

Comparison between the current *Practice Standards for Working with Women Affected by Domestic and Family Violence* and the revised *Domestic and family violence support services 2018-20: Practice standards and guidance*

Current: <i>Practice Standards for Working with Women Affected by Domestic and Family Violence</i>	Revised: <i>Domestic and family violence support services 2018-20: Practice standards and guidance</i>
<p>Principle 1: Safety — The safety of women and their associates (including their children), and of workers has priority.</p>	
<ul style="list-style-type: none"> • 1.1 Safety risks for women and their associates, including their children are identified and responded to. <ul style="list-style-type: none"> – 1.1.1 The service has a safety/risk assessment process to identify potential safety risks and assess the safety needs for the woman and her associates, including her children. – 1.1.2 The worker assists the woman to develop a safety plan. – 1.1.3 The service has a policy for reporting suspected child abuse or neglect. – 1.1.4 The service has a policy for reporting the disclosure of serious criminal offences committed against women and/or their associates, including their children. – 1.1.5 The worker encourages, supports and empowers a woman who wishes to make a complaint to the Police or other relevant body in relation to criminal offences. 	<p>Principle 1: The rights, safety and dignity of victims are paramount:</p> <ul style="list-style-type: none"> • 1.2 Ensuring victim safety <ul style="list-style-type: none"> – 1.2.1 Staff prioritise the safety and wellbeing of victims. • 1.3 Risk management, management and safety plans <ul style="list-style-type: none"> – 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 assessment at first contact and manage and update the assessment throughout the provision of interventions. – 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.
<ul style="list-style-type: none"> • 1.2 Safety risks for service workers and workers who provide Court assistance are identified and responded to. <ul style="list-style-type: none"> – 1.2.1 The service has a written safety policy. – 1.2.2 The service monitors and reviews the safety policy, practices and procedures on a regular basis. – 1.2.3 The service provides safety training on induction and on an ongoing basis in accordance with the safety policy. 	<p>Principle 1: The rights, safety and dignity of victims are paramount:</p> <ul style="list-style-type: none"> • 1.2 Ensuring victim safety <ul style="list-style-type: none"> – 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. – 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. <p>Principle 3: Services are evidence-informed</p> <ul style="list-style-type: none"> • 3.1 Evidence-informed Practice <ul style="list-style-type: none"> – 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.
<ul style="list-style-type: none"> • 1.3 The service premises (where they exist) promote safety. <ul style="list-style-type: none"> – 1.3.1 The service premises must have adequate physical security measures in place to meet the safety needs of women, children and workers (Higher levels of physical security may be required for different models of service delivery such as high security refuges or safe houses). – 1.3.2 The service premises offer privacy to women, e.g. Discreet waiting room etc. – 1.3.2 The service has interview rooms to ensure confidentiality and security. 	<p>Principle 1: The rights, safety and dignity of victims are paramount:</p> <ul style="list-style-type: none"> • 1.2 Ensuring victim safety <ul style="list-style-type: none"> – 1.2.1 Staff prioritise the safety and wellbeing of victims. • 1.3 Risk management, management and safety plans <ul style="list-style-type: none"> – 1.3.2 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. <p>Principle 6: Services are accessible</p> <ul style="list-style-type: none"> • 6.1 Ensuring appropriate responses for all cohorts <ul style="list-style-type: none"> – 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. – 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. • 6.2 Client focused approach <ul style="list-style-type: none"> – 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.
<ul style="list-style-type: none"> • 1.4 Every attempt is made to ensure the woman, her children, and any other person attending with her are safe within the Court precinct. <ul style="list-style-type: none"> – 1.4.1 The worker is aware of the Department of Justice and Attorney-General's Domestic Violence Protocol for Courts and advocates for implementation of the protocol in conjunction with local court staff. – 1.4.2 The worker has established local safety procedures with the local Court staff and Police. – 1.4.3 The worker provides support to women in Court. 	<p>Principle 1: The rights, safety and dignity of victims are paramount:</p> <ul style="list-style-type: none"> • 1.2 Ensuring victim safety <ul style="list-style-type: none"> – 1.2.1 Staff prioritise the safety and wellbeing of victims. <p>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.1 Working with other specialist domestic and family violence service providers <ul style="list-style-type: none"> – 7.1.1 Staff proactively work with staff in other domestic and family violence services to provide a holistic response to clients.

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	<ul style="list-style-type: none"> - 7.1.3 Staff have a comprehensive understanding of their organisation's offerings, limitations and referral pathways to other services to address client needs. • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> - 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, and medical and mental health services, disability services, housing services, child protection and Centrelink). - 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.
<p>Principle 2: Respect — Women are treated with dignity, respect and sensitivity</p>	
<ul style="list-style-type: none"> • 2.1 Women experience empathetic, accepting and non-judgmental service delivery. <ul style="list-style-type: none"> - 2.1.1 The worker supports the woman and accurately assesses her individual needs. - 2.1.2 The woman is provided with information about her right to be treated with respect and without judgement by the worker. 	<p>Principle 1: The rights, safety and dignity of victims are paramount:</p> <ul style="list-style-type: none"> • 1.1 Respectful, developmentally appropriate, culturally appropriate and non-judgmental approach <ul style="list-style-type: none"> - 1.1.1 Staff recognise victim's rights to self-determination and the dignity of choice. - 1.1.2 Staff support, listen to, and respond to victims in a respectful, sensitive, developmentally appropriate, and non-judgmental way. - 1.1.3 Staff build strong rapport and developmentally and culturally appropriate relationships with adult and child victims.
<ul style="list-style-type: none"> • 2.2 Women are treated as individuals and are not stereotyped according to their cultural background, sexual preference, religious or other affiliation or individual needs or differences. <ul style="list-style-type: none"> - 2.2.1 Workers attend training on working with women with diverse needs including: <ul style="list-style-type: none"> ▪ cross cultural training and working with interpreters; ▪ issues for lesbian, bisexual and transgender women affected by domestic and family violence; ▪ working with women with disabilities; ▪ working with women with mental health issues; and ▪ working with women in prison pre and post release, affected by domestic and family violence. - 2.2.2 The service has mechanisms for feedback from women regarding respectful and culturally appropriate service provision. 	<p>Principle 6 – Services are client-based and accessible for all</p> <ul style="list-style-type: none"> • 6.1 Ensuring appropriate responses for all cohorts <ul style="list-style-type: none"> - 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. - 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. - 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. • 6.2 Client focused approach <ul style="list-style-type: none"> - 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. • 6.3 Accessible and equitable support and assistance. <ul style="list-style-type: none"> - 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. - 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.
<ul style="list-style-type: none"> • 2.3 Services provide a variety of programs or interventions in order to meet the diverse needs of women who access the service <ul style="list-style-type: none"> - 2.3.1 The worker gives information to the woman on the intervention strategies available to her through the service to meet her individual needs. - 2.3.2 The service provides a range of intervention strategies, appropriate to the individual and diverse needs of women including: <ul style="list-style-type: none"> ▪ crisis support - telephone and face-to-face ▪ information and referral for women and their associates (including children) ▪ advocacy ▪ support and counselling - telephone and face-to-face ▪ group work ▪ outreach and follow-up work. - 2.3.3 The service advises women of their rights as clients. - 2.3.4 The service implements a case management system. - 2.3.5 All group work offered by the service is in accordance with relevant guidelines. 	<p>Principle 1: The rights, safety and dignity of victims are paramount</p> <ul style="list-style-type: none"> - 1.1.1 Staff recognise victim's rights to self-determination and the dignity of choice. - 1.1.3 Staff build strong rapport and developmentally and culturally appropriate relationships with adult and child victims. <p>• 1.3 Risk assessment, management and safety plans</p> <ul style="list-style-type: none"> - 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. <p>Principle 6: Services are client-based and accessible for all</p> <ul style="list-style-type: none"> • 6.1 Ensuring appropriate responses for all cohorts <ul style="list-style-type: none"> - 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. - 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. - 6.1.3 Staff recognise the complexity of how violence is experienced and perpetrated and the

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	<p>importance of context in assessing the responsibility for perpetration and identifying appropriate supports and services for the victim or perpetrator.</p> <ul style="list-style-type: none"> • 6.2 Client focused approach <ul style="list-style-type: none"> - 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. • 6.3 Accessible and equitable support and assistance. <ul style="list-style-type: none"> - 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. - 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.
<p>Principle 3: Access and Equity — Women are supported and assisted to access services on an equitable basis.</p>	
<ul style="list-style-type: none"> • 3.1 Services are accessible and provide equitable support and assistance appropriate to women's diverse needs. <ul style="list-style-type: none"> - 3.1.1 The service has adopted access and equity guidelines based on the Cultural and Linguistic Diversity in SAAP Strategy. - 3.1.2 Services provided to women are free of charge or where fees are charged, the service has a clearly stated fee policy that takes into account the woman's ability to pay and does not discriminate against women who have no income. - 3.1.3 The service has guidelines about the use of professional interpreters, which precludes the use of children, other relatives and friends. - 3.1.4 Workers are trained in working with interpreters including the Translating and Interpreting Service (TIS), face-to-face and AUSLAN sign interpreters. 	<p>Principle 6: Services are client-based and accessible for all</p> <ul style="list-style-type: none"> • 6.1 Ensuring appropriate responses for all cohorts <ul style="list-style-type: none"> - 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. - 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. • 6.2 Client focused approach <ul style="list-style-type: none"> - 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. • 6.3 Accessible and equitable support and assistance. <ul style="list-style-type: none"> - 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. - 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.
<ul style="list-style-type: none"> • 3.2 Workers are aware that women have diverse backgrounds and are sensitive to cultural practices and/or specific needs that arise from those diverse backgrounds. <ul style="list-style-type: none"> - 3.2.1 The service maintains a data-base or referral list of services and points of access, including key persons or elders in the different cultural communities. - 3.2.2 The workers regularly network with a variety of specialist agencies, including specialist legal services that work with people affected by domestic and family violence. Specialist agencies include groups or services that work with women from diverse backgrounds. - 3.2.3 The workers attend training regarding issues and specific needs that affect Aboriginal and Torres Strait Islander people. 	<p>Principle 3: Services are evidence-informed</p> <ul style="list-style-type: none"> - 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. <p>Principle 5: Services are culturally safe for Aboriginal and Torres Strait Islander people</p> <ul style="list-style-type: none"> • 5.1 Ensuring cultural safety <ul style="list-style-type: none"> - 5.1.1 Staff have an understanding of the connection between colonisation and intergenerational trauma that impacts on Aboriginal and Torres Strait Islander peoples. - 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. - 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. - 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. - 5.1.5 Staff understand and take into account local protocols and kinship relationships prior to working in a community. <p>Principle 6: Services are client-based and accessible for all</p> <ul style="list-style-type: none"> • 6.1 Ensuring appropriate responses for all cohorts <ul style="list-style-type: none"> - 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. - 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.

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	<p>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.1 Working with other specialist domestic and family violence service providers <ul style="list-style-type: none"> - 7.1.1 Staff proactively work with staff in other domestic and family violence services to provide a holistic response to clients. - 7.1.3 Staff have a comprehensive understanding of their organisation's offerings, limitations and referral pathways to other services to address client needs. • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> - 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, and medical and mental health services, disability services, housing services, child protection and Centrelink.)
<ul style="list-style-type: none"> • 3.3 Services are promoted widely. <ul style="list-style-type: none"> - 3.3.1 The service has written information, in plain English, about its role and services offered. - 3.3.2 Information about the service is widely distributed amongst the local community and other relevant services who have contact with women affected by domestic and family violence. 	<p>Not captured in the revised standards.</p>
<p>Principle 4: Empowerment — Women identify and express their needs and make decisions in a supportive and non-judgmental environment.</p>	
<ul style="list-style-type: none"> • 4.1 Women receive information that is relevant, accurate, up-to-date and easy to understand. <ul style="list-style-type: none"> - 4.1.1 The service maintains a database of relevant information and resources. - 4.1.2 The workers use interpreters as required, e.g., Translating and Interpreting Service (TIS), AUSLAN, NAATI - 4.1.3 The workers provide relevant, accurate and up-to date information to the woman, as required. 	<p>Principle 6: Services are client-based and accessible for all</p> <ul style="list-style-type: none"> • 6.1 Ensuring appropriate responses for all cohorts <ul style="list-style-type: none"> - 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. - 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. • 6.3 Accessible and equitable support and assistance. <ul style="list-style-type: none"> - 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.
<ul style="list-style-type: none"> • 4.2 Women are provided with information about available options for meeting their needs and are assisted to identify their preferred option. <ul style="list-style-type: none"> - 4.2.1 The service has an intake and assessment system to accurately identify client needs. - 4.2.2 All workers are trained in the intake and assessment process. - 4.2.3 All workers are trained in crisis intervention. - 4.2.4 Wherever possible women are offered access to follow-up support during the transitional period following crisis intervention or exit from an accommodation service. - 4.2.5 In situations where workers are unable to meet with the women before Court, workers must ensure that efforts are made to meet with the women after court to ascertain her needs and provide information and assistance as required. <p>For workers who provide court assistance</p> <ul style="list-style-type: none"> - 4.2.6 The worker develops a case management plan in collaboration with the woman. - 4.2.7 The worker regularly reviews the case management plan to ensure the plan reflects the woman's changing needs and to ensure all intervention is purposeful. - 4.2.8 The workers are trained in case management planning. 	<p>Principle 1: The rights, safety and dignity of victims are paramount</p> <ul style="list-style-type: none"> • 1.2 Ensuring Victim Safety <ul style="list-style-type: none"> - 1.2.1 Staff prioritise the safety and wellbeing of victims. • 1.3 Risk assessment, management and safety plans <ul style="list-style-type: none"> - 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. - 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. - 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). <p>Principle 3: Services are evidence-informed</p> <ul style="list-style-type: none"> - 3.1.1 Staff stay informed on current theoretical frameworks and contemporary best practice interventions and incorporate these into their responses and practice. - 3.1.2 Staff understand the meaning of evidence based practice and develop skills in engaging with evidence and applying it in their daily practice. - 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. <p>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> - 7.2.1 Staff participate in multi-agency support services as appropriate to the needs of the clients

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	(such as police, the court system, legal services, and medical and mental health services, disability services, housing services, child protection and Centrelink.)
<ul style="list-style-type: none"> • 4.3 Workers are able to identify a woman's legal needs and provide appropriate legal information and referral for legal advice. <ul style="list-style-type: none"> - 4.3.1 The worker provides legal information about domestic and family violence to inform the woman of her rights and responsibilities. - 4.3.2 The worker provides legal information and not legal advice. (See definitions of legal advice and legal information in the definition section of this document). - 4.3.3 As required the worker refers the woman for legal advice, to a qualified legal practitioner in situations where there are legal issues e.g. for domestic and family violence matters, disputes about contact and /or residence where children are involved, criminal hearings where there has been physical violence, or disputes about property. - 4.3.4 The worker provides support to the woman regarding her legal needs. 	<p>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> - 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, and medical and mental health services, disability services, housing services, child protection and Centrelink.)
<ul style="list-style-type: none"> • 4.4 Workers assess each woman's referral needs and make referrals as needed. <ul style="list-style-type: none"> - 4.4.1 The service has an intake and assessment procedure. - 4.4.2 The worker uses the intake and assessment procedures to obtain information about the woman's referral needs. - 4.4.3 The service has policy and procedures for making referrals. - 4.4.4 The service maintains contact with, and a database of, relevant agencies including legal agencies and specialised support agencies. - 4.4.5 The service provides training for workers on the relevant policies and procedures. - 4.4.6 The service has a mechanism for feedback from women regarding referrals and referral needs. 	<p>Principle 1: The rights, safety and dignity of victims are paramount</p> <ul style="list-style-type: none"> • 1.2 Ensuring Victim Safety • 1.3 Risk assessment, management and safety plans <ul style="list-style-type: none"> - 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. - 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. - 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). - 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. <p>Principle 3: Services are evidence-informed</p> <ul style="list-style-type: none"> - 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. <p>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> - 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, and medical and mental health services, disability services, housing services, child protection and Centrelink.)
<p>Principle 5: Confidentiality — Women have their right to confidentiality respected and observed and are informed of situations where that confidentiality may be limited.</p>	

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<ul style="list-style-type: none"> • 5.1 Each woman’s right to confidentiality and privacy is respected. <ul style="list-style-type: none"> – 5.1.1 The service has a policy on confidentiality. – 5.1.2 The worker informs the woman of the service's policy on confidentiality in plain English. – 5.1.3 The service has a mechanism for feedback from women regarding their knowledge of the policy on confidentiality. 	<p>Principle 1: The rights, safety and dignity of victims are paramount</p> <ul style="list-style-type: none"> • 1.2 Ensuring victim safety <ul style="list-style-type: none"> – 1.2.4 Staff ensure confidentiality in all aspects of service delivery and practice, including client data and files, consistent with legislative obligations.
<ul style="list-style-type: none"> • 5.2 Workers are aware of and observe their legal and ethical obligations and responsibilities in relation to their client's right to privacy. <ul style="list-style-type: none"> – 5.2.1 The service has a Code of Ethics. – 5.2.2 The worker complies with the Code of Ethics. – 5.2.3 The worker attends in-service training regarding the Code of Ethics. 	<p>Not captured in the revised standards.</p>
<ul style="list-style-type: none"> • 5.3 Records are kept secure <ul style="list-style-type: none"> – 5.3.1 The service has a policy on record keeping. – 5.3.2 The worker advises women of the policy. – 5.3.3 The service keeps all files, records and client data secure including information stored electronically. 	<p>Principle 1: The rights, safety and dignity of victims are paramount</p> <ul style="list-style-type: none"> • 1.2 Ensuring victim safety <ul style="list-style-type: none"> – 1.2.4 Staff ensure confidentiality in all aspects of service delivery and practice, including client data and files, consistent with legislative obligations.
<p>Principle 6: Coordination — Services operate within a context of interagency cooperation, collaboration and coordinated service delivery.</p>	
<ul style="list-style-type: none"> • 6.1 Services are part of community networks and do not work in isolation. <ul style="list-style-type: none"> – 6.1.1 The service attends domestic and family violence and the appropriate local network meetings. – 6.1.2 The service participates in joint training initiatives and community education activities with other stakeholders. 	<p>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.1 Working with other specialist domestic and family violence service providers <ul style="list-style-type: none"> – 7.1.1 Staff proactively work with staff in other domestic and family violence services to provide a holistic response to clients. – 7.1.2 Staff ensure that clients who cannot be directly supported by their organisation are referred to an appropriate service. – 7.1.3 Staff have a comprehensive understanding of their organisation's offerings, limitations, and referral pathways to other services to address client needs. • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> – 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, and medical and mental health services, disability services, housing services, child protection and Centrelink.) – 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.
<ul style="list-style-type: none"> • 6.2 Services are involved in a coordinated community response (CCR) to domestic and family violence in their local area. <ul style="list-style-type: none"> – 6.2.1 The service attends regular meetings with other stakeholders involved in the CCR. – 6.2.2 The service works collaboratively with all agencies involved in the CCR to encourage the development of a shared philosophy of practice for the CCR. – 6.2.3 A process has been established for services to develop, monitor and review inter-agency protocols for the CCR. 	<p>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.1 Working with other specialist domestic and family violence service providers <ul style="list-style-type: none"> – 7.1.1 Staff proactively work with staff in other domestic and family violence services to provide a holistic response to clients. – 7.1.2 Staff ensure that clients who cannot be directly supported by their organisation are referred to an appropriate service. – 7.1.3 Staff have a comprehensive understanding of their organisation's offerings, limitations, and referral pathways to other services to address client needs. • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> – 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, and medical and mental health services, disability services, housing services, child protection and Centrelink). – 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.
<ul style="list-style-type: none"> • 6.3 Where possible and appropriate, workers participate in the development of policies and procedures (of other jurisdictions) for Court services e.g. Court design, Court protocols. <ul style="list-style-type: none"> – 6.3.1 The service works in collaboration with Court staff and Police to address safety and procedural issues. – 6.3.2 The worker arranges regular meetings with key stakeholders to discuss relevant issues. – 6.3.3 The worker encourages and contributes to the application of the safety guidelines and the domestic violence protocol of the Courthouse. 	<p>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.1 Working with other specialist domestic and family violence service providers <ul style="list-style-type: none"> – 7.1.1 Staff proactively work with staff in other domestic and family violence services to provide a holistic response to clients. – 7.1.2 Staff ensure that clients who cannot be directly supported by their organisation are referred to an appropriate service. – 7.1.3 Staff have a comprehensive understanding of their organisation's offerings, limitations, and referral pathways to other services to address client needs. • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> – 7.2.1 Staff participate in multi-agency support services as appropriate to the needs of the clients

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	<p>(such as police, the court system, legal services, and medical and mental health services, disability services, housing services, child protection and Centrelink).</p> <ul style="list-style-type: none"> - 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.
<p>Principle 7: Advocacy — women affected by domestic and family violence are provided with appropriate advocacy.</p>	
<ul style="list-style-type: none"> • 7.1 Workers assist women to identify their rights and advocate for their own and/or their children's needs as required. <ul style="list-style-type: none"> - 7.1.1 The service has assessment procedures. - 7.1.2 The worker develops and implements a support plan with the woman. - 7.1.3 The service has an up to date referral list. 	<p>Principle 1: The rights, safety and dignity of victims are paramount:</p> <ul style="list-style-type: none"> • 1.2 Ensuring victim safety • 1.3 Risk assessment, management and safety plans <ul style="list-style-type: none"> - 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>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> - 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, and medical and mental health services, disability services, housing services, child protection and Centrelink). - 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.
<ul style="list-style-type: none"> • 7.2 Workers advocate for the needs of women affected by domestic and family violence on an individual basis as requested by the woman and with her consent. <ul style="list-style-type: none"> - 7.2.1 The service has a consent form for the sharing of relevant information. - 7.2.2 The worker acts as an advocate for the woman, with her consent, when negotiating with other agencies. - 7.2.3 The worker seeks the consent of the woman before disclosing personal information to other organisations and only presents information that is relevant to achieve the woman's desired outcome. - 7.2.4 The worker regularly liaises with the relevant key stakeholders including Court staff and Police in a professional manner in order to develop positive working relationships, address issues or negotiate to resolve problems. - 7.2.5 As required the worker informs the woman of the appropriate complaint process regarding her representation in Court or her treatment by other agencies, professionals or groups providing Court assistance or support. 	<p>Principle 1: The rights, safety and dignity of victims are paramount:</p> <ul style="list-style-type: none"> • 1.1 Respectful, developmentally appropriate, culturally appropriate and non-judgmental approach <ul style="list-style-type: none"> - 1.1.1 Staff recognise victims' rights to self-determination and the dignity of choice. - 1.1.2 Staff support, listen to, and respond to victims in a respectful, sensitive, developmentally appropriate, and non-judgmental way. • 1.2 Ensuring victim safety <ul style="list-style-type: none"> - 1.2.1 Staff prioritise the safety and wellbeing of victims. - 1.2.3 Staff are competent in dealing with risks around safety and implementing effective strategies to maintain victim safety, including the specific safety needs of children. - 1.2.4 Staff ensure confidentiality in all aspects of service delivery and practice, including client data and files, consistent with legislative obligations. <p>Principle 7: Services collaborate to provide an integrated response:</p> <ul style="list-style-type: none"> • 7.2 Working with organisations outside the service system <ul style="list-style-type: none"> - 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, and medical and mental health services, disability services, housing services, child protection and Centrelink). - 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.
<ul style="list-style-type: none"> • 7.3 Services advocate for the needs of women and children affected by domestic and family violence in collaboration with relevant government and community agencies, with a view to influencing policy and legislation. <ul style="list-style-type: none"> - 7.3.1 The service participates in policy and law reform activities. - 7.3.2 The service has a mechanism for feedback from women regarding issues affecting their ability to seek protection under the Domestic Violence legislation. - 7.3.3 The service responds to relevant discussion papers and submissions as required. 	<p>Not captured in the revised standards.</p>
<p>Principle 8: Prevention — A culture of intolerance about domestic and family violence is developed in communities and individuals.</p>	
<ul style="list-style-type: none"> • 8.1 Services develop strategies to raise community awareness about domestic and family violence. <ul style="list-style-type: none"> - 8.1.1 The service has a community awareness strategy. - 8.1.2 The service reviews, monitors and updates its community awareness strategy on a regular basis to ensure that it is effective and to determine future directions. - 8.1.3 The service distributes relevant information regarding the prevention of domestic and family violence to women and the broader community. 	<p>Not captured in the revised standards.</p>
<ul style="list-style-type: none"> • 8.2 Services plan and conduct community education activities. 	<p>Not captured in the revised standards.</p>

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<ul style="list-style-type: none"> - 8.2.1 The service has a community education plan responding to domestic and family violence. - 8.2.2 The service provides community education and training activities as requested. - 8.2.3 The service participates in community education activities including Domestic and Family Violence Prevention Week activities in collaboration with other relevant stakeholders. 	
<ul style="list-style-type: none"> • 8.3 Community Education activities promote the prevention of domestic and family violence. <ul style="list-style-type: none"> - 8.3.1 Community education activities of the service promote positive and healthy relationships. 	Not captured in the revised standards.
Principle 9: Accountability — Women receive quality service from appropriately skilled workers.	
<ul style="list-style-type: none"> • 9.1 Workers have skills to work with women affected by domestic and family violence, as set out in the Partnerships Against Domestic Violence (PADV) competency standards. <ul style="list-style-type: none"> - 9.1.1 Each worker has the relevant competencies required for their position. (See Appendix 5 - Staff Competencies). - 9.1.2 The service has an induction and in-service training plan. - 9.1.3 The service provides induction training on all relevant policies and procedures. - 9.1.4 The service provides regular supervision and has team meetings. 	<p>Principle 1: The rights, safety and dignity of victims are paramount</p> <ul style="list-style-type: none"> • 1.3 Risk management, management and safety plans <ul style="list-style-type: none"> - 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. - 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 of strangulation, weapons use and/or suicide attempts and general risk factors include pet abuse and acceptance of violence). <p>Principle 3: Services are evidence-informed</p> <ul style="list-style-type: none"> • 3.1 Evidence-informed practice <ul style="list-style-type: none"> - 3.1.1 Staff stay informed on current theoretical frameworks and contemporary best practice interventions and incorporate these into their responses and practice. - 3.1.2 Staff understand the meaning of evidence based practice and develop skills in engaging with evidence and applying it in their daily practice. - 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.
<ul style="list-style-type: none"> • 9.2 Services have mechanisms for regular monitoring, evaluation and continuous improvement of the service. <ul style="list-style-type: none"> - 9.2.1 The service meets the funding body's requirements regarding data collection, financial accountability monitoring and evaluation of the service. - 9.2.2 The service has mechanisms to encourage feedback from clients, key stakeholders and referral agencies. - 9.2.3 The service has a complaint mechanism that is made available to women and other stakeholders. 	<p>Not all points are captured in the revised standards. Elements that are included have been captured under: Captured under:</p> <p>Principle 1: The rights, safety and dignity of victims are paramount</p> <ul style="list-style-type: none"> • 1.2 Ensuring victim safety <ul style="list-style-type: none"> - 1.2.4 Staff ensure confidentiality in all aspects of service delivery and practice, including client data and files, consistent with legislative obligations. <p>Principle 6: Services are client-based and accessible for all</p> <ul style="list-style-type: none"> • 6.2 A client focussed approach <ul style="list-style-type: none"> - 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.
Principle 10: Service Environment — Women access a service environment that enables effective service provision	
<ul style="list-style-type: none"> • 10.1 Services have effective management and administration systems. <ul style="list-style-type: none"> - 10.1.1 The organisation has a well-developed structure in place to undertake a bi-annual planning and evaluation process of the organisation's framework for practice. - 10.1.2 The service has a policy and procedures manual that guides service provisions. - 10.1.3 All policies of the service make safety the first priority. - 10.1.4 Workers attend training on policy and procedures manuals. - 10.1.5 The service employs a qualified and experienced person who is accountable for resources, planning and human resource management. - 10.1.6 The service encourages client participation in management and design of services. - 10.1.7 The service adheres to all legal requirements including: <ul style="list-style-type: none"> ▪ Workplace Health and Safety ▪ Award implementation ▪ Professional indemnity insurance ▪ Public liability insurance ▪ Service Delivery. 	<p>Not all points are captured in the revised standards. Elements that are included have been captured under:</p> <p>Principle 1: The rights, safety and dignity of victims are paramount:</p> <ul style="list-style-type: none"> • 1.2 Ensuring victim safety <ul style="list-style-type: none"> - 1.2.1 Staff prioritise the safety and wellbeing of victims. <p>Principle 3: Services are evidence-informed</p> <ul style="list-style-type: none"> • 3.1 Evidence-informed practice <ul style="list-style-type: none"> - 3.1.1 Staff stay informed on current theoretical frameworks and contemporary best practice interventions and incorporate these into their responses and practice. - 3.1.2 Staff understand the meaning of evidence based practice and develop skills in engaging with evidence and applying it in their daily practice. - 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.
<ul style="list-style-type: none"> • 10.2 Services have effective processes for the recruitment of workers and Management Committee members. <ul style="list-style-type: none"> - 10.2.1 The service has policies and procedures in place for the appropriate recruitment of workers. - 10.2.2 Position descriptions and selection criteria are based on minimum competencies, and are regularly reviewed. 	Not captured in the revised standards.

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<ul style="list-style-type: none"> - 10.2.3 All vacancies are widely advertised amongst diverse cultural groups in the community. 	
<ul style="list-style-type: none"> • 10.3 Services maintain appropriate employment conditions. <ul style="list-style-type: none"> - 10.3.1 Workers receive award salaries and conditions of employment. - 10.3.2 Workers attend in-service training regarding conditions of employment. - 10.3.3 The service has policies and procedures in place for the management of work performance, worker grievances and termination of employment. 	Not captured in the revised standards.
<ul style="list-style-type: none"> • 10.4 Management Committee members receive relevant information and resources. <ul style="list-style-type: none"> - 10.4.1 An induction program/package is provided to the incoming Management Committee of the service. - 10.4.2 Information on domestic and family violence is provided to Management Committee members on induction by the service - 10.4.3 The service provides information on roles and responsibilities to Management Committee members on their induction - 10.4.4 Management Committee members of the service receive information from relevant representatives of the funding body. 	Not captured in the revised standards.