

DV VIC PRACTICE DEVELOPMENT NETWORK MEETING

29th July 2008

Code of Practice for Specialist Family Violence Services for Women and Children

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Section 7: Service Delivery with Women

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- 7.4 Intensive Case Management
- 7.5 Individual Counselling with Women
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Section Overview

Section Seven provides an overview of the various modes and methods of service delivery utilised by services to provide family violence specialist support.

Key Statements

- Regardless of the mode of service delivery, services will:
 - demonstrate an understanding of the fundamental concepts outlined in this document.
 - incorporate key elements of practice.
 - be provided in the context of the organisational framework.

- All forms of service delivery are informed by current SAAP and other relevant DHS documentation.

- Whatever the mode of service delivery or model of service, the worker who facilitates the initial contact and/or intake and assessment must ensure that their service is the most appropriate to meet the needs of the woman. Language used by workers to describe the services provided does not always match the language used by women e.g. women may use the term counselling when they are seeking practical support and advocacy. Conversely they may be unsure of what services are available and request counselling because that is a term they know, or they may request 'support' but actually be looking for therapeutic counselling or need crisis intervention.

- Evaluation is a key element of service provision and all modes of service delivery include mechanisms to seek clients' feedback.

- Standards for the provision of individual counselling and support groups for women and children will be developed in 2006–7.

Implications

- Program/Service Descriptors including description of models and modes of service delivery;
- See Section Five Overview and Section Six Overview for policy, procedure and practice implications.

Some prompt reflective questions in relation to your service delivery with women

- What type of services does your organisation offer women?
- What are the values that underpin your service delivery to women?
- What are the skills you have that contribute to high quality service delivery?
- What areas would you like professional development in order to further strengthen your capacity to provide these services?
- What is the most challenging part of service delivery for you?
- Why do you think this is so challenging?
- What documentation do you use to guide your service delivery? Eg. SAAP Act; HASS Standards; DV Vic Code of Practice; Practice guidelines: women and children's family violence counselling and support programs; FV Risk Assessment & Risk Management Framework; DHS documents including every child, every chance information manuals
- How does this documentation assist you when working with women?
- How do you ensure that the service you provide to a woman is the most appropriate to meet her needs?
- How do you include women in the case planning/management process?
- In what ways are women able to provide feedback to you about their experiences of service delivery from you and/or your organisation?
- What benefits do you think women receive from actively participating in their planning and evaluation of service delivery?
- What changes might be made in the way services are provided to women by your organisation?
- Why might these changes be important in service delivery?

- What language do you use with women when speaking about the service delivery you will provide/offer?
- What is your understanding of the ways in which you could advocate for women?
- How do you assess/decide which women will be offered intensive case management?
- What are the major elements of intake and assessment?
- What is your understanding of the role of assessment and the necessary skills to undertake solid assessments?