.	consider using a pseudonym for their organisation when trying to contact a victim
Choose an item.	do not leave messages if they cannot make contact with the victim
Choose an item.	consult with other relevant services including the High Risk Team Coordinator regarding the safest locations and means of contact with a victim
Choose an item.	follow the organisation’s crisis response process and protocols in consultation with other relevant services, for example the High Risk Team Coordinator, Principal Child Protection Practitioner etc. if a victim is in immediate danger
working with perpetrators:	
Choose an item.	notify the appropriate prescribed entities, for example the Queensland Police Service if a perpetrator is perceived as being a threat to the safety of other people
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	



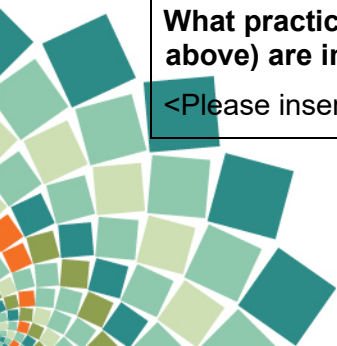
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.2.3 Staff are competent in dealing with risks around safety and implementing effective strategies to maintain victim safety, including the specific needs of children
practical examples demonstrating compliance may include, staff:	
Choose an item.	consult victims and other relevant services, for example, Cultural Advisor, High Risk Team (HRT) Coordinator, Principal Child Protection Practitioner (PCPP), Specialised and Intensive Services (SIS) regarding the safest locations, people, and means of contact
Choose an item.	follow the crisis response processes and protocols of their organisation
Choose an item.	consider particular factors that increase vulnerabilities of victims, such as age, gender, disability, social isolation, cultural background, family pressures, sexuality, and financial dependence
Choose an item.	demonstrate an understanding of the specific safety needs of children and take these into account in safety planning for the victim and family, for example online safety rules such as not 'checking in' to locations on social media platforms
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
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<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.2.4 Staff ensure confidentiality in all aspects of service delivery and practice, including client data and files, consistent with legislative obligations
practical examples demonstrating compliance may include, staff:	
Choose an item.	understand their legislative obligations regarding consent and information sharing under the <i>Child Protection Act 1999</i> and the <i>Domestic and Family Violence Protection Act 2012</i>
Choose an item.	are aware of the importance of maintaining privacy and confidentiality
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	



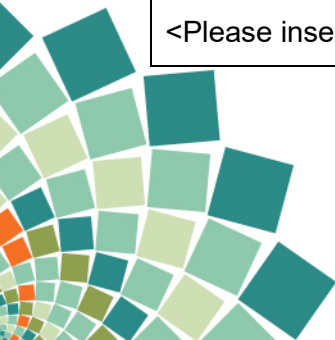
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.2.5 Staff make clients aware of when information may be shared with other agencies as a duty of care, for example, through mandatory reporting of child protection concerns under the <i>Child Protection Act 1999</i> or as part of a court process
practical examples demonstrating compliance may include, staff:	
Choose an item.	understand the consequences of not sharing information with other agencies when required, for example not sharing information may jeopardise the safety of a victim or people close to them
Choose an item.	understand that information can be shared and referrals can be made to prescribed entities without the consent of the victim or perpetrator according to the principles for sharing information described in the <i>Domestic Violence Act 2012</i> and <i>Child Protection Act 1999</i> – however as it is best practice, obtaining victim consent before sharing information is preferred
Choose an item.	inform their clients that they may be referred to statutory and/or emergency services if their safety, or the safety of people around them, is considered to be under threat
Choose an item.	report any reasonable suspicion that a child is in need of protection caused by any other form of abuse or neglect (mandatory reporting organisations under the <i>Child Protection Act 1999</i>)
working with perpetrators:	
Choose an item.	inform their clients that they may be reported to statutory and/or emergency services if they are perceived as presenting a threat to the safety of other people
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.2.6 Staff are competent in identifying, assessing and responding to the risks to their own safety when delivering services that prioritise the safety and wellbeing of victims
practical examples demonstrating compliance may include, staff:	



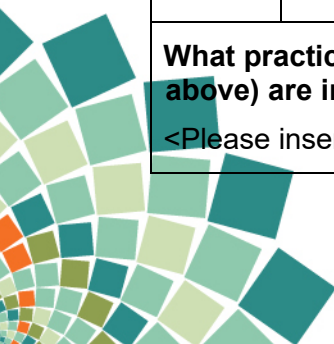
Choose an item.	are aware of the tools and guidance relating to workplace risk management and ensuring safety at work. For example awareness of: <ul style="list-style-type: none"> the organisation’s protocols for keeping staff safe how to contact Workplace Health and Safety Queensland for advice the Queensland Government’s Workplace risk management guide: domestic and family violence (www.qld.gov.au) and the Code of Practice on how to manage work health and safety risks (www.worksafe.qld.gov.au)
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	
<p>What practices and process need to be improved or put in place to meet this practice standard?</p> <p><Please insert notes identifying areas for improvement and improvement strategies></p>	
Choose an item.	1.2.7 Staff recognise the need for self-reflection and assess their own safety and social and emotional wellbeing, in order to develop appropriate responses for victims and to develop appropriate interventions for perpetrators
practical examples demonstrating compliance may include, staff:	
Choose an item.	can reflect on: <ul style="list-style-type: none"> the skills and knowledge they hold and the way in which they implement this in their practice their emotional responses to people, situations and events that have occurred the effects, outcomes and implications of their practice
Choose an item.	recognise the need for continuous self-reflection
Choose an item.	undertake self-reflection through channels such as one-on-one or group supervision, using a reflection practice journal, informal discussions with colleagues or formal practice evaluations
Choose an item.	practice social and emotional wellbeing prevention strategies such as: <ul style="list-style-type: none"> regular debriefs with managers and colleagues take scheduled breaks and annual leave be kind and supportive to colleagues and celebrate achievements
Choose an item.	are supported by an organisational culture that encourages staff development and professional growth
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	



<p>What practices and process need to be improved or put in place to meet this practice standard?</p> <p><Please insert notes identifying areas for improvement and improvement strategies></p>	
<p>1.3 Risk assessment, management and safety</p>	
<p>Choose an item.</p>	<p>1.3.1 Staff undertake a risk assessment and develop a risk management plan with the victim to determine safety and other needs based on the risks posed by the perpetrator. Staff undertake the risk assessment at first contact and manage and update the assessment throughout the provision of interventions</p>
<p>practical examples demonstrating compliance may include, staff:</p>	
<p>Choose an item.</p>	<p>undertake the risk assessment and develop the risk management (safety) plan collaboratively with the victim – victims should be included in this process to ensure self-determination and dignity of choice</p>
<p>Choose an item.</p>	<p>prioritise the victim’s assessment of risk as one of the most accurate indicators of risk</p>
<p>Choose an item.</p>	<p>reality test risk assessments and risk management (safety) plans with the victim, for example have they tried this before and if so what happened, are they likely to use a certain strategy and why or why not</p>
<p>Choose an item.</p>	<p>use formal, documented, evidence-based processes for risk assessment including, where available, a common risk assessment framework</p>
<p>Choose an item.</p>	<p>review and update risk management plans on a continuous basis and undertake case reviews as a team</p>
<p>Choose an item.</p>	<p>participate in regular risk assessment training to maintain currency</p>
<p>Choose an item.</p>	<p>discuss, work, and collaborate with victims and relevant service providers, including generalist and specialist providers and prescribed entities (where safe to do so) around next steps when a risk assessment reveals a safety risk to the victim</p>
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	
<p>What practices and process need to be improved or put in place to meet this practice standard?</p> <p><Please insert notes identifying areas for improvement and improvement strategies></p>	



Choose an item.	1.3.2 Staff are trained to recognise and identify the variety of risks that can be present for adult and child victims and maintain a contemporary knowledge of emerging risk factors
practical examples demonstrating compliance may include, staff:	
Choose an item.	follow their organisation’s risk management processes
Choose an item.	consider academic research and recommendations from the Domestic and Family Violence Death Review and Advisory Board
Choose an item.	consider the tools and guidance provided by their organisation and the Queensland Government, for example the Child Protection Guide to determine the most appropriate response to the signs and/or risk factors for child abuse and neglect that they have identified
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.3.3 Staff are trained to recognise and identify the variety of risk factors that perpetrators may present with including attitudinal, behavioural and physical risk factors, and use this information to inform risk assessment, management and the development of safety plans for victims (for example, high risk factors include a history or strangulation, weapons use and/or suicide attempts and general risk factors include pet abuse and acceptance of violence)
practical examples demonstrating compliance may include, staff:	
Choose an item.	consider both the covert behaviours of perpetrators, for example, financial control and the use of technological surveillance, as well as the overt behaviours of perpetrators, for example physical and sexual abuse when assessing and managing risk
Choose an item.	understand the patterns of violence that have been perpetrated over time (not just the most recent incident) in order to develop a safety plan that supports the victim in responding to potential future incidents of violence
Choose an item.	understand that a respectful, positive or engaged interaction with the perpetrator or their attendance at a perpetrator intervention program does not necessarily indicate that they pose less of a risk
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	



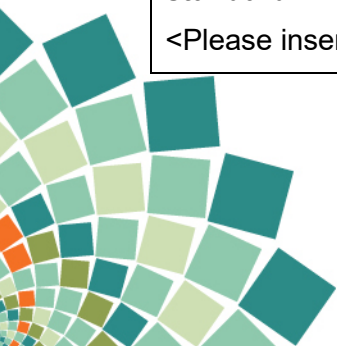
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.3.4 Staff working with victims develop safety plans and engage in harm reduction in partnership with both adult and child victims which suit their individual circumstances. Where the adult victim has children, wherever possible staff develop individual safety plans that explicitly address the needs of both the adult and child victims
practical examples demonstrating compliance may include, staff:	
Choose an item.	understand each victim and their circumstances are unique and require personalised safety plans to meet their individual needs, such as housing, financial or emotional support
Choose an item.	take into consideration if the victim is planning to stay in the relationship, is thinking about leaving or has already left when developing safety plans
Choose an item.	preparing a safety plan should: <ul style="list-style-type: none"> • work closely with both adult and child victims regarding their needs • outline strategies to increase safety and security if the victim remains with the perpetrator, including specific strategies to support their safety if they live with the perpetrator • consider long-term safety plans that move women through the different phases (staying, leaving and has left) in a safe and supported way, encouraging the victim's right to self-determination and dignity of choice and acknowledging that the level of risk will not be eliminated immediately
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
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What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	1.3.5 Staff working with perpetrators assist them to develop practical and meaningful safety plans designed to address the safety of victims and those impacted by the violence
practical examples demonstrating compliance may include, staff:	
working with perpetrators:	
Choose an item.	engage with the perpetrator to identify actions they can take to ensure the victim's safety, for example: <ul style="list-style-type: none"> • stay somewhere else • identify triggers for abuse and develop a plan to reduce/avoid triggers such as reduce/stop drinking or substance abuse



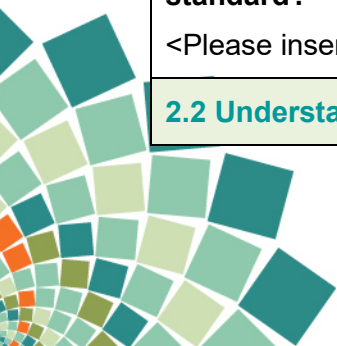
	<ul style="list-style-type: none"> • identify and link in to services such as alcohol and other drugs services, gambling support services, mental health services, and homelessness and housing services • attend a Men’s Behaviour Change Program • regular contact and engagement with their parole officer
Choose an item.	<p>understand that perpetrators may inadvertently disclose information that a victim is unaware of and which can impact on the risk assessment or risk management of victims. For example, perpetrators may disclose information such as:</p> <ul style="list-style-type: none"> • changes in their level of drinking or substance abuse • violation of an existing order • other instances of violence at work or against other victims
Choose an item.	<p>communicate information inadvertently disclosed by the perpetrator that affects the victim’s safety to the victim, victim advocate, police or other government agencies as required in order to maintain the victim’s safety and hold the perpetrator to account</p>
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	
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<p>Principle 2: Staff understand domestic and family violence</p>	
<p>2.1 Understanding of domestic and family violence</p>	
Choose an item.	<p>2.1.1 Staff have a contemporary and nuanced understanding of the drivers, dynamics, and impacts of domestic and family violence including as it relates to at-risk cohorts including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with a disability and people who identify as lesbian, gay, bisexual, transgender, intersex or queer (LGBTIQ+)</p>
<p>practical examples demonstrating compliance may include, staff:</p>	
Choose an item.	<p>demonstrate an understanding of the behaviours that constitute domestic and family violence, the different types of violence and the harm it causes</p>
Choose an item.	<p>recognise that domestic and family violence can affect any person regardless of gender, age, socio-economic status or cultural background but that it disproportionately affects women and that men are most commonly the perpetrators of violence</p>
Choose an item.	<p>demonstrate an understanding of how domestic and family violence is experienced by various high risk cohorts including Aboriginal and Torres Strait Islander women, women with disabilities, older women, women from culturally and linguistically diverse (CALD) backgrounds and people in the lesbian, gay, bisexual, transgender, intersex or queer (LGBTIQ+) community, recognising the similarities and differences in</p>



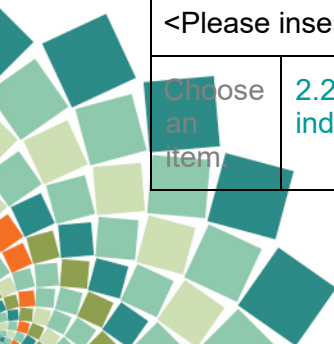
	experiences and impacts of domestic and family violence between the different cohorts
Choose an item.	recognise that family violence in Aboriginal and Torres Strait Islander, CALD groups and the LGBTIQ community may extend beyond the traditional definition of family to extended families, kinship networks and communities
Choose an item.	demonstrate an understanding of how domestic and family violence is perpetrated by people from a full range of cultural and socioeconomic backgrounds, recognising the similarities and differences in perpetration of domestic and family violence between the different cohorts
Choose an item.	recognise that domestic and family violence can have lifelong impacts on children and young people who witness and experience violence and significantly impact the relationships between the parent, child and community
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
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What practices and process need to be improved or put in place to meet this practice standard?	
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Choose an item.	2.1.2 Staff have the expertise to identify signs of domestic and family violence and the ability to respond to disclosures of both adults and children
practical examples demonstrating compliance may include, staff:	
Choose an item.	demonstrate an understanding of the behaviours that constitute domestic and family violence, the different types of violence and the harm it causes
Choose an item.	provide a safe and supportive environment to enable adult and child victims to disclose their experiences and provide supportive, developmentally appropriate services in response
Choose an item.	accurately document the patterns of abuse and how this impacts upon the functioning, safety and wellbeing of the victim and family
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
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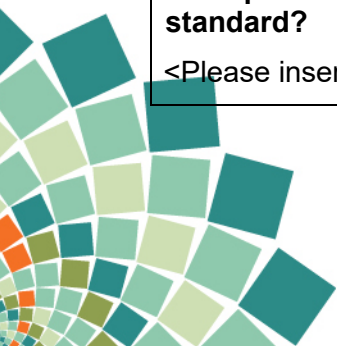
Choose an item.	2.1.3 Staff competency levels, knowledge, and qualifications align with the level of service and care provided to clients, and staff have the required skills consistent with their roles and responsibilities
practical examples demonstrating compliance may include, staff:	
Choose an item.	are responsible for ensuring they keep their knowledge, skills and qualifications up to date to meet the needs of their role and responsibilities. Staff can utilise: <ul style="list-style-type: none"> • training offered by their organisation • training offered through external organisations such as WorkUP Qld • theoretical frameworks and evidence-based practice research and/or journals • one-on-one or group supervision and regular debriefs with managers and colleagues to share best practice ideas
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
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Choose an item.	2.1.4 Staff understand the impact that working in domestic and family violence can have on their wellbeing, and the wellbeing of their colleagues, and how to manage vicarious trauma
practical examples demonstrating compliance may include, staff:	
Choose an item.	seek out information and training in order to build their knowledge and skills to better recognise the early signs of vicarious trauma
Choose an item.	regularly access trauma-informed supervision provided by their organisation
Choose an item.	practice social and emotional wellbeing prevention strategies such as taking scheduled breaks and annual leave
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
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2.2 Understanding of gender, power and control	



Choose an item.	2.2.1 Staff have a nuanced and intersectional understanding of the dynamics of gender, power, and control which informs all aspects of their practice
practical examples demonstrating compliance may include, staff:	
Choose an item.	understand there are a range of ways in which gender, power and control tactics can be configured in different contexts
Choose an item.	recognise that domestic and family violence can affect any person regardless of their gender but that it disproportionately affects women and men are most commonly the perpetrators of violence
Choose an item.	understand gender based knowledge including how attitudes about gender roles and behaviours are often learnt and reinforced in the early years and influence how people view and respond to domestic and family violence
Choose an item.	engage in reflective practice to understand the skills, theory and knowledge they hold and the ways in which this shapes their work; their emotional responses to people, situations and events; and the effects, outcomes and implications of their practice
Choose an item.	understand that victims often endure a high level of anxiety as a result of taking responsibility for trying to avoid triggering the perpetrator's violent behaviour, for example keeping a tidy house or keeping children quiet
Choose an item.	understand that a victim may grieve the loss of a relationship with the perpetrator, even though this relationship involved violence. Staff should support the victim and not cast judgement on their grief
Choose an item.	understand that the tactics of power and control are frequently targeted at interfering in the relationship between children and their mothers, both directly and indirectly, and is a source of harm. For example, perpetrators may insist on the adult victim performing sexual or domestic functions before they are "allowed" to attend to a crying infant
Choose an item.	recognise the different societal expectations in relation to mothers and fathers parenting and the tendency to under-recognise women's parenting efforts such as ensuring children get to school, get their homework done, and make appointments etc. while overestimating a father's efforts to get involved with their children such as dropping them at school
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	2.2.2 Staff recognise the significance of patterns of perpetrator behaviour beyond individual incidents of violence and are able to meaningfully assess these patterns to



	develop appropriate responses for the victim and appropriate interventions for the perpetrator
practical examples demonstrating compliance may include, staff:	
Choose an item.	understand that a perpetrator is likely to escalate their use of violence and abuse where there is a perceived loss of their personal power and control including, for example during and after separation
Choose an item.	are aware of the ways in which power and control can be demonstrated, including minimising, denying and blaming victims or past events for their violence, which might otherwise prompt staff to sympathise with the perpetrator
working with victims:	
Choose an item.	assist their clients in responding to power, coercion and control tactics by exploring new problem-solving techniques and validating clients' existing strategies (based on prior risk assessment) in a strengths-based approach that encourages self-determination
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard? <Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard? <Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	2.2.3 Staff adopt a gendered analysis of violence in their practice acknowledging that gender inequality is a predominant cause and consequence of domestic and family violence
practical examples demonstrating compliance may include, staff:	
Choose an item.	understand how gender stereotypes may be used as part of coercion and control tactics, for example beliefs that men should make decisions and take control in relationships and that housework and childcare are women's work
Choose an item.	understand that women generally carry the 'burden of care' in families, including significantly more hours devoted to childcare, housework and emotional labour (even when also in paid employment)
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard? <Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard? <Please insert notes identifying areas for improvement and improvement strategies>	



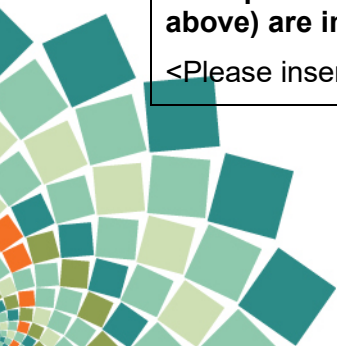
Choose an item.	2.2.4 Staff recognise the complex ways in which children are harmed through experiencing violence, and the tactics of control and abuse of power that they experience
practical examples demonstrating compliance may include, staff:	
Choose an item.	<p>understand that children can be affected emotionally and psychologically by domestic and family violence, even if they are not present during a discrete incident. They may:</p> <ul style="list-style-type: none"> hear the violence, including verbal and emotional abuse see the results of the violence, for example blood, bruises or broken furniture, going to the doctor with a parent after the parent has been abused be used by the perpetrator to manipulate the behaviour of the adult victim
Choose an item.	understand how the relationship between the non-offending parent and the child can be disrupted by violence and the perpetrator’s attempts to control this relationship and work in an integrated way to support both parties in strengthening this relationship
Choose an item.	understand that children’s attachment relationship with their primary caregiver (usually mothers) plays a critical role in mitigating some of the effects of witnessing or experiencing domestic and family violence. In the context of domestic and family violence, mothers may often take steps to mitigate the effects of abusive fathers, for example providing additional emotional support, regulation and caregiving
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Principle 3: Services are evidence-informed	
3.1 Evidence-informed practice	
Choose an item.	3.1.1 Staff stay informed on current theoretical frameworks and contemporary best practice interventions and incorporate these into their responses and practice
practical examples demonstrating compliance may include, staff:	
Choose an item.	provide responses within appropriate theoretical frameworks relevant to domestic and family violence, including those listed below:
Choose an item.	<ul style="list-style-type: none"> gendered analysis and feminist theory, acknowledging: <ul style="list-style-type: none"> the power imbalance that underpins domestic and family violence – although domestic and family violence can affect any person regardless of their gender, it disproportionately affects women and men are most commonly the perpetrators of violence



	<ul style="list-style-type: none"> – how perpetrators exercise power and control over victims
Choose an item.	<ul style="list-style-type: none"> • human rights theories based on: <ul style="list-style-type: none"> – empowering victims and assisting them to develop greater personal agency (ability to affect things) in their own lives – assisting perpetrators to be accountable for their behaviour to those impacted by their violence and to the people and services supporting them
Choose an item.	<ul style="list-style-type: none"> • theories that address intersectionality and the experience of different groups in society: <ul style="list-style-type: none"> – acknowledging the impact of colonisation on Aboriginal and Torres Strait Islander people – tailoring responses to the specific needs of diverse client groups
Choose an item.	<ul style="list-style-type: none"> • trauma informed frameworks and attachment theories, applying an understanding of: <ul style="list-style-type: none"> – the impact of trauma on both the victim and the family and how that can impact the parent/child relationship – how it impacts on the perpetrator’s patterns of perpetration and their capacity to undertake change
Choose an item.	<ul style="list-style-type: none"> • psychosocial frameworks: <ul style="list-style-type: none"> – understanding how violence can impact psychologically on victims and their families and the social circumstances in which violence is experienced
Choose an item.	<ul style="list-style-type: none"> • systems theory: <ul style="list-style-type: none"> – recognising the importance of working across different service settings including housing and health services to create a more integrated and holistic response to client needs
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	
<p>What practices and process need to be improved or put in place to meet this practice standard?</p> <p><Please insert notes identifying areas for improvement and improvement strategies></p>	
Choose an item.	<p>3.1.2 Staff understand the meaning of evidence based practice and develop skills in engaging with evidence and applying it to their daily practice</p>
<p>practical examples demonstrating compliance may include, staff:</p>	
Choose an item.	<p>are confident in using and generating evidence about what works for their clients and are able to draw together information from research and academic studies, practice wisdom and the experience of service users to support effective practice</p>



Choose an item.	understand that the evidence base is constantly evolving and what may be considered best practice now may be superseded by new developments in the future
Choose an item.	continually improve their understanding of the evidence base underpinning contemporary practice and understandings of domestic and family violence
Choose an item.	share learnings from their practice across different service settings to bring useful insights of the client's experience across the service system
Choose an item.	access tools which enable them to collect and analyse data about the services that are being achieved for the clients they work with
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	3.1.3 Staff access learning and development opportunities to ensure continuous professional development and to maintain currency, competency and confidence in their role in working with adult and child victims, and in working with perpetrators
practical examples demonstrating compliance may include, staff:	
Choose an item.	are committed to ongoing professional development
Choose an item.	are aware and make use of their organisation's professional development framework (competency based training) to meet the needs of their role and their clients
Choose an item.	are encouraged to keep up to date with their professional development including attending conferences and networking events with colleagues across the sector
Choose an item.	are enabled to undertake critical reflection within their team to assist in translating theory into evidence-informed practice
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	



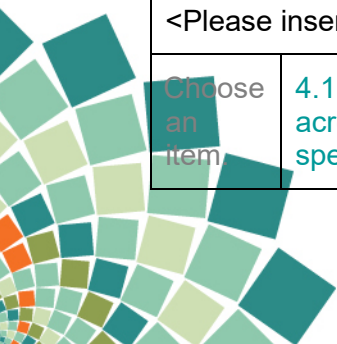
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Principle 4: Perpetrators are held accountable for their actions	
4.1 Ensuring safety, responsibility and accountability	
Choose an item.	4.1.1 Victim's, including children's, safety and freedom underpins all services for perpetrators of domestic and family violence, especially after separation
practical examples demonstrating compliance may include:	
organisations:	
Choose an item.	providing perpetrator and victim services, use a separate location for each. This can be a separate office in the same building, different buildings in the same region, or service locations in different regions
staff working with perpetrators:	
Choose an item.	understand the safety and freedom of the victim is paramount to the needs of the perpetrator
Choose an item.	refer victims to a specialist domestic and family violence service if they are not already being supported, or undertake all relevant risk assessment, risk management and safety planning procedures in an ongoing way for the duration of the program
Choose an item.	engage regularly with the victim's advocate (if there is one) to ensure the victim's needs are considered when delivering interventions for perpetrators
Choose an item.	recognise that victims have the right to choose not to engage with providers of perpetrator interventions
Choose an item.	follow their organisation's protocols if children are involved to gain an understanding of the child's perspective of the perpetrator, for example staff may conduct an assessment themselves or refer to a Principal Child Protection Practitioner or other specialist service provider to conduct an assessment. The assessment includes questions about the strengths and risks of the relationship between the child/ren and the perpetrator in order to better understand the power, coercion and control tactics being used and the patterns of perpetration
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	



<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	4.1.2 Staff follow their organisation’s processes, policy and procedures to assess risk for the victim, maintain victim safety and keep perpetrators accountable regardless of relationship status
practical examples demonstrating compliance may include, staff:	
working with perpetrators:	
Choose an item.	follow their organisation’s processes, policy and procedures to ensure victim safety is the main priority
Choose an item.	ensures the initial assessment: <ul style="list-style-type: none"> • identifies those affected by the violence • identifies the level of risk for the victim • informs the identification of an appropriate program or service to support the perpetrator taking responsibility for their actions • leads to engagement with the victim or victim advocate to address their needs and keep them informed of the current situation
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	4.1.3 Staff work with perpetrators to assist them to take responsibility for their actions and end their violent behaviour and coercive control
practical examples demonstrating compliance may include, staff:	
working with perpetrators:	
Choose an item.	assist and support perpetrators to take responsibility for their actions and change their attitudes and beliefs that can lead to violent behaviour
Choose an item.	hold perpetrators to account in relation to their behaviour, this includes sharing information with the victim, victim advocate, police and other service providers as required
Choose an item.	establish clear boundaries in line with their roles in delivering perpetrator services. This is in recognition of the frequent invitations to collusion that exist in practice with perpetrators and the risks of unintended consequences this poses to their victims



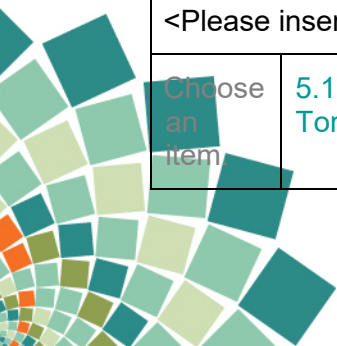
Choose an item.	provide clear, accessible communication to create the setting for perpetrators to understand how their attitudes and beliefs impact on victims and how changing their behaviour will create a safer environment for victims
Choose an item.	provide clear, accessible communication to perpetrators about intervention program attendance requirements and the consequences of non-attendance
Choose an item.	understand that it is important for perpetrators to attend all intervention program sessions (not just mandatory sessions) and to complete the full program wherever the perpetrator has been referred to a specific perpetrator intervention program
Choose an item.	understand that the completion of a perpetrator intervention program does not necessarily mean victim safety is increased
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	4.1.4 Staff working with perpetrators in a group or one-on-one setting establish an ongoing relationship with the adult and child victim, either directly or through a victim advocate, to monitor the situation and provide support where needed
practical examples demonstrating compliance may include, staff:	
working with perpetrators:	
Choose an item.	prepare the victim for participation of the perpetrator in a program, this includes providing verbal or written information about the content and approach of the program
Choose an item.	ensure victim’s needs and safety are considered when delivering interventions for perpetrators
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	4.1.5 Staff understand overall system accountability and how the interactions of staff across all points of the service system (for example, generalist services, HRTs, specialist services and prescribed entities) can better support victims and families



practical examples demonstrating compliance may include, staff:	
Choose an item.	understand that working with other domestic and family violence services will provide a holistic response for their client and reduce the amount of times their client needs to retell their story
Choose an item.	understand how their role and actions can impact on other points of the service system, such as providing timely and accurate information, adhering to legislative requirements and organisational policies and procedures, ultimately impacting on the service system's ability to meet the client's needs
Choose an item.	maintain strong working relationships with other relevant service providers, for example specialist domestic and family violence services, government service providers, and other support services such as housing, mental health alcohol and other drug etc. in order to manage risk, hold perpetrators to account and create efficient referral pathways and information sharing
working with perpetrators:	
Choose an item.	liaise with the victim's case manager and/or the victim advocate for the purposes of sharing information and ensuring the safety of the victim
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Principle 5: Services are culturally safe for Aboriginal and Torres Strait Islander people	
Principle: 5.1 Ensuring cultural safety	
Choose an item.	5.1.1 Staff have an understanding of the connection between colonisation and intergenerational trauma that impacts on Aboriginal and Torres Strait Islander peoples
practical examples demonstrating compliance may include, staff:	
Choose an item.	seek to understand the lived experience of Aboriginal and Torres Strait Islander people
Choose an item.	understand that Aboriginal and Torres Strait Islander victims may be reluctant to reveal violence or abuse due to fears about their children being taken away



Choose an item.	identify their own cultural biases
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	
<p>What practices and process need to be improved or put in place to meet this practice standard?</p> <p><Please insert notes identifying areas for improvement and improvement strategies></p>	
Choose an item.	5.1.2 Staff have a high level of understanding of Aboriginal and Torres Strait Islander culture in all aspects of service delivery and practice
<p>practical examples demonstrating compliance may include, staff:</p>	
Choose an item.	have a knowledge of Aboriginal and or Torres Strait Islander domestic and family violence dynamics and the impact on victims, families and community. For example, staff recognise that domestic and family violence is not always caused by an intimate partner but can also include lateral violence and violence from the extended community in Aboriginal and Torres Strait Islander communities
Choose an item.	recognise the early signs of lateral violence so they can intervene and prevent further escalation including understanding how an individual act of violence can reverberate throughout a community due to community and kinship ties
Choose an item.	recognise the particular vulnerabilities of Aboriginal and Torres Strait Islander children and the severe and wide ranging impacts they can experience directly and indirectly from family violence
Choose an item.	maintain and build their cultural competency and ensure respectful relationships and culturally safe practice through training recognising the diverse nature of Aboriginal and Torres Strait Islander communities
Choose an item.	seek out ongoing refresher courses relating to cultural competency for particular communities they work in so that they are kept abreast of any changes in community protocols and structures
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	
<p>What practices and process need to be improved or put in place to meet this practice standard?</p> <p><Please insert notes identifying areas for improvement and improvement strategies></p>	
Choose an item	5.1.3 When and where appropriate, staff actively assist with facilitating Aboriginal and Torres Strait Islander people’s connection to community, country and culture



practical examples demonstrating compliance may include, staff:	
Choose an item.	understand that social and emotional wellbeing in the context of Aboriginal and/or Torres Strait Islander communities refers to the holistic perspective on social and emotional wellbeing including physical wellbeing, mental wellbeing, connection to family/kinship, connection to community, connection to culture, connection to land and connection to spirituality/ancestors
Choose an item.	understand the importance of healing and cultural strengthening including connections between Aboriginal and Torres Strait Islander people and land in their practice responses, for example women’s groups, arts and crafts activities and storytelling
Choose an item.	recognise that Aboriginal and Torres Strait Islander people may suffer from loss of personal and cultural power. For victims, this sense of loss may be compounded if they have had to leave their community or country to feel safe. For perpetrators, this may be a source of alienation and disempowerment
Choose an item.	recognise that Aboriginal and Torres Strait Islander clients may want to identify and address trauma and grief in culturally safe settings such as camps on traditional lands or at Aboriginal community controlled premises
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	5.1.4 Staff work respectfully with Aboriginal and Torres Strait Islander people, families, communities, and Elders, by working in partnership in the decision making process
practical examples demonstrating compliance may include, staff:	
Choose an item.	make sure that Aboriginal and Torres Strait Islander clients understand and are aware of their legal rights and options (excluding legal advice)
Choose an item.	are aware of other service providers who may be able to support Aboriginal and Torres Strait Islander clients with legal advice including the Aboriginal and Torres Strait Islander Legal Service (ATSILS) and Queensland Indigenous Family Violence Legal Service (QIFVLS)
Choose an item.	are aware of the local Aboriginal and Torres Strait Islander organisations in their area and the referral pathways or communication structures for accessing services delivered by these organisations including, for example Aboriginal Community Controlled Health Services, other Aboriginal Community Controlled Organisations, and community justice organisations



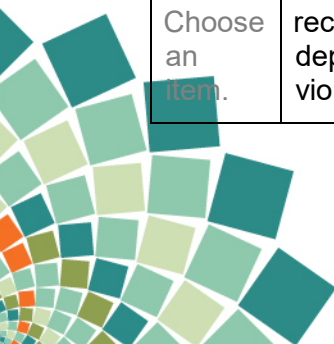
Choose an item.	build relationships with Aboriginal community controlled organisations to enable referrals to when clients express an interest in receiving services from these organisations
Choose an item.	where practical, give victims a choice of Aboriginal and Torres Strait Islander or non-Aboriginal and Torres Strait Islander workers as well as interpreter services where appropriate
Choose an item.	build on community strengths promoting women’s traditional culture and authority in the community as well as involving men in spreading anti-violence measures
Choose an item.	proactively work to build trust in Aboriginal and Torres Strait Islander communities, and with Elders and community members by engaging with them regularly to discuss policies and protocols for meeting the needs of victims in the community
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	
<p>What practices and process need to be improved or put in place to meet this practice standard?</p> <p><Please insert notes identifying areas for improvement and improvement strategies></p>	
Choose an item.	5.1.5 Staff understand and take into account local protocols and kinship relationships prior to working in a community. Family is often more broadly defined within Aboriginal and Torres Strait Islander culture. Those involved in children’s lives, and helping to raise them, commonly include grandparents, aunts, uncles, cousins, nieces and nephews, and members of the community who are considered to be family
<p>practical examples demonstrating compliance may include, staff:</p>	
Choose an item.	seek out opportunities to engage with Aboriginal and/or Torres Strait Islander community members as part of cultural induction and orientation before working with a particular community
Choose an item.	prioritise the social and emotional wellbeing of clients by building trust, being respectful and understanding local culture, kinship ties and traditions
Choose an item.	consider local protocols and kinship relationships in all interactions with a client and include these in the clients’ safety plan and advice
Choose an item.	take a holistic approach and seek information about the availability of services in each community working in close collaboration with Aboriginal and Torres Strait Islander people, families, communities and with Elders
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	



What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Principle 6: Services are client-centred and accessible for all	
Principle: 6.1 Ensuring appropriate responses for all cohorts	
Choose an item.	6.1.1 Staff recognise that an individual client may have specific needs or a cultural background that impacts on their experience of violence or use of violence, their expectations of service support, and what might be an appropriate service response
practical examples demonstrating compliance may include, staff:	
Choose an item.	follow their organisation's processes for collecting feedback from service users and consider this feedback as part of their self-reflection on how to best deliver appropriate responses to a diverse range of cohorts who are impacted by or who perpetrate violence
working with victims:	
Choose an item.	tailor services to meet specific client needs, deciding in conjunction with a victim what services are most appropriate and consulting with them as to what assistance they need and are comfortable receiving
Choose an item.	give victims a choice of a caseworker or a service that meets their needs wherever possible. Staff recognise that some victims might engage successfully with a worker from the same community with the same cultural knowledge and language, while other victims may prefer to engage with a worker who does not belong to their community
Choose an item.	offer victims with a disability the option of having a disability advocate or other disability support service present when communicating with staff
working with perpetrators:	
Choose an item.	address perpetrators' diverse circumstances, backgrounds, and other complex issues which may require a customised response
Choose an item.	explore alternative ways of communicating a woman's perspective of experiencing violence, power and control where it may not be culturally appropriate for a woman to be present in person
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	



Choose an item.	6.1.2 Staff recognise there are a range of client cohorts and are able to appropriately respond to their diversity which may be based on age, gender, culture, heritage, language, faith, sexual identity, relationship status, disability or other relevant characteristics
practical examples demonstrating compliance may include, staff:	
Choose an item.	communicate respectfully in a manner that is easiest for the client to understand, and wherever possible use the most appropriate language and supports; taking into account cultural background, gender, age and level of ability
Choose an item.	inform clients of their right to an interpreter, and if the client wishes to use one, obtain the client's agreement to use the interpreter. Staff recognise that some clients may not feel safe using an interpreter from their own community
Choose an item.	where possible, use interpreters from an accredited service which can provide interpreters who are trained and/or experienced in dealing with domestic and family violence; matching gender and background where appropriate
Choose an item.	reflect on their own personal biases and how they may impact on the cultural appropriateness and quality of service delivery
Choose an item.	consider the unique psychological, social and physical needs of victims who identify as LGBTIQ+ in feeling safe and welcomed, for example using gender neutral communication materials to inform them about available services
working with perpetrators:	
Choose an item.	consider the safety of perpetrators that identify as LGBTIQ+ in any group setting. If the perpetrator would prefer to attend a specialist program for LGBTIQ+ men, staff make appropriate warm referrals (where possible)
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	6.1.3 Staff recognise the complexity of how violence is experienced and perpetrated and the importance of context in assessing the responsibility for perpetration and identifying appropriate supports and services for the victim or perpetrator
practical examples demonstrating compliance may include, staff:	
Choose an item.	recognise that every victim, perpetrator and relationship is different and that an in-depth assessment needs to be conducted, especially in circumstances where mutual violence has been raised



Choose an item.	<p>look at the context for assessing the responsibility for perpetration. If staff are unable to identify the primary aggressor they need to:</p> <ul style="list-style-type: none"> • investigate what violence was perpetrated by both parties, and the intent and context of that violence, including establishing patterns of behaviour over time, the presence of tactics of coercive control, and the level of fear • determine if there is a variance in their power/status within the relationship: <ul style="list-style-type: none"> – who is earning the money – who is spending the money – who makes the decisions – is there differences in their age, race, culture etc. that could be used against them
<p>What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?</p> <p><Please insert notes and/or evidence of compliance with the standard></p>	
<p>What practices and process need to be improved or put in place to meet this practice standard?</p> <p><Please insert notes identifying areas for improvement and improvement strategies></p>	
<p>6.2 Client focused approach</p>	
Choose an item.	<p>6.2.1 Staff provide services that are tailored to client needs taking into account a client's individual circumstances including their family situation, their personal values and preferences and specific risk and protective factors</p>
<p>practical examples demonstrating compliance may include, staff:</p>	
Choose an item.	<p>understand no two victims, their experiences or support needs are the same</p>
Choose an item.	<p>see things from the victim's point of view, validate the experience of the victim and never place pressure or blame on them</p>
Choose an item.	<p>follow systems and processes that minimise the need for victims to retell their story</p>
Choose an item.	<p>inform clients about their organisation's feedback and complaints processes so that clients have an opportunity to provide input into how services and programs are designed to support victims and promote engagement and behavioural change for perpetrators</p>
<p>working with perpetrators:</p>	



Choose an item.	tailor responses to meet the individual risk levels and patterns of coercive control by perpetrators
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	6.2.2 Staff look for what the client can do (rather than what they cannot do) with the resources available to them focussing on their aspirations, goals, and successes and exploring their hopes for the future
practical examples demonstrating compliance may include, staff:	
working with victims:	
Choose an item.	work with victims and children to actively involve them in deciding the best way to address their needs
Choose an item.	work with victims to empower their independence including identifying meaningful personal goals and developing strategies to meet these goals, for example referring to appropriate service providers to help victims create financial independence
Choose an item.	acknowledge all the ways the adult victim has maintained family and child functioning and wellbeing in an abusive family situation
Choose an item.	work collaboratively with the client and the family where appropriate to help them recognise the resources and skills they have available to deal with situations
Choose an item.	interact with victims in a way that builds self-esteem, self-efficacy, and reinforces a positive sense of self-worth
Choose an item.	treat children as individuals and acknowledge the strength they bring to the family in a developmentally appropriate way
Choose an item.	recognise community strengths and resilience when working with Aboriginal and Torres Strait Islander people
working with perpetrators:	



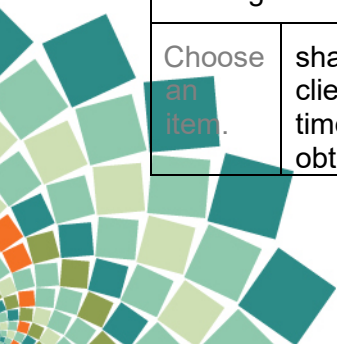
Choose an item.	support them in taking responsibility for their behaviour and identifying their capacity to be non-violent, for example encouraging the perpetrator to identify what a desirable future looks like and what would need to change
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	6.2.3 Staff give attention to the relationship between children and the non-offending parent and the opportunities to build on existing strengths in the relationship
practical examples demonstrating compliance may include, staff:	
Choose an item.	understand children are affected by domestic violence, even if they are not present during an incident
Choose an item.	understand domestic and family violence can negatively impact on the relationship between the non-offending parent and the child through: <ul style="list-style-type: none"> • emotional abuse from the perpetrator to control the relationship • mental health issues caused by domestic and family violence making it harder for the non-offending parent to deal with the challenges of parenting • physical injuries affecting the parents ability to care for the child’s day to day needs such as cooking or bathing the child
Choose an item.	understand a child impacted by domestic and family violence may struggle to form meaningful relationships and may avoid closeness or push people away
Choose an item.	understand the non-offending parent plays a critical role in mitigating some of the effects of witnessing or experiencing domestic and family violence
Choose an item.	understand the critical need to nurture and build on the existing strengths in the relationship between the child and non-offending parent
Choose an item.	reassure the adult victim that they are not to blame for the effects of violence on their children and acknowledge that they play an important role in helping their child to heal and recover
Choose an item.	ensure the parent has the tools and resources needed to support their child to recover from the violence



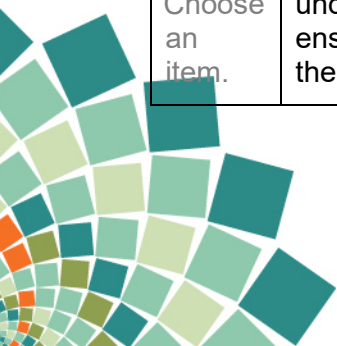
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
6.3 Accessible and equitable support and assistance	
Choose an item.	6.3.1 Staff ensure services are welcoming and accessible to a diverse range of client groups so that anyone can access the service regardless of their race, religion, language or cultural background
practical examples demonstrating compliance may include, staff:	
Choose an item.	are mindful of the need to provide equitable access by providing supports such as: using interpreters to communicate with clients; providing disability access points; offering casework and support over the phone or via Skype for clients in rural or remote areas (if safe phone/internet access is available and reliable); and undertaking outreach work where feasible and safe to do so
Choose an item.	support the delivery of their organisation’s place-based solutions, particularly where services have been adapted to meet the unique social and cultural needs of their client group
Choose an item.	consider the range of communication tools such as smartphone applications, PowerPoint, photos, brochures etc. that can be tailored to the needs of the client
Choose an item.	have an awareness of and sensitivity to people with disabilities and have the ability to identify people’s difficulties in seeing, hearing, walking, remembering, self-care, or communication
Choose an item.	develop relationships with community members providing referrals, to the extent that it can be established to arrange for the transfer of victims out of abusive situations
Choose an item.	work with the client around the timing of their exit from the service to ensure they are comfortable doing so (services should be made accessible for the entire time they are needed by the client)
Choose an item.	are matched (where possible) with similar backgrounds to potential client groups
staff working with perpetrators:	
Choose an item.	ensure that group work environments are accessible for perpetrators from a range of socioeconomic and cultural backgrounds by being supportive of: change; modelling respectful, safe communication; emotional regulation; and collaboration



Choose an item.	ensure perpetrators enter into an agreement about standards of acceptable behaviour for group participation so that all participants have equitable access to the benefits of the program and support from facilitators
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	6.3.2 Staff ensure their assessment of eligibility for service access is at all times based on an anti-discriminatory, non-prejudicial, and consistent judgement of a person's individual needs and experiences
practical examples demonstrating compliance may include, staff:	
Choose an item.	adhere to their organisation's intake processes to ensure victims receive a timely response in line with the client's level of need
Choose an item.	recognise their personal bias and the potential impact on service quality
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Principle 7: Services collaborate to provide an integrated response	
Principle: 7.1 Working with other specialist domestic and family violence service providers	
Choose an item.	7.1.1 Staff proactively work with staff in other domestic and family violence services to provide a holistic response to clients
practical examples demonstrating compliance may include, staff:	
working with victims:	
Choose an item.	share accurate and appropriate information with relevant agencies providing support to clients to streamline services and prevent clients from having to tell their story multiple times. Noting whenever safe, possible and practical, a victim's consent should be obtained before sharing information but in certain circumstances information may be



	shared without consent with prescribed entities and specialist domestic and family violence service providers
working with perpetrators:	
Choose an item.	establish and maintain strong working relationships with other relevant service providers, for example specialist domestic and family violence services, government service providers, other support services etc., in order to manage risk, hold perpetrators to account and create efficient referral pathways and information sharing
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	7.1.2 Staff ensure that clients who cannot be directly supported by their organisation are referred to an appropriate service
practical examples demonstrating compliance may include, staff:	
Choose an item.	develop and maintain a local network to ensure ease of referral and an integrated response. Ideally and where mutually beneficial, resources are shared between these organisations, including financial, human, knowledge and good practice
Choose an item.	follow up contact with the receiving agency and the client to determine if the service has been taken up and is progressing, in alignment with the information sharing framework in the legislation
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	7.1.3 Staff have a comprehensive understanding of their organisation’s offerings, limitations, and referral pathways to other services to address client needs
practical examples demonstrating compliance may include, staff:	
Choose an item.	understand their organisation’s offering of services, limitations and referral pathways to ensure the client receives the most appropriate service in a timely manner, either from their organisation or another organisation



Choose an item.	attend capacity building sessions, training programs, and access available information from their organisation regarding how to respond to client diversity in order to provide effective and appropriate services
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
7.2 Working with organisations outside the service system	
Choose an item.	7.2.1 Staff participate in multi-agency support services as appropriate to the needs of the clients (such as police, the court system, legal services, medical and mental health services, disability services, housing services, child protection and Centrelink)
practical examples demonstrating compliance may include, staff:	
Choose an item.	participate in local and regional inter-agency forums and networks to support information sharing, best practice when working with clients with specific needs, service coordination, and seamless service delivery
Choose an item.	build and maintain links with other agencies that can support the wellbeing and continued development of children if the service is unable to provide this support while working with the parent
Choose an item.	identify and refer clients to other services they may require including alcohol and other drugs services, gambling support services and/or homelessness and housing support services. For perpetrator services, these referrals should be done in a way that addresses any belief that problems such as substance abuse or gambling minimise the importance or accountability of the perpetrator's behaviour
Choose an item.	are aware of the Queensland Department of Justice and Attorney-General's Domestic Violence Protocols
Choose an item.	assist clients to understand the conditions and requirements of Domestic Violence Orders, as well as other Court orders and requirements, or provide referrals to other service providers who can deliver this advice
working with victims:	
Choose an item.	assist victims in their discussions and interactions with legal services, government and non-government agencies, as well as other professionals, including (if required) liaising and advocating on their behalf to achieve goals that the victim has identified
working with perpetrators:	



Choose an item.	assist perpetrators who request support to understand or clarify advice provided by organisations outside the service system by referring perpetrators on to appropriate service providers who can assist in this capacity, for example legal services, the Queensland Police Service, the Department of Justice and Attorney-General or other government and non-government agencies
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
<Please insert notes and/or evidence of compliance with the standard>	
What practices and process need to be improved or put in place to meet this practice standard?	
<Please insert notes identifying areas for improvement and improvement strategies>	
Choose an item.	7.2.2 Staff understand the intersections between domestic and family violence services and other mainstream services such as mental health, housing and alcohol and other drug services and can make appropriate referrals and connections
practical examples demonstrating compliance may include, staff:	
Choose an item.	understand that families experiencing domestic and family violence (both the victim and the perpetrator) may also be experiencing mental health issues, substance abuse and homelessness. These factors need to be addressed as part of a holistic response for the victim and/or the perpetrator
Choose an item.	identify and refer clients to other services they may require including alcohol and other drugs services, gambling support services and/or homelessness and housing support services. For perpetrator services, these referrals should be done in a way that addresses any belief that problems such as substance abuse or gambling minimise the importance or accountability of the perpetrator’s behaviour
What practices and processes (in addition to those identified in the practical examples above) are in place to meet this practice standard?	
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Appendix 1: Practice standards compliance improvement plan

Practice Standard	Date of self-assessment	Rating from self-assessment	Issues and improvement action required	Responsible person to action	Required by date	Outcome and date closed

