

Domestic and Family Violence Support Services

Investment Specification

Version: 3.0

Date: Effective 1 April 2018

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1.Introduction

In line with the strategic intent of the Department of Child Safety, Youth and Women (the department), Domestic and Family Violence has been designated as a specific funding area to Queenslanders affected by violence of this nature.

1.1 Purpose of the investment specification

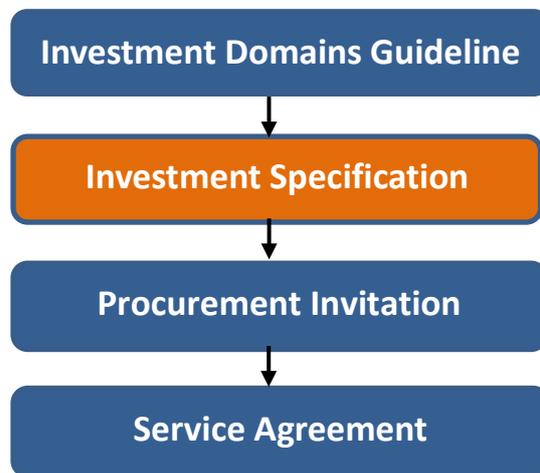
The purpose of this investment specification is to describe the intent of funding, the Service Users and identified issues, the service types and associated service delivery requirements for services that are funded under the Domestic and Family Violence funding area.

A sub-set of service types is included in this investment specification where the funding has been provided by both the Queensland and Commonwealth Governments through the National Affordable Housing Agreement and the National Partnership Agreement on Homelessness. These services are identifiable through the “ST” service type coding. The Department of Housing and Public Works has a mutual interest in these services as they contribute to the outcomes associated with the reduction of homelessness. The funding purpose for these services is twofold – they meet the requirements for both the Domestic and Family Violence funding and the Specialist Homelessness Services program logic.

This investment specification is a guide for service delivery for the Domestic and Family Violence funding area where all service types contribute to outcomes. The investment specification allows for flexibility, responsiveness and innovation in service delivery, enabling the right services to be delivered to the right people at the right time.

Investment specifications form part of a hierarchy of funding documents of the department. Investment specifications are informed by the three broad investment domains described in the investment domains guideline. Refer to Section 11 for more information and links to the investment domains guideline and other associated documents.

Figure 1 – Funding document hierarchy



2. Funding intent

The department's funding documents underpin the business relationship between the department and the funding recipient. The investment specification should therefore be read in conjunction with the investment domains guideline, procurement invitation document (new funding), and service agreement for organisations that are currently funded to deliver a service.

The Queensland Government funds services to provide timely and quality risk and needs assessment, information, counselling and support to people affected by domestic and family violence and immediate accommodation and support for women and children experiencing domestic and family violence, as well as investing in service delivery to achieve safer communities through prevention and early intervention and service system capacity building.

The department's investment direction is to provide a contemporary, consistent and sustainable approach to service delivery from investment through to outcomes that delivers on a strong commitment of working towards eliminating domestic and family violence in our community.

In line with this approach, investment under the Domestic and Family Violence funding area contributes to the following outcomes:

- increased safety from domestic and family violence and improved wellbeing
- increased perpetrator responsibility for abusive behaviour
- increased public awareness about domestic and family violence including available support services.

In addition, the investment in Women's Shelters and non-accommodation support services under the Specialist Homelessness Services (SHS) program aims to reduce the number of people who are homeless or at risk of becoming homeless in Queensland by providing services that assist people to:

- obtain housing
- maintain their housing
- maximise their capacity to be independent, self-reliant and connected to appropriate social and community supports.

2.1 Context

Domestic violence refers to acts of violence or abuse between people who have, or have had, an intimate relationship. The central element of domestic violence is an ongoing pattern of violent or threatening behaviour aimed at controlling a partner through fear. In most cases, the abusive behaviour is part of a range of tactics to exercise power and control over the other person and their children, and can be classified both criminal and non-criminal behaviours.

Domestic violence includes physical, sexual, emotional and psychological abuse as well as threats and coercive controlling behaviour.

While anyone can experience domestic violence, in the majority of cases, the abuse is perpetrated by men against women and is therefore gendered in nature.

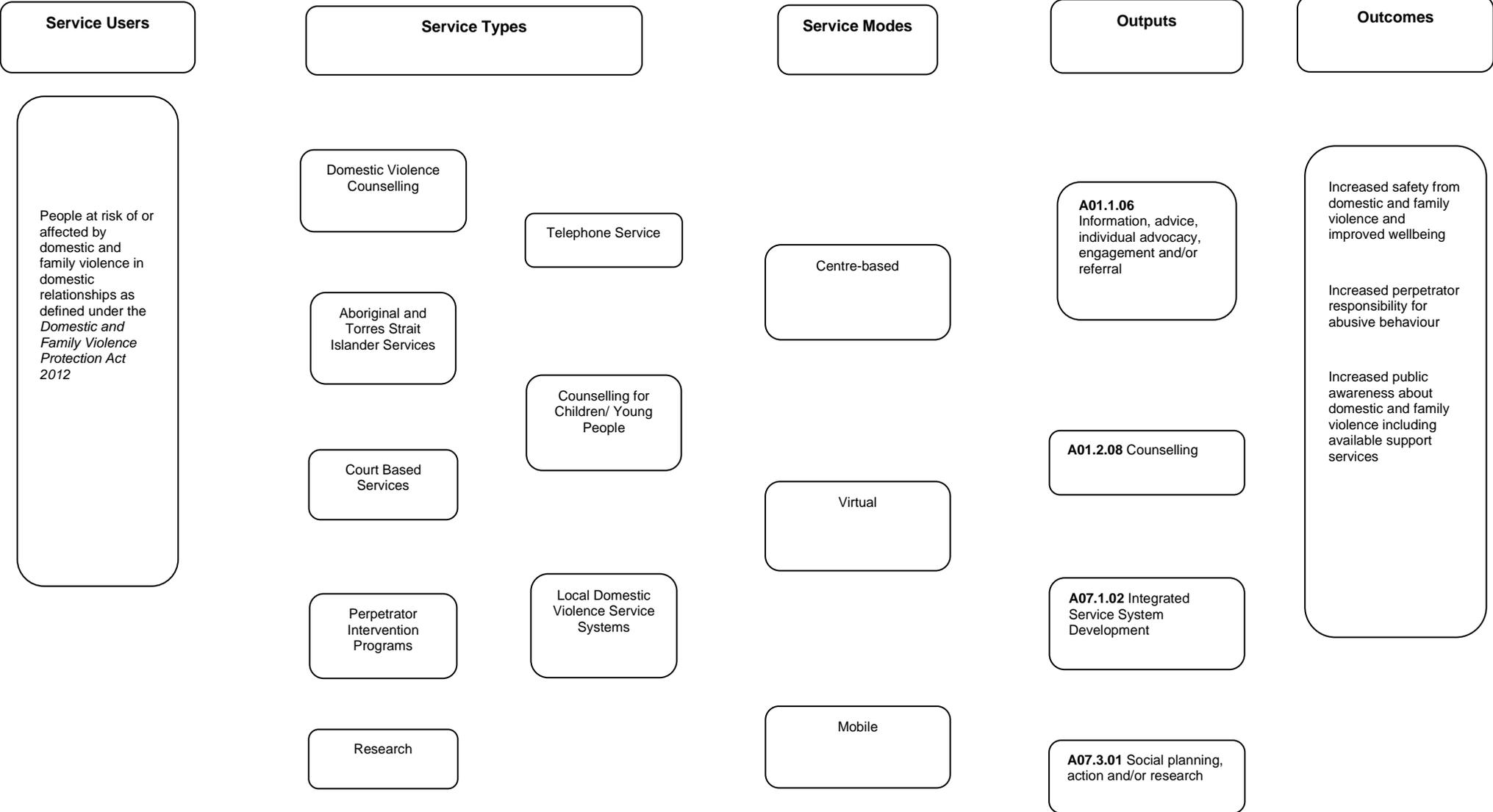
Women seeking to escape domestic violence, may leave their home and not immediately seek access to a women's shelter, opting to temporarily stay with family or friends until they can secure safe alternative accommodation. Women and children in these circumstances are still at risk of homelessness and are frequently still experiencing domestic and family violence. The target group for shelters, women and children experiencing domestic and family violence, is reflective of this situation.

'Family violence' is a broader term that refers to violence between family members (for example children and parents), as well as violence between intimate partners. It involves the same sorts of behaviours as described for domestic violence. 'Family violence' is the most widely used term to identify the experiences of Aboriginal and Torres Strait Islander people as it includes the broad range of marital and kinship relationships in which violence may occur.

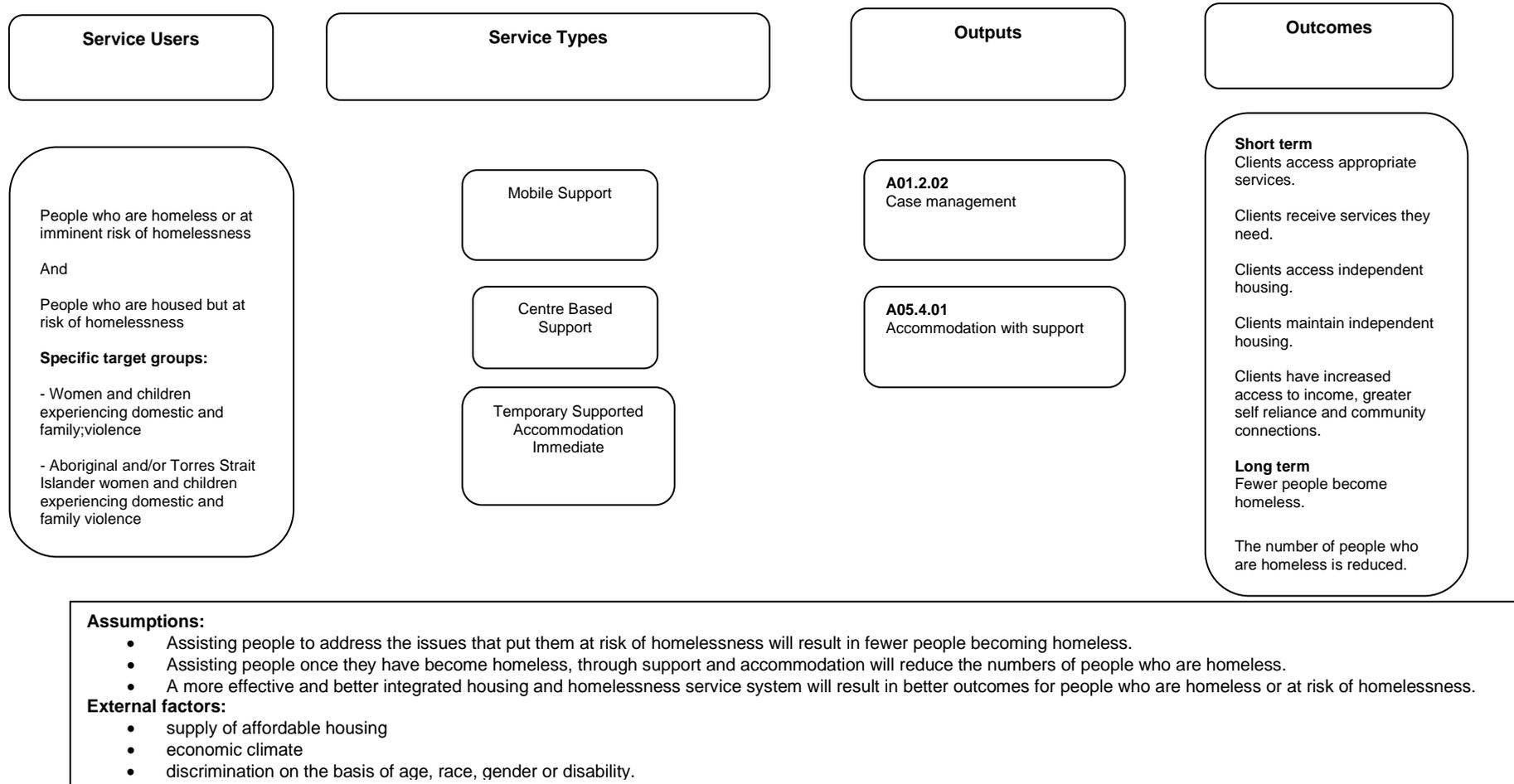
Domestic and family violence services are required to work as part of a broader service system that includes police, courts, child protection and non-government organisations to deliver a timely coordinated and client focussed response to people affected by domestic and family violence. Services are delivered in this context to enhance responses to this client group and improve the safety and wellbeing of victims and their children, particularly those in high risk situations.

Prioritising victim safety is the core priority of services funded under this funding area.

3. Investment logic – Domestic and Family Violence Support Services



Investment logic – Women’s Shelters and non-accommodation support services – Specialist Homelessness Services



4. Service delivery overview

The table below provides an overview of the Service Users and service delivery types within the Domestic and Family Violence funding area. This is not an exhaustive list; the department may from time to time update this investment specification in response to evidence and changing needs to invest in additional service delivery responses, or different combinations of responses. Please refer to the most up to date version of this investment specification (refer to Section 11 for web links).

Service Users	Service types
Adults experiencing (or at risk of experiencing) or using domestic and family violence (All adults) (U1110)	Support – Court Based Services (T321) Support – Telephone Services (T338)
Adults experiencing (or at risk of experiencing) or using domestic and family violence (Female) (U1111)	Support – Domestic Violence Counselling (T320)
Adults experiencing (or at risk of experiencing) or using domestic and family violence (Male) (U1190)	Support – Perpetrator Intervention Programs (T328)
Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence (U1113)	Support – Aboriginal and Torres Strait Islander Services (T310)
Children and Young People experiencing (or at risk of experiencing) domestic and family violence (U2110)	Support – Children’s Domestic Violence Counselling (T315)
Government and non-government service providers (U5080)	System Support – Local Domestic and Family Violence Service Systems (T437) System Support – Research (T442)
Women and children experiencing domestic and family violence (SU3520)	Support - Women’s Shelters - Temporary Supported Accommodation - Immediate (ST6) Support - Mobile Support (ST5) Support - Centre Based Support (ST4)
Aboriginal and/or Torres Strait Islander Women and children experiencing domestic and family violence (SU3530)	Support - Women’s Shelters - Temporary Supported Accommodation - Immediate (ST6) Support - Mobile Support (ST5) Support - Centre Based Support (ST4)
People who live in a defined geographic area (U4180)	Access – Events (T102)

4.1. Description of Service Types

The service types in Sections 7.1 to 7.13 provide details of the range of supports provided to Service Users under the Domestic and Family Violence funding area.

Support Services:

Support Services improve the capability, resilience, and safety of vulnerable Queenslanders, and provide a range of responses to support Service Users.

Support – Women’s Shelters - Temporary Accommodation Services - Immediate

Temporary Supported Accommodation describes the provision of temporary shelter together with case management support to people who are homeless, and in the case of women’s shelters, escaping domestic and family violence. Support is “in the walls” of temporary accommodation and is provided with the aim of assisting people to transition to safe and secure housing. Follow up support is also provided during a client’s transition to housing.

Note: The delivery of Women’s Shelters is complemented by properties provided under the Crisis Accommodation Program.

System Support:

System Support services assist workers and agencies, including government and non-government organisations to improve their capability, both as individual agencies and collectively as a system, to deliver more appropriate responses to people affected by domestic and family violence. System Support services improve service system capacity by enhancing the provision of quality, integrated, evidence-based service responses to people affected by domestic and family violence. The service types in Sections 7.8 and 7.9 provide details of the types of System Support provided to Service Users under the Domestic and Family Violence funding area.

Access:

Access services provide support to individuals and community groups to identify and have access to the services they need. Access services may also assist in increasing the access to community-based activities and events.

5. Service delivery requirements for all services

5.1 General information for all services

Services funded under the Domestic and Family Violence funding area must comply with the relevant statements under “Requirements” as specified in the Service Agreement. Services should also have regard to the relevant best practice statements and guidance under the heading “Considerations”.

Requirements for all services are outlined in Section 5.1.1. Service delivery requirements for specific Service Users and service types are outlined in sections 6 and 7 below.

5.1.1 Requirements for all services

- All funded services regardless of the service type/s for which they are funded, must prioritise safety of Service Users who are experiencing domestic and family violence over all other activities of the service.
- All funded services must operate with low or no entry requirements for Service Users, for example:
 - access and level of service must not be affected by the Service User’s ability to pay a service charge
 - rather than excluding Service Users with challenging behaviours, services must develop processes for managing these Service Users (within a risk management framework) and
 - be flexible, responsive, culturally appropriate and sensitive to the needs, safety, dignity and privacy of individual clients and the target group through the design and delivery of services (operating hours, practices and rules)
- All services must operate as part of a broader service system that includes police, courts, child protection and non-government organisations to deliver a timely coordinated and client focussed response to support victim safety and wellbeing, particularly those in high risk situations.
- All services must work with government and non-government partners to establish suitable client information sharing and referral arrangements to support a coordinated system response.
- Where an organisation is unable to provide services to a person, due to ineligibility or lack of capacity, processes must be in place to proactively refer the person to an appropriate alternative service.
- Service delivery staff must be competent in risk assessment and safety planning and hold professional qualifications and/or experience working with people affected by domestic and family violence.
- Staff are appropriately trained, are culturally and professionally diverse and have the appropriate skills to meet the complex needs of the target group.
- Services must provide support that is proactive, persistent, reliable, practical and comprehensive
- Mechanisms must be in place to allow meaningful Service User participation in service planning, design and evaluation.
- Strategies are implemented to determine effectiveness and appropriateness of the service delivery model.

Services must not provide:

- relationship/couple counselling and mediation as a primary or stand-alone response to domestic and family violence;
- interventions with perpetrators that only focus on anger management as opposed to interventions that address attitudes and behaviours resulting in abuse; or
- recreation and/or leisure activities that are unrelated to the objectives of the funded service type.

5.1.2 Considerations for all services

- The safety needs of people who experience domestic and family violence are prioritised.
- Services operate from an understanding of domestic and family violence as the abuse of power and control in a relationship and acknowledge that domestic and family violence is a gendered issue in that it has unequal impact on women.
- Opportunities to link and network with Aboriginal and Torres Strait Islander service providers are maximised with the aim of building capacity of the service to provide culturally appropriate support to Indigenous people affected by domestic and family violence.

5.1.3 Considerations for temporary supported accommodation services

It is expected that service delivery will be underpinned by the following approaches:

Housing First

A housing first approach transitions a person or household, wherever possible, straight from homelessness into stable, sustainable housing, with support provided where necessary to sustain the tenancy. This approach minimises vulnerable people having to be moved through multiple short-term, temporary living situations which can be unsettling and prevent their stabilisation.

While the primary concern for women escaping domestic and family violence, who access temporary supported accommodation, is safety, the principles of housing first also apply.

These principles include:

- Accessing housing as quickly as possible, with ongoing support provided (where needed) to establish and consolidate any new tenancy
- Minimising moves between multiple short-term accommodation arrangements
- Providing tenancy sustainment support to keep people safe and housed
- Working with other service providers to deliver coordinated services once housed
- Connecting clients with mainstream or specialist services to provide ongoing support directed at helping them to stay safe and to sustain their tenancy
- Facilitating connections to local community and social supports to build community connectedness and reduce social isolation.

Duration of Need

A duration of need approach means providing accommodation and/or support for as long as the client requires to remain safe and to obtain and maintain sustainable housing. It is based on a person's assessed risk and need rather than an arbitrary time limit. Ongoing assessment determines a client's changing risks and needs and, once housed, clients should be connected with other services to provide ongoing support directed at helping them to stay safe and sustain their tenancy.

The principles supporting a duration of need approach include:

- Stays in supported accommodation that are as short as possible, with transition to longer term housing as the goal (in line with a housing first approach)
- A focus on addressing client risks and needs in the context of case management
- Regular and ongoing assessment of risk and need
- Supporting the client to find, establish and be able to sustain safe, independent housing
- Ensuring that the client has the community, social and agency support needed to sustain them in independent housing
- Encouraging clients to be self-reliant by providing them with the skills and knowledge necessary to obtain the services they require and to avoid dependency on homelessness services.

6. Service delivery requirements for specific Service Users

6.1 Adults experiencing (or at risk of experiencing) or using domestic and family violence (U1110, U1111 (female), U1190 (male))

Definition:

People who are experiencing, or at risk of experiencing, domestic and family violence, and their family members and friends and people who use violence in their relationships.

Purpose of funding:

To support the safety and wellbeing of people experiencing (or at risk of experiencing) domestic and family violence.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

6.1.1 Requirements – All adults

Service users must be subject to a risk assessment within the context of the services provided to assess level of risk and inform safety planning.

6.1.2 Considerations – All adults

In addition to the provision of information, advice and referral, the Service User may be provided with a range of service responses delivered in the context of an individual case plan and within a case management framework. This may include, but not limited to, risk and needs assessment, safety planning, counselling, preparation of applications for domestic violence orders, practical support, advocacy, and security upgrades to the Service User's home when it is safe to do so.

6.1.3 Requirements – Female

Services funded by the department are required to comply with the [Practice Standards for Working with Women Affected by Domestic and Family Violence](#)

6.1.4 Considerations – Female

While the common law definition of an adult in Australia is a person of at least 18 years, in some situations it may be suitable to work with a person aged less than 18 years as if this person were an adult.

6.1.5 Requirements – Male

While working with men who perpetrate domestic and family violence, services must prioritise the safety needs of the people who have experienced abuse perpetrated by the man. The service must operate within a practice framework that prioritises victim safety and incorporates appropriate information sharing and victim advocacy as strategies to achieve this goal.

Trained counsellors must undertake an initial risk and needs assessment and re-assess risk on an ongoing basis. The service must offer those who have experienced abuse by Service Users with opportunities to receive support, including assessment of their safety needs.

6.2 Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence (U1113)

Definition:

Members of the community, including women, men, children and young people who are experiencing (or at risk of experiencing) or using domestic and family violence.

Purpose of funding:

To support the safety and wellbeing of Aboriginal and Torres Strait Islander people affected by domestic and family violence and promote community safety.

Service delivery mode options:

- Centre based
- Mobile

6.2.1 Requirements – Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence

Services must prioritise the safety needs of people experiencing (or at risk of experiencing) domestic and family violence and adopt a trauma informed approach to respond to the needs of individuals, families and communities within a healing framework. Services must provide individual responses in the context of a case plan which includes, but is not limited to, risk and needs assessment, safety planning and information, advice and referral.

Services must be culturally safe and delivered in a way that is culturally accessible, relevant and meaningful. It is acknowledged that use of public spaces such as parks or culturally appropriate spaces will be used to deliver Service User responses as appropriate.

6.2.2 Considerations – Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence

In addition to individual risk and needs assessment, safety planning and the provision of information, advice and referral (provided generally on a one off basis), this Service User group may be provided with a range of service responses delivered in the context of an individual case plan including, but not limited to, counselling, preparation of applications for domestic violence orders, practical support, advocacy, yarning circles, men's groups to address abusive behaviour, and security upgrades to the Service User's home when it is safe to do so.

6.3 Children and young people experiencing (or at risk of experiencing) domestic and family violence (U2110)

Definition:

Children and young people aged less than 18 years who have been exposed to domestic and family violence.

Purpose of funding:

To support the safety and wellbeing of children and young people affected by domestic and family violence.

Service delivery mode options:

- Centre based
- Mobile

6.3.1 Requirements – Children and young people

Children and young people must be provided with support as Service Users in their own right. Acceptance of a child or young person into the service is **not** subject to the provision of separate support to the non-violent parent or caregiver.

In addition to supporting children and young people, parents/guardians attending in support of a child or young person must be provided with information, advice, support and/or referral in situations where they are not receiving separate support as an individual adult Service User of the service.

6.3.2 Considerations – Children and young people

Supporting the parent/guardian-child relationship will be a key aim of the support provided in recognition that this relationship can be undermined or damaged by the abuse perpetrated by the person using violence.

6.4 Government and non-government service providers (U5080)

Definition:

Government and non-government service providers with an interest in or role to play in preventing, domestic and family violence or responding to people affected. This may include Queensland Police Service, courts, Queensland Corrective Services, local service systems, researchers, family support agencies and other non-government support services.

Purpose of funding:

To support quality, integrated, evidence-based service responses to people affected by domestic and family violence, promote joined-up, and holistic responses to Service Users and ensure services at a community level to Service Users are delivered in a coordinated way to make it easier for service users to have their needs met.

Service delivery mode options:

- Centre based
- Mobile
- Virtual

6.4.1 Requirements – Government and non-government service providers

Services must work with other government and non-government service providers to improve client experiences and navigation of the service system. This includes the establishment and/or maintenance of networks, alliances or working parties to identify and respond to the issues experienced by people affected by domestic and family violence at a systems level and the information or resources required to improve local, integrated, evidence-based service delivery responses.

6.4.2 Considerations – Government and non-government service providers

Nil.

6.5 Women and Children Experiencing Domestic and Family Violence (SU3520)

Definition:

Women alone, or with children, who are homeless or at risk of homelessness and require a place of safety as a result of leaving a situation of domestic and family violence (as defined in the *Domestic and Family Violence Protection Act 2012*). The broad service user group for the purpose of this specific Service User includes women who are:

- (a) Homeless or at imminent risk of homelessness – eg someone who is living in their car, temporarily with a friend, or a person who has been given a week to leave their current housing.

A person is considered homeless or at risk of homelessness if they are living in:

- Improvised dwellings or 'sleeping rough'
- Short-term or emergency accommodation
- Temporary arrangements without security of tenure, for example staying with friends or relatives in boarding houses or motels
- Unsafe or inadequate accommodation, for example where domestic/family violence or abuse threatens the person's safety or there is severe overcrowding.

This is based on the definitions used by the Australian Bureau of Statistics, the Australian Institute for Health and Welfare and Canadian National Occupancy Standard guide.

- (b) Housed, but at risk of homelessness, for example a family who is struggling to maintain a tenancy after losing a job and is unable to pay rent.

Purpose of funding:

To support the safety and wellbeing of women and children experiencing domestic and family violence who are homeless or at risk of homelessness and assist them to transition to safe and secure housing

6.5.1 Requirements – Women and Children Experiencing Domestic and Family Violence

Services must:

Comply with the [Practice Standards for Working with Women Affected by Domestic and Family Violence](#)

-
- Prioritise the safety needs of women and children experiencing domestic and family violence and be proficient in risk assessment.
- Provide case management support that is tailored to the needs of the Service Users.
- Provide a service that is open 52 weeks a year with an on-call service outside office hours, seven days per week to respond to existing clients and new referrals, including the following:
 - When the service has a vacancy, it will be available to accept and commence new intakes until 7pm each day (ie client to arrive at the service by 7pm);
 - When the service has a vacancy, referrals will be accepted until 9pm each day for intake the next day; and
 - Existing clients and referral organisations will be provided with contact details for the on-call service and on-call staff will respond promptly to all calls.
- Accept referrals and provide services to the target group outside the specified catchment area on an as needs basis.
- Accept statewide referrals from DV Connect and other referral agencies; and
- Accept referrals from the local area, where a risk assessment has determined there will be no compromise to the client's safety, security and protection or that of others at the service.
- Where possible, a Service User must not be exited into homelessness.

6.5.2 Considerations – Women and Children Experiencing Domestic and Family Violence

Work collaboratively with other specialist domestic and family violence services to deliver coordinated and holistic responses to women and children experiencing domestic and family violence.

6.6 Aboriginal and Torres Strait Islander Women and Children Experiencing Domestic and Family Violence (SU3530)

Definition:

Aboriginal and Torres Strait Islander women alone, or with children, who are homeless and need a place of safety as a result of leaving a situation of domestic and family violence (as defined in the *Domestic and Family Violence Protection Act 2012*). The broad service user group for the purpose of this specific Service User includes women who are:

- (a) Homeless or at imminent risk of homelessness – eg someone who is living in their car, temporarily with a friend, or a person who has been given a week to leave their current housing.

A person is considered homeless or at risk of homelessness if they are living in:

- Improvised dwellings or 'sleeping rough'
- Short-term or emergency accommodation
- Temporary arrangements without security of tenure, for example staying with friends or relatives in boarding houses or motels
- Unsafe or inadequate accommodation, for example where domestic/family violence or abuse threatens the person's safety or there is severe overcrowding.

This is based on the definitions used by the Australian Bureau of Statistics, the Australian Institute for Health and Welfare and Canadian National Occupancy Standard guide.

- (b) Housed, but at risk of homelessness, for example a family who is struggling to maintain a tenancy after losing a job and is unable to pay rent.

Purpose of funding:

To support the safety and wellbeing of women and children experiencing domestic and family violence, particularly Aboriginal and Torres Strait Islander women and children.

6.6.1 Requirements – Aboriginal and Torres Strait Islander Women and Children Experiencing Domestic and Family Violence

Services must:

Services must comply with the [Practice Standards for Working with Women Affected by Domestic and Family Violence](#)

-
- Prioritise the safety needs of women and children experiencing domestic and family violence and be proficient in risk assessment
- Provide culturally appropriate support and case management that is tailored to the needs of the Service Users at an appropriate level
- Provide a service that is open 52 weeks a year with an on-call service outside office hours, seven days per week to respond to existing clients and new referrals, including the following:
 - When the service has a vacancy, it will be available to accept and commence new intakes until 7pm each day (ie client to arrive at the service by 7pm);
 - When the service has a vacancy, referrals will be accepted until 9pm each day for intake the next day; and
 - Existing clients and referral organisations will be provided with contact details for the on-call service and on-call staff will respond promptly to all calls
- Accept referrals and provide services to the target group outside the specified catchment area on an as needs basis
- Accept statewide referrals from DVConnect and other referral agencies
- Accept referrals from the local area, where a risk assessment has determined there will be no compromise to the client's safety, security and protection or that of others at the service
- Where possible, a Service User must not be exited into homelessness.

6.6.2 Considerations– Aboriginal and Torres Strait Islander Women and Children Experiencing Domestic and Family Violence

Work collaboratively with other specialist domestic and family violence services to deliver coordinated and holistic responses to women and children experiencing domestic and family violence.

6.7 People who live in a defined geographic area (U4180)

6.7.1 Requirements – People who live in a defined geographic area

Nil

6.7.2 Considerations – People who live in a defined geographic area

Nil

7. Service delivery requirements for specific service types

7.1 Support services

Support services may be funded to provide one or more responses to Service Users as described in later sections.

Information, advice and/or referral is provided to Service Users about the range of services available to them to support their needs, advice regarding their safety, and active support to ensure their successful referral to these services. Information may be provided at community events.

Some Service Users may be clear about the type of information they require. Other Service Users may need assistance to identify the range of services and responses suitable to their needs. Services will undertake risk needs assessment processes. Preliminary risk and needs identification is intended to:

- assist in determining the range and severity of the Service User's needs and risk factors in relation to domestic and family violence
- ensure that any advice provided is personalised and tailored to the Service User's safety and support needs and goals; and
- enable the successful linking of a Service User to other services identified as suitable for their needs.

With the consent of the Service User an assisted referral includes:

- initial verbal contact with the agency receiving the referral;
- discussion with receiving agency about referral requirements including risk assessment related information and what the Service User may need;
- provision of an (anticipated) appointment time (if relevant);
- forwarding of appropriate documentation to receiving agency; and
- activating a follow-up with receiving agency regarding progress of referral.

Good advice explains legislation (as opposed to providing legal advice) and processes that may apply to the Service User.

Case management approaches recognise the frequency of contact with Service Users will fluctuate in accordance with the intensity of their support needs, and their capacity to access support, at any one time. The duration of case management can vary and is dependent on the nature of the Service User's presenting issue/s and risk factors, and the Service User's capacity to access support.

7.1.1 Requirements – All support services

Information, advice and/or referral:

Regardless of the length of the support provided, all Service Users must be provided with information, advice and/or referral that is timely, accurate evidence-informed and reflective of the expert knowledge of the funded service delivery area. For services funded under the domestic and family violence area, this includes applying an evidence-informed risk assessment framework and working with Service Users to develop safety plans. In addition to the provision of information, advice, support and referral to Service Users, services will act as an entry point into the broader service system and work collaboratively with other specialist domestic and family violence and mainstream service providers as part of an integrated domestic and family violence response.

In order for information to be understood and accessible to Service Users, it may need to be provided in a range of ways. Some information may be given verbally, other advice may need to be presented as printed material or electronically as an online resource. Some clients may need access to a qualified or accredited interpreter, or translated written material.

Case management:

Unless contact with Service Users is one-off, including court based support, and only for the purposes of the provision of information, advice and/or referral, support services must be delivered using a case management framework. Intervention should be a collaborative, Service User-centred process aimed at empowering and working with Service Users to meet their individual needs, safety and support. Within a domestic and family violence context, identifying and assessing the level of risk is prioritised and the case management process focusses on meeting the safety and support needs of those experiencing violence. However, case management incorporates identification, assessment and planning for the broader range of the Service User's support needs to ensure an holistic response and coordinating access to other appropriate services.

All case managed responses must include an element of information, advice and referral, safety planning and risk assessment. Service User safety and risk must be regularly reviewed and inform the work undertaken with, or on behalf of, the Service User.

Case management must include the following:

- Risk and Needs Assessment – process for identifying a Service User's level of risk in relation to domestic and family violence and any lethality factors that indicate high risk. This process will also identify a client's broader support needs, including but not limited to their immediate safety, as well as strengths and protective factors. Risk can change quickly, assessment and re-assessment of risk must occur regularly throughout the period of engagement.
- Safety Planning – development of a personal plan with the Service User that supports their safety in response to the risk identified.
- Support Planning – documents the Service User's support goals and identifies the range and intent of support services required.
- Direct Service and Coordination – provision of practical assistance to a client, including supported access to other support services (e.g. refuge).
- Review, Closure and Evaluation – ongoing assessment of a Service User's safety risks, needs, strengths and protective factors and, where appropriate, case closure.

Support Services must actively refer Service Users to other appropriate supports as detailed within their support plan. Workers must have knowledge of and a working relationship with, services to which Service Users be referred.

Where brokerage funds are provided, Support Services must only utilise these funds to purchase services/support on behalf of Service Users based on the individual needs of the Service User in the context of the support plan.

Participation in a Child Protection Alliance:

The service must be represented by a suitably skilled individual of the funded organisation to participate in a local alliance of government and non-government services (e.g. Supporting Families Alliance, Local Level Alliance led by Family and Child Connect Service) that supports strengthening the service system and ensuring vulnerable families receive the right support at the right time. Where appropriate, the service must provide a service response to Service Users referred from the Alliance and refer Service Users to the Alliance to support their broader support needs.

7.1.2 Requirements – Women’s Shelters (ST6) Mobile Support (ST5) Centre based support (ST4)]

Data collection, reporting and evaluation:

Services funded under the Specialist Homelessness Services program must:

Meet all data collection requirements as notified by the department from time to time, including (without limitation) the submission of monthly data to the Australian Institute of Health and Welfare (AIHW) for the Specialist Homelessness Services Collection (SHSC) <https://www.aihw.gov.au/reports/housing-assistance/specialist-homelessness-services-collection-manual>

- and any amendment to, or replacement of, those requirements.
- Agree to the AIHW providing a copy of all information provided to DHPW, including:
 - aggregated client data that identifies providers through an agency ID as the service or data provider; and
 - confidentialised unit record data for individuals who sought assistance or were assisted by service providers,
- abide by all legislative requirements (both state and commonwealth) regarding information privacy and confidentiality of individual or entity identifying information. Participate, as requested by the department, in all performance monitoring and evaluation processes.
- Adhere to the Queensland Homelessness Information Platform (QHIP) Policy which is available at <http://www.hpw.qld.gov.au/Housing/Homelessness/QldHomelessnessInformationPlatform/Pages/default.aspx>

Note: QHIP is an electronic database that incorporates the Vacancy Capacity Management System (VCMS) and Common Homelessness Assessment and Referral Tool (CHART)

Brokerage:

Where a service is funded to provide brokerage, the brokerage funding is required to be used within a case management context:

- For the purchase of services and resources considered a significant component in achieving the agreed client outcomes
- Provided in accordance with the Guidelines for the use of Brokerage Funds in Specialist Homelessness Services which are available on the Department of Housing and Public Works website at <http://www.hpw.qld.gov.au/Housing/Homelessness/Pages/GuidelinesSpecialistServices.aspx>

Working with young people in care of the Department of Child Safety, Youth and Women:

Specialist Homelessness Services are only required to accept the placement of a child or young person who is under 18 and subject to a child protection order under the *Child Protection Act 1999* which grants custody or guardianship to the chief executive of the Department of Child Safety, Youth and Women (herein referred to as a child or young person in the care of Child Safety):

- on an emergency basis until a more suitable placement can be arranged; and
- where there are appropriate casework supports in place.

In addition the following conditions apply:

- Services may not prioritise clients on the basis of referral by a government department.
- Services may only accept Child Safety placements for children aged 13 years and above.
- In the event that a service accepts the placement of a child or young person in the care of Child Safety the placement will be for the duration of three working days or less, unless the service agrees to extend beyond this period and the agreement is endorsed by the local Regional Director or their delegate. Where a placement is extended past three working days, a written agreement must be completed that includes: arrangements for health, education, religion, cultural, family contact, behavioural needs, transitional plans for the child/young person; identification of roles and responsibilities for all parties involved; and a date as agreed upon by all parties for the review of the agreement. This process must include the involvement of an Indigenous Recognised Entity in cases relating to Aboriginal or Torres Strait Islander children or young people.
- Services are required to give consideration to the ages and needs of the other clients in the service and the need to avoid unreasonable risks from older clients when considering access to the service by children or young people in the care of Child Safety.
- At any point in time, children and young people in the care of Child Safety must not constitute the majority of a service's clients.
- Services must allow a Child Safety caseworker access to the service's premises for the purpose of providing support to Child Safety clients.
- Services must provide the usual service, as is normally provided to clients of the Specialist Homelessness Service, to clients in the care of Child Safety. Any additional support must be negotiated between the service and Child Safety.
- If a service becomes aware that a child or young person who has self-referred to the service is in the care of Child Safety, the service must inform Child Safety within 24 hours.
- If the service has concerns that a child or young person involved with the service is experiencing significant intra-familial harm or is at risk of significant intra-familial harm, the service must notify Child Safety of the concerns, and notify the Queensland Police Service.
- Services must share with Child Safety such information as is necessary for the best interests, wellbeing and safety of the child or young person.
- In the event of an emergency relating to a child or young person in the care of Child Safety, services must during office hours contact the Child Safety Service Centre (CSSC) with case management responsibility, notifying them of the incident. In the event that the designated Child Safety Officer for the child or young person is not available, contact should occur with the Child Safety Regional Intake Service. Outside of business hours, services must contact the Child Safety After Hours Service Centre on 07 3235 9901. Please note, this number is not for the general public.

7.2 Support – Aboriginal and Torres Strait Islander services (T310)

Aboriginal and Torres Strait Islander Services provide culturally appropriate support to Aboriginal and Torres Strait Islander people (women, men, children and young people) at risk of or affected by domestic and family violence. These services also promote safer communities through prevention and early intervention and engage with the wider community to address domestic and family violence.

7.2.1 Requirements – Aboriginal and Torres Strait Islander services

The service must provide culturally appropriate support to Aboriginal and Torres Strait Islander people, including women, men, children and young people, experiencing (or at risk of experiencing) domestic and family violence. This includes the provision of information, advice, referral, counselling and support to Aboriginal and Torres Strait Islander people experiencing (or at risk of) domestic and family violence and those that use violence in their relationships. The safety of people who experience domestic and family violence must be paramount.

Counselling and support can be delivered flexibly and in a way that best meets client need. For example, it can be provided on an individual or group basis, on site or at an alternative location, including public spaces, involve yarning circles or other ways of engaging with people around trauma and healing.

7.2.2 Requirements – Aboriginal and Torres Strait Islander services (Specific Services)

Some services working with people using domestic and family violence may be recognised as approved intervention programs under the *Domestic and Family Violence Protection Act 2012* (the Act), enabling them to receive referrals to the program from the Magistrates court. These programs are administered under the principle that people who commit domestic and family violence should be held accountable for their use of violence and, provided with an opportunity to change.

To support this principle, the Act includes provision for the court to make an intervention order for the respondent (perpetrator) when a domestic violence order is being made or varied. This intervention order requires the respondent to be assessed about their suitability to participate in an approved intervention program and/or counselling. Specific information about voluntary intervention orders can be found in sections 68-75 of the Act.

Where services are not already identified as an approved intervention program under the Act, within six months of the commencement of any new service agreement, services must:

- apply to be an approved provider under section 75(1) of the Act, and if approved, agree to remain an approved provider for the term of the service agreement; and
- apply for the services funded under the service agreement to be approved intervention programs under section 75(2) of the Act, and if approved, provide any approved intervention programs for the term of the service agreement.

Services identified as ‘approved providers’ (funded organisation) to deliver ‘approved intervention programs’ under the Act must work with court referred Service Users subject to intervention order as outlined at Section 7.6.2 within this document. However, this does not prevent the service from working with people referred through other agencies or self referrals.

7.2.3 Considerations – Aboriginal and Torres Strait Islander services

Services may provide assistance and information about court processes and the meaning of domestic violence orders and their conditions to Service Users attending court for domestic and family violence matters.

It is acknowledged that aspects of service delivery may vary in response to local community need and the local service system and that service responses will commonly be delivered in the form of community education activities which focus on early intervention and prevention of domestic and family violence. The focus of this approach is to challenge community attitudes towards violence and promote a whole of community response to preventing family violence.

7.3 Support – Children’s domestic violence counselling (T315)

Counselling and support activities with children and young people aim to support Service Users to express their feelings and support them to understand their fears, emotions and behaviours and to establish support around each Service User to help manage the impact of domestic and family violence. The support aims to assist the Service User to deal with the domestic and family violence to which they have been exposed, help break the often cyclical, intergenerational nature of domestic and family violence, and to help move towards recovery.

7.3.1 Requirements – Children’s domestic violence counselling

The service must provide information, advice, referral, specialist counselling and support to children and young people affected by domestic and family violence. This support must be age and developmentally appropriate, and delivered through a case management approach on an individual and/or group basis. The service must undertake the following:

- assessment of risk and need to determine appropriate form of intervention;
- provision of information advice, support and referral to the safe parent/guardian, with a specific focus on the needs of their children and young people;
- case management for all children and young people affected by domestic and family violence
- development of support plans;
- risk assessment and safety planning;
- information, advice and referral for the safe parent or guardian of children in the program with respect to their own safety support needs; and
- intervention that responds to parenting issues and supporting the parent/child relationship and attachment where the relationship has been impacted by the domestic and family violence.

7.3.2 Considerations – Children’s domestic violence counselling

Information, advice, support and referral is provided to the safe parent/guardian of a Service User engaged by the service to address their own support needs.

7.4 Support – Domestic violence counselling (T320)

Domestic violence counselling services aim to support the safety and wellbeing needs of Service Users through a variety of different approaches within a case management framework.

Counselling is a therapeutic process that provides a safe and empathic environment for individuals to express their feelings and be supported to understand and manage identified emotions, behaviours, and interpersonal relationships with more clarity and purpose. Different counselling approaches and techniques can be used depending upon the target group and the nature and complexity of a person’s identified needs.

Counselling may assist a person to cope with challenges and make positive changes in their life where necessary. This will include practical assistance where required. Counselling may also help them come to terms with a difficult situation, assess their options and move forward with increased resilience. Ultimately, counselling aims to reduce a person’s confusion, distress and conflict in the immediate and long term.

7.4.1 Requirements – Domestic violence counselling

The service must provide domestic violence counselling and practical support in the context of a case management plan to Service Users experiencing, or who have experienced, domestic and family violence.

Domestic violence counselling can take several forms but is primarily a discussion-based intervention between a person affected by domestic and family violence and an appropriately qualified and/or skilled support worker. The counselling and support provided must be respectful of the Service User’s point of view while helping to deal with specific risks and issues, cope with crises, plan for their safety and/or develop strategies to enhance their safety and wellbeing. Intervention must prioritise the Service User’s safety and need for protection.

Domestic violence counselling and support must take place on a one-to-one basis or in a group setting over a number of sessions and offer Service Users an objective perspective of their situation and needs, enabling them to gain insights, consider their options and identify strategies to assist in managing their particular situation and plan for their safety and wellbeing. The intervention is often sought at times of change or crisis, and involves talking with a worker to create conditions that will assist the Service User to better understand or improve their circumstances. Importantly, the service must aim to make the process both safe, supportive and empowering.

7.4.2 Requirements – Domestic violence counselling (Specific Services)

Services are required to use the Queensland Homelessness Information Platform (QHIP) to make direct referral of clients seeking safe, crisis accommodation to a women’s refuge. QHIP, which houses the Common Homelessness Assessment and Referral Tool (CHART) and Vacancy Capacity Management System (VCMS), enables people experiencing homelessness, including as a result of domestic and family violence, to more readily access, and move through, the homelessness service system and enable service providers to:

- provide improved services and pathways for Service Users;
 - reduce the number of referrals;
 - enable clear, transparent and consistent processes for Service User prioritisation;
 - enable a consistent approach to initial assessment across the service system; and
 - provide efficient, yet secure processes, to share Service User assessment information
- for women escaping domestic and family violence, it provides a consistent risk assessment tool and ready access to information about the risks for each client. This information can then inform case planning and ongoing review and monitoring around domestic and family violence related risk.

7.4.3 Considerations – Domestic violence counselling

Domestic violence counselling will generally include the following (not necessarily in this order):

- a rapport building and engagement period (just like any new counselling relationship);
- discussion of relevant issues identified by the Service User;
- talking about options the Service User may choose to consider or take following a risk assessment with the Service User;

- planning for safety with the Service User which may include identifying strategies to escape violence and/or protect children, seeking refuge, preparation of application for domestic violence orders, etc.
- other activities that support the case plan goals of the Service User;
- identification of other Service User needs and the provision of options for support.

Funded organisations may need to refer service users to specialists therapeutic services that fall outside the scope of the service eg. Psychotherapy.

Activities may be delivered in an individual or group setting as appropriate.

7.4.4 Requirements – Domestic violence counselling (Home Security Safety Upgrades)

Home Security Safety Upgrades services seek to support and empower people experiencing domestic and family violence, and their children, to remain safely in their homes, where it is appropriate to do so through enhancing home security and enabling them to remain close to family and other support networks such as workplaces, schools and child care.

Following an assessment of risk, and where safe and appropriate, the service must arrange for upgrades to home security to support Service Users and their children to remain safely in their homes. Home Security Safety Upgrades must only be arranged following an assessment of risk, and as part of a safety plan.

Many Service Users who access the service will have a domestic violence order that may include an ouster condition. For the purposes of this service type, an ouster condition is defined as a condition on a domestic violence order that prohibits the respondent from doing any of the following in relation to the home, even if the respondent has a legal or equitable interest in the premises:

1. remaining at the home,
2. entering or attempting to enter the home, or
3. approaching within a stated distance of the home.

Where safe and appropriate to the Service User's level of risk and other circumstances, the service must undertake or arrange an assessment of the safety and security needs of the Service User's home and arrange the work required to address the identified home security needs, including physical security enhancements such as changing locks, installing door and window locks, installing screens and sensor lights, etc. The service must work collaboratively with other support services to implement other elements of the Service User's safety plan, and to ensure the broader needs of the Service User and any children are met e.g. counselling and other supports.

The service must engage appropriate contractors to undertake the work, monitor progress of the work, use and monitor brokerage funds to meet these needs and undertake any relevant record keeping and administrative tasks. Where the premises are rented (public housing and private rental arrangements) the service will ensure the owner of the property consents to the security upgrade. For Queensland Government owned premises, the service must seek the permission of the Department of Housing and Public Works before commencing any upgrades to the premises. In addition, the service must endeavour to ensure ongoing tenure for the Service User at the premises, where required.

Brokerage funds are provided for physical security upgrades to the homes of Service Users. The service may only use brokerage for purposes with a demonstrated and direct link to supporting the Service User to remain safely in their home. In addition, brokerage may be used for purchasing items used to support Service User safety in their home such as personal safety devices and mobile telephones. Brokerage must not be used to meet Service User needs not directly connected to home safety and security.

7.4.5 Considerations – Domestic violence counselling (Home Security Safety Upgrades)

Where required, brokerage may be used to provide short term temporary accommodation of up to 72 hours for perpetrators of domestic and family violence who are required to leave the property as a condition of a domestic violence order.

7.5 Support – Court based services (T321)

Court Based Services provide support to people (predominantly women) who experience domestic and family violence (aggrieved persons) and who have court proceedings before a Magistrates Court in relation to domestic and family violence matters. Some services are funded to provide information to respondents. The support provided assists the Service User (aggrieved and respondent) to be aware of the court processes and understand the meaning of domestic violence orders and other actions of the court.

7.5.1 Requirements – Court based services

The service must undertake the following:

- provision of domestic and family violence specialist knowledge to assist the court process
- risk assessment and assistance in the preparation of applications for domestic violence orders and variations and revocations to existing orders
- provision of information regarding the court processes and explanation of conditions of domestic violence orders and their implications to the Service User
- provision of court debriefing, support, information and referral to other support services for the Service User
- liaison with court staff, police and advocacy on behalf of Service Users, both individually and collectively
- networking and liaison with local and state-wide agencies to establish appropriate and timely Service User pathways (this may include leading or contributing to the development and maintenance of agreements or protocols with courts and other agencies).
- development and/or promotion of information resources specifically designed for Service Users in relation to applying for protection orders and understanding court processes.

Services are not funded to provide legal advice to Service Users.

7.5.2 Requirements – Court based services (Specific Services)

Services must provide assistance and information about court processes and the meaning of domestic violence orders to respondents attending court in relation to domestic violence matters. This support is provided to support the safety of the aggrieved and to help respondents understand the meaning of orders and any conditions issued by the court.

7.5.3 Considerations – Court based services

Where they exist, court based services should assist aggrieved persons to access safe rooms in the court precinct.

7.6 Support – Perpetrator intervention programs (T328)

Perpetrator Intervention Programs prioritise the safety of those subject to the controlling and abusive behaviour of Service Users. They seek to address the abusive behaviour of individuals who perpetrate domestic and family violence and provide them with opportunities to change.

7.6.1 Requirements – Perpetrator intervention programs

The service must provide individual counselling and group behaviour change programs to men aged over the age of 17 years who have used domestic and family violence in their intimate relationships. This group includes men that have been directed to the service through the justice system, including courts and Queensland Corrective Services. The service must aim to assist men to address their own use of domestic and family violence and other destructive patterns in their personal lives and relationships.

The service must adhere to the following:

1. [Professional Practice Principles - Working with men who perpetrate domestic and family violence](#)
2. [Professional Practice Standards - Working with men who perpetrate domestic and family violence](#)

The Professional Practice Standards include requirements relating to:

- ensuring that the safety of partners/ex-partners and children is paramount by offering and providing advocacy, support and referral to partners/ex partners through the engagement or employment of an Advocate;
- conducting individual assessment of men referred to the service to determine suitability for group programs;
- maximum group size and the minimum hours of group time required in the delivery of a program
- qualifications and experience of program co-facilitators; and
- the delivery of individual counselling as required.

The service must operate within a practice framework that prioritises victim safety and incorporates appropriate information sharing and victim advocacy as strategies to achieve this goal. Services must actively participate in and contribute to local, integrated response to domestic and family violence including government and non-government agencies. Local, integrated response systems are described further in Section 7.8.1.

7.6.2 Requirements – Perpetrator intervention programs (Specific Services)

The *Domestic and Family Violence Protection Act 2012* (the Act) is administered under the principle that people who commit domestic and family violence should be held accountable for their violence and, if possible, provided with an opportunity to change. To support this principle, the Act includes provision for the court to make an intervention order for the respondent (perpetrator) when a domestic violence order is being made or varied. This intervention order will require the respondent to be assessed for their suitability to participate in an approved intervention program and/or counselling. Specific information about intervention orders can be found in sections 68-75 of the Act.

Services identified as approved intervention programs under the Act have a number of responsibilities. These services must:

1. assess the suitability of the respondent to participate in an approved intervention program and/or counselling (s72(2));
2. if the respondent is assessed as suitable to participate the approved provider must provide the court with the details of the approved intervention program and/or counselling on the approved form including the date the program or counselling will start and the period of time expected for completion (s72(3));
3. if the respondent is not suitable to participate in the approved program or counselling, the approved provider must notify the court and the police commissioner by completing the required form and providing it to the court (s72(4));
4. if the respondent contravenes the terms of an intervention order the approved provider must give the court and the police commissioner notice by completing the required form and providing it to the court unless the approved provider is satisfied that the contravention is minor and the respondent has taken steps to remedy the contravention or has otherwise complied with the order (s73); and
5. when the respondent has completed the approved intervention program and/or counselling the approved provider must provide this information to the court (s74).

7.6.3 Requirements – Perpetrator intervention programs (Court based information)

Services must provide assistance and information about court processes and the meaning of domestic violence orders to male respondents attending court in relation to domestic violence matters. Respondents should also be referred to other relevant services to meet their needs.

7.6.4 Considerations – Perpetrator intervention programs

Service Users may self-refer into the perpetrator intervention program, may be court mandated as a condition of any intervention order or other court order following a breach of a protection order or as a bail or parole condition.

7.7 Support – Telephone services (T338)

The state-wide telephone service provides free and confidential telephone information, advice, crisis counselling, support and referral of people experiencing or using domestic and family violence. Assistance is provided to women and children experiencing domestic and family violence to access crisis accommodation services.

7.7.1 Requirements –Telephone services

In addition to the requirements in Section 7.1.1, telephone services must provide free and confidential state-wide telephone information, advice, crisis counselling, support and referral to people affected by domestic and family violence, including victims and perpetrators of abuse, regardless of gender. Given the nature of the service, case management should be delivered within the context of a crisis response as opposed to longer term case management.

Separate helplines must be provided for the following Service User groups:

1. Women – to provide telephone counselling, information, advice and referral to women affected by domestic and family violence. This includes assistance that must be provided to women and children experiencing domestic and family violence to access crisis accommodation services and also to meet the costs associated with emergency transport to safe refuge or other accommodation. The service will also provide information, advice and referral to others seeking information about domestic and family violence, including how to help someone who is experiencing this type of violence.
2. Men – to provide telephone counselling, information, advice and referral to men affected by domestic and family violence. This includes men who use domestic and family violence in their relationships and those who may be a victim of this type of violence.
3. Other service professionals – to provide telephone support, information and advice to government and non-government agencies working with people affected by domestic and family violence.

Funded organisations must work closely with centre-based services including specialist domestic and family violence, homelessness and other support services to meet the ongoing support needs of Service Users, and in recognition of the central role played by Statewide crisis domestic and family violence services.

The funded organisation must:

- Identify the Service User's immediate and longer term needs and make active referrals to appropriate agencies
- Have highly developed skills in relation to domestic and family violence risk and needs assessment and proficiency in responding to crises
- Have expert knowledge of the domestic and family violence service system and operate in collaboration with the service system as part of a coordinated response
- Provide information around risk and needs, assessment and facilitate intake and referral to accommodation services and specialist domestic and family violence services.
- Maintain contact with Service Users until an appropriate referral is completed.

7.7.2 Considerations –Telephone services

Nil.

7.8 System Support – Local domestic and family violence service systems (T437)

To promote a joined-up and holistic response to people affected by domestic and family violence at a local level, services promote across-agency partnerships and collaboration and lead an integrated service response to domestic and family violence, including engagement with relevant government and non-government agencies. An integrated service response aims to facilitate and coordinate appropriate and consistent responses to women and children affected by domestic and family violence, and provide consistent responses to perpetrators to support victim safety, including appropriate responses for Service Users in high risk situations.

7.8.1 Requirements – Local domestic and family violence service systems

The service provider must develop, lead and/or maintain an integrated service response which brings together a broad range of government and non-government agencies and services to facilitate a flexible and tailored response to individuals experiencing domestic and family violence. Service providers are expected to engage with diverse agencies, including Queensland Police Service, courts, Queensland Corrective Services, health, housing, Child Safety, education, services for young people and older people, services targeting Aboriginal and Torres Strait Islander people and services for people from culturally and linguistically diverse backgrounds.

The service provider must support agencies to work together through structured mechanisms and formalised relationships to deliver effective, timely responses to meet the safety and support needs of victims, including their children. The integrated service response will:

- Develop contemporary, joined up responses across agencies that triage, support and respond to people affected by domestic and family violence in a timely way.
- Strengthen service integration with a strong focus on a common understanding of domestic and family violence, a shared practice approach and common principles for intervention that prioritise safety and where the needs and issues of victims are clearly identified, managed and addressed.

- Create mechanisms between agencies for the sharing of information about individuals that supports victim safety and holds perpetrators accountable for their behaviour, including sharing information about potential changes in risk to victim safety. These mechanisms must facilitate the sharing of information and appropriate agency responses as required to meet the immediate safety needs of victims and their children and must not be limited to sharing only at regular meetings.
- Create improved and more direct referral pathways for individuals and families to access appropriate services and enhance communication pathways which support information sharing protocols between service providers which support victim safety and reduce secondary victimisation.
- Provide sufficient flexibility in the structure of the response for local service providers to build on existing networks and initiatives to ensure the model is tailored to the specific needs of the local community and service landscape.

Services must provide or facilitate professional development and training opportunities to these key agencies to support the aims of the integrated service response. The services must establish and maintain protocols between agencies that outline an agreed understanding of domestic and family violence, roles and responsibilities, shared frameworks and agreed risk identification and management strategies.

Services must also promote greater public awareness of domestic and family violence and enhance the capacity of individuals and community groups to respond appropriately. These activities must be developed and conducted in the context of an holistic response to domestic and family violence at a local level and aim to:

- raise awareness about the existence of domestic and family violence in Queensland, those affected and the impact of this type of violence;
- encourage Queenslanders to challenge their level of acceptance of domestic and family violence and view it as a social issue requiring a whole of community response;
- promote community intolerance of the issue; and
- encourage those directly affected by domestic and family violence to seek help.

Services must provide information, advice and/or referral to other agencies that form part of the local service system and in response to general enquiries from the general community. Some information may be given verbally, while other information may need to be presented as printed material or electronically as an online resource. Where appropriate, a combination of verbal and written information may be required.

7.8.2 Requirements – Local domestic and family violence service systems (High Risk Teams)

To support the implementation and function of the high risk teams in designated integrated service response locations, services must:

- adopt the suite of tools provided by the department, including:
 - the Domestic and Family Violence Common Risk and Safety Framework (the framework);
 - a model for responding to high risk cases that is consistent with the minimum components and key features contained in the framework
 - supporting professional tools (forms and resources), developed to operationalise the framework;
 - the Domestic and Family Violence Information Sharing Guidelines; and
 - the Domestic and Family Violence Prevention Client Management System (the supporting ICT solution);
- ensure the model and operating procedures for the high risk team and broader integrated service response are agreed with the department
- participate in high risk team meetings and perform specified high risk team roles and functions
- nominate a senior member of the service to Chair or co-Chair (with a government co-Chair) high risk team meetings and perform the appropriate roles and functions of this position
- establish, manage and maintain productive partnerships (with and across the government and non-government service sector) in its contribution to the integrated service response, including supporting client case management and information sharing arrangements
- facilitate the development of a strong integrated domestic and family violence service system through effective change management processes, which will include training and professional development opportunities, strategic communication, information sessions and community liaison;
- participate in systems and processes underpinning the development and implementation of the high risk team and broader integrated service response, including government mechanisms
- contribute to evaluation and performance monitoring of integrated service responses by supporting record keeping, data collection, reporting and quality assurance processes and

- promote partnerships, resolve barriers to effective integrated service responses to domestic and family violence.

7.8.3 Considerations – Local domestic and family violence service systems

Services may target particular groups within their community (e.g. first year police constables, young people in school settings) during community events to support awareness and understanding of domestic and family violence to that particular group, to promote improved responses to people affected and support the prevention of, domestic and family violence.

7.9 System support – Research (T442)

Research Services support the provision of quality evidence-based service responses to people affected by domestic and family violence and contribute to achieving safer communities through prevention and early intervention and service system capacity building. These services contribute to the prevention of domestic and family violence through social planning, policy development and research activities and support coordination and network development at a state-wide level.

7.9.1 Requirements – Research

The service must promote, support and inform coordination and network development at a statewide level.

7.9.2 Considerations – Research

Nil.

7.10 Women’s Shelters – Temporary Supported Accommodation - Immediate (ST6)

Women’s Shelters provide immediate temporary accommodation with case management support to women and children experiencing domestic and family violence who are homeless or at risk of homelessness. Support is provided in the shelter with a priority on safety planning and risk assessment and with an aim of transitioning to safe and secure housing and to re-establishing a life free from violence. Support is continued to be provided whilst the client is transitioned into housing beyond the refuge.

Properties used as Women’s Shelters are most often provided under the Crisis Accommodation (CAP) program which is managed by the Department of Housing and Public Works. Typically, service providers will have a CAP lease for the property element of the shelter contract managed by Department of Housing and Public Works as well as a service agreement for the support funding component which is contract managed by the Department of Child Safety, Youth and Women. Some properties may be owned by the service provider or another organisation such as the local council.

7.10.1 Requirements – Temporary Supported Accommodation – Immediate

All Women’s Shelters are required to:

- Temporarily meet both the accommodation, safety and broader support needs of clients
- Provide good quality accommodation with capacity for client privacy and a home-like atmosphere
- Respond in a timely manner to all referrals and client needs, including the needs of children
- Keep vacancies to a minimum and provide a level of support to all referrals.
- Not keep a waiting list for supported accommodation
- Support the client to resolve the immediate crisis
- Exit clients into independent housing/accommodation as soon as safe and possible
- Provide follow-up support to clients who have exited the shelter
- Advise the department of any changes to accommodation/property component of service provision as this may have an impact on the capacity of the funded service to deliver the agreed service.

Units of Accommodation:

- Make all units of accommodation available at any one time as far as practicable.
- Ensure clients are able to access the appropriate level of support regardless of the identified level of supervision of the property.
- Not expect clients to move/transition from one unit of accommodation to another in order to be able to access an appropriate level of support.

- All properties linked to the service agreement will have an identified level of supervision/staff presence which is used to determine the target level of outputs.
- Levels of supervision:
 - High – staff are on site at all times on awake or sleep shifts at night
 - Medium – staff are on site for some shifts whilst other shifts are covered by on call/return to work arrangements
 - Low – staff are not based on site.

Property detail information:

- Services must enter all property detail information about each CAP property that has attached Specialist Homelessness Services (SHS) support funding, into the Queensland Homelessness Information Platform (“QHIP”) or any future Online Reporting System notified by the Department of Housing and Public Works, including all information in the Vacancy Capacity Management System (VCMS) in QHIP.
- If, during the term of the agreement, the properties with SHS support funding change or information regarding these properties changes in any way or is updated, the service must ensure that any change or update is recorded in QHIP as soon as practicable and, in any event, not more than two days after the change or update occurs.
- Services must ensure that information regarding the Properties with SHS support funding is recorded in QHIP or any future Online Reporting System remains accurate and up to date at all times and the information recorded is a full record at any one time of all such properties.

7.10.2 Requirements: Specific to Women’s Shelters in remote communities:

Women’s Shelters in remote communities operate in unique environments where achievement of housing outcomes may be limited. Services will provide an immediate response to the safety of women and children experiencing domestic and family violence as well as respond to homelessness, where clients don’t have access to a safe and secure home due to experiences of domestic and family violence. The service will develop support plans around the women’s safety and broader support needs.

It is not expected that the service will be staffed on a 24 hour/7 day per week basis. The service will identify the times of greatest need and service delivery will be prioritised for these times with staff available outside business hours on an on-call and return to work basis, including sleep over shifts, as required.

Client targets are set based on evidence of reported outputs, community needs and negotiations with service providers as data becomes available for analysis. Where client output targets are yet to be set, the service will collect information regarding the daily client usage and upload the required report to OASIS at the end of the specified period.

7.10.4 Considerations – Temporary Supported Accommodation – Immediate

Nil

7.11 Mobile Support (ST5)

Services that provide case management support to women and children experiencing domestic and family violence either in their own home, in temporary living situations (including motels), in supported housing, in a community setting, or in a public space.

7.11.1 Requirements – Mobile Support

Case management support is provided, in the context of domestic and family violence support for:

- Early intervention - to work with the Service User on safety planning and risk assessment and to prevent a client from losing a tenancy that is at risk
 - Crisis – to work with a Service User to find an immediate place of shelter and/or to transition a client from homelessness to being housed, and/or
 - Prevention – to support a client to review their risk assessment and safety plan and to maintain a tenancy and prevent the person/household from becoming homeless
- This includes support provided in another service providers’ premises
 - This does not include support to women and children in a women’s shelter or another temporary supported accommodation service funded by Department of Housing and Public Works.

7.11.2 Considerations – Mobile Support

Nil

7.12 Centre Based Support (ST4)

7.12.1 Requirements – Centre Based Support

Services that provide case management support face-to-face at the funded providers' premises.

Case management support is provided, in the context of domestic and family violence support for:

- Early intervention - to work with the Service User on safety planning and risk assessment and to prevent a client from losing a tenancy that is at risk
- Crisis – to work with a Service User to find an immediate place of shelter and/or to transition a client from homelessness to being housed, and/or
- Prevention – to support a client to review their risk assessment and safety plan and to maintain a tenancy and prevent the person/household from becoming homeless

This service type excludes:

- Mobile support services (support hours must be attributed to only one service type – double-counting must be avoided where a service is funded to deliver more than one service type)

7.12.2 Considerations – Centre Based Support

Nil

7.13 Access – Events (T102)

Services that organise and hold events that relate to a particular community issue. The purpose of the event may be to provide information about a community issue/s and include activities aimed at a target group.

7.13.1 Requirements – Events

Funded organisations must:

- develop and implement activities, events and/or resources that aim to raise awareness of social issues or a social issue
- use methods of engagement appropriate and/or relevant for the target service user group
- encourage participation by those affected by the social issue

7.13.2 Considerations – Events

Nil

8. Service modes

8.1 Centre-based

Centre-based services will be available to the general public and open for drop-in visits and appointments, mostly delivered face-to-face at a centre-based location.

Services may be co-located with other relevant services to minimise access barriers for clients.

8.2 Mobile

Mobile services can be provided in the following settings:

- a person's home or temporary accommodation;
- a community setting, including places where services meet with people they support (e.g. local library, coffee shop, recreation centre, neighbourhood centre, office of government service provider, health provider);
- other general public spaces not included in any of the above settings.

Mobile support will follow clients if they move from one setting to another or to another location within the services' geographic catchment, at the client's request.

Mobile services intend to assist in supporting:

- a person's safety through risk assessment and safety planning
- a person's access to services (e.g. support services may provide assertive outreach to clients and potential clients in public spaces and provide assessment and facilitated intake and referral to relevant support services);
- a person's ongoing engagement with their support process (e.g. support services may deliver case management support to clients in their own home).

8.3 Virtual

Telephone Services:

Telephone services are required to use the Queensland Homelessness Information Platform (QHIP) as outlined in 7.4.2.

Online Services:

Virtual services must maintain a website to provide support services, including government and non-government, and the general public with access to a wide range of information and resources to support enhanced service system responses to those affected by domestic and family violence.

9. Deliverables and performance measures

The following deliverables and performance measures are funded under the Domestic and Family Violence funding area. The service agreement will identify the relevant outputs and measures for each service outlet, the quantum to be delivered and the range of measures to be collected and reported.

COUNTING RULES, DESCRIPTORS AND REPORTING EXAMPLES: For counting rules, detailed descriptors and examples please refer to the [Catalogue \(Version 2\)](#).

OUTCOME MEASUREMENT: All quantitative reporting on outcome measures can be supplemented with **optional** qualitative evidence. Qualitative reports can be uploaded to OASIS using IS70. As qualitative reporting is optional the IS70 code will not appear in agreements but will be visible in OASIS.

Service Users	Service Types	Outputs
<p>U1110 – Adults experiencing (or at risk of experiencing) or using domestic and family violence (Adults - All)</p> <p>U1111 - Adults experiencing (or at risk of experiencing) or using domestic and family violence (Adults - Female)</p> <p>U1113 – Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence</p> <p>U1190 - Adults experiencing (or at risk of experiencing) or using domestic and family violence (Adults - Male)</p> <p>U2110 – Children and young people experiencing (or at risk of experiencing) domestic and family violence</p> <p>U5080 – Government and non-government service providers</p> <p>SU3520 – Women and children experiencing domestic and family violence</p> <p>SU3530 – Aboriginal and Torres Strait Islander Women and children experiencing domestic and family violence</p> <p>U4180 – People who live in a defined geographic area</p>	<p>T310 – Support – Aboriginal and Torres Strait Islander services</p> <p>T315 – Support – Children’s domestic violence counselling</p> <p>T320 – Support – Domestic violence counselling</p> <p>T321 – Support – Court based services</p> <p>T328 – Support – Perpetrator intervention programs</p> <p>T338 – Support – Telephone services</p> <p>T437 – System support – Local domestic and family violence service systems</p> <p>T442 - System support – Research</p> <p>ST4 – Support – Centre-based support</p> <p>ST5 – Support - Mobile support</p> <p>ST6 – Support – Women’s Shelters - Temporary Supported Accommodation – Immediate</p> <p>T102 – Access – Events</p>	<p>A01.1.06 – Information, advice, individual advocacy, engagement and/or referral</p> <p>A01.2.08 – Counselling</p> <p>A07.1.02 – Integrated Service System Development</p> <p>A07.3.01 – Social planning, action and/or research</p> <p>A01.2.02 – Case management</p> <p>A05.4.01 – Accommodation with support</p> <p>A07.2.01 – Community Education</p>

The following information relates to information found in items 6.2 and 7.1 in a Service Agreement or 6.2 and 9.1 in a Short Form Service Agreement

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U1110 - Adults experiencing (or at risk of experiencing) or using domestic and family violence (Adults - All)

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1110	T321	A01.1.06 – Information, advice, individual advocacy, engagement and/or referral	Number of hours	Number of Service Users	A01.1.06	Number of hours provided during the reporting period
U1110	T338					Number of Service Users who received a service during the reporting period

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U1110	T321	NA	NA
U1110	T338	NA	NA
Service User Code	Service Type Code	Demographic Measure	
U1110	T321	NA	NA
U1110	T338	NA	NA
Service User Code	Service Type Code	Outcome Measure	
U1110	T338	OM2.1.01	Number of Service Users that have shown improvements in being safe and/or protected from harm
Service User Code	Service Type Code	Other Measure	
U1110	T338	IS70	Upload Report – Telephone Service (T338)
U1110	T321	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?
U1110	T338		

U1111 - Adults experiencing (or at risk of experiencing) or using domestic and family violence (Adults - Female)

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1111	T320	A01.2.08 Counselling	Number of hours	Number of Service Users	A01.2.08	Number of hours provided during the reporting period Number of Service Users who received a service during the reporting period

Relates to item 7.1 or 9.1 of the agreement						
Service User Code	Service Type Code	Throughput Measure				
U1111	T320	IS133	Number of existing Service Users			
U1111	T320	IS255	Number of new Service Users			
U1111	T320	GM07	Number of Service Users that had their case plans closed/finalised as a result of the majority of identified needs being met			
Service User Code	Service Type Code	Demographic Measure				
U1111	T320	NA	NA			
Service User Code	Service Type Code	Outcome Measure				
U1111	T320	OM2.1.01	Number of Service Users that have shown improvements in being safe and/or protected from harm			
Service User Code	Service Type Code	Other Measure				
U1111	T320	IS70	Upload Report – Domestic Violence Counselling (Home Security Safety Upgrades) (T320) (where HSSU is provided)			

U1111	T320	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?
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U1113 - Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1113	T310	A01.2.08 Counselling	Number of hours	Number of Service Users	A01.2.08	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U1113	T310	IS133	Number of existing Service Users
U1113	T310	IS255	Number of new Service Users
U1113	T310	GM07	Number of Service Users that had their case plans closed/finalised as a result of the majority of identified needs being met
Service User Code	Service Type Code	Demographic Measure	
U1113	T310	IS205	Number of female Service Users
			Number of male Service Users
Service User Code	Service Type Code	Outcome Measure	
U1113	T310	OM2.1.02	Number of Service Users with improved cultural identity/connectedness
Service User Code	Service Type Code	Other Measure	
U1113	T310	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?

U1190 - Adults experiencing (or at risk of experiencing) or using domestic and family violence (Adults - Male)

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1190	T328	A01.2.08 Counselling	Number of hours	Number of Service Users	A01.2.08	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U1190	T328	IS133	Number of existing Service Users
U1190	T328	IS255	Number of new Service Users
U1190	T328	GM07	Number of Service Users that had their case plans closed/finalised as a result of the majority of identified needs being met
Service User Code	Service Type Code	Demographic Measure	
U1190	T328	NA	NA
Service User Code	Service Type Code	Outcome Measure	
U1190	T328	OM2.1.09	Number of Service Users that have reduced their domestic and family violence perpetrator behaviour
Service User Code	Service Type Code	Other Measure	
U1190	T328	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?

U2110 – Children and young people experiencing (or at risk of experiencing) domestic violence

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U2110	T315	A01.2.08 Counselling	Number of hours	Number of Service Users	A01.2.08	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period

Relates to item 7.1 or 9.1 of the agreement						
Service User Code	Service Type Code	Throughput Measure				
U2110	T315	IS133	Number of existing Service Users			
U2110	T315	IS255	Number of new Service Users			
U2110	T315	GM07	Number of Service Users that had their case plans closed/finalised as a result of the majority of identified needs being met			
Service User Code	Service Type Code	Demographic Measure				
U2110	T315	NA	NA			
Service User Code	Service Type Code	Outcome Measure				
U2110	T315	OM2.1.08	Number of Service Users with improved life skills			
Service User Code	Service Type Code	Other Measure				
U2110	T315	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?			

U5080 – Government and non-government service providers

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U5080	T437	A07.1.02 Integrated service system development	Number of hours	NA	A07.1.02	Number of hours provided during the reporting period
U5080	T442	A07.3.01 Social planning, action and/or research	Milestones	NA	A07.3.01	Milestones

Relates to item 7.1 or 9.1 of the agreement		Throughput Measure	
Service User Code	Service Type Code		
U5080	T437	NA	NA
U5080	T442	NA	NA
Service User Code		Demographic Measure	
U5080	T437	NA	NA
U5080	T442	NA	NA
Service User Code		Outcome Measure	
U5080	T437	NA	NA
U5080	T442	NA	NA
Service User Code		Other Measure	
U5080	T437	IS70	Upload Report – Local Domestic and Family Violence Service Systems (T437)

U5080	T442	IS70	Upload Report – Research (T442)
U5080	T437	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?
U5080	T442	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?

SU3520 – Women and children experiencing domestic and family violence

1. Providers are required to report the following data via the Online Acquittal Support Information System (OASIS):

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
SU3520	ST4	A01.2.02 Case management	Number of hours	Number of Service Users	A01.2.02	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
SU3520	ST5	A01.2.02 Case management	Number of hours	Number of Service Users	A01.2.02	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
SU3520	ST6	A05.4.01 Accommodation with support	Number of places	Number of Service Users	A05.4.01	Number of places provided during the reporting period
						Number of Service Users who received a service during the reporting period

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Other Measure	
SU3520	ST4 ST5 ST6	IS117	Number of Service Users where brokerage was provided. (Only use where brokerage funding is provided).
SU3520	ST4 ST5 ST6	IS61	Upload Report – Brokerage Report. (Only use where brokerage funding is provided).
SU3520	ST6	IS63	Upload one brief case study that demonstrates service user experiences and outcomes.

2. Providers are required to report the following data via the Australian Institute of Health and Welfare (AIHW) Specialist Homelessness Services Collection. The department will review data available through AIHW to assess service performance against the following measures:

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
SU3520	ST4 ST5 ST6	IS112	Number of support periods that commenced during the quarter
SU3520	ST4 ST5 ST6	IS120	Number of open support periods
SU3520	ST4 ST5 ST6	IS111	Number of support periods that ended during the quarter
Service User Code	Service Type Code	Demographic Measure	
SU3520	ST4 ST5 ST6	IS110	Number of individual clients who are children
SU3520	ST4 ST5 ST6	IS35	Number of clients who identify as Aboriginal and/or Torres Strait Islander
Service User Code	Service Type Code	Outcome Measure	
SU3520	ST4 ST5 ST6	OM03	Number and percentage of support periods closed during the quarter where a case management plan was in place. Minimum annual target of 90%. Note: Non-achievement of minimum targets will be considered as part of the compliance management framework.
SU3520	ST4 ST5 ST6	OM04	Number and percentage of support periods closed during the quarter where case management plans were in place and half or more of the case management goals had been met. Minimum annual target of 75%. Note: Non-achievement of minimum targets will be considered as part of the compliance management framework.

SU3520	ST4 ST5 ST6	OM05	Number and percentage of support periods that ended with the client housed in secure and sustainable housing. Minimum annual target of 60%. Note: Non-achievement of minimum targets will be considered as part of the compliance management framework.
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SU3530 – Aboriginal and/or Torres Strait Islander women and children experiencing domestic and family violence

1. Providers are required to report the following data via the Online Acquittal Support Information System (OASIS):

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
SU3530	ST4	A01.2.02 Case management	Number of hours	Number of Service Users	A01.2.02	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
SU3530	ST5	A01.2.02 Case management	Number of hours	Number of Service Users	A01.2.02	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
SU3530	ST6 Service	A05.4.01 Accommodation with support	Number of places	Number of Service Users	A05.4.01	Number of places provided during the reporting period
						Number of Service Users who received a service during the reporting period

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Other Measure	
SU3530	ST4 ST5 ST6	IS117	Number of Service Users where brokerage was provided. (Only use where brokerage funding is provided).
SU3530	ST4 ST5 ST6	IS61	Upload Report – Brokerage Report. (Only use where brokerage funding is provided).
SU3530	ST6	IS63	Upload one brief case study that demonstrates service user experiences and outcomes.

2. Providers are required to report the following data via the Australian Institute of Health and Welfare (AIHW) Specialist Homelessness Services Collection. The department will review data available through AIHW to assess service performance against the following measures:

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
SU3530	ST4 ST5 ST6	IS112	Number of support periods that commenced during the quarter
SU3530	ST4 ST5 ST6	IS120	Number of open support periods
SU3530	ST4 ST5 ST6	IS111	Number of support periods that ended during the quarter
Service User Code	Service Type Code	Demographic Measure	
SU3530	ST4 ST5 ST6	IS110	Number of individual clients who are children
SU3530	ST4 ST5 ST6	IS35	Number of clients who identify as Aboriginal and/or Torres Strait Islander
Service User Code	Service Type Code	Outcome Measure	
SU3530	ST4 ST5 ST6	OM03	Number and percentage of support periods closed during the quarter where a case management plan was in place. Minimum annual target of 90%. Note: Non-achievement of minimum targets will be considered as part of the compliance management framework.
SU3530	ST4 ST5 ST6	OM04	Number and percentage of support periods closed during the quarter where case management plans were in place and half or more of the case management goals had been met. Minimum annual target of 75%. Note: Non-achievement of minimum targets will be considered as part of the compliance management framework.

SU3530	ST4 ST5 ST6	OM05	Number and percentage of support periods that ended with the client housed in secure and sustainable housing. Minimum annual target of 60%. Note: Non-achievement of minimum targets will be considered as part of the compliance management framework.
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U4180 - People who live in a defined geographic area

Relates to Item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to Item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U4180	T102	A07.2.01 Community education	Milestones	NA	A07.2.01	Milestones

Relates to Item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U4180	T102	NA	NA
Service User Code	Service Type Code	Demographic Measure	
U4180	T102	NA	NA
Service User Code	Service Type Code	Outcome Measure	
U4180	T102	NA	NA
Service User Code	Service Type Code	Other Measure	
U4180	T102	IS70	Complete and upload the report as per the template provided

10. Contact information

For further information regarding this investment specification, please contact your nearest [service centre](#).

For information regarding current funding opportunities, visit the [Department of Child Safety, Youth and Women](#)

11. Other funding and supporting documents

[Investment Specifications:](#)

1. Child Protection (Support Services)
 2. Child Protection (Placement Services)
 3. Families
 4. Domestic and Family Violence
 5. Individuals
 6. Young people
 7. Older people
 8. Community
 9. Service System Support and Development
- [Human Services Quality Framework \(HSQF\)](#)
 - [Queensland Homelessness Information Platform \(QHIP\) Policy](#)

Report – Telephone Service (T338)

Quarterly Summary

Insert service name (insert service number)

Quarter: insert start date to insert end date

Incoming call breakdown:

Information

Crisis Intervention

New Intakes:

Womensline information:

Mensline information:

Serviceline information:

Supportlink (or similar) Referral Management System:

Presentations/Partnerships:

Coordination/network development meetings:

Any other additional information:

Report – Domestic Violence Counselling (Home Security Safety Upgrades) (T320)

Quarterly Brokerage Expenditure

Insert service name (insert service number)

Quarter: insert start date to insert end date

Service User number/ Code	Service User – DFVO only / Ouster Condition	Is the Service User currently living in the home?	Number of Children living with the Service User in home	Expenditure - Brokerage item/s	Brokerage Amount \$	Date Safety Upgrade completed	COMMENTS eg. Date Work Finalised Work/payment finalised. Work carried into next Qtr.
<Insert rows as needed>							

Additional information required:

Total Brokerage expenditure for the quarter	\$	Total Number of safety upgrades to the homes of clients completed this quarter		Total number of clients supported with brokerage funds this quarter (NB: count includes perpetrators provided with temporary accommodation but does not include any children living with the victim)	
Trends and issues					
Other comments					

Report – Local Domestic and Family Violence Service Systems (T437)

Quarterly Summary Report

insert service name (insert service number)

Quarter: insert start date to insert end date

A07.1.02 Coordination / network development

Date of Meeting/ Event	Activity	Purpose of Meeting/Event	Name of Agencies in Attendance	Comments
<i><Insert/delete rows as needed></i>	<i><List name of meetings coordinated or type of event/nature of activity></i>			<i><Give details eg: location, number of participants who engaged with service at the event, emerging issues, benefits/ outcomes etc></i>

**Brokerage Report –
 Women’s Shelters – ST6 Temporary Supported
 Accommodation – Immediate
 Mobile Support – ST5
 Centre-based Support – ST4**

Quarterly Summary Report - Services to complete Sections 1 and/or 2 as appropriate

Quarter: insert start date to insert end date

Section 1: Brokerage used to MAINTAIN accommodation		
Occasions provided		
Purpose	Number of occasions	Amount (\$ whole dollars)
Payment of accommodation related expenses (eg rent arrears, utilities)		
Purchase of specialist support services (eg specialist counselling)		
Other expenses to support achievement of case/support plan *		
*Please outline below the main types of expenses in the “other expenses” category above e.g. essential provisions, educational expenses, medical expenses.		
Individual clients assisted		
This should be same as performance report	Total clients ¹ :	Total amount ² : \$

Note:

^{1&3} Total number of individual clients assisted with brokerage. Clients may be assisted on more than one occasions for multiple purposes eg payment of bond and specialist counselling.

^{2&4} Total amount of brokerage provided during the quarter (across all occasions).

Section 2: Brokerage used to ACCESS accommodation

Occasions provided		
Purpose	Number of occasions	Amount (\$ whole dollars)
Payment of accommodation related expenses (eg bond, utilities)		
Purchase of specialist support services (eg specialist counselling)		
Other expenses to support achievement of case/support plan *		
* Please outline below the main types of expenses in the “other expenses” category above eg essential provisions, educational expenses, medical expenses.		
Individual clients assisted		
This should be same as performance report	Total clients ³ :	Total amount ⁴ : \$

Report – Activity/Events (Domestic and Family Violence Prevention Month)

Organisation Name	
Name and description of the activity/event	
Date when the activity/event was conducted	
Location of the activity/event	
Estimated number of participants	
Three main outcomes achieved by the activity/event	
Name and contact details of person completing this report	