



MINIMUM STANDARDS

FOR SERVICE DELIVERY

IN VICTIM EMPOWERMENT

(VICTIMS OF CRIME AND VIOLENCE)



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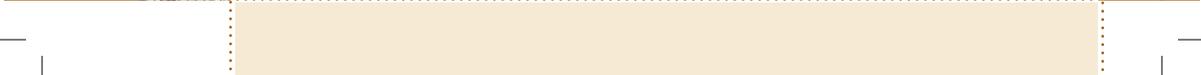
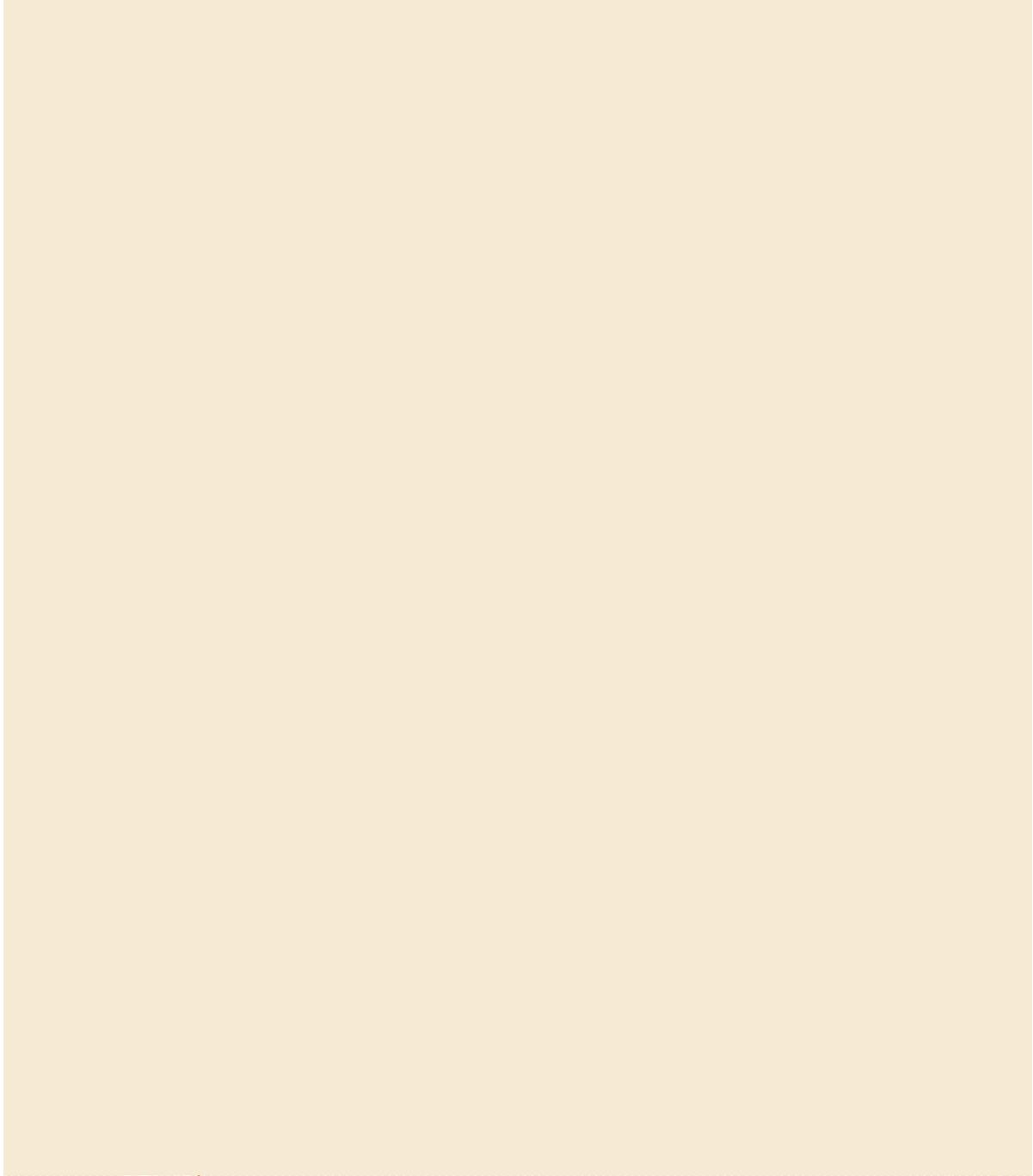


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FOREWORD



The prevention of violence and crime in South Africa poses a major challenge to the Victim Empowerment practitioners who are required to render quality services to the victims of violence and crime.

The Minimum Standards for service delivery in Victim Empowerment are in keeping with The Draft South African Victims Charter of Rights, the National Crime Prevention Strategy, 1996, and the 1985 United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power.

The Minimum Standards for service delivery in Victim Empowerment (victims of violence and crime) provide the service practitioners with information on what is expected of them to do when they render services to the victims. Proficiency, professionalism and respect of the client are uppermost in service delivery.

The Minimum Standards serve as a guideline to ensure developmental quality assurance in service delivery. A special task team appointed by the Victim Empowerment Management team facilitated the development of Minimum Standards.

I trust that these Minimum Standards will be useful to practitioners and that they will contribute to better service delivery that is sensitive, compassionate and respectful to one of the most vulnerable group in our society – the victims of violence.

It gives me pleasure to launch the Minimum Standards for service delivery in Victim Empowerment. I believe that this is an important milestone towards realizing the precepts of The Draft South African Victims' Charter of Rights.

MR VUSI MADONSELA
DIRECTOR-GENERAL

A handwritten signature in black ink, appearing to read 'V. MadONSELA', written over a white background.



1. PRINCIPLES FOR VICTIM EMPOWERMENT SERVICES

1.1.ACCOUNTABILITY

Anyone who intervenes with all victims of crime and violence including perpetrators should be held accountable for the delivery of an appropriate and quality service.

1.2.EMPOWERMENT

The resourcefulness of all (each) victims of crime and violence including perpetrators should be promoted by providing opportunities to use and build their own capacity and support networks and to act on their own choices and sense of responsibility.

1.3.PARTICIPATION

All victims of crime and violence including perpetrators should be actively involved in all the stages of the intervention process.

1.4.FAMILY-CENTRED

Services should be contextualised within the family, the extended family and the community. Support and capacity building to families should be provided through regular developmental assessment and programmes which strengthen the family's development and reinforce family preservation where applicable.

1.5.COMMUNITY-CENTRED

Services should be contextualised within the community environment. Support and capacity building to communities should be provided through regular developmental assessment and programmes which strengthen the community's development.



1.6.CONTINUUM OF CARE AND DEVELOPMENT

All victims of crime and violence including perpetrators should have access to a range of differentiated and integrated services on a continuum of care and development, ensuring access to the least restrictive, least intrusive and most empowering environment and/or programme/s appropriate to their individual developmental and therapeutic needs.

1.7.INTEGRATION

Services to all victims of crime and violence including perpetrators should be holistic, inter-sectoral and delivered by an appropriate multi-disciplinary team wherever possible.

1.8.CONTINUITY OF CARE AND DEVELOPMENT

The changing social, emotional, physical, cognitive and cultural needs of all victims of crime and violence including perpetrators should be recognised and addressed throughout the intervention process. Links with continuing support networks and resources, when necessary, should be encouraged after disengagement from the system.

1.9.NORMALISATION

All victims of crime and violence including perpetrators should be exposed to normative challenges, activities and opportunities, which promote participation and development.

1.10.EFFECTIVENESS AND EFFICIENCY

Services to all victims of crime and violence including perpetrators should be delivered in the most effective and efficient way possible.

1.11.PERSON-CENTRED

Positive developmental experiences, support and capacity building should be ensured through regular developmental assessment and programmes which strengthen all victims of crime and violence including perpetrators' development.



1.12. RIGHTS

The rights of all South Africans (inclusive of victims and perpetrators of crime violence) as established in the South African Constitution, the victims charter (draft and various) international conventions ratified by South Africa, shall be protected.

1.13. RESTORATIVE JUSTICE

The approach to services for victims should focus on Restorative Justice. The perpetrator should be held accountable for his/her actions and where possible make amends to the victim.

1.14. APPROPRIATENESS

Services to all victims of crime and violence including perpetrators should be the most appropriate for the individual, the family and the community.

2. PURPOSE AND FUNCTION OF MINIMUM STANDARDS

2.1. PURPOSE

To establish a set of “bottom line” goals for service delivery in victim empowerment.

2.2. FUNCTIONS

Minimum standards will enable service providers to recognise developmental areas and make the appropriate and specific changes.

The minimum standards will ensure that services are rendered in a specific, planned and effective manner.

The minimum standards will ensure that services are monitored effectively in a manner which promotes quality and guides change and development in service delivery.

The minimum standards in conjunction with practice guidelines will



give specific direction to Human Resource Development initiatives, institutions/- projects and organisations.

3.GLOSSARY

3.1.VICTIM

“A person who, individually or collectively suffered harm, including physical or mental injury, emotional suffering, economic loss or substantial impairment of their rights, through acts or omissions that are violations of national criminal laws or of internationally recognized norms relating to human rights”.

According to the United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power a victim includes:

Women, children, older persons, persons with disabilities and families.

A person may be considered a victim regardless of whether the perpetrator is identified, apprehended, prosecuted or convicted and regardless of the familial relationship between the perpetrator and victim. The term ‘victim’ also includes where appropriate, the immediate family or dependants of the direct victim and persons who have suffered harm in intervening to assist victims in distress or to prevent victimisation (United Nations Commission on Crime Prevention and Criminal Justice, 1996).

3.2.VICTIM SUPPORT

Victim support: Is the empathic, person-centred assistance rendered by an organisation or individual following an incident of victimisation. Although victim support entails more than emotional support and counselling, the term is often utilised in this context.



3.3.VICTIM EMPOWERMENT

It firstly implies a certain philosophy method or technique of handling victims in which it is accepted that, rather than being dependent on the expertise and assistance of a professional or someone else, all people have certain skills and competencies which, when facilitated appropriately, can come to the fore to assist individuals to help themselves or to cope better with an incident of victimisation.

Victim empowerment and support refers to a philosophy of care and assistance and to a specific approach by service providers (independent of which state department or sector they represent) in delivering services that are available. The crux is that these service providers are not (necessarily) expected to perform additional tasks, but rather that they firstly really do what they claim to be doing, and then secondly, do it with the client's needs (i.e. with 'client service') in mind. 'Client' refers to the complainant in the case of the SA Police Service; the patient in the case of the health worker; the witness in the case of the justice official; etc. The aforementioned will inevitably lead to a more efficient and user-friendly Criminal Justice System.

3.4.SERVICE PROVIDER

Any person rendering services to service recipients (victims).

3.5.CARE PLAN

The care plan flowing from a developmental assessment is drafted together with the victim. The care plan should include long term arrangements to deal with the situation effectively.

3.6.INDIVIDUAL DEVELOPMENT PLAN (IDP)

The IDP is linked to the care plan and concentrates on strengths within the victim as well as the developmental needs identified. This is crucial in the long term planning for the victim.



4. RIGHTS OF VICTIMS

It is of utmost importance that the internationally accepted basic victim's rights as agreed upon by the United Nations and found in the South African Victim's Charter be entrenched.

- The right to be treated with respect and dignity.
- The right to offer information.
- The right to receive information.
- The right to legal advice.
- The right to protection and
- The right to compensation.

5. LEVELS FOR SERVICE DELIVERY

5.1. LEVEL 1: PREVENTION

5.1.1. STANDARD: INFORMATION AND AWARENESS

5.1.1.1. STANDARD STATEMENT:

Communities at large understand how victim empowerment and support services contribute to breaking the cycle of crime and violence.

5.1.1.2. OUTCOMES FOR COMMUNITIES

5.1.1.2.1. Communities will understand the impact of crime and violence on victims.

5.1.1.2.2. Communities will understand what resources are available to address the needs of victims of crime and violence.



5.1.1.3. PROGRAMME PRACTICES: SERVICE PROVIDERS WILL

- 5.1.1.3.1. Educate and inform the communities of the impact of crime and violence.
- 5.1.1.3.2. Inform communities on availability of and access to resources.
- 5.1.1.3.3. Provide information on referral procedures.
- 5.1.1.3.4. Identify early warning signs.

5.1.1.4. MANAGEMENT ACTIONS

Service providers are given policy and procedures, which ensure that:

- 5.1.1.4.1. Communities are educated and informed of the impact of crime and violence.
- 5.1.1.4.2. Communities are informed on the availability of and access to resources.
- 5.1.1.4.3. Proper referral mechanisms are in place.
- 5.1.1.4.4. Early warning signs are identified.

5.1.2. STANDARD: SUPPORT, TRAINING AND CAPACITY BUILDING

5.1.2.1. STANDARD STATEMENT

Young people, their families and other community members receive services and/or have access to information and resources which maximise existing strengths and develop new capacities that will promote resilience and increase their ability to benefit from developmental opportunities.



5.1.2.2. OUTCOMES FOR YOUNG PEOPLE, FAMILIES AND OTHER COMMUNITY MEMBERS

- 5.1.2.2.1. Young people, families and other community members will be protected from becoming potential victims or perpetrators through programmes.
- 5.1.2.2.2. Young people, families and other community members will be equipped with coping mechanisms.
- 5.1.2.2.3. Young people, their families and other community members will not need special protection as they will be capacitated through programmes that promote their human rights.

5.1.2.3. PROGRAMME PRACTICES

As a first priority, service providers should ensure that measures are taken within communities and families which:

- 5.1.2.3.1. Strengthen families, young people and other community members and develop resilience.
- 5.1.2.3.2. Promote competency in young people, families and other community members and maximise normal developmental opportunity.
- 5.1.2.3.3. Identify early warning signs for young people, their families and other community members at risk and link them to resources.
- 5.1.2.3.4. Prevent deterioration in the development of young people, their families and other community members.
- 5.1.2.3.4. Prevent placement away from home.

5.1.2.4. MANAGEMENT ACTIONS

Service providers are given policy and procedures, which ensure that measures are taken to:

- 5.1.2.4.1. Strengthen young people, their families and other community members and develop resilience.
- 5.1.2.4.2. Promote competency in young people their families and other



community members and maximise normal developmental opportunity.

- 5.1.2.4.3. Identify early warning signs for young people, their families and other community members and ensure that they are linked to resources.
- 5.1.2.4.4. Prevent developmental deterioration in young people, their families and other community members.
- 5.1.2.4.5. Prevent placement away from home.
- 5.1.2.4.6. Service providers receive training, support and developmental supervision which maximises their ability and capacity to effectively implement the policy and procedure on prevention.
- 5.1.2.4.7. Resource are allocated in such a manner as to maximise the delivery of prevention services and programmes.

5.2. LEVEL 2: EARLY INTERVENTION

5.2.1. STANDARD: ENGAGEMENT/RECEPTION, ASSESSMENT AND REFERRAL

5.2.1.1. STANDARD STATEMENT

At the point of engagement or reception all victims of crime and violence including perpetrators are provided with care and developmental assessment services leading to a referral to the least restrictive and most empowering option for victims and perpetrators.

5.2.1.2. OUTCOMES FOR VICTIMS AND PERPETRATORS

- 5.2.1.2.1. Victims and perpetrators confirm that they were received and treated throughout the procedures in a manner, which respected their dignity and their strengths.
- 5.2.1.2.2. Victims and perpetrators confirm that they feel physically,



emotionally and socially cared for and safe throughout the procedures.

- 5.2.1.2.3. Victims and perpetrators confirm that they have been provided with sufficient information on processes and resources available.
- 5.2.1.2.4. Victims and perpetrators confirm that they have been provided with sufficient opportunity to provide information related to the situation.
- 5.2.1.2.5. Perpetrators confirm that service deliverers assisted them with meeting behavioural expectations during these processes and that they are informed about positive or negative consequences associated with their behaviour.
- 5.2.1.2.6. Victims and perpetrators confirm that the report (written or verbal) and recommendations to the court has been discussed with them prior to presentation to the court and explained in a language which they understand.

5.2.1.3. PROGRAMME PRACTICES

- 5.2.1.3.1. Service providers understand and support the importance of involving the victim and where applicable the victim's family and the young offender and their family in decisions concerning referral and/or programmes.
- 5.2.1.3.2. Service providers demonstrate how the views of the victim and where applicable the victim's family and the young offender and their family are listened to and that these views are considered in the developmental assessment and decision-making with regard to referral and/or programme.
- 5.2.1.3.3. Service providers demonstrate measures taken to inform perpetrators of the behaviour expected of them and assist them with meeting these expectations through positive and developmentally appropriate behaviour management interventions.
- 5.2.1.3.4. Service providers demonstrate that early intervention decisions are based on a developmental assessment



undertaken.

- 5.2.1.3.5. Service providers demonstrate that the assessment results and recommendation regarding referral and/or programmes have been documented in an appropriate report, Care Plan (if appropriate) and Individual Development Plan (IDP).
- 5.2.1.3.6. Service providers demonstrate measures to ensure those early intervention procedures and practices respect the cultural, religious and linguistic heritage of all victims of crime and violence including perpetrators.
- 5.2.1.3.7. Service providers demonstrate measures taken to provide victims and perpetrators with sufficient information on processes and resources available.
- 5.2.1.3.8. Service providers demonstrate measures taken to provide victims and perpetrators with sufficient opportunity to provide information related to the situation.

5.2.1.4. MANAGEMENT

The service providers have been given policy and procedures on early intervention which ensure:

- 5.2.1.4.1. The involvement of the victim and where applicable the victim's family and the young offender and their family in decisions concerning referral and/or programmes.
- 5.2.1.4.2. That the views of the victim and where applicable the victim's family and the young offender and their family are listened to and that these views are considered in the developmental assessment and decision-making with regard to referral and/or programme.
- 5.2.1.4.3. Those perpetrators are informing of the behaviour expected of them and that they are assisted to meet these expectations through positive and developmentally appropriate behaviour management interventions.
- 5.2.1.4.4. That early intervention decisions are based on a developmental assessment.



- 5.2.1.4.5. That assessment results and recommendation regarding referral and/or programmes have been documented in an appropriate report, Care Plan (if appropriate) and Individual Development Plan (IDP).
- 5.2.1.4.6. That early intervention procedures and practices are respecting the cultural, religious and linguistic heritage of all victims of crime and violence including perpetrators.
- 5.2.1.4.7. That victims and perpetrators are provided with sufficient information on processes and resources available.
- 5.2.1.4.8. That victims and perpetrators are provided with sufficient opportunity to provide information related to the situation.
- 5.2.1.4.9. Service providers receive resources, training, support and developmental supervision which maximises their ability to effectively implement the policy and procedure on engagement/reception, assessment and referral.

5.2.2. STANDARD: ACCESS TO LEGAL REPRESENTATION

5.2.2.1. STANDARD STATEMENT

All victims are provided with legal advice and access to fair legal representation in a timely manner at state expense.

5.2.2.2. OUTCOMES FOR VICTIMS

Victims confirm that:

- 5.2.2.2.1. They have been informed of the right to receive legal advice in a language and in a manner which they understand.
- 5.2.2.2.2. They have been informed that fair legal representation will be provided to them in a language and in a manner, which they understand.
- 5.2.2.2.3. They (and their families) were given sufficient information about fair legal representation to make an informed choice.



5.2.2.2.4. Where applicable, they (and their families) were given an opportunity to make application to the legal aid board, and were assisted where necessary applicable.

5.2.2.2.5. Where a legal representative has been appointed, they (and their families) were given an opportunity to consult with the legal representative before the plea, trial or inquiry commenced.

5.2.2.3. PROGRAMME PRACTICES

Service providers demonstrate measures taken to ensure that victims:

5.2.2.3.1. Had their rights explained in a manner and language which they understand.

5.2.2.3.2. Were given sufficient information to make an informed choice.

5.2.2.3.3. Were assisted to make application to the legal aid board.

5.2.2.3.4. Were given an opportunity to consult with the legal representative before the plea, trial or inquiry commenced.

5.2.2.3.5. The service providers show that family members and significant others were enabled to participate throughout this phase, and that where possible the victim and the family were given the opportunity to select the legal representative, even in legal aid matters.

5.2.2.4. MANAGEMENT ACTIONS

5.2.2.4.1. The service providers are given policy and procedures which enables them to explain the victim's rights to legal representation.

5.2.2.4.2. Service providers receive training, support and supervision, which maximise their ability to effectively implement policy and procedures on access to legal representation for young people.



5.3. LEVEL 3: STATUTORY PROCESS

5.3.1. STANDARD: ASSESSMENT, REFERRAL AND SUPPORT

5.3.1.1 STANDARD STATEMENT

Once statutory intervention is initiated and/or confirmed, it should be ensured that victims have receive effective developmental assessment, referral and support services, enabling the victim/witness to effectively participate in court proceedings.

5.3.1.2 OUTCOMES FOR VICTIMS/WITNESSES

- 5.3.1.2.1 Victims/Witnesses confirm that they and their circumstances are assessed in a timely and comprehensive manner, and that the assessment process is experienced as respectful and caring.
- 5.3.1.2.2. Victim/Witness confirm that they were given the opportunity to involve family members, and/or significant others whom they wish to support them during the court proceeding.
- 5.3.1.2.3. Victims/Witnesses confirm that they are informed of and prepared for the court procedures in a manner which is experienced as respectful and safe, and which enables their understanding and maximum participation.

5.3.1.3 PROGRAMME PRACTICES

- 5.3.1.3.1. Service providers demonstrate how the effective participation of victims/witness, court proceedings through the necessary support systems and that these views are considered in assessment and decision-making.
- 5.3.1.3.2. Service providers demonstrate that effective developmental assessment and IDP is provided for the victim/witness.
- 5.3.1.3.3. Service providers ensure that all the victim's needs are met



through appropriate referrals to relevant resources.

5.3.1.3.4 Service providers demonstrate measures:

- To appropriately protect the victim/witness dignity, privacy and confidentiality.
- To provide sufficient and helpful information to the victim/witnesses.
- To ensure that assessment, reporting and referral procedures and practices respect the cultural, religious and linguistic heritage of victims/witnesses their families, and their community of origin.

5.3.1.4. MANAGEMENT ACTIONS

5.3.1.4.1. Service providers have been given established policy and procedure regarding the above outcomes and practices.

5.3.1.4.2. Service providers receive appropriate resources, training, support and developmental supervision which maximises their ability to effectively implement the policy and procedure on developmental assessment, referral and support.

5.3.2. STANDARD: COURT PROCESSES

5.3.2.1. STANDARD STATEMENT

Court proceedings are conducive to the best interests of the victim/witness, are conducted in a manner which respects their dignity and rights in an atmosphere of understanding allowing effective participation and without unnecessary delays.

5.3.2.2 OUTCOMES FOR VICTIM/WITNESS

Victims/Witness confirms that:

5.3.2.2.1. Whilst waiting for the appearance in court they are accommodated in a comfortable, victim friendly and safe environment.



- 5.3.2.2.2. They are assisted to feel at ease in the court.
- 5.3.2.2.3. They feel the court personnel are concerned and attentive.
- 5.3.2.2.4. They are treated with dignity and respect and are given an opportunity to express their opinions freely.
- 5.3.2.2.5. Their families or significant others are able to support and assist them during the proceedings.

5.3.2.3 PROGRAMME PRACTICES

Service providers demonstrate measures taken to ensure that:

- 5.3.2.3.1. Facilities to accommodate Victims/Witnesses are in a comfortable, victim friendly, safe and secure.
- 5.3.2.3.2. Victims/Witnesses are assisted to feel at ease.
- 5.3.2.3.3. Families and significant others are enabled to provide support and assistance.
- 5.3.2.3.4. Service providers demonstrate that practical steps are taken to ensure that Court proceedings are conducive to the best interests of the victim/witness. Court proceedings are conducted in a manner which respects the dignity and rights of the young person and in an atmosphere of understanding, allowing effective participation by the young person.
- 5.3.2.3.5. Service providers demonstrate that practical measures are taken, and are monitored regularly, to ensure that there are no unnecessary delays in court process.

5.3.2.4 MANAGEMENT ACTIONS

- 5.3.2.4.1. The service providers have been given policy and procedure relating to above outcomes and practices, and have been appropriately trained.
- 5.3.2.4.2. Sharing policy directives and research findings with service providers in order to formulate applicable policies.
- 5.3.2.4.3. Service providers received resources, training, support and developmental supervision which maximises their ability to effectively implement the policy and procedure on engagement / reception, assessment and referral.



5.4. LEVEL 4: CONTINUUM OF CARE

5.4.1. STANDARD: SAFETY

5.4.1.1 STANDARD STATEMENT: SAFETY

Victims/Witnesses receive services in a safe environment in which they are protected from physical, social and emotional harm, or threat of harm, from self and others.

5.4.1.2 OUTCOMES FOR SERVICE RECIPIENTS

- 5.4.1.2.1. Victims/witness confirms that they feel physically, socially and emotionally safe in the company of all service providers, volunteers, and visitors.
- 5.4.1.2.2. Victims/witness confirms that service providers are respectful and responsive to their concerns about physical, social and/or emotional harm or the threat of harm from self or others.
- 5.4.1.2.3. Victims/witness knows who to contact, and how to contact them, in the event of harm, or threat of harm, involving self or others.
- 5.4.1.2.4. Victims/witness knows the procedures for reporting incidents and how to use them in the event of harm or the threat of harm, involving self or others.
- 5.4.1.2.5. Victims/witness confirms that all social and physical contact they have with service providers takes place as part of the programme.

5.4.1.3. PROGRAMME PRACTICES

- 5.4.1.3.1. Service providers describe how all visitors to the site are screened and monitored.
- 5.4.1.3.2. Service providers describe measures, which are intended to prevent, or respond to physical, social and/or emotionally harmful, or threatening circumstances involving victims.



5.4.1.3.3. Service providers ensure victims have access to:

- Forms of assistance such as emergency numbers, CPU, police, othe involved professionals, and significant others.
- Procedures for reporting incidents, and the assistance to use them effectively.

5.4.1.3.4. Service providers confirm the requirement that all contact they have with victims (socially and physically), takes place within the context of the programme being provided.

5.4.1.3.5. Service providers confirm that fire-arms and other weapons are forbidden on the property and that measures are in place to ensure this.

5.4.1.3.6. Service providers describe the measures taken to ensure that policy and practice with regard to safety takes into account the age, capacity, and cultural, religious and linguistic heritage of each victim.

5.4.1.4. MANAGEMENT ACTIONS

The service providers have been given policy and procedures which include but are not limited to:

5.4.1.4.1. The screening and monitoring of visitors to the programme.

5.4.1.4.2. The prevention of physical, social and/or emotional harm and the threat of harm to the victim from self or others.

5.4.1.4.3. Ensuring that victim has access to forms of assistance such as support network or significant others emergency numbers, police, CPU, and other involved professionals.

5.4.1.4.4. Ensuring that victims have access to and are assisted in the use of procedures to report incidents.

5.4.1.4.5. The provision of preventative, routine or emergency medical or dental care for young people.

5.4.1.4.6. Ensuring that fire-arms and weapons are not on the property.

5.4.1.4.7. Service providers are given the appropriate training, resources, developmental supervision and support to ensure



the effective implementation of the policy and procedure on safety.

- 5.4.1.4.8. Sharing policy directives and research findings with services providers in order to formulate applicable policies.
- 5.4.1.4.9. Having information systems in place.
- 5.4.1.4.10. Service providers received resources, training, support and developmental supervision which maximises their ability to effectively implement the policy and procedure on engagement / reception, assessment and referral.

6. SHELTERS FOR VICTIMS OF DOMESTIC VIOLENCE

Minimum Standards pertain to what is presently identified for victims of domestic violence within shelters.

6.1. STANDARD: ENGAGEMENT/ADMISSION

6.1.1. STANDARD STATEMENT

Victims of domestic violence are received in a manner (and into a climate) which is caring and safe, and which minimises trauma and maximises developmental opportunity during engagement/admission processes.

6.1.1.2. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

These victims confirm:

- 6.1.1.2.1. That they are given the maximum appropriate options/choice and involvement in decision-making regarding their present personal circumstances, the involvement of their family and/or significant others, and their immediate future.



- 6.1.1.2.2. That they feel physically, emotionally and socially safe and cared for during the engagement/admission process.
- 6.1.1.2.3. That they are given information regarding themselves and the centre which orientates them about the placement, the plan for their immediate future, expectations of themselves, their rights and responsibilities, complaint procedures, and the their expectations of staff and the programmes.
- 6.1.1.2.4. That they experience interactions with service providers as respectful of their individuality, their strengths, their capacity, and their cultural, religious, and linguistic heritage.
- 6.1.1.2.5. That they are given the name and telephone number of the shelter worker/ or social worker responsible for their case management, and that contact with or access to this person is facilitated.
- 6.1.1.2.6. That they are introduced (at the point of engagement/ admission or as soon after as possible) to the caregiver who will work directly with them, and are received by this worker in such a way as to build a rapport and establish a sense of belonging and relationship.

6.1.1.3 PROGRAMME PRACTICES

- 6.1.1.3.1. Service providers describe measures to ensure the provision of an appropriate orientation programme for each victim of domestic violence, who respects their strengths, dignity and their cultural, religious and linguistic heritage – and which includes:
 - An introduction to the personnel.
 - Information about and access to their case manager.
 - Information regarding expectations.
 - Information on rights, responsibilities and complaint procedures.
 - Information regarding the shelter.
 - Information regarding the plan for their present placement and immediate future.



6.1.1.3.2. Service providers describe how victims of domestic violence are engaged within such a manner as to:

- Acknowledge and contain their feelings and trauma.
- Demonstrate respect, care and compassion.
- Acknowledge and respect their relationship with and need for contact (or no contact) with their family and/or significant other.
- Facilitate the building of rapport with their caregiver/s.
- Provide opportunity for choice and decision-making.
- Meet basic needs.
- Show respect for their cultural, religious and linguistic heritage.

6.1.1.3.3. Service providers describe measures to ensure the safety of each victim of domestic violence and the group during engagement/admission.

6.1.1.3.4. Service providers describe measures to ensure that there is continuity of care for the victims of domestic violence and that the victim of domestic violence understands the link between the previous circumstances, the present placement, and the future plan.

6.1.1.4 MANAGEMENT ACTIONS

6.1.1.4.1. Service providers have established policy and procedures of engagement/ admission practices and are trained in how to deliver these services effectively and efficiently.

6.1.1.4.2. Services providers are given appropriate resources, support and developmental supervision which enable them to effectively implement the policy and procedures on engagement/admission.



6.2. STANDARD: SAFETY AND SECURITY

6.2.1 STANDARD STATEMENT

Victims of domestic violence receive services in a safe environment in which they are protected from physical, social and emotional harm, or threat of harm, from self and others.

6.2.1.1. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

- 6.2.1.1.1. Victims of domestic violence confirm that they feel physically, socially and emotionally safe in the company of all service providers, peers, volunteers, and visitors.
- 6.2.1.1.2. Victims of domestic violence confirm that service providers are respectful and responsive to their concerns about physical, social and/or emotional harm or the threat of harm from self or others.
- 6.2.1.1.3. Victims of domestic violence know who to contact, and how to contact them, in the event of harm, or threat of harm, involving self or others.
- 6.2.1.1.4. Victims of domestic violence know the procedures for reporting incidents and how to use them in the event of harm or the threat of harm, involving self or others.
- 6.2.1.1.5. Victims of domestic violence confirm that all social and physical contact they have with service providers takes place as part of the programme.

6.2.1.2. PROGRAMME PRACTICES

- 6.2.1.2.1. Service providers describe how all volunteers and visitors to the centre are screened and monitored.
- 6.2.1.2.2. Service providers describe measures, which are intended to prevent, or respond to physical, social and/or emotionally harmful or threatening circumstances involving victims of domestic violence.



- 6.2.1.2.3. Service providers ensure victims of domestic violence have access to:
- Forms of assistance such as emergency numbers and other involved professionals.
 - Procedures for reporting incidents, and the assistance to use them effectively.
- 6.2.1.2.4. Service providers confirm the requirement that all contact they have with victims of domestic violence (socially and physically), takes place within the context of the programme being provided.
- 6.2.1.2.5. Service providers confirm that fire-arms and other weapons are forbidden on the property and that measures are in place to ensure this.
- 6.2.1.2.6. Service providers describe the measures taken to ensure that policy and practice with regard to safety takes into account the age, capacity, and cultural, religious and linguistic heritage of each victim.

6.2.1.3. MANAGEMENT ACTIONS

- 6.2.1.3.1. The service provider has been given policy and procedures, which include but are not limited to:
- The screening and monitoring of volunteers and visitors to the programme.
 - The prevention of physical, social and/or emotional harm and the threat of harm to victims of domestic violence from self or others.
 - Ensuring that victims of domestic violence have access to forms of assistance such as emergency numbers and other involved professionals.
 - Ensuring that victims of domestic violence have access to and are assisted in the use of procedures to report incidents.
 - The provision of preventative, routine or emergency



medical or dental care for victims.

- Ensuring that fire-arms and weapons are not on the property.
- Documenting approval for as well as the use of all “over-the counter” and prescribed medications.
- Advocating for the victims of domestic violence fullest understanding of any prescribed medical procedures or treatment.

6.2.1.3.2. Service providers are given the appropriate training, resources, developmental supervision and support to ensure the effective implementation of the policy and procedure on safety.

6.3. STANDARD: RIGHTS OF VICTIMS OF DOMESTIC VIOLENCE

6.3.1. STANDARD STATEMENT

Victims of domestic violence are given information about their rights (as listed in this document) and responsibilities within the programme, in a manner and form which takes into account their age, capacity, and linguistic heritage.

6.3.1.1. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

Victims of domestic violence confirm that they have received help with acquiring and understanding information about their rights and responsibilities.

6.3.1.2. PROGRAMME PRACTICES

6.3.1.2.1. Victims (and where possible, their parents/guardians) are provided with relevant written and verbal information on rights and responsibilities in a timely manner, and with due regard for their age, capacity, and cultural, religious and linguistic



heritage.

- 6.3.1.2.2. Service providers are knowledgeable of, and can describe how rights and responsibilities of victims of domestic violence are applied in the shelter.

6.3.1.4. MANAGEMENT ACTIONS

- 6.3.1.4.1. Service providers have been given policy and procedures, which ensure that victims of domestic violence, and their parents/guardians where possible, obtain information about their rights and responsibilities.
- 6.3.1.4.2. Service providers are assisted with obtaining the information in alternative formats for example, translated documents, braille, video, or audio tape, when victims of domestic violence, parents/guardians when and where applicable.
- 6.3.1.4.3. Service providers are given appropriate training, support and developmental supervision with regard to the policy and practices on the rights of victims of domestic violence.

6.4. STANDARD: COMPLAINTS

6.4.1. STANDARD STATEMENT

Victims of domestic violence are free to express dissatisfaction with the service provided to them, and their concerns and complaints are addressed seriously, with out delay or reprisal.

6.4.1.1. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

- 6.4.1.1.1. Victims of domestic violence confirm that service providers treat their concerns and complaints seriously, fairly and in a timely manner, with special provisions for responding to emergencies.
- 6.4.1.1.2. Victims of domestic violence confirm that they have been provided with a description of the relevant complaint



procedure that is age and language appropriate, and that they know how to use the procedure appropriately.

- 6.4.1.1.3. Victims of domestic violence confirm that they are aware at least one level of appeal if their concern or complaint is not attended to, or if it fails.

6.4.1.2. PROGRAMME PRACTICES

- 6.4.1.2.1. Service providers describe how complaints and concerns are dealt with in a serious, fair and timely manner.
- 6.4.1.2.2. Service providers provide victims of domestic violence and their families with a description of the complaint procedures that are age and language appropriate, and teach victims how to use the procedures.
- 6.4.1.2.3. Service providers provide victims of domestic violence with information regarding appeal.

6.4.1.3. MANAGEMENT ACTIONS

- 6.4.1.3.1. The service provider has been given policy and guidelines with regard to the complaint procedures, and levels of appeal.
- 6.4.1.3.2. Service providers are given support, guidance, and training to ensure that they are able to effectively implement the policy and procedure on complaints from victims of domestic violence.

6.5. STANDARD: PHYSICAL ENVIRONMENT

6.5.1 STANDARD STATEMENT

Victims of domestic violence live in a safe, healthy, well-maintained environment, which provides appropriate access to the community (as permitted in terms of restrictiveness) and which meets their needs in terms of privacy, safety and well-being.



6.5.1.1. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

Victims of domestic violence confirm that:

- 6.5.1.1.1. They feel safe in the environment.
- 6.5.1.1.2. They have reasonable and appropriate access to the community.
- 6.5.1.1.3. They feel that their residence does not stand out from the surrounding community.
- 6.5.1.1.4. Basic amenities are consistently in good working order and are fixed timeously when not working.
- 6.5.1.1.5. They have their own bed, their own private space for clothing and possessions, and easy access to ablution facilities, which are clean.
- 6.5.1.1.6. Physical aspects of the shelter are generally pleasant.
- 6.5.1.1.7. They are consulted and their views considered when there is any decorating and furnishing activity for the shelter, particularly as related to their living areas.
- 6.5.1.1.8. They have some choice in arranging and decorating their personal space.
- 6.5.1.1.9. They are informed of options to keep possessions safe and secure.
- 6.5.1.1.10. They have appropriate space (to study and do homework and personal space).

6.5.1.2. PROGRAMME PRACTICES

- 6.5.1.2.1. Service providers monitor and ensure that a safe physical environment is maintained.
- 6.5.1.2.2. Service providers facilitate that victims have reasonable and appropriate access to the community, and the community to them and the shelter.
- 6.5.1.2.3. Service providers monitor and ensure that basic amenities are consistently in good working order and are fixed timeously



when not working.

- 6.5.1.2.4. Service providers confirm that victims of domestic violence have their own bed, their own private space for clothing and possessions, and easy access to clean ablution facilities
- 6.5.1.2.5. Service providers establish and maintain the shelter in a manner, which conveys respect and positive regard for victims.
- 6.5.1.2.6. Service providers ensure that victims have been consulted and participate in arranging and decorating their personal space.
- 6.5.1.2.7. Service providers facilitate that victims are able to keep their possessions and clothing safe and secure.
- 6.5.1.2.8. Service providers ensure that victims have appropriate space in which to study, do homework or pursue leisure activities.

6.5.1.3. MANAGEMENT ACTIONS

- 6.5.1.3.1. Service providers are given policy and procedures on:
 - Monitoring and maintenance of a safe physical environment.
 - The safe use of facilities and equipment.
 - The maintenance of facilities.
 - Facilitating appropriate access to the community, and the giving the community access to the shelter.
 - Organising the physical environment to ensure privacy, safety and well-being for each victim.
 - Consulting victims and facilitating their participation with regard to arranging and decorating their personal space.
 - Providing adequate and safe storage for possessions and clothing.
- 6.5.1.3.2. Service providers are given support, guidance, training and developmental supervision with regard to the policy and procedures on physical environment.



6.5.1.3.3. Management ensures that:

- Facilities and equipment are available for any victim with disabilities.
- Legislation, policy, and regulations regarding physical environment are respected.
- Programmes are located in such a way as to ensure reasonable and appropriate access to the community.
- Adequate heating and ventilation is provided in all shelters.
- There are specific and appropriate areas for informal living, dining and indoor recreation.

6.5.1.3.4. Within the living space there is provision for:

- Informal space accessible to friends and family.
- Cooking area equipped for safe, sanitary preparation of meals and enabling victims to participate in the preparation of meals.
- Ablution facilities which are easily accessible and appropriately designed and equipped to meet the needs of victims within that living space.
- There is provision for staff workspace that is conducive to service provider's effective performance including administrative duties, privacy for counselling and interviewing.
- There is adequate space for the secure storage of personal possessions and clothing belonging to victims.

6.6. STANDARD: EMERGENCY AND SAFETY PRACTICES

6.6.1. STANDARD STATEMENT

All reasonable provisions are made to ensure that victims and staff are safe from the risk of fire, accidents, and other hazards.



6.6.6.1. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

Victims of domestic violence confirm that:

- 6.6.6.1.1. They feel physically safe within the shelter or when transported by the shelter.
- 6.6.6.1.2. They know what to do in the event of a fire, accident, or other emergency.
- 6.6.6.1.3. Any complaints about the safety of the shelter, or its surroundings, or transport are addressed appropriately and timeously.

6.6.6.2. PROGRAMME PRACTICES

Service providers ensure that:

- 6.6.6.2.1. Victims of domestic violence are fully informed and have practised what to do in the event of fire, accident, or other emergency.
- 6.6.6.2.2. Victims of domestic violence are fully informed and appropriately taught how to implement universal precautions in relation to Hepatitis B and HIV/AIDS.
- 6.6.6.2.3. They as service providers practice universal precautions at all times.
- 6.6.6.2.4. Any complaints about safety are addressed timeously and appropriately.
- 6.6.6.2.5. Regular assessment to ensure that applicable rules and regulations be followed.

6.6.6.3. MANAGEMENT ACTIONS

- 6.6.6.3.1. Service providers have been given policy and procedures with regard to:
 - Fire precautions and emergency procedures.
 - Consistently practising universal precautions.
 - Maintaining equipment.



6.6.6.3.2. Service providers are given resources, support, guidance, developmental supervision and training with regard to effective implementation of the policy and procedures on emergency and safety practices.

6.6.6.3.3. Management ensures that:

- Service providers and victims of domestic violence are fully informed and have practised procedures and actions to take in the event of an emergency.
- There are regular checks on fire safety equipment.
- There is consistent practice of universal precautions.
- All medications and poisonous or hazardous substances are locked away.
- There is a current list of emergency numbers close to each telephone or where there is no phone and alternative means to enlisting the necessary help.
- There are no firearms or other weapons in or about the shelter and vehicles.

6.7. STANDARD: HEALTH CARE

6.7.1. STANDARD STATEMENT

Victims of domestic violence have access to and receive adequate health care.

6.7.1.1 OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

Victims of domestic violence confirm that:

- 6.7.1.1.1. That their health needs have been met.
- 6.7.1.1.2. They have appropriate access to all health care services.
- 6.7.1.1.3. They are given caring support when ill.
- 6.7.1.1.4. They were adequately prepared, pre and post –test



counselling, and their permission was elicited when tested for infectious or communicable diseases.

- 6.7.1.1.5. Health care issues and communicable disease are treated confidentially by service providers.
- 6.7.1.1.6. Detoxification for a chemical dependency (where required) has happened under medical supervision.
- 6.7.1.1.7. When seriously ill parents/guardians/significant others had been notified by service providers.
- 6.7.1.1.8. They are given appropriate information on sexuality, pregnancy, Hepatitis B and HIV/AIDS, and on prevention measures, appropriate to their age and capacity, and in a manner which respects their cultural and linguistic heritage.
- 6.7.1.1.9. They are taught how to implement universal precautions, and are given assistance and support to implement these precautions.

6.7.1.2. PROGRAMME PRACTICES: SERVICE PROVIDERS TO ENSURE

- 6.7.1.2.1. The provision of preventative, routine or emergency medical care for victims of domestic violence:
 - That they obtain medical attention for victims of domestic violence whom showing symptoms of serious illness or injury.
 - A victim of domestic violence fullest understanding of any prescribed medical procedures or treatment.
 - That they obtain necessary and appropriate medical information about each victim.
 - That drug control of behaviour used only in extreme cases, is documented, and forms part of the IDP developed by a team.
 - Those victims are given appropriate information on sexuality, pregnancy, Hepatitis B and HIV/AIDS, and on prevention measures, appropriate to their age and



capacity, and in a manner which respects their cultural and linguistic heritage.

- That victim receives caring support when ill.
- That no victim is tested for infectious or communicable diseases without their permission and knowledge – permission from legal guardians (or where guardians are not available, the appropriate legal authority).
- That no victim is tested for HIV without appropriate preparation, and pre and post –test counselling.
- That health care issues and communicable disease are treated confidentially.
- That substance/chemical dependency is identified early, that detoxification (where required) is provided and has happened under medical supervision.
- That when victims are seriously ill parents/guardians/significant others are notified.
- Those victims are taught how to implement universal precautions, and are given assistance and support to implement these precautions.

6.7.1.2.2. Service providers demonstrate every reasonable effort to obtain health information from victims of domestic violence and parents/guardians/significant others, as well as authority with regard to medical treatment.

6.7.1.2.3. Service providers ensure that all immunisations are up to date, including immunisations regarding Hepatitis B.

6.7.1.2.4. Service providers take measure to ensure continued mental health observations, including the identification of possible suicide attempts and the appropriate medical, therapeutic and developmental services to the victims of domestic violence.

6.7.1.3. MANAGEMENT ACTIONS

6.7.1.3.1. Service providers are given policy and procedure on health care.



6.7.1.3.2. Service providers are given training, support and developmental supervision to effectively implement policy and procedure on health care.

6.8. STANDARD: DEVELOPMENTAL MILIEU AND CLIMATE

6.8.1. STANDARD STATEMENT

Victims of domestic violence experience an environment in which their spirit, dignity, individuality and development is respected and nurtured.

6.8.1.2. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

Victims of domestic violence confirm that:

- 6.8.1.2.1. They are listened to and treated with respect and dignity, and as individuals.
- 6.8.1.2.2. They are helped to identify and use their strengths, and while they are assisted and supported to deal with personal problems, they do not feel labelled.
- 6.8.1.2.3. Their right to observe and preserve their religious, racial, cultural, and linguistic heritage is respected and nurtured.
- 6.8.1.2.4. They are not discriminated against on the basis of gender, sexual orientation, religion, race, culture, or language.
- 6.8.1.2.5. They have an opportunity to participate in appropriate decision-making and give feedback about the programmes within the shelter.
- 6.8.1.2.6. They have opportunities to learn new skills.
- 6.8.1.2.7. They experience the service providers as a team who model positive relationships with each other and with victims of domestic violence.
- 6.8.1.2.8. They have the opportunity to relate positively to a range of



service providers of their choice, without fear of reprisal or discrimination.

- 6.8.1.2.9. They feel that they belong, that there is a non-judgmental climate in the shelter that they are encouraged to master new competencies each day.

6.8.1.3. PROGRAMME PRACTICES

- 6.8.1.3.1. Service providers listen to and demonstrate respect, dignity and individuality in their work with victims of domestic violence.
- 6.8.1.3.2. Service providers demonstrate measures taken to respect and foster the rights of victims to observe and preserve their religious, racial, cultural, and linguistic heritage.
- 6.8.1.3.3. Service providers demonstrate measures taken to identify each victim's personal strengths and enable them to use their strengths.
- 6.8.1.3.4. Service providers describe measures taken to prevent discrimination on the basis of gender, sexual orientation, religion, race, culture, or language.
- 6.8.1.3.5. Service providers describe measures taken to victims of domestic violence to participate in decision-making and give feedback about the programmes of the shelter.
- 6.8.1.3.6. Service providers describe how significant events and rites of passage associated with religious and/or cultural heritage are identified, acknowledged and supported.
- 6.8.1.3.7. Service providers practice as a team and demonstrate positive, supportive relationships within the team and towards victims of domestic violence.
- 6.8.1.3.8. Service providers created the opportunity for victims of domestic violence to build positive and healthy relationships with the service providers.



6.8.1.4. MANAGEMENT ACTIONS

- 6.8.1.4.1. The service providers have been given policy and procedure on practices associated with developing and maintaining a developmental milieu and climate.
- 6.8.1.4.2. Management provides leadership to the team in such a manner that individual as well as team strengths are identified and used and that development of each service provider is encouraged, respected and celebrated.
- 6.8.1.4.3. Service providers are given training, support and developmental supervision, which enables the effective establishment of a developmental milieu and climate in the shelter.
- 6.8.1.4.4. Provision is made for an internal quality assurance programme which reviews the leadership, milieu and climate, and which includes the participation of victims of domestic violence and service providers in these regular reviews.

6.9. STANDARD: CARE PLAN

6.9.1. STANDARD STATEMENT

Each victim of domestic violence has a Care Plan which has been developed on the basis of a developmental assessment and which aims to provide life-long relationships within their family or appropriate alternative, and re-integration in the community within the shortest possible time-frame.

6.9.1.1. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

Victims of domestic violence confirm that:

- 6.9.1.1.1. They have participated in an assessment process which identified their strengths, developmental needs, and appropriate referral (to placement or programme) and that their opinion was considered.



- 6.9.1.1.2. They were informed and prepared for the assessment process.
- 6.9.1.1.3. They felt safe and respected at all times during the assessment procedures.
- 6.9.1.1.4. The assessment outcomes and plan were discussed with them and their feelings and opinions were respected.
- 6.9.1.1.5. They understand their Care Plan and have a copy of it in a form and language, which is understandable to them.
- 6.9.1.1.6. They are prepared for any review of their plan and understand that they can make appropriate changes to the plan.
- 6.9.1.1.7. They are adequately prepared for the relevant recommended programme, and/or placement, (in the case of children) indicated within the Care Plan.
- 6.9.1.1.8. They are aware that an IDP has been prepared or will be prepared and that they have had an opportunity or will have an opportunity to participate in developing the IDP.

6.9.1.2. PROGRAMME PRACTICES

Service providers confirm measures, which are taken to ensure:

- 6.9.1.2.1. That each victims of domestic violence is assessed within the context of the programme, the family and the community.
- 6.9.1.2.2. The preparation and participation of the victims of domestic violence and family/significant others in the assessment.
- 6.9.1.2.3. Respect for the opinions of the victims and family/significant others, and assistance and support throughout the process.
- 6.9.1.2.4. That the assessment identified strengths and developmental needs for the victims and where possible also for the family.
- 6.9.1.2.5. The assessment outcomes and plan are discussed with the victims of domestic violence in a manner, which respects their opinions as well as their age, capacity, and cultural, religious and linguistic heritage.
- 6.9.1.2.6. That victims and their family understand the Care Plan, have a copy of it in a form and language which they understand.



- 6.9.1.2.7. That victims are informed and prepared for any review of their Care Plan and understand that they can make appropriate changes to the plan.
- 6.9.1.2.8. That the plan can be shown to be based on the “least restrictive and most empowering” option for the victims at the time.
- 6.9.1.2.9. That victims are adequately prepared for the relevant recommended programme, (in the case of children) indicated within the Care Plan.
- 6.9.1.2.10. That the Care Plan has or will result in an IDP for the victims of domestic violence.
- 6.9.1.2.11. Assessment is based on a developmental framework, with the major focus on strengths and strengthening, and includes information gathered from the victims of domestic violence daily living environment, community environment, and family environment (wherever possible).
- 6.9.1.2.12. The maximum number of relevant service providers possible contributes to the collection of information for assessment and recommendations in the Care Plan.
- 6.9.1.2.13. The Care Plan is only changed if proven to be in the best interests of the victims and thus service providers ensure continuity with previous assessments.
- 6.9.1.2.14. Service providers ensure that the victims of domestic violence privacy and confidentiality are appropriately protected.
- 6.9.1.2.15. Service providers recognise that victims can and do change and therefore ensure that previous assessment information does not prejudice the current assessment.
- 6.9.1.2.16. Service providers ensure that the Care Plan is reviewed regularly in terms of achieving goals and is transferred with the victims should referred to another service provider be relevant.



6.9.1.3. MANAGEMENT ACTIONS

- 6.9.1.3.1. Service providers are given policy and procedures on developmental assessment.
- 6.9.1.3.2. Service providers are given training, support and developmental supervision to effectively implement policy and practice on developmental assessment.

6.10. STANDARD: INDIVIDUAL DEVELOPMENT PLAN (IDP)

6.10.1 STANDARD STATEMENT

Each victim of domestic violence has a written individual development plan (IDP).

6.10.1.1. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

- 6.10.1.1.1. The victim family/guardians and others of significance as determined in the Care Plan, confirm that there is a developmental plan and that they were consulted on its development.
- 6.10.1.1.2. Victims confirm that they understand their developmental plan and are willing to participate in it.
- 6.10.1.1.3. Victims confirm that they are informed of regular IDP reviews and can participate in changing their IDP.

6.10.1.2. PROGRAMME PRACTICES

- 6.10.1.2.1. Service providers ensure that the victim has an individual, written development plan and that the development programme is based on a developmental assessment.
- 6.10.1.2.2. Service providers ensure that the development plan is regularly reviewed and adapted to meeting the changing needs of the young person.



6.10.1.2.3. Service providers ensure that the development programme reflects the goals and expectations outlined in the broader Care Plan.

6.10.1.3. MANAGEMENT ACTIONS

6.10.1.3.1. The service providers are given policy and procedures regarding individual development plans which:

- Include consultation and participation of the victims significance others and where applicable.
- Include required co-operation and compliance with court order relating to the victims of domestic violence.

6.10.1.3.2. Ensure that development plans include:

- Types of services/programmes, specific interventions and related co-ordination.
- The victim individual development goals.
- The victim strengths, interest and wishes.
- Family strengths.
- Estimated length of participation in the programmes.
- Anticipated follow-up services.
- Documentation of input from the victims family and others.

6.3.1.3.3. Service providers are given training, support and developmental supervision, which enable the effective implementation of the policy and procedure on individual development plans.

6.11. STANDARD: THERAPEUTIC PROGRAMMES

6.11.1. STANDARD STATEMENT

Each victim of domestic violence in need of additional therapeutic support and/or special services are unconditionally provided with services and/or programmes and are assisted to make effective use thereof.



6.11.1.1. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

- 6.11.1.1.1. They are unconditionally receiving therapeutic support and/or special services as indicated in their IDP and/or as required on a daily basis, or in a particular crisis.
- 6.11.1.1.2. That they feel emotionally and physically safe in all therapeutic situations and that information which they share is kept confidential.
- 6.11.1.1.3. That they are given information about the goals, period of time, and expected outcomes of all therapeutic interventions in their lives.
- 6.11.1.1.4. That they are given the opportunity to make appropriate decisions and choices with regard to involvement in programmes and/or counselling.
- 6.11.1.1.5. That they are not forced into any therapeutic intervention and that they can disengage from the intervention if they so choose.
- 6.11.1.1.6. That all therapeutic interventions help them to identify and use their strengths, and while they are assisted to deal with trauma and personal problems, they do not feel labelled or unacceptable.

6.11.1.2. PROGRAMME PRACTICES

- 6.11.1.2.1. Service providers confirm that victims are unconditionally receiving therapeutic support and/or special services as indicated in their IDP and/or as required on a daily basis, or in a particular crisis.
- 6.11.1.2.2. Service providers confirm measures taken to ensure that:
 - Victims feel emotionally and physically safe in all therapeutic situations and that information which they share is kept confidential.
 - Victims are given information about the goals, period of time, and expected outcomes of all therapeutic



interventions in their lives.

- Victims are given the opportunity to make appropriate decisions and choices with regard to involvement in programmes and/or counselling.
- Victims are not forced into any therapeutic intervention and that they can disengage from the intervention if they so choose.
- Therapeutic interventions help victims to identify and use their strengths, and while they are assisted to deal with trauma, personal problems, victims do not feel labelled or unacceptable.

6.11.1.3. MANAGEMENT ACTIONS

6.11.1.3.1. Service providers are given policy and procedures on therapeutic programmes for victims of domestic violence.

6.11.1.3.2. Service providers are given training, support and developmental supervision to effectively implement policy and practice on therapeutic programmes for victims.

6.12. STANDARD: EDUCATION

6.12.1. STANDARD STATEMENT

Each victim of domestic violence (with special references to their children) is unconditionally provided with appropriate and relevant education.

6.12.1.1. OUTCOMES FOR VICTIMS OF DOMESTIC VIOLENCE

Victims of domestic violence confirm that:

6.12.1.1.1. Their children have access to an education programme which is suitable to their capacity, circumstances and developmental needs.

6.12.1.1.2. They are not discriminated against by service providers in the



educational programme on the basis of behaviour, gender, sexual orientation, religion, race, culture or language, and that service providers make every effort to prevent discrimination and/or bullying by peers.

6.12.1.1.3. They are provided with adequate resources and space to undertake their educational work.

6.12.1.2. PROGRAMME PRACTICES

6.12.1.2.1. Service providers ensure that the children of victims of domestic violence are access an education programme which is suitable to their capacity, circumstances and developmental needs, and that they are given support and assistance to use this education programme effectively.

6.12.1.2.2. Service providers confirm that measures are taken to ensure that the children victims are not discriminated in the educational programme on the basis of behaviour, gender, sexual orientation, religion, race, culture or language, and that every effort is made to prevent discrimination and/or bullying by peers.

6.12.1.2.3. Service providers ensure that the children of victims are provided with adequate resources and space to undertake their educational work/studies.

6.12.1.3. MANAGEMENT ACTIONS

6.12.1.3.1. Service providers are given policy and procedures on educational programmes for the children and victims.

6.12.1.3.2. Service providers are given training, support and developmental supervision to effectively implement policy and practice on education for with children of victims.



6.13. STANDARD: DISENGAGEMENT

6.13.1. STANDARD STATEMENT

Victims of domestic violence are provided with the appropriate rituals, programmes, and support to enable their effective transition into their family and community ensuring successful integration.

6.13.1.1 OUTCOMES FOR VICTIMS

Victims of domestic violence confirm:

- 6.13.1.1.1. That they are given the maximum appropriate choice and involvement in decision-making regarding their immediate and longer term future circumstances and the involvement of their family and/or significant others.
- 6.13.1.1.2. That they feel physically, emotionally and socially safe and cared for during the disengagement process.
- 6.13.1.1.3. That they are given sufficient information regarding their immediate future, their next placement, or the next step in their Care Plan.
- 6.13.1.1.4. That they are given the maximum opportunity possible to prepare for the disengagement process through visits, counselling, and preparation of their personal belongings.
- 6.13.1.1.5. That they have a contact number of a case manager should they need assistance after disengagement.
- 6.13.1.1.6. That their Care Plan and IDP has been transferred to the next placement and that they have a copy to take with them.

6.13.1.2. PROGRAMME PRACTICES

- 6.13.1.2.1. Service providers give victims the maximum appropriate choice and involvement in decision-making regarding their immediate and longer term future circumstances and the involvement of their family and/or significant others.
- 6.13.1.2.2. Service providers ensure that victims feel physically,



emotionally and socially safe and cared for during the disengagement process.

- 6.13.1.2.3. Service providers ensure that victims are given sufficient information regarding their immediate future, their next placement, or the next step in their Care Plan.
- 6.13.1.2.4. Service providers give victims the maximum opportunity possible to prepare for the disengagement process through rituals, visits, counselling, and preparation of their personal belongings.
- 6.13.1.2.5. Service providers ensure that victims have a contact number of a caregiver and/or case manager should they need assistance after disengagement.
- 6.13.1.2.6. Service providers ensure that each victim of domestic violence Care Plan and IDP has been transferred the next placement and that the victims has a copy to take with them.

6.13.1.3. MANAGEMENT ACTIONS

- 6.13.1.3.1. Service providers are given policy and procedures on disengagement.
- 6.13.1.3.2. Service providers are given training, support and developmental supervision to effectively implement policy and practice on disengagement.





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