



CENTRE FOR
Women's Safety
and Wellbeing

Code of Practice **AUDIT TOOL**

for Specialist Family and Domestic Violence
Services for Victim Survivors in Western Australia



Acknowledgement of Country

The Centre for Women's Safety and Wellbeing acknowledge Aboriginal people as the First Peoples and Traditional Owners and custodians of the land and water on which we rely. We pay our respects to Elders past and present and honour the survival of First Nation Australians. We acknowledge that this land was never ceded and support the Uluru Statement from the Heart.

We acknowledge and respect that Aboriginal communities are steeped in traditions and customs built on a rich and complex social and cultural order that has sustained up to 60,000 years of existence.

We recognise the continued impacts and violence of colonisation and our role in taking apart systems that cause harm. We acknowledge the ongoing leadership role of Aboriginal communities in addressing and preventing family violence and join with our First Peoples to end family violence in all communities.



Introduction to the Code of Practice

The **Code of Practice for Specialist Family and Domestic Violence Services for Victim Survivors in Western Australia** establishes the standards, indicators, and guiding principles required for services to uphold the rights, dignity, and safety of adult and child victim-survivors, while promoting the accountability of those who use violence.

The Code of Practice is grounded in the understanding that family and domestic violence is a profound violation of human rights with serious, long-term impacts on individuals, families, and communities. It also recognises the systemic and structural contexts in which violence occurs, including gender inequality, colonisation, racism, ableism, and other intersecting forms of discrimination and oppression.

The Code of Practice applies to all specialist family and domestic violence services and practitioners working with victim-survivors. It reflects contemporary evidence-based practice, relevant legislative frameworks, and national and state policy directions, including *Path to Safety: Western Australia's Strategy to Reduce Family and Domestic Violence 2020–2030*, the *Aboriginal Family Safety Strategy*, and the *Common Risk Assessment and Risk Management Framework (CRARMF)*.

Each principle articulates a core value of specialist practice, supported by standards and indicators that define service responsibilities, workforce expectations, and governance requirements.

Collectively, the principles establish that:

- The risk and safety of victim-survivors is prioritised by services as the primary rationale for practice and service delivery.
- Responses to victim-survivors are trauma- and violence-informed and delivered in an environment of trust and collaboration.
- Confidentiality, privacy, and information sharing ensure services uphold the confidentiality and privacy rights of victim-survivors, and that all information sharing is conducted in line with relevant legislation.
- Bringing the person using violence into view involves services making visible to the system the patterns of coercive and controlling behaviours of the person using violence.
- Having a child and young person focus requires services to recognise children and young people as victim-survivors in their own right, with their own unique experiences, risks, protective factors, and strengths.
- Aboriginal-led family safety responses reflect a commitment by services to work in collaboration with Aboriginal people, services, and communities, where self-determination, choice, and cultural safety guide efforts to ensure safe and just outcomes for victim-survivors.
- Collaboration and advocacy involve services working alongside other providers to ensure holistic support and to reduce systemic barriers that impact victim-survivors' safety, health, and wellbeing.
- Equity and access involve services committing to fair treatment of all people, removing discrimination, and promoting inclusive practice.
- A capable and sustainable workforce reflects a commitment by services to nurture a knowledgeable, skilled, and diverse family and domestic violence sector, ensuring sustainability through prioritising the health, safety, and wellbeing of its people.
- Governance structures, leadership practices, and accountability mechanisms move beyond compliance to create just, equitable, and empowering environments for all victim-survivors and staff.

Code of Practice Implementation



The Code of Practice is intended to be embedded across all aspects of specialist family and domestic violence service delivery, from governance and strategic planning through to frontline practice and community engagement. Implementation requires leadership commitment, clear communication of expectations, and integration of the Code's principles into organisational policies, procedures, and quality assurance systems.

Services are encouraged to use the Code as a foundation for policy and procedure development, induction, supervision, professional development, and reflective practice, ensuring that all staff understand their responsibilities and can align their practice with the principles to deliver consistent, high-quality responses. Aligning service systems with the Code also supports compliance with relevant legislation, state and national policy frameworks, and funding requirements.

Successful implementation is an ongoing process that involves regular monitoring, evaluation, and adaptation to meet emerging needs, evidence, and best practice developments. Services are encouraged to establish mechanisms for gathering feedback from victim-survivors, staff, and partner organisations to assess the effectiveness of the Code in guiding practice and improving safety and wellbeing outcomes for victim-survivors.

Implementation must be collaborative, drawing on the expertise of Aboriginal community leaders, culturally diverse communities, people with lived experience, and sector partners to ensure the Code remains relevant, inclusive, and responsive. By embedding the Code in everyday practice, services can strengthen consistency across the sector, enhance practitioner confidence and capability, and ensure that victim-survivor safety, dignity, and rights remain at the centre of all action.



Code of Practice AUDIT TOOL

The Code of Practice Audit Tool supports implementation for organisations to assess, monitor, and strengthen alignment with the Code of Practice across governance, leadership, workforce, and frontline service delivery. It is designed to support reflective, evidence-informed implementation rather than compliance-only assessment.

The Audit Tool is available in online, integrated PDF, and paper-based formats, enabling services to select the approach that best fits with their organisational way of working. The integrated option allows organisations to embed audit fields directly into each section while the online version provides a structured and accessible platform for self-assessment and progress tracking.

Organisational self-assessment

Leaders, managers, and coordinators are responsible for undertaking the self-assessment in consultation with frontline staff, ensuring that audit outcomes reflect both governance intent and practice realities.

This collaborative approach supports shared understanding of responsibilities, strengthens internal accountability, and promotes meaningful engagement with the Code across all levels of the organisation.

Self-Rating Scale

FULLY MET:

The indicator is met if there is demonstrable evidence that it is implemented and sustainable into the foreseeable future.

PARTIALLY MET:

The indicator is partially met if there is some evidence that it is implemented or sustainable. Further action for improvement and evidence is required.

NOT MET:

The indicator is not met if there is no demonstrable evidence that it is implemented or sustainable. A plan for implementation is required.

NOT APPLICABLE:

A particular indicator may be deemed not applicable if the service can demonstrate that it is not relevant for their particular service context.

Evidence guide

The structure of the standards and indicators allows flexibility and innovation in how specialist family and domestic violence services demonstrate evidence within their own service context. Organisations are encouraged to draw on a range of qualitative and quantitative evidence sources, including but not limited to:

- Policies and procedures
- Online or printed resources
- Manuals, tools, and practice guidelines
- Governance documents and strategic plans
- Meeting minutes and acquitted actions
- Staff and client feedback mechanisms and outcomes
- Staff induction and professional development programs
- Case management records and client file audits

This approach recognises the diversity of service models while maintaining consistent expectations for quality, safety, and accountability.

Addressing gaps, timeline suggestions and action planning

The Audit Tool provides a structured opportunity to identify areas of strength as well as gaps requiring further development. Where gaps are identified, services are supported to document actions and improvement strategies that align with the Code's principles and standards.

We recommend using the Audit tool to identify action plans to enable organisations to:

- Clearly identify required actions
- Assign responsibility
- Set realistic timeframes
- Monitor and report on progress over time

The integrated and paper Audit Tool is permanently available as a resource for implementation with the Online Audit Tool being released in early February 2026. Organisations should identify their timeline priorities over the next twelve months and take the opportunity to ensure alignment sits with broader strategic, workforce, and service delivery planning. Where organisations have committed to the Code of Practice implementation it is suggested to allow one year to complete implementation starting in 2026 to align with other sector reform initiatives.



Principle 1

Risk and Safety focused

The service engages in continuous and collaborative risk assessment, and safety planning with the victim-survivor.



Standard 1.1

An integrated approach to risk assessment and management informs the policies and practice models of the service.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. All components of the Common Risk Assessment and Risk Management Framework (CRARMF) are integrated into the services for a whole of service system response.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. Family and domestic violence risk is screened, assessed and responded to in a timely and efficient manner and includes priority responses for those at high risk of serious harm.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. Responsibilities for crisis and high-risk management responses are assigned and achieved using multi-agency case management (MACM).	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service ensures all practitioners are inducted, trained, and supervised to undertake ongoing risk assessment and management, including safety planning with child and adult victim-survivors.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service integrates a consistent approach to recognise and gather critical information and consistent documentation when responding to risk and safety management with victim survivors.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
f. The service supports practitioners to complete training on guided yarning and Social and Emotional Wellbeing (SEWB) framework for culturally safe risk assessment.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 1

Risk and Safety focused

The service engages in continuous and collaborative risk assessment, and safety planning with the victim-survivor.



Standard 1.2

Victim survivor safety and well-being are prioritised and responded to in a timely and effective manner.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies and procedures in place to support victim survivor safety and wellbeing that is prioritised through practice in a timely and effective manner.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. Services operate a "no wrong door policy" and are responsive to victim survivors' needs.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service ensures practitioners provide regular person-centred case management support to enhance the safety and well-being of victim survivors (including children).	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service has policies and procedures in place to provide practitioners with clear expectations on their duty of care, legal and statutory obligations when responding to adult and child victim survivors.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. Practitioners arrange and/or refer victim survivors and their children to safe accommodation when unable to stay at home due to a high risk of serious harm posed by the person using violence.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
f. Processes are in place to support victim survivors to access justice and legal responses to enhance protection from family and domestic violence, if desired.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 1

Risk and Safety focused

The service engages in continuous and collaborative risk assessment, and safety planning with the victim-survivor.



Standard 1.3

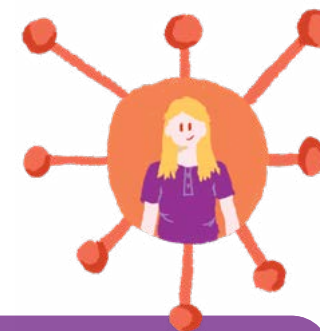
The safety of practitioners and others is prioritised and responded to effectively.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies and procedures for identifying, monitoring, and mitigating potential safety risks and hazards for clients and staff.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service has critical incident response policies and procedures, and practitioners are trained in their response.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service has safety and support mechanisms in place for practitioners that address physical and psychological safety.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service has safety and monitoring systems in place that support practitioner safety in outreach work and geographical/remote areas with limited phone or internet coverage.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service provides safe, private and confidential environments for service users.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 2

Victim-survivor centred and trauma and violence informed

Services are delivered in an environment of trust and collaboration to promote safety, empowerment, and strengths-based approaches.

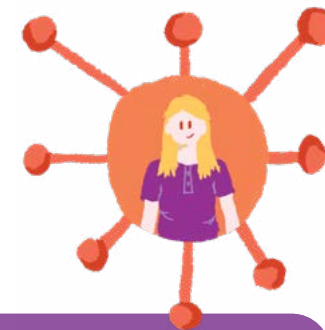


Standard 2.1		Victim-survivors are supported through person-centred and empowerment responses.		
Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies and practice procedures that support a person-centred, empowerment approach.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service ensures practitioners are inducted, trained and supervised to work with victim survivors in a way that respects their autonomy, decision-making and personal empowerment.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. Services have resources available for practitioners to provide information to victim survivors on family and domestic violence risk, drivers and impacts to support their safety, well-being and decision-making when required.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 2

Victim-survivor centred and trauma and violence informed

Services are delivered in an environment of trust and collaboration to promote safety, empowerment, and strengths-based approaches.



Standard 2.2

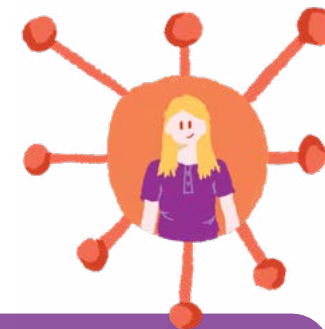
The service partners with victim survivors to ensure they are at the centre of all decisions and receive a flexible and tailored service that meets their needs.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies that promote the rights and responsibilities of victim survivors, i.e. a Client Charter of Rights and Responsibilities.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. Flexible service provision (frequency and duration) is tailored to victim survivors' assessed safety and support needs, which are reviewed regularly as part of risk management practices.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The practitioner reviews case plans with victim survivors regularly and ensures that their decisions and desires remain current, with goal setting centred on their expressed needs.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service has processes to ensure services are tailored for victim survivors who wish to maintain relationships and connections with the person using violence, family, community, culture and pets/ animals.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 2

Victim-survivor centred and trauma and violence informed

Services are delivered in an environment of trust and collaboration to promote safety, empowerment, and strengths-based approaches.



Standard 2.3

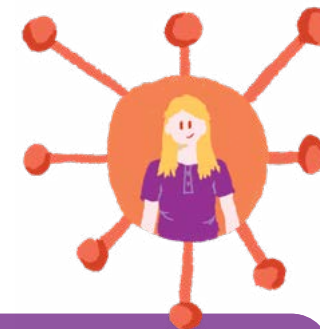
The service commits to being trauma and violence-informed and demonstrates leadership and dedicated support.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service develops and implements trauma-informed frameworks, practices, policies and procedures.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service ensures the physical environment is a welcoming, approachable and appropriately safe space for all victim survivors.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service offers all staff ongoing training and professional development in trauma and violence-informed practice, including culturally safe responses that promote competence and confidence to apply in practice.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service has feedback and quality assurance systems in place to measure the impact of trauma and trauma-informed approaches in practice.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service recognise the impact of cumulative trauma including racism, poverty and systemic violence.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 2

Victim-survivor centred and trauma and violence informed

Services are delivered in an environment of trust and collaboration to promote safety, empowerment, and strengths-based approaches.



Standard 2.4

The service has prevention and intervention strategies in place to address vicarious trauma in the workplace.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies and procedures in place that promote an organisational culture that takes responsibility and steps to protect the wellbeing of all staff, including identifying and minimising psychosocial hazards in the workplace.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service provides training opportunities for practitioners to gain knowledge and skills in recognising and responding to vicarious trauma.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 3

Confidentiality, privacy and information sharing

The confidentiality and privacy rights of victim-survivors are upheld and all information sharing is conducted in line with relevant legislation.



Standard 3.1

The confidentiality and privacy rights of victim-survivors are respected and upheld and they are informed when their right to confidentiality may be limited.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has confidentiality and consent policies and procedures in place that outline confidentiality, extent and limits of confidentiality which supports practitioners to maintain confidentiality and privacy for victim-survivors line with legislative and statutory requirements.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service has privacy policies and procedures that outline how personal information is managed in accordance with relevant legislation and statutory obligations.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. Practitioners inform victim-survivors how their personal information is collected, stored and shared, the extent and limits of confidentiality, and how they can request access and make amendments to personal records held by the service.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. Practitioners maintain confidentiality in all aspects of service delivery and practice, including client data, files and records, which align with organisational policies and legislative requirements.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. Practitioners consider strategies to enhance victim survivors' privacy during service provision in regional, rural and remote areas or with other social or cultural communities and groups where fears regarding confidentiality may exist.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 3

Confidentiality, privacy and information sharing

The confidentiality and privacy rights of victim-survivors are upheld and all information sharing is conducted in line with relevant legislation.



Standard 3.1

Information sharing is guided by legislation, is done with informed consent and contributes to victim-survivor safety, risk, needs assessment and case plans.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies and protocols in place that facilitate information sharing relevant to risk and safety in accordance with the CRARMF and privacy and information-sharing legislation.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service has information sharing and management protocols that respect victim-survivors' autonomy and promote their involvement in decision-making processes, where informed consent is prioritised.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. Practitioners seek victim survivors involvement when it is safe to do so, when intending to do so, or when they have shared personal information without consent due to duty of care or other legal obligations.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. Practitioners receive training on safe and appropriate information sharing to promote the well-being and safety of children and adult victim survivors and assess and manage family and domestic violence risk.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 4

Bringing people who use violence into view

The patterns of coercive and controlling behaviours of the person using violence are made visible to the system.



Standard 4.1

The service commits to being trauma and violence-informed and demonstrates leadership and dedicated support.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service supports practitioner inducted, training and supervision to discuss family and domestic violence with victim survivors in a way that respects their relationship and conveys a person using violence responsibility and accountability.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. Information about the person using violence, including the risks and impacts of their use of family and domestic violence, is documented in client records and shared with victim survivors and other services, guided by service policies and procedures and information sharing legislation.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. Processes are in place to proactively involve victim survivors in decision-making and safety planning for coordinated responses that activate direct interventions with people who use violence.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service has practice guidance that supports practitioners in partner/mother contact roles linked with men's behaviour change programs and/or person using violence response programs, ensure victim survivors are empowered to make decisions on how communications and responses are coordinated, prioritising safety.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service has record keeping processes to record systemic failures to adequately address the person using violence responsibility and accountability to inform advocacy approaches to improve the family and domestic violence response system.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 5

Child and young person focused

Children and young people are recognised as victim-survivors in their own right, with their own unique experiences, risks, protective factors and strengths.



Standard 5.1

The service prioritises children and young people's safety and wellbeing.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. All risk assessment and management processes for children and young people are guided by the CRARMF.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service has policies and procedures for responding to and reporting child and wellbeing, safety and protection concerns and responding to any legal requirements for mandatory reporting in adherence with the Children's and Community Services Act 2004 WA.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service has a Child-Safe Policy and has adopted and applied the National Child Safe Principles across all areas of the organisation.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service has a policy that states seeking consent to share information relating to a child and young person.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 5

Child and young person focused

Children and young people are recognised as victim-survivors in their own right, with their own unique experiences, risks, protective factors and strengths.



Standard 5.2

The service elevates the status of children and young people's interests, rights and views.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies, procedures and practices that support the physical, cultural, social and emotional wellbeing of children and young people.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service supports practitioners training to work sensitively and safely with children and young people.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. Practitioners support the view of children and young people's experiences of family and domestic violence and safety, and wherever possible, provide (in age appropriate ways) information and support them with case goals, plans, safety planning and referral options.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. Practitioners collaborate with partner agencies to ensure referral pathways are available for children and young people who require specialised support.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service ensures trauma-informed processes are built into policy and procedures when addressing children and young people who use family and domestic violence in the home, and appropriate referrals to support services are actioned.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 5

Child and young person focused

Children and young people are recognised as victim-survivors in their own right, with their own unique experiences, risks, protective factors and strengths.



Standard 5.3

The service environment is child-friendly and supports children's participation in decision-making processes.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service ensures that children's and young people's inclusion is championed at all levels of the organisation, from policies to practitioner practice guidance and training.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service provides practitioners with training and practice direction to build positive relationships with children and young people, and their engagement strategies and communication styles are age-appropriate and developmentally appropriate.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service involves children in decision making regarding service design and includes them in formal and informal feedback mechanisms relating to service delivery.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 5

Child and young person focused

Children and young people are recognised as victim-survivors in their own right, with their own unique experiences, risks, protective factors and strengths.



Standard 5.4

The service actively provides support to adult victim-survivors in their parenting role to support children and young people's ongoing safety and well-being.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. Practitioners gain parental consent from the adult victim survivor parent/carer to support children and young people, advocate on their behalf, and provide referrals.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. Practitioners are trained and provided practice directions and guidance to work with adult victim survivor parents/carers to sensitively discuss the impacts of family and domestic violence on children and young people and identify support required to enable ongoing safety and well-being.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. Practitioners have a comprehensive understanding of the impacts of violence on adult victim-survivor parents/carers, including child attachment and capacity to parent effectively and ensure support and referrals are provided.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. Practitioners are trained and supervised to respect and work collaboratively with diverse parent styles, including parents/caregivers from Aboriginal communities, CALD communities, LGBTIQ+ families and parents/caregivers with disabilities.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service has policies and procedures to support and advocate victim-survivors involved in the family law system to promote children's safety, rights and voice.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 6

Aboriginal-led Family Safety Responses

The unique knowledge, strengths, and cultural perspectives of Aboriginal victim-survivors, families and communities are recognised, valued and respected.



Standard 6.1

The service demonstrates respect for Aboriginal people and culture

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The self-determination rights of Aboriginal people are acknowledged and made visible in the service environment, communication materials and public engagements.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. Supporting the goals of the Aboriginal Family Safety Strategy is incorporated into service design and strategic planning.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The provision of culturally safe services for Aboriginal people is regularly reviewed and addressed, using guidance provided by Aboriginal organisations and resources.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. Professional development includes cultural safety training provided by Aboriginal organisations to ensure that responses to family and domestic violence are holistic and trauma-informed to respond effectively to the ongoing impacts of colonisation and intergenerational trauma that exists within Aboriginal communities.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 6

Aboriginal-led Family Safety Responses

The unique knowledge, strengths, and cultural perspectives of Aboriginal victim-survivors, families and communities are recognised, valued and respected.



Standard 6.1

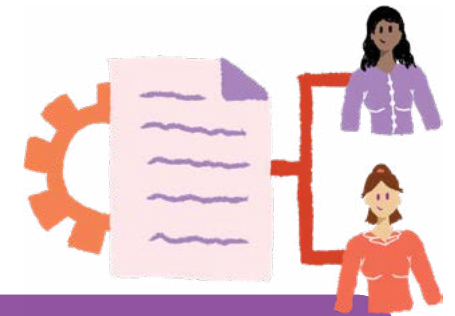
The service is responsive to family violence against Aboriginal people

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. Policies, practice guidance and other relevant documents incorporate the Aboriginal definition of family violence and is used alongside the mainstream/legal definition.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service ensures family violence risk assessment and risk management processes align with CRARMF practice guidance and Aboriginal Family Violence Risk Assessment Tool.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service has built in processes to ensure that all victim survivors are asked if they, and/or their children, identify as Aboriginal and referral options are provided for either mainstream or Aboriginal organisations.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service responds to Aboriginal victim survivors' rights to maintain or restore connections with culture, Country, family, kinship and community networks.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service have partnerships with Aboriginal organisations are developed to inform service design and enable effective referral pathways and coordinated responses for Aboriginal people.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 7

Collaboration and advocacy

Services work alongside other providers to ensure holistic support and to reduce systemic barriers that impact victim-survivors' safety, health and wellbeing.



Standard 7.1

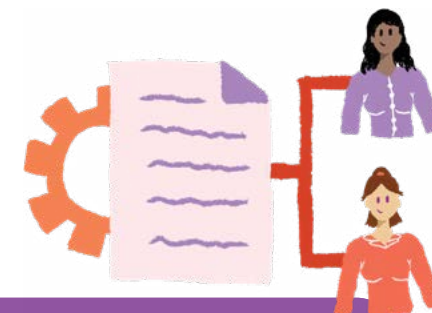
The service collaborates to provide coordinated and integrated multi-agency responses that address family and domestic violence risk and case plan goals.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service commits to working with Family and Domestic Violence Response Teams (FDVRT) agency members and other service providers to participate in Multi-Agency Case Management (MACM) and other shared case management coordination arrangements.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. When multiple service providers are involved in a MACM response, the service takes victim-survivor centred lead role in providing support and case coordination for victim-survivors.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service has practice procedures enforcing shared case management plans that have clear roles and responsibilities for each service provider and are documented and reviewed to ensure outcomes respond appropriately to victim-survivors' safety and support needs.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. Advocacy approaches are used when collaborative responses are not improving safety and wellbeing outcomes for victim-survivors or when other services and systems are not fulfilling their responsibilities.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 7

Collaboration and advocacy

Services work alongside other providers to ensure holistic support and to reduce systemic barriers that impact victim-survivors' safety, health and wellbeing.



Standard 7.2

The service works actively to create professional relationships and alliances with others to create safety and address victim survivor needs.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has practice procedures with referral processes and pathways with generalist and specialist providers including Aboriginal Community Controlled Organisations, refugee and migrant services, women's health services, disability services, mental health and alcohol and other drug services, LGBTIQ+ organisations and sexual assault support services.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service supports practitioners to develop and maintain professional relationships with key stakeholders and relevant service providers in their local area and attend interagency network meetings where appropriate and available.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service has policies and procedures in place to support practitioners to seek secondary consultations from other specialists and support other service providers to enhance their practices to respond to victim-survivors' safety and wellbeing needs.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service has avenues to identify and raise systemic barriers impacting victim-survivors.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service has policies and procedures in place to support external secondary consultations with other agencies and are completed in a timely manner by qualified practitioners within the service.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 8

Equity and Access

Services are inclusive, equitable and accessible to all victim-survivors.



Standard 8.1

The service meets its obligations to prevent discrimination and promote equal opportunity.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service is responsible for preventing discrimination and enabling equitable, inclusive, culturally safe service provision and employment practices are provided in accordance with Federal and State Equal Opportunity and Human Rights Legislation.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service has equity and access policies and procedures to achieve an equitable working and service provision environment.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. If the service limits eligibility criteria or employment practices, evidence requirements are met and meet criteria for an exemption under the Equal Opportunity Act 1984 (WA).	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service clearly communicates any service criteria eligibility and any limitations in service material to the general public through the website and social media.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service provides a minimum response to victims survivors who are ineligible for the service and ensures a referral is facilitated to an appropriate support service.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
f. Staff understand how intersecting identities (e.g. race, gender, disability, sexuality) influence a person's experience of violence and service access.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 8

Equity and Access

Services are inclusive, equitable and accessible to all victim-survivors.



Standard 8.2

The service adopts a whole-of-organisational approach to embed inclusion and equity within service design and practice.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies and procedures or guidelines for working with victim survivors from a diverse range of backgrounds, cultures and experiences, including: → Aboriginal victim survivors → Women and children with disabilities → Culturally linguistically diverse victim survivors (CALD) and faith-diverse communities → Victim survivors living in regional, rural and remote locations → Victim survivors with mental health concerns → Victim survivors who use alcohol and other drugs → Sexuality and gender-diverse clients.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service has policies and procedures in place to support practitioners to respond to diversity when conducting CRARMF risk assessment and risk management processes involving people from diverse communities.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. Practitioners understand the social model of disability and work in partnership with victim survivors with disabilities to address their accessibility requirements and implement flexible responses.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 8

Equity and Access

Services are inclusive, equitable and accessible to all victim-survivors.



Standard 8.3

The service provides strategies for inclusive and accessible communication.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies, procedures, or guidelines for working with interpreters.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. Professional and accredited interpreters are provided to victim survivors from non-English backgrounds and, where practical and available, are engaged in person or by phone.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service has policies and procedures in place to support people with disabilities to be provided with Auslan interpreters or access to communication support professionals to support informed decision-making and to communicate their needs.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 8

Equity and Access

Services are inclusive, equitable and accessible to all victim-survivors.



Standard 8.4

Services provide culturally responsive practice that supports victim-survivors from all cultural backgrounds.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service has policies and practices that reflect culturally responsive approaches to engaging staff and service users.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service delivery design includes consumer participation of clients from diverse backgrounds to ensure inclusive service design and culturally appropriate services.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service leads advocacy, collaboration and cultural community connections to enable access to cultural expertise to enhance culturally responsive service provision.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service supports practitioners to have ongoing access to cultural safety and responsiveness training and other professional development to improve understanding of respectful and culturally sensitive responses to victim survivors from all cultural backgrounds.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 9

Capable and sustainable workforce

Services nurture a knowledgeable, skilled and diverse family and domestic violence sector, ensuring sustainability through prioritising the health, safety and wellbeing of its people.



Standard 9.1

The service is committed to developing the skills, knowledge and capabilities of the specialist family and domestic violence workforce.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The Code of Practice is used to guide the induction and professional development of executives, managers, staff and board members.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The Family and Domestic Violence Workforce Capability Framework is used to create clearly defined and consistent position descriptions and develop career pathways and professional development strategies.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The Family and Domestic Violence Workforce Capability Framework is used to assess whether practitioners have the requisite Domain 1 knowledge and skills prior to working directly with victim-survivors.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. Regular supervision is provided for all practitioners by appropriately qualified senior staff to monitor progress and outcomes of case work, review risk assessments and risk management plans, and undertake reflective practice	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. Managers and executives are supported to engage in supervision and leadership development opportunities.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
f. Regular performance appraisal and professional development planning are provided for all staff and managers.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 9

Capable and sustainable workforce

Services nurture a knowledgeable, skilled and diverse family and domestic violence sector, ensuring sustainability through prioritising the health, safety and wellbeing of its people.



Standard 9.2

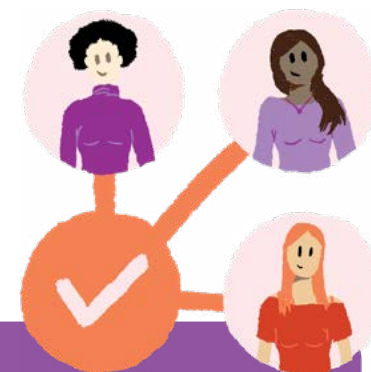
The service is committed to creating a positive, empowering and safe work environment.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. Workplace health and wellbeing strategies are embedded into policies and practice guidance and are implemented to recognise the impacts of responding to family and domestic violence and working within the context of structural oppression and social injustice.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service supports a culture of mutual respect, teamwork and recognition of individual and collective achievements is fostered across the service.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service supports practitioners to participate in opportunities that connect their everyday work to broader family and domestic violence advocacy and social change campaigns.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service monitors workload and stress to prevent burnout and vicarious trauma.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service monitors workload and stress to prevent burnout and vicarious trauma.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
f. The service fosters positive and empowering working relationships between all staff and promotes interaction with local and broader social change projects.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 10

Governance, Leadership and Accountability

Services provide quality governance and leadership that is accountable to victim-survivors and advocates for systemic and social change.



Standard 10.1

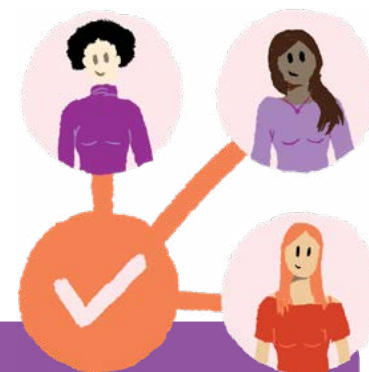
Governance structures ensure a specialist family and domestic violence response for victim-survivors, including culturally safe responses for Aboriginal people

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. A commitment to the Code of Practice is implemented throughout the service's organisational systems (e.g. governance, values, strategic planning, policies, workforce development).	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service has a stakeholder governance framework that incorporates the voices of victim-survivors, including Aboriginal people, in governance processes, strategic decision-making, service design and delivery, continuous quality improvement activities, service reviews and advisory roles.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service has organisational risk management systems are implemented to identify, mitigate and review potential risks to quality and sustainable service provision, including systemic racism and barriers faced by Aboriginal communities.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The services governance protocols reflect culturally safe practices and embed principles of Aboriginal self-determination.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. Policies and practices are reviewed and adapted based on feedback from Aboriginal communities, clients and staff.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 10

Governance, Leadership and Accountability

Services provide quality governance and leadership that is accountable to victim-survivors and advocates for systemic and social change.



Standard 10.2

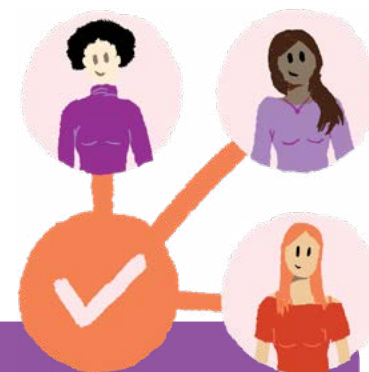
The service is committed to providing high-quality services to victim-survivors.

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service design is informed by an evidence-based understanding of family and domestic violence, gendered analysis, an intersectional framework and person-centred approaches.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service is committed to maintaining the distinct role of specialist family and domestic violence services and practitioners as dedicated advocates working for the rights and interests of victim-survivors of family and domestic violence.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service is committed to building the family and domestic violence evidence base through quality data collection, and contributing to relevant and ethical research initiatives, where possible.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. Aboriginal people co-design measures of success and participate in reviewing quality improvement initiatives.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Principle 10

Governance, Leadership and Accountability

Services provide quality governance and leadership that is accountable to victim-survivors and advocates for systemic and social change.



Standard 10.3

The service provides leadership and advocacy for systemic social and cultural change

Indicator	Self-Assessment PLEASE SELECT	Your evidence	Action Plan for addressing the gaps	Timeframe
a. The service participates in regional partnerships, peak body and Aboriginal-led networks and advisory committees (as required) to inform improvements to the specialist family and domestic violence response system.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
b. The service engages with credible evidence and expertise to advocate for systemic, policy and legislative changes that benefit the safety of victim-survivors, promote Aboriginal self-determination and culturally safe responses, and accountability of person using violence.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
c. The service contributes to coalitions, campaigns and media opportunities to advocate for victim-survivor rights and accountability of the person using violence.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
d. The service contributes to family and domestic violence prevention and early intervention strategies by promoting an understanding of the family and domestic violence evidence base and the gendered and intersectional drivers of family and domestic violence.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			
e. The service champions cultural safety and actively contributes to leadership and advocacy with Aboriginal partners.	☐ Fully met ☐ Partially met ☐ Not met ☐ Not applicable			

Additional notes:



CENTRE FOR
Women's Safety
and Wellbeing



Government of **Western Australia**
Department of **Communities**

