

# **DOMESTIC VIOLENCE VICTORIA**

## **MAPPING HASS, QICSA & DV Vic CODE OF PRACTICE**

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### Acknowledgements

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## HASS SECTION ONE: UPHOLDING & PROMOTING RIGHTS

<b>HASS SECTION 1.1: Rights Based Approach</b>	
<b>HASS 1.1.1</b>	<b>The organisation's written documents demonstrate a clear commitment to the rights of consumers.</b>
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
QICSA 2.4.4	Consumers are aware of their rights & responsibilities including complaint procedures & these procedures are implemented promptly, judiciously & fairly?
Code 2	Fundamental concepts and values
Code 5	Organisational framework
Code 5.7.3	Guidelines for access to service
Code 6.1	Engaging women in the support relationship
<b>HASS 1.1.2</b>	<b>The organisation has documented systems for working ethically.</b>
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
Code 4	Access to FV specialist support
Code 5.1	Policies for ensuring access, equity & responsiveness
Code 6.10	Reflective practice
<b>HASS 1.1.3</b>	<b>People are consistently informed of their rights &amp; responsibilities under the Consumer Charter &amp; the information is presented in an appropriate &amp; accessible way.</b>
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
QICSA 2.4.4	Consumers are aware of their rights & responsibilities including complaint procedures, & these procedures are implemented promptly, judiciously & fairly?
Code 6.1.3	Rights based approach
<b>HASS 1.1.4</b>	<b>The organisation has involved consumers in the development of responsibilities &amp; includes consumers in regular reviews.</b>
QICSA 2.4.5	The organisation acts on complaints & uses the information from complaints in reviewing & developing its services?
QICSA 2.5.2	There are formal & informal mechanisms for consumers & other stakeholders to participate in reviewing & designing current services, as well as support for their involvement in planning new initiatives?
QICSA 2.5.3	The impact of consumers' involvement in reviewing services & programs is monitored?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 5.9	Service evaluation
<b>HASS 1.1.5</b>	<b>The organisation uses a range of strategies to assist people to exercise their rights.</b>
QICSA 2.4.4	Consumers are aware of their rights & responsibilities including complaint procedures & these procedures are implemented promptly, judiciously & fairly?
Code 6.1.3	Rights based approach
Code 5.5	Grievance procedures

**HASS SECTION 1.1: Rights Based Approach (cont)**

HASS 1.1.6	The organisation monitors its work around upholding a rights-based approach.
QICSA 2.4.5	The organisation acts on complaints & uses the information from complaints in reviewing & developing its services?
QICSA 2.5.3	The impact of consumers' involvement in reviewing services & programs is monitored?
Code 5.9	Service evaluation
Code 5.5	Grievance procedures
Code 5	Organisational framework
Code 6.1.3	Rights based approach

<b>HASS SECTION 1.2: Consumer Participation</b>	
<b>HASS 1.2.1</b>	<b>The organisation's written documents reflect a strong commitment to enabling consumer participation.</b>
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
QICSA 2.5.2	There are formal & informal mechanisms for consumers & other stakeholders to participate in reviewing & designing current services, as well as support for their involvement in planning new initiatives?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.2	Shares information with its community?
Code 2	Fundamental concepts and values
Code 5.9	Service evaluation
Code 6.1	Engaging women in the support relationship
<b>HASS 1.2.2</b>	<b>The organisation regularly seeks ongoing feedback from consumers &amp; consults them whenever it is considering major changes to service delivery.</b>
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
QICSA 2.5.3	The impact of consumers' involvement in reviewing services & programs is monitored?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.2	Shares information with its community?
Code 5.4.1	Responsiveness
Code 5.9	Service evaluation
Code 5.10	Structural advocacy and community development
Code 6.1	Engaging women in the support relationship
Code 6.8	Collaborative practice
<b>HASS 1.2.3</b>	<b>People are informed about how they can contribute to &amp; participate in the organisation's decision making.</b>
QICSA 2.5.2	There are formal & informal mechanisms for consumers & other stakeholders to participate in reviewing & designing current services, as well as support for their involvement in planning new initiatives?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.2	Shares information with its community?
Code 5.9	Service evaluation
Code 6.1	Engaging women in the support relationship

<b>HASS SECTION 1.2: Consumer Participation (cont)</b>	
<b>HASS 1.2.4</b>	<b>The organisation has identified &amp; addressed barriers that may limit participation in the organisation.</b>
QICSA 2.1.1	Reviews the needs of its community to determine why potential consumers may not be using available services & programs?
QICSA 2.1.2	Acts on reviews to ensure more accessible services & programs? Develops new services & programs to meet unmet needs?
QICSA 2.2.3	Barriers that inhibit access, including cost (to individuals & to the organisation), operating times & physical layout, are addressed?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
Code 5.4.1	Responsiveness
Code 5.7.3	Guidelines for access to service
Code 5.9	Service evaluation
Code 5.10	Structural advocacy and community development
Code 6.1	Engaging women in the support relationship
<b>HASS 1.2.5</b>	<b>The organisation supports staff to work effectively with consumers.</b>
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 2	Fundamental concepts and values
Code 5.1	Policies for ensuring access, equity and responsiveness
Code 5.11	Workforce development
Code 6.3	Responding to the diversity of women's experiences
Code 6.4	Responding to the diversity of children's responses
Code 6.8	Collaborative practice
Code 6.10	Reflective practice

<b>HASS SECTION 1.2: Consumer Participation (cont)</b>	
HASS 1.2.6	The organisation monitors the level of consumer participation & evaluates how consumer feedback is used in decision making & planning activities.
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.5.3	The impact of consumers' involvement in reviewing services & programs is monitored?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.2	Shares information with its community?
Code 5.9	Service evaluation
Code 6.1	Engaging women in the support relationship

<b>HASS SECTION 1.3: Complaints &amp; Appeals</b>	
<b>HASS 1.3.1</b>	<b>The organisation has documented systems that make it easy to raise issues, make a complaint or appeal a decision &amp; ensure people are dealt with promptly, respectfully &amp; fairly.</b>
QICSA 2.4.4	Consumers are aware of their rights & responsibilities including complaint procedures & these procedures are implemented promptly, judiciously & fairly?
QICSA 2.4.5	The organisation acts on complaints & uses the information from complaints in reviewing & developing its services?
Code 2	Fundamental concepts and values
Code 5.5	Grievance procedures
<b>HASS 1.3.2</b>	<b>People are given easy access to clearly written information about how to raise issues, make a complaint or appeal a decision.</b>
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 5.5	Grievance procedures
Code 6	Engaging women in the support relationship
<b>HASS 1.3.3</b>	<b>People are informed of how to access advocacy organisations or individual advocates to help them to complain or make an appeal.</b>
QICSA 2.4.4	Consumers are aware of their rights & responsibilities including complaint procedures & these procedures are implemented promptly, judiciously & fairly?
Code 5.5	Grievance procedures
Code 5.10	Structural advocacy and community development
Code 7.7	Advocacy with women
Code 8.4	Advocacy on behalf of children
<b>HASS 1.3.4</b>	<b>All staff members understand the complaints policies &amp; procedures, respond to complaints openly &amp; respectfully, &amp; know how to address complaints to the right person.</b>
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 2.4.4	Consumers are aware of their rights & responsibilities including complaint procedures & these procedures are implemented promptly, judiciously & fairly?
QICSA 2.4.5	The organisation acts on complaints & uses the information from complaints in reviewing & developing its services?
Code 5.1.4	Address attitudinal barriers
Code 5.5	Grievance procedures
Code 5.8	Responding to breaches of guidelines
Code 5.11	Workforce development
Code 6.10	Reflective practice

<b>HASS SECTION 1.3: Complaints &amp; Appeals (cont)</b>	
<b>HASS 1.3.5</b>	<b>The organisation uses complaints &amp; appeals to find opportunities to make improvements in services.</b>
QICSA 2.4.5	The organisation acts on complaints & uses the information from complaints in reviewing & developing its services?
Code 5.7.3	Guidelines for access to service
Code 5.9	Service evaluation
Code 6.9.2	Data collection
<b>HASS 1.3.6</b>	<b>The organisation regularly monitors &amp; improves the effectiveness of the complaints &amp; appeals system.</b>
QICSA 2.2.3	Barriers that inhibit access, including cost (to individuals & to the organisation ), operating times & physical layout, are addressed?
Code 5.9	Service evaluation

<b>HASS SECTION 1.4: Privacy &amp; Confidentiality</b>	
<b>HASS 1.4.1</b>	<b>The organisation has written documents that outline how it will uphold people's privacy &amp; confidentiality.</b>
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
Code 2	Fundamental concepts and values
Code 5.6	Privacy, confidentiality and duty of care
Code 5.6.1	Woman's consent
Code 6.5	Privacy, confidentiality and duty of care
<b>HASS 1.4.2</b>	<b>The organisation has a privacy policy &amp; relevant Acts available for people accessing services.</b>
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
Code 5.4	Collaboration and integration
Code 6	Key elements of practice
Code 10.5.1	Implications for policy
<b>HASS 1.4.3</b>	<b>The organisation provides people with written information advising them on how they can access their files or other information the organisation holds about them.</b>
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.4	Protocols on the sharing of information about consumers exist & are used?
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
QICSA 2.4.3	Informed consent processes are implemented when personal information is gathered, stored & used?
Code 5.6	Privacy, confidentiality and duty of care
Code 6.5	Privacy, confidentiality and duty of care
Code 6.9	Case notes, files and data collection
<b>HASS 1.4.4</b>	<b>The organisation uses a private place for collecting personal information.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
QICSA 2.4.3	Informed consent processes are implemented when personal information is gathered, stored & used?
Code 5.6	Privacy, confidentiality and duty of care
Code 6.9	Case notes, files and data collection

<b>HASS SECTION 1.4: Privacy &amp; Confidentiality (cont)</b>	
<b>HASS 1.4.5</b>	<b>The organisation informs people about how it will manage information about them.</b>
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
QICSA 2.4.3	Informed consent processes are implemented when personal information is gathered, stored & used?
Code 5.6	Privacy, confidentiality and duty of care
Code 6.5	Privacy, confidentiality and duty of care
Code 6.8	Collaborative practice
Code 7.3	Case management with women
<b>HASS 1.4.6</b>	<b>The organisation only releases de-identified personal information for evaluation purposes except where informed consent has been given.</b>
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
QICSA 2.4.3	Informed consent processes are implemented when personal information is gathered, stored & used?
<b>HASS 1.4.7</b>	<b>The organisation has effective information management systems which enable organisational communication &amp; decision making.</b>
QICSA 1.1.1	The interests of consumers & stakeholders are represented through formal & informal structures & processes?
QICSA 1.1.4	The goals of the organisation are clearly articulated, communicated & understood by all stakeholders?
QICSA 1.5.1	The organisation keeps up to date with current trends in its field & uses demographic & research data to improve outcomes for its consumers?
QICSA 1.5.2	Cooperative work practices exist to share knowledge within the organisation?
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.4	Protocols on the sharing of information about consumers exist & are used?
QICSA 1.5.5	Data on the use of services & advances in the field are collected & used in planning, evaluation & quality improvement?
QICSA 1.5.6	Staff are involved in the collection, analysis & use of data to improve services & programs & time is allocated for these activities?
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
Code 3	Overview of the service system
Code 5.6.2	Exchange of information
Code 5.10	Structural advocacy and community development
Code 6.8	Collaborative practice
<b>HASS 1.4.8</b>	<b>When disclosing information about a person that could identify them, the organisation does it with the consent of that person (unless there are legal reasons for not gaining consent).</b>
QICSA 2.4.3	Informed consent processes are implemented when personal information is gathered, stored & used?
Code 5.6	Privacy, confidentiality and duty of care

<b>HASS SECTION 1.4: Privacy &amp; Confidentiality (cont)</b>	
<b>HASS 1.4.9</b>	<b>Where people cannot give consent to information being shared, the organisation considers how it can best protect privacy &amp; confidentiality.</b>
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
QICSA 2.4.3	Informed consent processes are implemented when personal information is gathered, stored & used?
Code 5.6	Privacy, confidentiality and duty of care
Code 6.3.1	Women with mental health issues
<b>HASS 1.4.10</b>	<b>The organisation respects the privacy of the personal living space &amp; belongings of people to whom it provides accommodation.</b>
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
QICSA 2.4.4	Consumers are aware of their rights & responsibilities including complaint procedures, & these procedures are implemented promptly, judiciously & fairly?
<b>HASS 1.4.11</b>	<b>The organisation stores all consumer files in a secure manner &amp; gives consumers access to information they are keeping about them. Files are destroyed in a confidential manner.</b>
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
Code 6.5	Privacy, confidentiality and duty of care
Code 6.9	Case notes, files and data collection
<b>HASS 1.4.12</b>	<b>The organisation regularly reviews staff &amp; organisational practices to ensure consumer privacy is maintained.</b>
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.4	Protocols on the sharing of information about consumers exist & are used?
QICSA 1.7.1	Is aware of the legislative framework that applies to its operations? Maintains internal processes to monitor compliance regularly?
QICSA 1.7.2	Has & uses protocols to remedy the situation whenever non-compliance occurs?
Code 5.6	Privacy, confidentiality and duty of care
Code 6.9	Case notes, files and data collection

## HASS SECTION TWO: ACCESS TO SUPPORT FOR PEOPLE EXPERIENCING HOMELESSNESS

HASS SECTION 2.1: Access to the Homeless Service System	
HASS 2.1.1	The organisation has documented its commitment to proactively assisting people at risk of or experiencing homelessness or family violence to access the services they need.
QICSA 1.1.4	The goals of the organisation are clearly articulated, communicated & understood by all stakeholders?
QICSA 1.5.1	The organisation keeps up to date with current trends in its field & uses demographic & research data to improve outcomes for its consumers?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.2	Services & programs can be delivered in an integrated way within the organisation or coordinated with other organisations? The organisation systematically documents & reviews its service & program plans?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 2/3	Fundamental concepts and values/Overview of the service system
Code 4	Access to family violence specialist service support
Code 5.1	Policies for ensuring access, equity and responsiveness
Code 6.3/6.4	Responding to the diversity of women's experiences/Responding to the diversity of children's experiences
Code 7	Service delivery with women
HASS 2.1.2	The organisation provides people with appropriate documentation about the service system & how to access services.
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 2.3.4	The diversity of women's and children's experiences
Code 4	Access to family violence specialist service support
Code 5.1	Policies for ensuring access, equity and responsiveness
Code 5.7.3	Guidelines for access to service

<b>HASS SECTION 2.1: Access to the Homeless Service System (cont)</b>	
<b>HASS 2.1.3</b>	<b>The organisation has documented systems that provide adequate guidance to staff in providing housing information, advice &amp; referral.</b>
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 1.2.2	The organisation's structure & environment encourage staff responsibility, initiative & cooperative work practices?
QICSA 1.2.4	Orientation, support & development needs of staff are systematically identified & met in a way that supports the organisation's goals?
QICSA 1.5.2	Cooperative work practices exist to share knowledge within the organisation?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.2	Services & programs can be delivered in an integrated way within the organisation or coordinated with other organisations? The organisation systematically documents & reviews its service & program plans?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 4.3	Referral pathways
Code 6.8	Collaborative practice
<b>HASS 2.1.4</b>	<b>The organisation helps all people seeking assistance to gain access to the service system.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.2	Services & programs can be delivered in an integrated way within the organisation or coordinated with other organisations? The organisation systematically documents & reviews its service & program plans?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
Code 2.3.4	The diversity of women's and children's experiences
Code 4	Access to family violence specialist support
Code 5.1	Policies for ensuring access, equity and responsiveness
Code 5.7.3	Guidelines for access to service

<b>HASS SECTION 2.1: Access to the Homeless Service System (cont)</b>	
HASS 2.1.5	The organisation provides up-to-date & accurate information about its own services & how to access them, to other parts of the homelessness services system.
QICSA 3.2.1	The organisation collaborates with other organisations?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 3/5.4	Overview of the service system/Collaboration and integration
HASS 2.1.6	The organisation actively participates in service networks to create coordinated pathways for people accessing services.
QICSA 3.2.1/2	The organisation collaborates with other organisations? / Collaborations contribute to a more effective use of resources?
QICSA 3.2.3	The organisation avoids unnecessary & inefficient duplication of services?
QICSA 3.2.4	The organisation reviews the effectiveness of any collaboration in terms of consumer outcomes, available resources & the strategic placement of the organisation?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 3.2.10	Regional leadership, service integration & planning
Code 5.4/5.10	Collaboration and integration/Structural advocacy and community development
Code 6.8	Collaborative practice
HASS 2.1.7	Relevant organisational staff demonstrate extensive knowledge of local & state-wide funded organisations, including organisations who deliver secondary responses
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 1.2.2	The organisation's structure & environment encourage staff responsibility, initiative & cooperative work practices?
QICSA 1.5.1	The organisation keeps up to date with current trends in its field & uses demographic & research data to improve outcomes for its consumers?
QICSA 1.5.2	Cooperative work practices exist to share knowledge within the organisation?
QICSA 1.5.5	Data on the use of services & advances in the field are collected & used in planning, evaluation & quality improvement?
QICSA 1.6.2	The organisation complies with the legislative context in which it operates & which defines relevant risks?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
Code 5.4/5.10	Collaboration and integration/Structural advocacy and community development
Code 6.8	Collaborative practice

<b>HASS SECTION 2.1: Access to the Homeless Service System (cont)</b>	
<b>HASS 2.1.8</b>	<b>The organisation has operating systems that ensure people have timely access to assistance.</b>
QICSA 1.3.3	Equipment & facilities are organised, recorded & regularly maintained to ensure a safe, effective, accessible & comfortable service?
QICSA 1.4.4	Sufficient forward planning is undertaken for the organisation to provide an effective & sustained service & meet its financial obligations?
QICSA 1.6.1	The organisation understands that risk has dimensions that include strategic, governance, operational, property, financial & clinical risks?
QICSA 1.6.2	The organisation complies with the legislative context in which it operates & which defines relevant risks?
QICSA 1.6.4	Procedures are implemented to manage & respond to risks in a timely way?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community & services/programs are responsive to individuals & specific groups?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 4.1	Eligibility criteria
<b>HASS 2.1.9</b>	<b>The organisation monitors its ability to find suitable responses to people's needs.</b>
QICSA 1.5.5	Data on the use of services & advances in the field are collected & used in planning, evaluation & quality improvement?
QICSA 1.5.6	Staff are involved in the collection, analysis & use of data to improve services & programs & time is allocated for these activities?
QICSA 2.1.1	Reviews the needs of its community to determine why potential consumers may not be using available services & programs?
QICSA 2.1.2	Acts on reviews to ensure more accessible services & programs? Develops new services & programs to meet unmet needs?
QICSA 2.2.2	Services & programs can be delivered in an integrated way within the organisation or coordinated with other organisations? The organisation systematically documents & reviews its service & program plans?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community & services & programs are responsive to individuals & specific groups?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 2.3.4	The diversity of women's & children's experiences
Code 5.1	Policies for ensuring access, equity and responsiveness
Code 6.1.4	Validate and build upon strengths
Code 6.3	Responding to the diversity of women's experiences
Code 6.10	Reflective practice

<b>HASS SECTION 2.1: Access to the Homeless Service System (cont)</b>	
<b>HASS 2.1.10</b>	<b>The organisation monitors the level of access people have to its programs &amp; services.</b>
QICSA 1.5.1	The organisation keeps up to date with current trends in its field & uses demographic & research data to improve outcomes for its consumers?
QICSA 1.5.5	Data on the use of services & advances in the field are collected & used in planning, evaluation & quality improvement?
QICSA 1.5.6	Staff are involved in the collection, analysis & use of data to improve services & programs & time is allocated for these activities?
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.3.2	The changing profile of consumers is monitored?
QICSA 3.3.1	Have systems of information collection, research & analysis to keep abreast of developments in its field?
Code 5.4.1	Responsiveness
Code 5.10	Structural advocacy and community development
Code 7.7	Advocacy with women

<b>HASS SECTION 2.2: Initial Assessment</b>	
HASS 2.2.1	The organisation has a documented system for responding to requests for assistance & for matching people's needs with service capacity in a timely manner.
QICSA 2.1.1	Reviews the needs of its community to determine why potential consumers may not be using available services & programs?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
Code 2.3.4	The diversity of women's and children's experiences
Code 3.2	Types of services
Code 4.3	Referral pathways
Code 5.4.1	Responsiveness
HASS 2.2.2	The organisation has a documented approach to dealing with unaccompanied young people under 15 years of age.
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
HASS 2.2.3	Organisations with Housing Establishment Funds have written guidelines about how funds can be used & how to access the funds.
QICSA	
HASS 2.2.4	The organisation treats people with respect & dignity & in a non-judgemental manner at initial & subsequent contact.
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 2	Fundamental concepts and values
Code 6.1	Engaging women in the support relationship
Code 6.1.5	Respectful, open and transparent interaction
HASS 2.2.5	The organisation ensures that a staff member with appropriate skills undertakes the initial assessment.
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 1.2.2	The organisation's structure & environment encourage staff responsibility, initiative & cooperative work practices?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
Code 3.2	Types of services
Code 5.11	Workforce development
Code 7	Service delivery with women

<b>HASS SECTION 2.2: Initial Assessment (cont)</b>	
<b>HASS 2.2.6</b>	<b>Initial assessment seeks to understand the <i>immediate</i> needs of the person seeking assistance &amp; what level of risk they face.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
Code 5.4.2	Enhancing safety
Code 5.7.1	Focus of individual risk
Code 7.3.1	Intake and assessment
Code 8.1.1	Intake and assessment (Children)
<b>HASS 2.2.7</b>	<b>Where the initial assessment indicates the need for <i>immediate</i> assistance, the organisation supports the person to have those needs met.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
Code 7.1	Crisis intervention
Code 7.2	After hours response
Code 7.3.1	Intake and assessment
Code 7.3	Case management with women
Code 6.6	Risk assessment and safety planning
Code 8.1	Case management support with children

<b>HASS SECTION 2.2: Initial Assessment (cont)</b>	
<b>HASS 2.2.8</b>	<b>The organisation has effective assessment systems in place to determine what resources or services are required to meet the needs of the individual or family.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
Code 5.6.4	Privacy, confidentiality and duty of care in the context of working with children and their parents
Code 6.3/6.4	Responding to the diversity of women's experiences/Responding to the diversity of children's experiences
Code 7 & 8	Service delivery with women & Service delivery with children
<b>HASS 2.2.9</b>	<b>The organisation seeks information &amp; the involvement of other key parties, as appropriate, in order to better assess or understand the person's situation.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
Code 6.3/6.4	Responding to the diversity of women's experiences/Responding to the diversity of children's experiences
<b>HASS 2.2.10</b>	<b>The assessment process encourages &amp; supports people to be actively involved in identifying their needs, risk factors &amp; preference for service responses.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 7.3/8.1	Case management with women/Case management support with children
<b>HASS 2.2.11</b>	<b>The organisation regularly monitors client outcomes by reviewing its screening &amp; initial assessment processes.</b>
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.3.2	The changing profile of consumers is monitored?
QICSA 2.5.2	There are formal & informal mechanisms for consumers & other stakeholders to participate in reviewing & designing current services, as well as support for their involvement in planning new initiatives?
QICSA 2.5.3	The impact of consumers' involvement in reviewing services & programs is monitored?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 5.9	Service evaluation

<b>HASS SECTION 2.3: Effective Referrals</b>	
<b>HASS 2.3.1</b>	<b>The organisation has a documented process for making referrals to ensure people have smooth access to appropriate support.</b>
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.2/3	Supports staff working across different disciplines to coordinate services? & Works with consumers to review the effectiveness of coordinated services?
Code 4	Access to family violence specialist support
Code 5.1/5.4	Policies for ensuring access, equity and responsiveness/Referral management strategy
Code 6/6.7	Key elements of practice/Facilitating referrals
<b>HASS 2.3.2</b>	<b>The organisation has documented protocols &amp; agreements for cross-referral with a range of key agencies that can assist people.</b>
QICSA 3.1.1	The organisation works to negotiate service agreements so they are legal, fair & result in quality outcomes for consumers?
QICSA 3.2.1/2	The organisation collaborates with other organisations? / Collaborations contribute to a more effective use of resources?
Code 3.2/5.6	Types of services/Privacy, confidentiality and duty of care
Code Appendix 2	Referral information
<b>HASS 2.3.3</b>	<b>People who are not offered an immediate service are fully informed about alternative options &amp; offered an active referral as appropriate.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 4/5.4.1	Access to specialist family violence support/Responsiveness
<b>HASS 2.3.4</b>	<b>People seeking assistance are encouraged to act independently &amp; to advocate on their own behalf wherever possible, but staff will advocate for them when requested &amp; appropriate.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
Code 3.2/4.3	Types of services/Referral pathways
Code 5.3/5.4.1	Children/Responsiveness
Code 5.10/6.8	Structural advocacy and community development/Collaborative practice
Code 7.4/7.7	Intensive case management/Advocacy with women
Code 8.4	Advocacy on behalf of children

<b>HASS SECTION 2.3: Effective Referrals (cont)</b>	
HASS 2.3.5	The organisation always assists unaccompanied young people under 18 years of age & other more vulnerable people to access services from agencies to which the organisation refers them.
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
Code 6.4	Responding to the diversity of children's experiences
Code 8	Service delivery with children
HASS 2.3.6	The organisation has effective systems to guide use of financial assistance to people seeking assistance.
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
Code 3.2.7	Intensive case management programs
Code 3.2.8	Private rental brokerage program
HASS 2.3.7	The organisation monitors its referral systems to ensure it offers people an appropriate range of support & people can easily access what they need.
QICSA 2.2.2	Services & programs can be delivered in an integrated way within the organisation or coordinated with other organisations? The organisation systematically documents & reviews its service & program plans?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
Code 5.9	Service evaluation
HASS 2.3.8	The organisation monitors allocations of financial assistance to people.
QICSA 1.4.1	Systems are in place to ensure all financial reporting requirements are met?
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.4	Protocols on the sharing of information about consumers exist & are used?
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?

## HASS SECTION THREE: DIRECT SERVICE DELIVERY & CASE MANAGEMENT

<b>HASS SECTION 3.1: Providing Equitable Access to Support Services</b>	
HASS 3.1.1	The organisation has policies & procedures that reflect a commitment to providing equitable support to the full range of people within their target group & fair ways of deciding whether to accept a referral for support.
QICSA 1.5.1	The organisation keeps up to date with current trends in its field & uses demographic & research data to improve outcomes for its consumers?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community & services & programs are responsive to individual consumers & specific groups?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
Code 2.2	Core values
Code 4	Access to family violence specialist support
Code 5.1	Policies for ensuring access, equity and responsiveness
Code 6.1	Engaging women in the support relationship
Code 6.3	Responding to the diversity of women's experiences
Code 8	Service delivery with children
HASS 3.1.2	The organisation's offices, venues & activities are accessible to its potential & current consumers.
QICSA 1.3.1	The organisation's assets are adequate to meet its goals?
QICSA 1.3.2	The organisation's needs for physical resources are regularly reviewed?
QICSA 1.3.3	Equipment & facilities are organised, recorded & regularly maintained to ensure a safe, effective, accessible & comfortable service?
QICSA 2.1.2	Acts on reviews to ensure more accessible services & programs? Develops new services & programs to meet unmet needs?
Code 5.2	Service environment
Code 5.7.2	Occupational Health and Safety
Code 6.3/6.6	Responding to the diversity of women's experiences/Risk assessment and safety planning
HASS 3.1.3	The organisation has operating hours that meet the needs of the range of people seeking assistance & people know what to do if they have concerns after hours.
QICSA 2.2.3	Barriers that inhibit access, including cost (to individuals & to the organisation), operating times & physical layout, are addressed?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community & services & programs are responsive to individuals & specific groups?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
Code 5.1	Policies for ensuring access, equity and responsiveness

<b>HASS SECTION 3.1: Providing Equitable Access to Support Services (cont)</b>	
HASS 3.1.4	The organisation provides people with clear information about the organisation, the support it offers & any limitations of that support.
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
Code 3	Overview of the service system
Code 4	Access to family violence specialist support
Code 5.1	Policies for ensuring access, equity and responsiveness
HASS 3.1.5	The organisation monitors the outcomes of referrals & requests for support it receives, to ensure it is providing equitable & accessible services.
QICSA 1.5.1	The organisation keeps up to date with current trends in its field & uses demographic & research data to improve outcomes for its consumers?
QICSA 1.5.5	Data on the use of services & advances in the field are collected & used in planning, evaluation & quality improvement?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.5.2	There are formal & informal mechanisms for consumers & other stakeholders to participate in reviewing & designing current services, as well as support for their involvement in planning new initiatives?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 5.4.1	Responsiveness
Code 6.9.2	Data collection

<b>HASS SECTION 3.2: Engagement, Assessment &amp; Case Planning</b>	
<b>HASS 3.2.1</b>	<b>The organisation has a documented system for case planning which reflects a commitment to flexible &amp; consumer-centered approaches.</b>
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure and accurate record system for each consumer?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services and programs are based on evidence and currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 3.2.9	Counselling and support groups
Code 4.2	Determination of acceptance following a referral
Code 6.3	Responding to the diversity of women's experiences
Code 6.4	Responding to the diversity of children's experiences
Code 7	Service delivery with women
Code 7.3.2	Case planning
Code 8.1.2	Case planning (children)
<b>HASS 3.2.2</b>	<b>The organisation's documented system for case planning includes ongoing assessment &amp; uses an assessment tool that encourages people to consider their needs within a holistic framework.</b>
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure and accurate record system for each consumer?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services and programs are based on evidence and currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
Code 3.2	Types of services
Code 6.3	Responding to the diversity of women's experiences
Code 7.3	Case management with women
Code 7.3.1	Intake and assessment
Code 7.3.2	Case planning
Code 8.1.1	Intake and assessment (children)
Code 10.1.1	Services receiving SAAP funding
Code 10.5.3	Practice implications

<b>HASS SECTION 3.2: Engagement, Assessment &amp; Case Planning (cont)</b>	
HASS 3.2.3	The organisation's planning documentation clearly identifies how case coordination occurs both internally between programs & externally with other providers.
QICSA 1.2.2	The organisation's structure and environment encourage staff responsibility, initiative and cooperative work practices?
QICSA 1.5.2	Cooperative work practices exist to share knowledge within the organisation?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 3.2	Types of services
Code 4.3	Referral pathways
Code 5.4	Collaboration and integration
Code 6.3	Responding to the diversity of women's experiences
Code 6.8	Collaborative practice
Code 7.3	Case management with women
Code 7.4	Intensive case management
Code 8.4	Advocacy on behalf of children
Code 10.5.3	Practice implications
HASS 3.2.4	The organisation guides the delivery of direct services to all people by providing staff with written information on relevant legislation, regulations, policies & procedures.
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 1.2.2	The organisation's structure & environment encourage staff responsibility, initiative & cooperative work practices?
QICSA 1.2.3	Administration & personnel systems operate efficiently to support the work of staff & the organisation's effective functioning?
QICSA 1.5.2	Cooperative work practices exist to share knowledge within the organisation?
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.6.2	The organisation complies with the legislative context in which it operates & which defines relevant risks?
QICSA 1.7.1	Is aware of the legislative framework that applies to its operations? Maintains internal processes to monitor compliance regularly?
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
Code section overviews	Implications for Policy & Implications for Procedure
Code 5	Organisational framework

<b>HASS SECTION 3.2: Engagement, Assessment &amp; Case Planning (cont)</b>	
<b>HASS 3.2.5</b>	<b>Skilled &amp; knowledgeable staff conduct consumer assessments.</b>
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 1.2.4	Orientation, support & development needs of staff are systematically identified & met in a way that supports the organisation's goals?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
Code 5.11	Workforce development
Code 6.10	Reflective practice
<b>HASS 3.2.6</b>	<b>Staff use a range of strategies in order to build rapport &amp; trust with people.</b>
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 2 & 6	Fundamental concepts and values & Key elements of practice
Code 6.1/6.2	Engaging women in the support relationship/Engaging children in a support relationship
Code 6.3	Responding to the diversity of women's experiences
Code 7.4	Intensive case management
<b>HASS 3.2.7</b>	<b>Each person is supported to actively participate in the case planning process.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 5.6.5a	Child protection
Code 7.3	Case management with women
Code 8.1	Case management support with children
<b>HASS 3.2.8</b>	<b>People have access to a copy of their support plan.</b>
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.4	Protocols on the sharing of information about consumers exist & are used?
QICSA 2.4.4	Consumers are aware of their rights & responsibilities including complaint procedures, & these procedures are implemented promptly, judiciously & fairly?
Code 5.1	Policies for ensuring access, equity and responsiveness
Code 7.3	Case management with women
Code 8.1	Case management support with children

<b>HASS SECTION 3.2: Engagement, Assessment &amp; Case Planning (cont)</b>	
<b>HASS 3.2.9</b>	<b>Coordination of services with other agencies is explored &amp; negotiated in development of case plans.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.2	Services & programs can be delivered in an integrated way within the organisation or coordinated with other organisations? The organisation systematically documents & reviews its service & program plans?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
Code 5.4a	Collaboration & integration
Code 6.8	Collaborative practice
Code 6.8.2	Collaborative practice with Child Protection
<b>HASS 3.2.10</b>	<b>The organisation provides people with written information about other services that might assist them.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
Code 3.2	Types of services
Code 5.1	Policies for ensuring access, equity and responsiveness
<b>HASS 3.2.11</b>	<b>The organisation regularly reviews its assessment &amp; case planning processes to ensure they are consumer-focused &amp; address immediate &amp; longer term needs.</b>
QICSA 2.2.2	Services & programs can be delivered in an integrated way within the organisation or coordinated with other organisations? The organisation systematically documents & reviews its service & program plans?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.5.2	There are formal & informal mechanisms for consumers & other stakeholders to participate in reviewing & designing current services, as well as support for their involvement in planning new initiatives?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 4.2	Determination of acceptance following a referral
Code 5.1.5	Assess barriers to access and equity
Code 5.4.1	Responsiveness
Code 6.6/6.7	Risk assessment/safety planning & Facilitating referrals
Code 7.3	Case management with women
Code 8.1	Case management support with children

<b>HASS SECTION 3.3: Responsive Support</b>	
<b>HASS 3.3.1</b>	<b>The organisation has a documented system for ensuring people gain support that is flexible to meet their needs.</b>
QICSA 2.1.2	Acts on reviews to ensure more accessible services & programs? Develops new services & programs to meet unmet needs?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community & services & programs are responsive to individuals & specific groups?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
QICSA 3.2.1	The organisation collaborates with other organisations?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 2.3.4	The diversity of women's and children's experiences
Code 3.2/5.1	Types of services/Policies for ensuring access, equity and responsiveness
Code 6.3/6.4	Responding to the diversity of women's experiences/Responding to the diversity of children's experiences
<b>HASS 3.3.2</b>	<b>The organisation's documentation reflects a strong commitment to meeting the needs of each person through the least intrusive support solutions.</b>
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 1.5.1	The organisation keeps up to date with current trends in its field & uses demographic & research data to improve outcomes for its consumers?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community & services & programs are responsive to individuals & specific groups?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.4/5	Professional development regarding consumer diversity is available to staff? / Cultural safety is addressed in service & program plans?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 5.1/5.7.3	Policies for ensuring access, equity and responsiveness/Guidelines for access to service
Code 6.3/6.4	Responding to the diversity of women's experiences/Responding to the diversity of children's experiences

<b>HASS SECTION 3.3: Responsive Support (cont)</b>	
<b>HASS 3.3.3</b>	<b>The organisation has documented systems to ensure service delivery is guided by an ethical framework.</b>
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.3.2	The changing profile of consumers is monitored?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
Code 4	Access to family violence specialist support
Code 5.6	Privacy, confidentiality and duty of care
Code 5	Key statements
Code 5.7.3	Guidelines for access to service
<b>HASS 3.3.4</b>	<b>Group work programs offered as part of service delivery are well documented.</b>
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.5	Data on the use of services & advances in the field are collected & used in planning, evaluation & quality improvement?
QICSA 1.5.6	Staff are involved in the collection, analysis & use of data to improve services & programs & time is allocated for these activities?
Code 3.2.3	Services providing specialist support to a specific client group
Code 3.2.9	Counselling and support groups
Code 5.4a	Collaboration and integration
Code 7.6	Provision of support groups with women
Code 8.3	Provision of support groups with children
<b>HASS 3.3.5</b>	<b>The organisation encourages people to drive decision making within their case plan.</b>
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 2.1	Central concepts
Code 6.1	Engaging women in the support relationship
Code 6.2	Engaging children in a support relationship
Code 7	Service delivery with women

<b>HASS SECTION 3.3: Responsive Support (cont)</b>	
<b>HASS 3.3.6</b>	<b>The organisation gives people clear explanations about what services can be provided, service limitations, &amp; the other resources available to them in the community.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
QICSA 2.5.1	Consumers are encouraged & supported to access existing services?
Code 3/4	Overview of the service system/Access to family violence specialist support
Code 5.4	Referral management strategy
Code 7.3/7.4	Case management with women/Intensive case management
<b>HASS 3.3.7</b>	<b>The organisation provides practical assistance &amp; support within the agreed time frame or communicate any changes in arrangements in a timely manner.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 5.1/5.4.1	Policies for ensuring access, equity and responsiveness/Responsiveness
<b>HASS 3.3.8</b>	<b>The service the organisation provides is flexible &amp; adapted to the person's changing circumstances &amp; capacity.</b>
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 4.2	Determination of acceptance following a referral
Code 4.3	Referral pathways
Code 5.1/5.3	Policies for ensuring access, equity and responsiveness/Children
Code 5.7.3	Guidelines for access to service
Code 5.8	Responding to breaches of guidelines
Code 6.3/6.4	Responding to the diversity of women's experiences/Responding to the diversity of children's experiences

<b>HASS SECTION 3.3: Responsive Support (cont)</b>	
<b>HASS 3.3.9</b>	<b>Staff understand &amp; give appropriate consideration to duty of care issues in all aspects of service delivery.</b>
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 1.2.4	Orientation, support & development needs of staff are systematically identified & met in a way that supports the organisation's goals?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 4.2	Determination of acceptance following a referral
Code 5.6	Privacy, confidentiality and duty of care
Code 5.8	Responding to breaches of guidelines
Code 6.1/6.2	Engaging women in the support relationship/Engaging children in a support relationship
Code 6.5/6.7	Privacy, confidentiality and duty of care/Facilitating referrals
Code 7.3	Case management with women
<b>HASS 3.3.10</b>	<b>All staff have regular opportunities to meet with each other in order to exchange information relevant to the provision of good service delivery.</b>
QICSA 1.1.5	The leadership of the organisation implements effective management systems & strategies to ensure the goals are met?
QICSA 1.1.6	These systems & strategies embed CQI, foster innovation & manage change at all levels within the organisation?
QICSA 1.2.2	The organisation's structure & environment encourage staff responsibility, initiative & cooperative work practices?
QICSA 1.2.4	Orientation, support & development needs of staff are systematically identified & met in a way that supports the organisation's goals?
QICSA 1.5.2	Cooperative work practices exist to share knowledge within the organisation?
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.4	Protocols on the sharing of information about consumers exist & are used?
QICSA 2.6.2	Supports staff working across different disciplines to coordinate services?
QICSA 3.3.5	Employs a range of internal practices such as mentoring or supervision to share & enhance the skills of staff?
QICSA 3.4.2	Shares information with its community?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 5.6	Privacy, confidentiality and duty of care
Code 5.6.2	Exchange of information
Code 6.8	Collaborative practice
Code 10.5.2	Implications for procedure

<b>HASS SECTION 3.3: Responsive Support (cont)</b>	
<b>HASS 3.3.11</b>	<b>The organisation monitors the quality &amp; outcomes of its service delivery practices.</b>
QICSA 1.5.1	The organisation keeps up to date with current trends in its field & uses demographic & research data to improve outcomes for its consumers?
QICSA 1.5.5	Data on the use of services & advances in the field are collected & used in planning, evaluation & quality improvement?
QICSA 1.5.6	Staff are involved in the collection, analysis & use of data to improve services & programs & time is allocated for these activities?
QICSA 2.2.2	Services & programs can be delivered in an integrated way within the organisation or coordinated with other organisations? The organisation systematically documents & reviews its service & program plans?
QICSA 2.2.3	Barriers that inhibit access, including cost (to individuals & to the organisation ), operating times & physical layout, are addressed?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.5.2	There are formal & informal mechanisms for consumers & other stakeholders to participate in reviewing & designing current services, as well as support for their involvement in planning new initiatives?
QICSA 2.5.3	The impact of consumers' involvement in reviewing services & programs is monitored?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 3.2.11	Training and resource services
Code 5.4.1	Responsiveness
Code 5.9	Service evaluation
Code 6.10	Reflective practice
Code 7	Key statements
<b>HASS 3.3.12</b>	<b>The organisation evaluates its group work to improve the way it is designed &amp; delivered.</b>
QICSA 1.5.5	Data on the use of services & advances in the field are collected & used in planning, evaluation & quality improvement?
QICSA 1.5.6	Staff are involved in the collection, analysis & use of data to improve services & programs & time is allocated for these activities?
QICSA 2.2.2	Services & programs can be delivered in an integrated way within the organisation or coordinated with other organisations? The organisation systematically documents & reviews its service & program plans?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.5.2	There are formal & informal mechanisms for consumers & other stakeholders to participate in reviewing & designing current services, as well as support for their involvement in planning new initiatives?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
Code 3.2.9	Counselling and support groups

<b>HASS SECTION 3.3: Responsive Support (cont)</b>	
<b>HASS 3.3.13</b>	<b>The organisation monitors &amp; reviews its case coordination processes to ensure they are efficient &amp; effective.</b>
QICSA 2.5.2	There are formal & informal mechanisms for consumers & other stakeholders to participate in reviewing & designing current services, as well as support for their involvement in planning new initiatives?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 2.6.3	Works with consumers to review the effectiveness of coordinated services?
QICSA 3.1.3	Service agreements & partnerships are reviewed regularly against the values & goals of the organisation & their impact on consumers?
QICSA 3.2.4	The organisation reviews the effectiveness of any collaboration in terms of consumer outcomes, available resources & the strategic placement of the organisation?
Code 3.2.3	Services providing specialist support to a specific client group
Code 5.9	Service evaluation
Code 7.4	Intensive case management

<b>HASS SECTION 3.4: Exit Planning &amp; Case Closure</b>	
HASS3.4.1	The organisation has a documented process for exit planning & case closure that involves people concerned & is integrated with other case management processes.
	See below
HASS 3.4.2	The organisation gives each person whose support it terminates a clear explanation & information on the circumstances in which it will reinstate support.
	See below
HASS 3.4.3	Each person is given the opportunity to review achievements with a focus on maintaining them in the future & to identify future goals & action plans.
	See below
HASS 3.4.4	Staff actively encourage & support people to achieve greater independence & social connectedness to their community.
	See below
HASS 3.4.5	People with high level or complex needs have appropriate ongoing support arranged before they exit the service.
	See below
HASS 3.4.6	People are informed about the steps necessary to re-access the organisation or other relevant housing, family violence or homelessness services.
	See below
HASS 3.4.7	The organisation monitors & reviews its exit planning & case closure processes to ensure people are actively involved & appropriately supported in the processes.
	See below
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
QICSA 2.6.1	Coordinates services & programs to meet the needs of consumers? Delivers cross-discipline services seamlessly?
QICSA 3.1.1	The organisation works to negotiate service agreements so they are legal, fair & result in quality outcomes for consumers?
QICSA 3.2.1/3	The organisation collaborates with other organisations? / The organisation avoids unnecessary & inefficient duplication of services?
QICSA 3.2.4	The organisation reviews the effectiveness of any collaboration in terms of consumer outcomes, available resources & the strategic placement of the organisation?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.2	Shares information with its community?
Code 6.3.3	Women with substance (mis)use issues
Code 7.3.4/5	Exit planning/Case closure
Code 8.1.4	Exit planning and case closure - children

<b>HASS SECTION 3.5: Documenting Case Work</b>	
<b>HASS 3.5.1</b>	<b>The organisation has a documented system for recording &amp; managing case files.</b>
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
QICSA 1.7.1	Is aware of the legislative framework that applies to its operations? Maintains internal processes to monitor compliance regularly?
QICSA 1.7.3	Fulfils all reporting requirements regarding legal compliance?
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
QICSA 2.4.3	Informed consent processes are implemented when personal information is gathered, stored & used?
Code 6.9	Case notes, files and data collection
<b>HASS 3.5.2</b>	<b>Personal files contain appropriate &amp; adequate information to assist good case management.</b>
QICSA 1.5.3	Information is stored in an organised way that is easily accessible to approved staff & consumers &, when necessary, is secure & legally compliant?
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
QICSA 1.7.1	Is aware of the legislative framework that applies to its operations? Maintains internal processes to monitor compliance regularly?
QICSA 1.7.3	Fulfils all reporting requirements regarding legal compliance?
QICSA 2.4.1	Consumers' privacy is ensured, information is confidential & the organisation meets legislative requirements?
QICSA 2.4.3	Informed consent processes are implemented when personal information is gathered, stored & used?
Code 5.6	Privacy, confidentiality and duty of care
Code 6.5	Privacy, confidentiality and duty of care
Code 6.9	Case notes, files and data collection
<b>HASS 3.5.3</b>	<b>All case plan entries are accurately documented, signed &amp; dated in a timely manner.</b>
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
QICSA 1.7.1	Is aware of the legislative framework that applies to its operations? Maintains internal processes to monitor compliance regularly?
QICSA 1.7.3	Fulfils all reporting requirements regarding legal compliance?
Code 6.9	Case notes, files and data collection
<b>HASS 3.5.4</b>	<b>Information recorded about people is written objectively &amp; respectfully.</b>
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
QICSA 1.7.1	Is aware of the legislative framework that applies to its operations? Maintains internal processes to monitor compliance regularly?
QICSA 1.7.3	Fulfils all reporting requirements regarding legal compliance?
Code 6.1.5	Respectful, open and transparent interaction
Code 6.9	Case notes, files and data collection

<b>HASS SECTION 3.5: Documenting Case Work (cont)</b>	
HASS 3.5.5	Staff record notes on the case file about critical incidents as soon as practicable to enable debriefing & accountability & to meet any external needs.
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
QICSA 1.7.1	Is aware of the legislative framework that applies to its operations? Maintains internal processes to monitor compliance regularly?
QICSA 1.7.3	Fulfils all reporting requirements regarding legal compliance?
QICSA 1.6.2	The organisation complies with the legislative context in which it operates & which defines relevant risks?
Code 5.7.2	Occupational Health and Safety
Code 6.9	Case notes, files and data collection
HASS 3.5.6	The organisation regularly audits its client file system to ensure consistency in approach & quality of what is recorded.
QICSA 1.5.6	Staff are involved in the collection, analysis & use of data to improve services & programs & time is allocated for these activities?
QICSA 1.5.7	The organisation maintains a comprehensive, confidential, secure & accurate record system for each consumer?
Code 5.9	Service evaluation

## **HASS SECTION FOUR: DIRECT SERVICE DELIVERY TO SPECIFIC GROUPS**

### **HASS SECTION 4.1: Supporting Parents & Accompanying Children**

*To be completed as a 'Specific Target Group Module'*

### **HASS SECTION 4.2: Supporting Young People 15 – 25 years**

*To be completed as a 'Specific Target Group Module'*

### HASS SECTION 4.3: Supporting Women, Children & Other People experiencing Family/Domestic Violence

All organisations that provide frequent or infrequent support to women, children and other people experiencing family violence will need to adhere to this standard. Organisations, through documentation and process, should clearly demonstrate a practice framework that reflects the intent of the DV Vic Code of Practice for Specialist Family Violence Services.

HASS 4.3.1	The organisation's written documents provide a clear framework for the model of service delivery the organisation uses to support women, children and other people experiencing family/domestic violence.
Code - all sections	The Code of Practice provides an overview of models and structures of family violence services in Section 3 (these might be adaptable to other programs); fundamental concepts and values when working with people experiencing family violence (Section 2); factors to consider when assessing access and eligibility (Sections 4 & 5); key elements of practice and service delivery (Sections 6,7 & 8).
HASS 4.3.2	The organisation has a documented system for ensuring consumers can access appropriate services, including after hours and periods of potentially high demand, such as public and school holidays.
Code 4	Access to family violence specialist support
Code 5.1	Policies for ensuring access, equity and responsiveness
HASS 4.3.3	The organisation has documented security procedures and access protocols appropriate to the service model and level of security required.
Code 5.1	Policies for ensuring access, equity and responsiveness
Code 5.7	Service safety plan
HASS 4.3.4	The organisation has identified key 'first response' agencies in the area and established clear referral and access pathways.
Code 4	Access to family violence specialist support
Code 5.4	Referral management strategy
Code 6.8	Collaborative practice
HASS 4.3.5	The organisation ensures that staff have an understanding of the nature of family violence and are appropriately trained in family/domestic violence issues.
Code 2	Fundamental concepts and values
Code 5.11	Workforce development
Code 6	Key elements of practice
Code 7	Service delivery with women
Code 8	Service delivery with children

<b>HASS SECTION 4.3: Supporting Women, Children &amp; Other People experiencing Family/Domestic Violence (cont)</b>	
<b>HASS 4.3.6</b>	<b>The organisation ensures that the safety and ongoing protection of people accessing services is given primary consideration.</b>
Code 2.2	Core values
Core 5.2	Service environment
Code 5.3	Children
Code 5.4.2	Enhancing safety
Code 5.6	Privacy, confidentiality & duty of care
Code 5.7	Service safety plan
Code 6.6	Risk assessment & safety planning
Code 6.8.2	Collaborative practice with Child Protection
Code 7.3	Case management with women
<b>HASS 4.3.7</b>	<b>Staff explore the full range of options for people to live free from violence.</b>
Code 3	Overview of the service system
Code 4	Access to family violence specialist support
<b>HASS 4.3.8</b>	<b>Women with children are supported to keep their children with them.</b>
Code 2.3.4	The diversity of women's and children's experiences
Code 3.2.3	Services providing specialist support to a specific client group
Code 8	Service delivery with children
<b>HASS 4.3.9</b>	<b>Funded specialist family violence organisations provide secondary consultation to other organisations.</b>
Code 6.3	Responding to the diversity of women's experiences
Code 6.4	Responding to the diversity of children's experiences
Code 6.8	Collaborative practice
Code 10.5.3	Practice implications

<b>HASS SECTION 4.3: Supporting Women, Children &amp; Other People experiencing Family/Domestic Violence (cont)</b>	
HASS 4.3.10	Organisations encourage known users of violence to take responsibility for their violent behaviours within the case management process.
Code 2	Fundamental concepts and values
Code 6.1	Engaging women in the support relationship
Code 9.1	Glossary
HASS 4.3.11	The organisation takes an active role in preventing and eliminating family/domestic violence.
Code 5.1.2	Promote community awareness
Code 5.10	Structural advocacy and community development
HASS 4.3.12	The organisation monitors its effectiveness in responding to the diverse needs of women and their dependents experiencing family/domestic violence.
Code 5.1.1	Reflective of diversity
Code 6.3	Responding to the diversity of women's experiences
Code 6.4	Responding to the diversity of children's experiences

<b>HASS SECTION 4.4: Culturally &amp; Linguistically Diverse Communities</b>	
<b>HASS 4.4.1</b>	<b>The organisation's policies &amp; processes reflect a commitment to providing culturally competent services.</b>
QICSA 2.1.1	Reviews the needs of its community to determine why potential consumers may not be using available services & programs?
QICSA 2.1.2	Acts on reviews to ensure more accessible services & programs? Develops new services & programs to meet unmet needs?
QICSA 2.2.1	Staff work with consumers to define their needs & negotiate suitable services & programs, recognising that consumers often have a range of related needs?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.2	The changing profile of consumers is monitored?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 2.3.4	The diversity of women's and children's experiences
Code 5.1	Policies for ensuring access, equity and responsiveness
Code 6.1.3	Rights based approach
Code 6.3.4	Culturally informed and sensitive practice
Code Appendix 3	Women without permanent residency
<b>HASS 4.4.2</b>	<b>The organisation has clear information about its services available in appropriate community languages or presented in a culturally appropriate way</b>
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
QICSA 2.4.2	Services are delivered in a respectful way that recognises each consumer's personal worth & individuality?
Code 5.1	Policies for ensuring access, equity and responsiveness

<b>HASS SECTION 4.4: Culturally &amp; Linguistically Diverse Communities (cont)</b>	
<b>HASS 4.4.3</b>	<b>The organisation has strategies to ensure it provides services that are culturally competent to people accessing services.</b>
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
Code 3.2.3	Services providing specialist support to a specific client group
Code 3.2.3b	Services for culturally and linguistic diverse women and children
Code 3.2.11	Training and resource services
Code 5.4	Collaboration and integration
Code 5.6.3	Privacy in the context of women's experiences
Code 6.3.4	Culturally informed and sensitive practice
<b>HASS 4.4.4</b>	<b>Staff demonstrate knowledge of the social &amp; cultural groups represented in the local community &amp; an understanding of the social &amp; historical factors relevant to their current circumstances.</b>
QICSA 1.2.1	All staff are professionally qualified & experienced, able to work with consumers & willing to engage with CQI?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
Code 2.3.4c	Women and children from culturally and linguistically diverse backgrounds
Code 2.3.4j	Women from rural areas and their children
<b>HASS 4.4.5</b>	<b>Organisations use interpreters as appropriate during each element of case management.</b>
QICSA 2.3.1	Processes & practices ensure respect & responsiveness to consumer diversity by being inclusive & flexible?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
Code 3.2.3b	Services for culturally and linguistically diverse women and children
Code Appendix 4	Working with interpreters

<b>HASS SECTION 4.4: Culturally &amp; Linguistically Diverse Communities (cont)</b>	
<b>HASS 4.4.6</b>	<b>Staff link people to culturally appropriate services.</b>
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
Code 4.3.2	Specialist response
<b>HASS 4.4.7</b>	<b>The organisation monitors &amp; reviews service delivery practice to ensure people receive culturally appropriate services.</b>
QICSA 2.1.1	Reviews the needs of its community to determine why potential consumers may not be using available services & programs?
QICSA 2.1.2	Acts on reviews to ensure more accessible services & programs? Develops new services & programs to meet unmet needs?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.3.2	The changing profile of consumers is monitored?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
Code 5.9	Service evaluation
<b>HASS 4.4.8</b>	<b>The organisation monitors &amp; reviews service provision to ensure responsiveness to a multicultural society.</b>
QICSA 2.2.4	Service priorities are set in consultation with current consumers & the community, & services & programs are responsive to individual consumers & specific groups?
QICSA 2.2.5	Services & programs are based on evidence & currently accepted good practice?
QICSA 2.2.6	The organisation gathers evidence on outcomes of its services & programs for consumers & the community, & uses this evidence to evaluate & modify existing services & to develop new services?
QICSA 2.3.2	The changing profile of consumers is monitored?
QICSA 2.3.3	Appropriate links with indigenous & other community groups are established to ensure that services & programs remain responsive & respectful?
QICSA 2.3.4	Professional development regarding consumer diversity is available to staff?
QICSA 2.3.5	Cultural safety is addressed in service & program plans?
Code 5.9	Service evaluation
Code 6.3.4	Culturally informed and sensitive practice

**HASS SECTION 4.5: Providing Advocacy Services**

*Applicable only to specific social housing & advocacy services*

## HASS SECTION FIVE: WORKING WITH THE COMMUNITY

<b>SECTION 5.1: Building Partnerships &amp; Integrated Networks</b>	
<b>HASS 5.1.1</b>	<b>The organisation's written documentation reflects a commitment to building strong links &amp; partnerships with other relevant organisations.</b>
QICSA 3.1.2	The organisation is accountable through its service agreements & partnerships?
QICSA 3.2.1/2	The organisation collaborates with other organisations? / Collaborations contribute to a more effective use of resources?
Code 1.1	Statement of purpose
Code 2.2	Core values
Code 5.4	Collaboration and integration
Code 6.8	Collaborative practice
<b>HASS 5.1.2</b>	<b>The organisation collaborates with other agencies to build partnerships that allow for improved services.</b>
QICSA 3.2.1/2	The organisation collaborates with other organisations? / Collaborations contribute to a more effective use of resources?
Code 3.2	Types of services
Code 5.1.2	Promote community awareness
Code 5.4	Collaboration and integration
Code 6.8	Collaborative practice
<b>HASS 5.1.3</b>	<b>The organisation works to build a more integrated service system through partnerships with other agencies &amp; through strategic networks.</b>
QICSA 3.2.3	The organisation avoids unnecessary & inefficient duplication of services?
QICSA 3.2.4	The organisation reviews the effectiveness of any collaboration in terms of consumer outcomes, available resources & the strategic placement of the organisation?
QICSA 3.3.1	Have systems of information collection, research & analysis to keep abreast of developments in its field?
QICSA 3.3.2	Uses industry benchmarks to review services & programs?
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 5.4	Collaboration and integration
Code 7.3.6	Provision of Magistrate's Court support
Code 3.2.10	Regional leadership, service integration and planning
<b>HASS 5.1.4</b>	<b>The organisation monitors &amp; reviews the scope &amp; level of its collaborative work through partnerships &amp; networks.</b>
QICSA 3.1.3	Service agreements & partnerships are reviewed regularly against the values & goals of the organisation & their impact on consumers?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 5.4/6.8	Collaboration and integration/Collaborative practice

<b>HASS SECTION 5.2: Advocacy &amp; Community Education</b>	
HASS 5.2.1	The organisation's documentation reflects a commitment to advocating broadly for the needs of people through active representation of issues at a local & Statewide level.
QICSA 3.3.1	Have systems of information collection, research & analysis to keep abreast of developments in its field?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 2.2	Core values
Code 3.2	Types of service
Code 5.10	Structural advocacy and community development
Code 6.8	Collaborative practice
Code 7.4	Intensive case management
Code 7.7	Advocacy with women
Code 8.4	Advocacy on behalf of children
Code 10.5.2	Implications for procedure
HASS 5.2.2	The organisation works to engage the support & understanding of local communities in order to better assist people experiencing or at risk of homelessness or family violence.
QICSA 3.4.1	Works with its community to address the determinants of wellbeing, to identify needs & to plan & implement appropriate services?
QICSA 3.4.2	Shares information with its community?
Code 5.1.2	Promote community awareness
HASS 5.2.3	The organisation is well informed of current policy developments & broader systemic issues in the homelessness, family violence & social housing sector.
QICSA 3.3.1	Have systems of information collection, research & analysis to keep abreast of developments in its field?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 3.2.1	Peak body organisation
Code 3.2.11	Training and resource services
HASS 5.2.4	The organisation monitors the impact of its advocacy & community education efforts.
QICSA 3.3.1	Have systems of information collection, research & analysis to keep abreast of developments in its field?
QICSA 3.4.3	Participates in professional associations & other forums in its field? Works with other organisations & special needs groups to improve their capacity to meet consumer needs?
Code 5.4.1	Responsiveness