

COMPARISON OF THE CODE OF PRACTICE FOR SPECIALIST FAMILY VIOLENCE SERVICES FOR WOMEN & CHILDREN, THE HOMELSSNESS ASSISTANCE SERVICES INDUSTRY STANDARDS AND THE CONSUMER CHARTER

This table is designed to support your work in undertaking the self-assessment of your organisation and its service delivery against relevant industry standards and requirements for homelessness funded services.

Code of Practice for Specialist Family Violence Services for Women & Children: Introduction & Background (Section 1)	Homelessness Assistance Service Standards: Sections 1 – 5: Client Service Delivery Standards	Charter of Rights
<p>The primary aim of the Code is to enhance the safety of women and children in Victoria and is designed to:</p> <ul style="list-style-type: none"> • Provide a model of best practice for services in Victoria which provide a specialist response to women and children experiencing family violence; • Provide a foundation for ongoing reflection about how practice is undertaken and outline an optimum approach to practice; • Ensure consistent, transparent and 	<p>These are the industry standards for organisations that provide homelessness assistance, family violence and related housing support services. They have been developed with input from consumers and services and are a rights-based document.</p> <ul style="list-style-type: none"> • They set out standards of good practice for service delivery and aim to cover all the elements that constitute high quality service for consumers. • They aim to provide transparency, consistency of service delivery and enhance the confidence 	<p>The Consumer Charter of Rights was developed in consultation with consumers to set out the basic rights and responsibilities of service users, who access housing and homelessness services.</p> <p>The Charter sets out the expectations of organisations providing assistance, to</p>

<p>accountable practice across services</p> <p>providing specialist family violence support to women and children experiencing family violence;</p> <ul style="list-style-type: none"> • Provide guidance for effective integration and collaboration with other community service providers and agencies engaged in providing responses to women and their children experiencing family violence. 	<p>of organisations who wish to cross refer</p> <ul style="list-style-type: none"> • Reinforce and acknowledge professional work conducted in the homelessness sector. 	<p>ensure that consumers should be treated with fairness, dignity and respect.</p> <p>Services are accountable to consumers, the community and government to run their services in line with the Consumer Charter and relevant industry standards.</p>
--	--	--

<p align="center">CODE OF PRACTICE</p> <p align="center">Section 2: Fundamental concepts and values</p>	<p align="center">HASS</p> <p align="center">Section 1: Upholding & promoting rights</p>	<p align="center">CONSUMER CHARTER</p> <p align="center">All sections</p>
<ul style="list-style-type: none"> ● Central concepts (2.1) <ul style="list-style-type: none"> ○ Human rights ○ Feminist analysis ○ Social justice ○ Interrelationship between human rights, feminist analysis & social justice ● Core values (2.2) ● Understanding/definition of family violence (2.3) <ul style="list-style-type: none"> ○ Effects of family violence ○ Impact of family violence on children ○ The diversity of women's & children's experiences: <ul style="list-style-type: none"> ➤ Indigenous women & children ➤ Women with disabilities & their children ➤ Women & children from culturally and linguistically diverse backgrounds ➤ Lesbian and bi-sexual women & their children ➤ Homeless women & their children ➤ Young women & their children ➤ Older women ➤ Women with substance (mis)use issues & their children ➤ Women with mental health issues & their children ➤ Women from rural areas & their children 	<ul style="list-style-type: none"> ● Rights based approach (1.1) ● Consumer participation (1.2) ● Complaints and appeals (1.3) ● Privacy & confidentiality (1.4) <p>Section 3.1: Providing equitable access to support services.</p> <p>Section 3.3: Responsive support.</p> <p>Section 4: Direct service delivery to specific groups :</p> <ul style="list-style-type: none"> ● Supporting parents & accompanying children (4.1) ● Supporting young people (4.2) ● Supporting women, children, and other consumers experiencing family/domestic violence (4.3) ● Providing culturally competent services (4.4) ● Providing advocacy services (4.5) 	<ol style="list-style-type: none"> 1. The right to assistance during a crisis or to prevent a crisis. 2. The right to be considered for accommodation and housing, based on fair policies. 3. The right to receive help finding and staying in suitable housing on a long term basis. 4. The right to feel safe. 5. The right to be free from discrimination. 6. The right to respect for your culture. 7. The right to respect, dignity and privacy. 8. The right to make choices that will affect your future. 9. The right to participate in the decision making process of organisations providing services to you. 10. The right to help in applying for income support, employment and health services, educational opportunities and other support services. 11. The right to make a complaint or appeal a decision you do not agree with and to receive an answer that makes sense to you.

<p align="center">CODE OF PRACTICE</p> <p>Section 3: Overview of the service system: Service models & modes of service delivery</p>	<p align="center">HASS</p> <p>Section 1: Upholding & promoting rights Section 2: Access to support for people experiencing homelessness</p>	<p align="center">CONSUMER CHARTER</p>
<p>Family violence specialist services for women & children (3.1)</p> <ul style="list-style-type: none"> • Types of services (3.2): <ul style="list-style-type: none"> ○ Peak body organisation - DV Vic ○ Crisis services: ○ Crisis service statewide (WDVCS) ○ Crisis service regional ○ Outreach services ○ Women’s refuge services ○ After hours services ○ Intensive case management programs ○ Private rental brokerage program ○ Counselling & support groups ○ Regional leadership, service integration & planning ○ Training & resource services: NMIT, DVIRC, IWDVS 	<p>Sections One and Two of HASS apply to all homelessness funded family or domestic violence funded services.</p> <p>See ‘Relevance of Office of Housing Industry Standards by Service Model – March 2007’ table provided by DHS for applicability of specific sections of the standards to specific service types.</p>	<ul style="list-style-type: none"> • Applies to all homelessness and housing Family Violence services.

<p align="center">CODE OF PRACTICE Section 4: Access to Family Violence Specialist Support</p>	<p align="center">HASS Section 2: Access to support for people experiencing homelessness and the following specific sections.</p>	<p align="center">CONSUMER CHARTER</p>
<ul style="list-style-type: none"> • Access, equity & responsiveness policies • Eligibility criteria (4.1) • Determination of acceptance following a referral (4.2) <ul style="list-style-type: none"> ○ women dependent on carers ○ women with substance (mis)use issues ○ women with mental health issues ○ women supported previously by services ○ women with male adolescent dependents ○ women from interstate & overseas ○ homeless women • Referral pathways (4.3) 	<ul style="list-style-type: none"> • Rights based culture (1.1) • Access to the homelessness service system (2.1) • Initial assessment (2.2) • Supporting women & children experiencing family violence (4.3) • Effective referrals (2.3) 	<p>All Sections apply, but in particular:</p> <ol style="list-style-type: none"> 1. The right to assistance during a crisis or to prevent a crisis. 2. The right to be considered for accommodation and housing, based on fair policies. 3. The right to receive help finding and staying in suitable housing on a long term basis. 4. The right to feel safe. 5. The right to be free from discrimination. 6. The right to respect for your culture. 7. The right to respect, dignity and privacy. 8. The right to make choices that will affect your future. 9. The right to participate in the decision making process of organisations providing services to you. 11. The right to make a complaint or appeal a decision you do not agree with and to receive an answer that makes sense to you.

<p align="center">CODE OF PRACTICE</p> <p align="center">Section 5: An organizational framework that supports good practice and positive outcomes for women & children.</p>	<p align="center">HASS</p> <p align="center">Section 3: Direct Service Delivery Section 5: Working with the community and the following specific sections:</p>	<p align="center">CONSUMER CHARTER</p>
<ul style="list-style-type: none"> • Policies for ensuring access, equity & responsiveness (5.1) • Service environment (5.2) • Children & children’s needs (5.3) • Collaboration & integration (5.4) • Referral management strategy, including responsiveness, enhancing safety & case load management (5.4b) • Grievance procedures (5.5) • Privacy, confidentiality & duty of 	<ul style="list-style-type: none"> • Rights based culture (1.1); Access to the homelessness service system (2.1); Providing equitable access to support services (3.1); Responsive support (3.3); Providing culturally competent services (4.4) • Effective referrals (2.3); Building partnerships and integrated networks (5.1) • Access to the homelessness service system (2.1); Initial assessment (2.2) • Complaints & appeals (1.3) • Privacy & confidentiality (1.4); 	<ul style="list-style-type: none"> • All sections apply: <ol style="list-style-type: none"> 1. The right to assistance during a crisis or to prevent a crisis. 2. The right to be considered for accommodation and housing, based on fair policies. 3. The right to receive help finding and staying in suitable housing on a long term basis. 4. The right to feel safe. 5. The right to be free from discrimination. 6. The right to respect for your culture. 7. The right to respect, dignity and privacy. 8. The right to make choices that will affect your future. 9. The right to participate in the decision making process of organisations providing services to you. 10. The right to help in applying for income support, employment and health services, educational opportunities and other support

<p>care (5.6)</p> <ul style="list-style-type: none"> • Service safety plan (5.7) • Responding to breaches of guidelines (5.8) • Service evaluation (5.9) • Structural advocacy & community development (5.10) • Collaborative practice (6.8) • Workforce development (5.11) 	<p>Responsive support (3.3)</p> <ul style="list-style-type: none"> • Responsive support (3.3); Documenting case work (3.5); Supporting women & children experiencing FV (4.3) • Complaints & appeals (1.3); Exit planning & case closure (3.4) • Consumer participation (1.2); Complaints & appeals (1.3); Responsive support (3.3); Supporting parents & accompanying children (4.1); Supporting young people (4.2); Supporting women & children experiencing family violence (4.3); Providing culturally competent services (4.4) <p>Section 5: Working with the community</p> <ul style="list-style-type: none"> ○ Building partnerships & integrated networks ○ Advocacy and community education 	<p>services.</p> <p>11. The right to make a complaint or appeal a decision you do not agree with and to receive an answer that makes sense to you.</p>
---	--	--

CODE OF PRACTICE Section 6: Key elements of practice	HASS Relevant sections	CONSUMER CHARTER
<ul style="list-style-type: none"> • Engaging women in the support relationship (6.1) • Engaging children in a support relationship (6.2) • Responding to the diversity of women’s experiences (6.3) • Responding to the diversity of children’s experiences (6.4) • Privacy, confidentiality & duty of care (6.5) • Risk assessment & safety planning (6.6) 	<ul style="list-style-type: none"> • Rights based culture (1.1); Initial assessment (2.2); Providing equitable access to support services (3.1); Engagement, assessment & case planning (3.2); Supporting women & children experiencing family violence (4.3) • Rights based culture (1.1); Initial assessment (2.2); Providing equitable access to support services (3.1); Engagement, assessment & case planning (3.2); Supporting young people (4.2); Supporting women & children experiencing family violence (4.3) • Providing equitable access to support services (3.1); Engagement, assessment & case planning (3.2); Responsive support (3.3); Supporting women & children experiencing family violence (4.3); Providing culturally competent services (4.4) • Privacy & confidentiality (1.4); Responsive support (3.3) • Supporting women & children experiencing family violence (4.3) 	<p>All sections apply.</p>

<ul style="list-style-type: none"> • Facilitating referrals (6.7) • Collaborative practice (including with Victoria Police & with Child Protection) (6.8) • Case notes, files & data collection (6.9) • Reflective practice (6.10) • Self care 	<ul style="list-style-type: none"> • Effective referrals (2.3); Engagement, assessment & case planning (3.2); Responsive support (3.3) • Engagement, assessment & case planning (3.2); Building partnerships & integrated networks (5.1) • Privacy & confidentiality (1.4); Documenting case work (3.5) 	
---	--	--

CODE OF PRACTICE Section 7: Service delivery with women	HASS Section 3: Direct Service Delivery Section 4: Direct Service Delivery to Specific Groups and the following specific sections	CONSUMER CHARTER
<ul style="list-style-type: none"> • Crisis intervention (7.1) • After hours response (7.2) • Case management with women (7.3) • Intensive case management (7.4) • Individual counselling with women (7.5) • Provision of support groups with women (7.6) • Advocacy with women (7.7) 	<ul style="list-style-type: none"> • Supporting women & children experiencing family violence (4.3) • Engagement, assessment & case planning (3.2); Responsive support (3.3); Exit planning & case closure (3.4); Supporting women & children experiencing family violence (4.3) • Engagement, assessment & case planning (3.2); Responsive support (3.3); Exit planning & case closure (3.4); Supporting women & children experiencing family violence (4.3) • Supporting women & children experiencing family violence (4.3) • Advocacy & community education (5.2) 	<p>All sections apply.</p>

CODE OF PRACTICE Section 8: Service Delivery with Children	HASS: Section 4: Direct Service Delivery to Specific Groups plus the following specific sections:	CONSUMER CHARTER
<ul style="list-style-type: none"> • Case management support with children (8.1) • Individual counseling with children (8.2) • Provision of support groups with children (8.3) • Advocacy on behalf of children (8.4) 	<ul style="list-style-type: none"> • Supporting parents & accompanying children (4.1); Supporting young people (4.2); Supporting women & children experiencing family violence (4.3) • Advocacy & community education (5.2) 	All sections apply.
Section 9: Glossary & Abbreviations		
Section 10: Appendices <ul style="list-style-type: none"> • See especially: Code of Practice Policy, Procedure & Practice Implications (10.5). 		
Section 11: References		