

DV VIC – CHP ACCREDITATION WORKSHOP
HASS STANDARD 4.3: WORKING WITH PEOPLE EXPERIENCING FAMILY
VIOLENCE

REFLECTIVE PROMPT QUESTIONS

These reflective prompt questions are designed to assist you to reflect on and think about what you know about family violence and how you practice in this area. Your responses and knowledge about your practice, your organisational response and your development in the area will contribute to the ways in which you can complete the self assessment for this standard. You do not need to respond to every question; they are intended as a guide to assist you to learn about your practice and continuous quality improvement.

The reflective questions have been divided into the sub questions that are included in the QICSA self assessment journals.

How is this standard understood in your organisation?

- What is your understanding of family/domestic violence?
- What values and beliefs underpin your organisation's model of service delivery to people experiencing family violence?
- What services do you provide?
- What services do you receive?
- Do you believe women should be supported to keep their children with them?
- Why do you believe this?
- How does it influence your practice?
- How do your own personal values and beliefs fit with your organisation's responses to users of violence?

How does the way your organisation conducts its business meet this standard

- How familiar are you with the DV Vic Code of Practice?

- How would you describe your organisation's model of service delivery to people experiencing FV?
- What are the processes involved in this model?
- How do you ensure your safety when working in the area of FV?
- How do you ensure the safety of others?
- What working relationships have you established with other organisations in your work with FV?
- What skills and knowledge would you say are essential for working in the area of FV?
- How do you/other workers develop these skills?
- How do you explore women's options with them?
- What processes do you use?
- How do you ensure your practice is creative, considers all options and possibilities, and encourages women's participation in case planning and case management?
- How does your organisation support you with this practice?
- What response does your organisation hold/give to users of violence?
- What do you find is the most difficult part of working with FV?
- In what ways does your organisation work to prevent/eliminate FV?
- How do you incorporate this into your practice?

What are the components of this system?

a. Is the system described in writing/documentated?

- What policies/documents guide your work with women and children experiencing FV?
- What philosophy, legislation and practice experience has supported the development of these documents?
- How up to date are these policies and documents and what is your process for updating them and keeping them relevant to contemporary practice?

- Is consumer feedback incorporated into your updated policy and procedure? If so, how?

b. Who is responsible for implementation/monitoring of your system?

- Who supports and monitors the work and how?

c. How do relevant people know and understand how this system works, and their role in it?

- How did you learn about the processes involved in your organization's model of service delivery to people experiencing family violence?
- What training do you receive within the org to support you to work in accordance with your systems?
- How are you supported in your work and by who?

d. Is this system effectively implemented?

a. Does what you say you do = what you actually do?

b. How do you know? What feedback mechanisms are in place to monitor 'say = do' and to evaluate the effectiveness of the system (i.e. that the system achieves its purpose)?

- How do you know that the services you provide to people experiencing FV are effective, relevant, available when needed, and contribute to change?
- How do you know/ensure that your practice is culturally appropriate?
- How do you monitor your systems for the safety of the women and children with whom you work?
- What are some indicators of successful or appropriate work with people experiencing FV?
 - What is helpful/positive about working with other workers and organisations?
 - What are some of the challenges when working with other workers and other organisations?

How does this system link to, and integrate with, other systems in your organisation?

Improvements:

- How have learnings/findings contributed to/changed your practice?
- What might be an ideal model of collaborative working relationships in FV work?
- What area of practice in FV work would you like to further develop?