

Sexual Violence and Women's Support Services

Investment Specification

Version: 2.0

Date: Effective 1 July 2021



**Queensland
Government**

Contents

1	INTRODUCTION	4
1.1	PURPOSE OF THE INVESTMENT SPECIFICATION	4
2	FUNDING INTENT	4
2.1	CONTEXT	5
3	INVESTMENT LOGIC	7
4	SERVICE DELIVERY OVERVIEW	8
4.1	DESCRIPTION OF SERVICE TYPES	8
5	SERVICE DELIVERY REQUIREMENTS FOR ALL SERVICES	9
5.1	GENERAL INFORMATION FOR ALL SERVICES	9
5.1.1	<i>Requirements for all services</i>	9
5.1.2	<i>Considerations for all services</i>	9
6	SERVICE DELIVERY REQUIREMENTS FOR SPECIFIC SERVICE USERS	10
6.1	ADULTS AND YOUNG PEOPLE WHO HAVE BEEN AFFECTED BY SEXUAL VIOLENCE (U1199)	10
6.1.1	<i>Requirements – Adults and young people aged 15 years and older who have been affected by sexual violence</i>	10
6.1.2	<i>Requirements – Young people aged 12-14 years who have been affected by sexual violence</i>	10
6.1.3	<i>Considerations – Adults and young people aged 12 years and older who have been affected by sexual violence</i>	10
6.2	WOMEN WHO REQUIRE ASSISTANCE TO ACHIEVE BETTER HEALTH AND WELLBEING (U1198)	11
6.2.1	<i>Requirements – Women who require assistance to achieve better health and wellbeing</i>	11
6.2.2	<i>Considerations – Women who require assistance to achieve better health and wellbeing</i>	11
6.3	INDIVIDUALS, GOVERNMENT AND NON-GOVERNMENT SERVICE PROVIDERS WHO WOULD BENEFIT FROM GREATER KNOWLEDGE AND AWARENESS OF GENDER-BASED VIOLENCE, HEALTH AND WELLBEING ISSUES (U1197)	11
6.3.1	<i>Requirements – Individuals, government and non-government service providers who would benefit from greater knowledge and awareness of gender-based violence, health and wellbeing issues</i>	12
6.3.2	<i>Considerations – Individuals, government and non-government service providers who would benefit from greater knowledge and awareness of gender-based violence, health and wellbeing issues</i>	12
6.4	PEOPLE WHO IDENTIFY WITH AND/OR SHARE A SIMILAR INTEREST OR ISSUE WITH OTHERS (U4190)	12
6.4.1	<i>Requirements</i>	12
6.4.2	<i>Considerations</i>	12
7	SERVICE DELIVERY REQUIREMENTS FOR SPECIFIC SERVICE TYPES	12
7.1	SUPPORT SERVICES	12
7.1.1	<i>Requirements – All support services</i>	13
7.2	SUPPORT – SEXUAL VIOLENCE COUNSELLING (T701)	14
7.2.1	<i>Requirements – Sexual violence counselling</i>	14
7.2.2	<i>Requirements – Sexual violence counselling (statewide telephone services)</i>	15
7.2.3	<i>Considerations – Sexual violence counselling</i>	15

7.3	SUPPORT – WOMEN’S HEALTH AND WELLBEING SUPPORT (T702).....	15
7.3.1	<i>Requirements – Women’s health and wellbeing support</i>	16
7.3.2	<i>Requirements – Women’s health and wellbeing – statewide telephone services (counselling, information and referral services)</i>	16
7.3.3	<i>Considerations – Women’s health and wellbeing support</i>	16
7.4	SYSTEM SUPPORT – PREVENTION, CAPACITY BUILDING AND AWARENESS RAISING (T703)	17
7.4.1	<i>Requirements – Prevention, capacity building and awareness raising</i>	17
7.4.2	<i>Considerations – Prevention, capacity building and awareness raising</i>	17
7.5	ACCESS — EVENTS (T102).....	17
7.5.1	<i>Requirements — Events</i>	17
7.5.2	<i>Considerations — Events</i>	18
8	SERVICE MODES	18
8.1	CENTRE-BASED	18
8.2	MOBILE	18
8.3	VIRTUAL.....	18
9	DELIVERABLES AND PERFORMANCE MEASURES	19
10	CONTACT INFORMATION	26
11	OTHER FUNDING AND SUPPORTING DOCUMENTS	26
	REPORT TEMPLATE – SEXUAL VIOLENCE COUNSELLING (CASE STUDY) (T701)	27
	REPORT TEMPLATE– SEXUAL VIOLENCE TELEPHONE SERVICES (T701)	28
	REPORT TEMPLATE – INFORMATION AND REFERRAL SERVICES (T702 – STATEWIDE SERVICES ONLY)	29
	REPORT TEMPLATE– PREVENTION, CAPACITY BUILDING AND AWARENESS RAISING (T703)	30
	REPORT – ACTIVITY/EVENTS	32

1 Introduction

In line with the strategic priorities of the Department of Justice and Attorney-General (the department), Sexual Violence and Women’s Support Services have been designated as a specific funding area. This funding area targets services to Queenslanders affected by sexual violence, assisting them to recover from their experiences. The funding area also supports delivery of services to women who need assistance to achieve better health and wellbeing.

Services within scope of the Sexual Violence and Women’s Support Services Investment Specification:

- Sexual Violence Support Services – includes services funded by the department to deliver responses to people (and their key supports) who have been affected by sexual violence at any time in their lives
- Women’s Support Services – includes services funded by the department to support the health and wellbeing needs of women promoting their social and economic participation and independence, particularly those who have been impacted by gender-based violence.

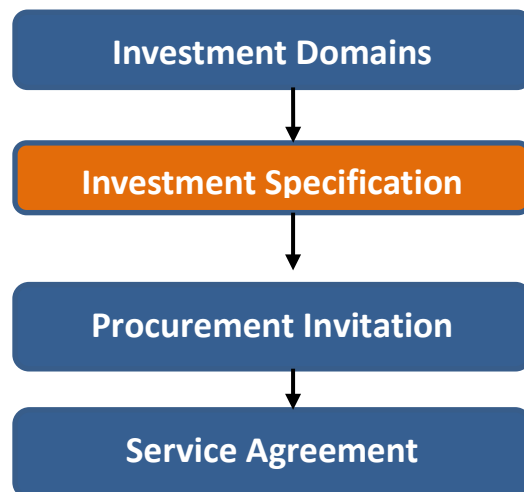
1.1 Purpose of the investment specification

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 Sexual Violence and Women’s Support Services funding area.

This investment specification is a guide for service delivery for the Sexual Violence and Women’s Support Services 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 at the right time.

Investment specifications form part of a hierarchy of funding documents produced by 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



The department’s funding documents underpin the business relationship between the department and the funded service provider. 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.

2 Funding intent

The intent of investment provided under this specification is to provide:

- timely and quality support to people affected by sexual violence
- a range of supports that contribute to the health and wellbeing of women, with a focus on assisting women who have been affected by gender-based violence
- capacity building with individuals, non-government and government organisations so they better respond to sexual violence and gender-based health and wellbeing issues.

The department's investment approach is to provide a contemporary, consistent and sustainable approach to service delivery from investment through to outcomes.

In line with this approach, investment under the Sexual Violence and Women's Support Services funding area contributes to the following outcomes:

- improved recovery and quality of life for survivors of sexual violence
- improved health and wellbeing and increased social connectedness
- increased access to information and support, including when experiencing an unplanned pregnancy
- increased economic independence and financial security
- increased feelings of safety from sexual violence and other forms of gender-based violence
- increased personal power and reduced risk of re-traumatisation for survivors of gender-based violence
- increased understanding of the impacts of trauma associated with sexual violence and other forms of gender-based violence
- increased public awareness about sexual violence including available support services
- increased public awareness about gender-based health, social and wellbeing issues.

2.1 Context

The Sexual Violence and Women's Support Services Investment Specification is strongly connected to the Domestic and Family Violence Support Services Investment Specification, in acknowledgement that the issues of domestic and family violence, sexual violence and women's health and wellbeing are often interconnected.

As the overwhelming majority of victims of sexual violence and domestic and family violence are women, these specifications primarily focus on supports for women and young women. This does not, however, deny the incidence or existence of sexual violence or domestic and family violence perpetrated against men or by women, nor diminish the impact that sexual violence and domestic violence has on all members of the community.

Key definitions in these specifications include:

- gender-based violence – violence that is directed against a woman because she is a woman or that affects women disproportionately
- sexual violence – a continuum of behaviour which includes any unwanted sexual behaviour towards another person that can make them feel uncomfortable, harassed or afraid. Sexual violence includes unwanted touching or remarks, child sexual abuse and incest, sexual harassment and image based abuse, sexual assault, rape with physical violence, technology facilitated abuse, intimate partner sexual violence and any other coerced sexual activity
- domestic and family violence – an ongoing pattern of behaviours that are used to assert power and control and instil fear over another person. It can include physical and sexual violence, emotional and verbal abuse, threats and intimidation, property damage, stalking, image based abuse, financial abuse, controlling a person's social and spiritual network and other behaviour that violates the rights and freedoms of another person
- women – refers to all people who identify as a woman, including intersex and gender diverse women. Sex is the biological and physiological characteristics of males and females. Gender is the socially constructed characteristics of what is defined as men and women
- gendered analysis acknowledges issues can affect women differently to men which leads to social and economic inequity for women.

Sexual Violence Support Services

Sexual violence is a significant social issue that has an emotional, physical, financial and social cost to those directly affected by sexual violence, their friends and families, and, the broader community. The Queensland Government promotes an integrated approach to assisting people affected by sexual violence. The department contributes to this response by investing in community-based sexual violence support services.

Sexual violence responses funded by the department intervene across the service continuum and include prevention, early intervention, crisis and recovery responses. The nature of the support provided by sexual violence support services is partly informed by local service system arrangements that give regard to the role and responsibilities of other government and non-government service provider roles in the location services are delivered.

The department acknowledges that sexual violence is primarily perpetrated against women by men and that the safety of women is directly related to gender inequality and attitudes towards women in our

community. Accordingly, the service providers also deliver prevention and early intervention activities targeting people at higher risk of experiencing sexual violence because of these broader social issues. These groups include, but are not limited to, Aboriginal and Torres Strait Islander peoples, young people, older women, sex and gender diverse women, women from culturally and linguistically diverse backgrounds, people with disability, and criminalised women. Prevention and early intervention activities should also be driven by the specific needs of Service User groups, for example developmental needs when working with young people.

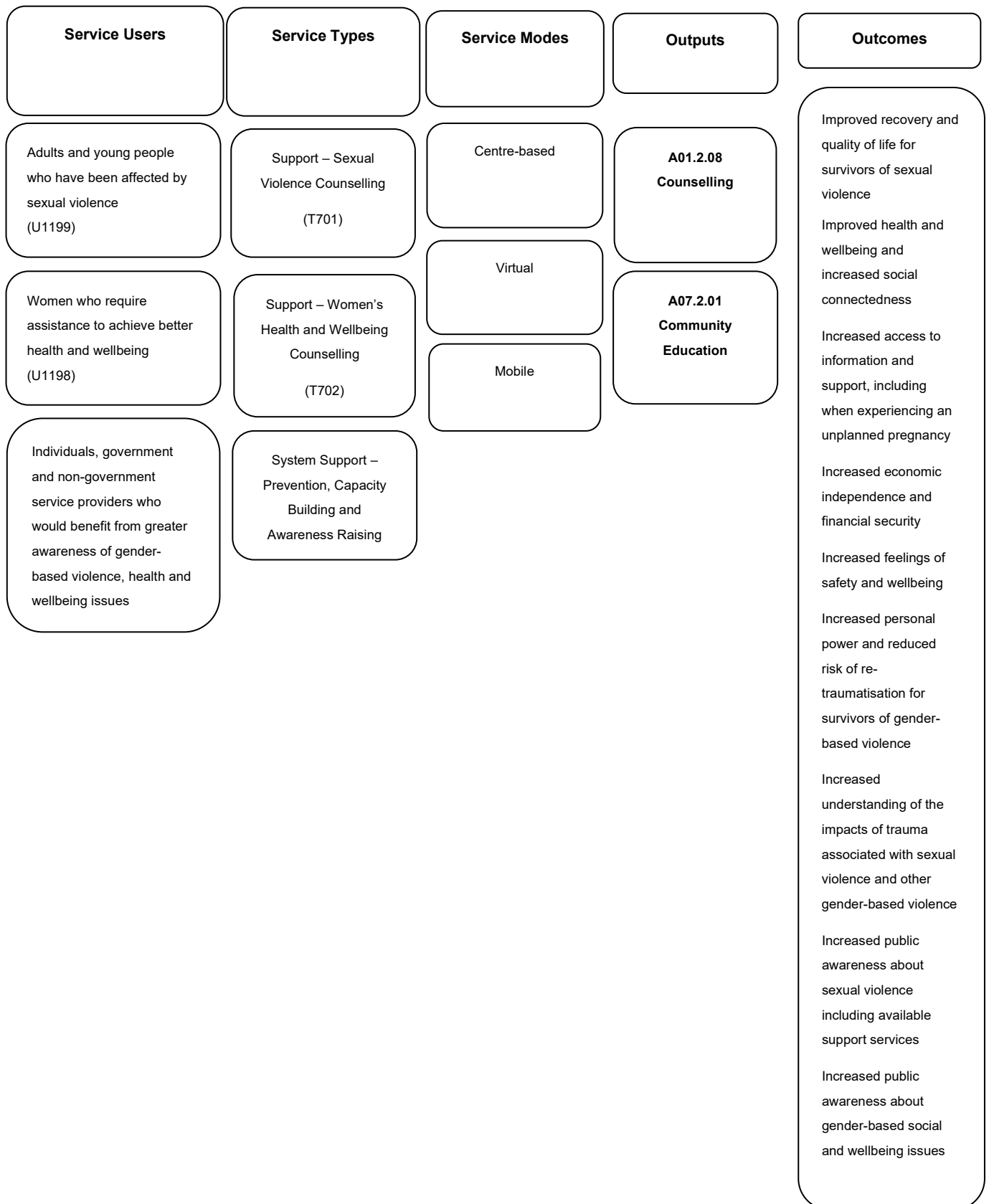
Community-based sexual violence support services primarily provide support to women and young women, with varying levels of support provided to men and young men who have experienced sexual violence. At a minimum this must include information and referral over the telephone, with due consideration of risk level and support needs.

Women's Health and Wellbeing Support Services

The Queensland Government is committed to improving the quality of life of women in Queensland. The department provides investment in health and wellbeing services that support women with gender-based health issues across their lifespan in a holistic way to enhance their wellbeing and support their social and economic participation.

Investment in health and wellbeing services is also focused on addressing the health and wellbeing impacts related to domestic, family and sexual violence, which may lead to an increased risk of depression, anxiety, post-traumatic stress disorders, and substance use disorders, reduced self-confidence and social isolation. This support assists women with their emerging and ongoing safety and wellbeing needs, associated with recovery from domestic, family and sexual violence (and other forms of gender-based violence).

3 Investment logic



4 Service delivery overview

The table below provides an overview of the Service Users and service delivery types within the Sexual Violence and Women’s Support Services 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 and young people aged 12 years and above who have been affected by sexual violence (U1199)	Support – Sexual Violence Counselling (T701)
Women and young women who require assistance to achieve better health and wellbeing (U1198)	Support – Women’s Health and Wellbeing Support (T702)
Individuals, government and non-government service providers who would benefit from greater awareness of gender-based violence, health and wellbeing and issues (U1197)	System Support – Prevention, Capacity Building and Awareness Raising (T703)
People who identify with and/or share a similar interest or issue with others (U4190)	Access – Events (T102)

4.1 Description of service types

Support services

Support services improve the capability, resilience, and safety of vulnerable Queenslanders, and deliver a range of responses to support Service Users. The service types in Sections 7.1 to 7.5 provide details of the range of supports provided to Service Users under the Sexual Violence and Women’s Support Services funding area.

System support

System support services target individuals and professionals (both government and non-government), to improve their awareness and capacity to respond to people affected by violence, improve their safety and wellbeing and promote service accessibility and responsiveness.

These services support the capacity of the service system to deliver quality, integrated, evidence-based service responses to people affected by gender-based violence or other gender-based issues which impact on the safety and wellbeing of women.

System support includes a range of activities centred on raising awareness and improving capability, both for individual agencies and collectively as a service system, to deliver quality responses.

In addition to building the capacity of professionals and the broader service system, services in this investment specification will also target people at higher risk of a social issue or harm, to provide prevention and early intervention responses (such as information, education, advice and referral) to prevent these issues from developing or becoming more severe over time. This emphasis acknowledges the importance of prevention in promoting safety and activities aimed at changing the attitudes that perpetuate gender-based violence in our community.

The emphasis on capacity building efforts under this service type (i.e. whether the focus is on service users at higher risk, or on particular professionals) is determined at the local level and will be driven by the prevention and early intervention needs of local service users and the capacity building needs of the local service system. The emphasis of this service delivery may shift between reporting periods.

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 that are funded under Sexual Violence and Women's Support Services must comply with the relevant statements under the headings of 'Requirements' as specified in the Service Agreement. Services should also have regard to the relevant best practice statements and guidance provided under the headings of '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.

Funded organisations should also give regard to any details outlined in Section 6.1 of their Service Agreement with the department, which outlines any local requirements of funding, including any specific variances to target groups.

5.1.1 Requirements for all services

- All services must prioritise the safety of Service Users through ongoing safety and risk assessments.
- All services must operate from a gendered analysis, in acknowledgement that sexual violence and domestic and family violence is primarily perpetrated against women by men. This approach acknowledges that gender-based violence has ongoing impacts on a woman's (and her children's) health and wellbeing.
- All 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
 - services must develop processes for managing Service Users with challenging behaviours and avoid exclusion (within a risk management framework).
- Where an organisation is unable to provide services to a person due to ineligibility or lack of capacity (for example, if an organisation provides services only to women), processes must be in place to provide an initial response and refer the person to an appropriate alternative service, giving regard to any risk factors that place the service user at risk of harm.
- Staff are to be appropriately trained, culturally competent and have the appropriate skills to meet the complex needs of the service's specific target groups.
- Mechanisms must be in place to allow meaningful Service User participation in service planning, design and evaluation.
- Strategies are to be developed and regularly applied to assess effectiveness and cultural appropriateness of the service delivery model.

Services **out of scope:**

- Recreation and/or leisure activities that are unrelated to the objectives of the funded service type.

5.1.2 Considerations for all services

- All organisations should engage with Aboriginal and Torres Strait Islander service providers and key community members where possible, with the aim of building capacity of the service to provide culturally appropriate support to Aboriginal and Torres Strait Islander peoples affected by sexual violence and domestic and family violence.
- Services should consider client service delivery hours and approaches that will enable service users to access support services outside standard business hours where appropriate, for example after school/work hours.
- Services should demonstrate a high level of coordination with other services and agencies (e.g. health services, legal services, domestic and family violence, drug and alcohol, Queensland Police Service, Child Safety) that also provide immediate and ongoing support or responses to service users.

6 Service delivery requirements for specific Service Users

6.1 Adults and young people who have been affected by sexual violence (U1199)

Definition

Adults and young people who have experienced sexual violence at any time in their lives.

Purpose of funding

To provide immediate and ongoing trauma-informed support to people (and their families) who have been affected by sexual violence at any time in their lives, and provide a range of activities centred on raising awareness and increasing the capacity of the service system to deliver quality responses that support the recovery and empowerment of survivors of sexual violence.

6.1.1 Requirements – Adults and young people aged 15 years and older who have been affected by sexual violence

- Sexual violence counselling is provided to Service Users who have been affected by sexual violence either recently, or at any time in their lives. This includes Service Users who have been affected by childhood sexual abuse or more recent sexual violence.
- Services must adhere to the principles and guidance articulated in the [Queensland Government Interagency Guidelines for Responding to People who have Experienced Sexual Assault](#) and any addenda or updates of this document.
- Organisations providing women/girl-only responses must provide information and supported referrals to men and young men who contact the service seeking assistance with sexual violence. At a minimum this must include information and referral over the telephone.

6.1.2 Requirements – Young people aged 12-14 years who have been affected by sexual violence

- Services must adhere to the requirements at 6.1.1
- Services will need to ensure that responses are developmentally appropriate for young people in the lower age group.

6.1.3 Considerations – Adults and young people aged 12 years and older who have been affected by sexual violence

- Services are to be provided in a holistic manner which includes providing information and support to key family and informal social support people who will assist the Service User. Service Users may include family and people with close relationships to a person affected by sexual violence service responses will assist them to provide care and supports to help the person effected so they feel supported in their home and community.
- Services are encouraged to use the National Association of Services Against Sexual Violence [National Standards of Practice Manual for services against sexual violence 2nd Edition](#) and any addenda or updates of this document for practice guidance in responding to sexual assault.
- When supporting women who are also affected by domestic and family violence services may assess and respond to the safety needs of Service Users, including any accompanying children and give regard to the relevant service or practice standards as prescribed by the department.
- Services providing responses to young people will need to consider providing appropriate support to young men (e.g. providing outreach support to young men may be safe and more appropriate than centre based support).

6.2 Women who require assistance to achieve better health and wellbeing (U1198)

Definition

Women and young women who are experiencing vulnerability and require assistance to achieve better health and wellbeing.

Purpose of funding

To provide trauma informed support and counselling to women across a range of domains which can impact on their health and wellbeing, including, physical and mental health, housing, employment, education and economic security, so they can achieve a better quality of life. Services are prioritised to women who are at risk of, and/or recovering from experiences of gender-based violence.

6.2.1 Requirements – Women who require assistance to achieve better health and wellbeing

- Services are required to develop protocols with crisis domestic and family violence services and sexual violence services as one pathway into the service for women who need post-crisis or longer term support. These pathways should also support referrals outwards for women who disclose domestic and family violence and/or sexual violence and need immediate crisis support.

6.2.2 Considerations – Women who require assistance to achieve better health and wellbeing

- Responses for this Service User type are focused on prevention, early intervention and recovery. These services **are not considered crisis** domestic and family violence services. If a crisis response is required it is expected that service providers will prioritise the immediate safety needs of the service user and facilitate a supported referral to a local domestic and family service or to DVConnect Womensline for crisis intervention support where this is possible. The crisis needs of the service user will remain the responsibility of the crisis service with the women's support service responsible for providing ongoing post-crisis support.
- When supporting women who are experiencing domestic and family violence, services should give regard to the relevant service or practice standards prescribed by the department.

6.3 Individuals, government and non-government service providers who would benefit from greater knowledge and awareness of gender-based violence, health and wellbeing issues (U1197)

Definition

Individuals who would benefit from participating in prevention and awareness raising activities and/or groups, government and non-government service providers with an interest in the prevention of, or responses to, gender-based violence, health and wellbeing issues.

Purpose of funding

Services provide targeted prevention activities to people who may experience risks to their safety and/or health and wellbeing to enhance their safety through increasing awareness and empowering individuals to make informed choices.

Services also work strategically to support the provision of quality, evidence-informed responses to gender-based violence, health and wellbeing issues to government and non-government service providers.

Examples of government and non-government service providers who may be Service Users include: General Practitioners, health workers, youth workers, students, Queensland Police Service, courts, Queensland Corrective Services, Child Safety, local service systems, researchers, and community-based support services.

6.3.1 Requirements – Individuals, government and non-government service providers who would benefit from greater knowledge and awareness of gender-based violence, health and wellbeing issues

- Services must deliver targeted prevention activities and support to those who are disproportionately affected by, or at risk of, gender-based violence and any subsequent health and wellbeing issues. This includes but is not limited to Aboriginal and Torres Strait Islander women, young women, older women, sex and gender diverse women, women from culturally and linguistically diverse backgrounds, women with disability, and criminalised women.
- Services must focus on issues and activities not generally provided by other government or non-government agencies in a local area. Activities should complement and not duplicate the work of other agencies.
- Services must work with other government and non-government service providers to improve client experiences 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 gender-based violence at a systems level, and providing the information or resources required to improve local, integrated, evidence-based service delivery responses.

6.3.2 Considerations – Individuals, government and non-government service providers who would benefit from greater knowledge and awareness of gender-based violence, health and wellbeing issues

- Services should consider the specific needs of their local community in planning for prevention, capacity building and awareness raising activities. Regular local consultation may be a tool used to ensure that activities are suitably targeted.

6.4 People who identify with and/or share a similar interest or issue with others (U4190)

Definition

People who share a similar interest or issue with others.

Purpose of funding

Provide activities that promote greater public awareness of social issues, and enhance the capacity of individuals and groups for participation, independence and interdependence within the community and for improving the social environment of the community or community interests.

6.4.1 Requirements

Nil.

6.4.2 Considerations

Nil.

7 Service delivery requirements for specific service types

7.1 Support services

All service types provide information, advice and/or referral to Service Users about the range of services available to them based on assessment of their needs. Services must be proficient in DFV risk assessment and safety planning and provide advice regarding the Service User's safety, and actively support their referral to other relevant services. Information may also be provided through community events, during prevention activities or at outreach to various government and non-government organisations.

Some Service Users may be clear about the type of information they require. Other Service Users may need assistance to identify the services and responses suitable to their needs. Services must undertake a preliminary needs and risk assessment with all Service Users with consideration of the level of risk a Service User may face.

Preliminary needs assessment is intended to:

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

Services should remain contemporary in their service delivery approach, giving regard to the engagement preferences of Service Users across virtual, mobile and centre-based modalities.

7.1.1 Requirements – All support services

All support services delivered under the Sexual Violence and Women's Support Services funding area take a holistic approach to service delivery which includes the provision of information and referral, counselling, group work, practical assistance and planned support/case management as part of the overall support approach.

Support services must provide culturally appropriate models and modes of service delivery that support Aboriginal and Torres Strait Islander Service Users and gives regard to cultural healing (including connections to family, country and kin) as part of the support provided.

All services must consider the language, communication and developmental needs of Service Users and their capacity to understand and give informed consent to interventions and tailor their responses accordingly. This includes providing age-appropriate responses and facilitating referrals to child-specific service responses where required.

Providing information

Regardless of the length of the support provided, all Service Users must be provided with information, advice and/or referral which is timely, accurate and reflective of good practice and contemporary evidence for the service delivery area for which the service is funded.

In order for information to be understood by Service Users, information may need to be provided in different ways. Some information may be given verbally, while other information may need to be presented as printed material or electronically as an online resource. Services **must provide access to appropriately qualified interpreters and translators** to Service Users who request or have been assessed as requiring language assistance. Services must be delivered in accordance with the [Queensland Government Language Services Guidelines](#).

Referral processes

Support services must actively refer Service Users to appropriate supports as identified in their support plan to meet the needs of Service Users in a holistic way. Workers must develop and maintain a contemporary working knowledge of their local service system and relevant referral pathways.

With the consent of the Service User, an assisted referral is intended to actively link Service Users to appropriate services. An assisted referral includes:

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

To ensure consistent and successful referral processes, it is recommended that support services have formalised protocols and arrangements in place at the local level.

Case management and wrap-around support

While there are many terms for describing case management, within the context of support services funded under this investment specification (including counselling), a case management approach incorporates identification, assessment and planning for meeting the Service User's support needs (including ongoing safety and risk assessment), provision of practical and emotional support and the coordination of access to a range of other required services.

Effective case management may involve working closely with other service providers (with Service User consent) to meet identified support needs, share information – including around risk and shared or joint case management where appropriate.

All support services must be delivered within a framework that supports a collaborative, person-centred process aimed at empowering and working with Service Users to effectively meet their individual needs.

A case management approach recognises that the frequency of contact with Service Users will fluctuate in line with the intensity of their support needs, and their capacity to access support.

The duration of case management can vary and is dependent on the nature of the Service User's presenting needs, level of risk, and the Service User's motivation and capacity to access support. While support services provided under the Sexual Violence and Women's Support Services funding area are not time-limited, service providers should have prioritisation and waitlist procedures in place to ensure that Service Users can access support as quickly as possible. Where waitlisting is required, this should be actively managed through ongoing contact with the Service User to monitor and address any changes to their safety and wellbeing.

7.2 Support – Sexual violence counselling (T701)

Sexual violence counselling

Sexual violence counselling is a trauma-informed process which is respectful and reassuring and assists people who have been sexually assaulted to recover from their experiences. Sexual violence counselling and support is provided through culturally appropriate client-centred approaches which emphasise healing, recovery and empowerment.

A range of different counselling approaches and techniques can be utilised depending upon the target group, cultural needs and the nature and complexity of a person's identified issues, including individual and therapeutic group processes. Generally, the counselling process enables Service Users to: talk about the impact of sexual violence on their lives; explore thoughts and feelings at their own pace; and, to examine options and strategies for coping with and addressing issues they may be facing.

During initial counselling intake, the safety needs of the Service User will be assessed and urgent needs prioritised.

As outlined in section 7.1.1, sexual violence support services may include the provision of practical assistance, planned support/case management activities and other wrap around assistance, such as sexual health referral as required by the Service User.

Sexual violence counselling support may be provided in a range of contexts such as pre-arranged counselling sessions in a safe place, or in outreach environments, for example, during Service User's interactions with Police and the justice system. It includes supporting Service Users who have been sexually assaulted through court processes (where this is appropriate).

To promote quality responses to Service Users in a local area, services comply with relevant cross-agency protocols and service delivery arrangements. These local arrangements facilitate and coordinate appropriate and consistent responses to victims and their families, including appropriate responses for Service Users who have been recently assaulted and/or are in high risk situations.

Capacity building with individuals, professionals, government and non-government service providers is captured under service type T703 at Section 7.4.

7.2.1 Requirements – Sexual violence counselling

- Service providers are required to participate in local level networks of government and non-government agencies to contribute to a collaborative response to people who have experienced sexual violence.
- Services must deliver individual or group counselling and support that is trauma informed and culturally responsive.
- It is expected that professionals providing sexual violence counselling will have relevant formal qualifications and/or experience in delivering specialist sexual violence counselling responses using trauma-informed approaches.
- Services must actively maintain currency of knowledge in relation to legislative, policy and operational matters related to sexual violence to ensure the information provided to Service Users is relevant and up to date.
- Services must have a clear service model and ensure their practice remains contemporary and evidence informed and reflects good practice in responding to sexual violence.

- Services must apply a consistent and comprehensive approach to assessing service user's needs which considers developmental needs.
- Services are to respond to local need and be tailored to ensure local service access issues are addressed (such as providing telephone or, online counselling appointments for Service Users who can't access centre-based services).

7.2.2 Requirements – Sexual violence counselling (statewide telephone services)

- In addition to the requirements in Section 7.4.1, telephone services must also provide free and confidential statewide telephone information, advice, counselling, support and referral to people affected by sexual violence, including victims (all genders including young people) and anyone concerned about someone who may have been affected by sexual violence.
- Telephone services are to be available at a minimum from 7:30am to 11:30pm, 7 days per week. Outside these hours, phone calls should be directed to emergency numbers and provide information about what action to take if a Service User has been recently assaulted.
- The telephone service should include:
 - An immediate response to those recently affected by sexual violence which assesses the person's immediate physical and emotional safety, recognising the trauma associated with sexual violence. This may include: emotional support; practical advice about forensic and medical examination; emergency contraception and unplanned pregnancy options; local supports; and, the process for reporting violence to Police.
 - Counselling and referral for those affected by historic sexual assault and abuse.
 - Information, advice and referral to others seeking information about sexual violence, including how to help someone experiencing violence or abuse.
 - Information for other service professionals – including, information and advice to government and non-government agencies working with people affected by sexual violence.
- Funded organisations must work collaboratively with centre-based services including specialist sexual violence services, specialist domestic and family violence services, homelessness and other support services to meet the ongoing support needs of Service Users accessing telephone support.
- The telephone service must ensure timely responses to requests for advice and assistance. Those affected by recent sexual assault must be supported with advice as soon as practical, including Service Users who leave messages with the service for follow-up.

7.2.3 Considerations – Sexual violence counselling

- Services should work collaboratively with the service user's support systems, including family, friends and other Government and non-government agencies promoting wrap around support for the service user.
- Sexual violence counselling support may include the following elements (this will vary in accordance with the needs of the Service User):
 - trust and rapport building
 - assessing needs and the level of care required
 - safety/protection issues and risk assessment
 - identifying cultural needs
 - providing information, education and referral
 - understanding the issues related to the assault/abuse and the impact of sexual violence
 - building self-esteem and promoting empowerment and independence
 - practical support and assistance to achieve case plan goals
 - providing information about legal processes
 - coordination with other agencies providing support to the Service User.

7.3 Support – Women's health and wellbeing support (T702)

Women's health and wellbeing support services provide trauma informed support and counselling to women to achieve better wellbeing. This service type recognises the impact of women's experience of violence and trauma on their health and wellbeing, prioritising supports for women with experiences of domestic and family violence, and other forms of gender-based violence.

7.3.1 Requirements – Women’s health and wellbeing support

- Services must proactively prioritise service delivery to women who have experienced gender-based violence, or are at heightened risk of vulnerability.
- Services must deliver individual or group counselling and support that is trauma informed and culturally responsive.
- It is expected that professionals providing counselling will have relevant formal qualifications and/or experience in delivering specialist counselling responses using trauma-informed approaches.
- Services must demonstrate a high level of collaboration with other human services and agencies, adapting a service navigator role to provide wrap-around services including support to access health; housing; employment and education; financial support; and assistance with managing family relationships; mental health and drug and alcohol issues, which will assist to meet the long term needs of the service users and support their ongoing journey from crisis to recovery.
- Services provided must focus on delivering outcomes which improve the quality of life of women across the range of life domains which support their wellbeing.
- Services **out of scope:**

Services should not replicate clinical health services provided elsewhere in the service system. However, they may use strategies to increase women’s access to these services such as providing spaces for other health professionals to provide visiting services.

7.3.2 Requirements – Women’s health and wellbeing – statewide telephone services (counselling, information and referral services)

- Services must provide free and confidential statewide telephone information, counselling, support and referral to women (and their support people) and face to face support where appropriate.
- Services must provide non-judgemental, evidence-based information and support to Service Users so they can make their own informed decisions relevant to their unique circumstances.
- Information provision activities must be flexible but targeted to the needs of the Service User and may include provision of online resources, information and education sessions.
- Services providing unplanned pregnancy information, advice and referral must:
 - improve women’s access to unbiased information on all of their options following an unplanned pregnancy
 - provide information and support to improve their future reproductive health and safety.
 - encourage practice which identifies and provides assisted referral for women experiencing violence, including immediate safety planning as required
 - prioritise prevention and early intervention efforts to Service Users who are at greater risk of unplanned pregnancy and/or reproductive issues.

7.3.3 Considerations – Women’s health and wellbeing support

- Services may provide a range of individual supports and group programs across issues and topics relevant to women’s wellbeing with a focus on activities that increase their independence and empowerment. These supports and processes may change over time to meet the assessed local needs of the community. These activities may include, but are not limited to:
 - self-esteem and empowerment activities
 - health information and referral
 - practical assistance (housing support, financial resilience)
 - connections to education and employment
 - trauma-informed counselling support
 - referral to specialist parenting support.
- Services may also provide prevention and early intervention services, targeting young women and women with higher risk factors that impact their wellbeing.

7.4 System Support – Prevention, capacity building and awareness raising (T703)

System support includes a suite of activities to build the knowledge and capacity of individuals, professionals and the broader service systems so they respond effectively to gender-based violence, health and wellbeing issues.

To promote a joined-up and holistic response to those affected by gender-based violence, health and wellbeing issues, services actively promote cross-agency partnerships and collaboration and participate in integrated service delivery arrangements. This includes engagement with relevant government and non-government agencies to facilitate and coordinate appropriate and consistent responses to women affected by a range of gender-based safety and wellbeing issues.

7.4.1 Requirements – Prevention, capacity building and awareness raising

- Systems support, including broader community education must apply a gender and cultural lens and work from a rights-based approach which acknowledges the causes of gender-based violence as not resting with the victim of violence (i.e. education content must not take a victim blaming approach).
- The content of information sessions, groups and resources focused on prevention, must be evidence-informed and tailored to the information and learning needs of Service Users.
- Prevention activities with Service Users may take a number of forms, such as group work in schools and include topics known to increase knowledge and skills around prevention.
- It is expected that funded services will focus on system support activities aligned to their specialist areas of expertise (e.g. sexual violence, unplanned pregnancy support, women's health and wellbeing).
- Sexual violence prevention and early intervention activities must be targeted to groups who are demographically at a higher risk of sexual violence (such as young people, people with disability) with the goal of supporting their long term safety. These activities can include:
 - evidence-informed education sessions
 - targeted online social media for high risk groups
 - strategies to counter the values and attitudes that perpetuate sexual violence.

7.4.2 Considerations – Prevention, capacity building and awareness raising

Capacity building and awareness raising is to be driven by local and sector needs and the organisation's specialist knowledge, and may include:

- collaborating with the broader service system to develop improved responses for women affected by sexual violence and/or gender-based wellbeing issues
- customisation of training and development of training resources
- development of evidence based information resources (including online) to develop and support an effective skills base within the service system
- targeted awareness campaigns which promote community awareness of the prevalence and impact of violence against women
- participation in research and evaluations that build the evidence base around relevant issues and service responses.

7.5 Access — Events (T102)

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

7.5.1 Requirements — Events

Funded organisations must:

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

7.5.2 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.

Centre-based services should be 'safe spaces' for Service Users with previous trauma experiences, must be culturally appropriate and welcoming and should give regard to the developmental needs of children and young people either as service users or accompanying their adult carers.

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 (e.g. local library, coffee shop, recreation centre, neighbourhood centre, park, health provider)
- other general public spaces.

Mobile support should follow Service Users if they move from one setting to another or to another location within the services' geographic catchment, at the Service User's request.

Mobile services intend to assist in supporting:

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

8.3 Virtual

- Virtual services are provided via telephone or internet.
- This can also include the delivery of support to people over skype or other online communication methods.
- Services providing virtual responses must maintain a website to promote other 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 with specific health and wellbeing needs and/or affected by gender-based violence.

9 Deliverables and performance measures

The following deliverables and performance measures are funded under the Sexual Violence and Women's Support Services 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 [Outputs and Performance Measures Catalogue](#).

OUTCOME MEASUREMENT: All quantitative reporting on outcome measures can be supplemented with **optional** qualitative evidence. Qualitative reports can be uploaded via our Online Reporting System.

Service Users	Service Types	Outputs
<p>U1199 – Adults and young people aged 12 years and above who have been affected by sexual violence</p> <p>U1198 – Women who require assistance to achieve better health and wellbeing</p> <p>U1197 – Individuals, government and non-government service providers who would benefit from greater awareness of gender-based violence, health and wellbeing issues</p> <p>U4190 – People who identify with and/or share a similar interest or issue with others</p>	<p>T701- Support – Sexual Violence Counselling</p> <p>T702 - Support – Women's Health and Wellbeing Support</p> <p>T703 – System Support – Prevention, Capacity Building and Awareness Raising</p> <p>T102 – Access – Events</p>	<p>A01.2.08 – Counselling</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

U1199 - Adults and young people aged 12 years and above who have been affected by sexual 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	
U1199	T701	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				
U1199	T701	IS150	Number of Services Users with new case plan developed			
U1199	T701	IS133	Number of existing Services Users			
U1199	T701	IS145	Number of Service Users who exited the service			
U1199	T701	GM07	Number of Service Users who had their case plans closed/finalised as a result of the majority of the identified needs being met			
Service User Code	Service Type Code	Demographic Measure				
U1199	T701	IS205	Number of female Service Users			
			Number of male Service Users			
U1199	T701	IS35	Number of Services Users identifying as Aboriginal and/or Torres Strait Islander			
U1199	T701	IS39	Number of Services Users identifying as being from a culturally and linguistically diverse (CALD) background			
U1199	T701	IS138	Number of Service Users 12-18 years			

Service User Code	Service Type Code	Outcome Measure	
U1199	T701	OM2.1.04	Number of Service Users with improved quality of life (excluding telephone services)
Service User Code	Service Type Code	Other Measure	
U1199	T701	IS70	Upload Report – Sexual Violence Counselling (Case Study)
U1199	T701	IS70	Upload Report - Sexual Violence Telephone Service (for telephone services only)
U1199	T701	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?

U1198 – Women who require assistance to achieve better health and wellbeing

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	
U1198	T702	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				
U1198	T702	IS161	Number of Services Users who were referred from a domestic and family violence service			
U1198	T702	IS150	Number of Services Users with new case plan developed			
U1198	T702	IS145	Number of Service Users who have exited the service			
U1198	T702	GM07	Number of Service Users who had their case plans closed/finalised as a result of the majority of the identified needs being met			
U1198	T702	IS136	Number of Service Users referred to a service			
Service User Code	Service Type Code	Demographic Measure				
U1198	T702	IS35	Number of Services Users identifying as Aboriginal and/or Torres Strait Islander			
U1198	T702	IS39	Number of Services Users identifying as being from a culturally and linguistically diverse (CALD) background			

Service User Code	Service Type Code	Outcome Measure	
U1198	T702	OM2.1.04	Number of Service Users with improved quality of life
Service User Code	Service Type Code	Other Measure	
U1198	T702	IS70	Upload Report – Qualitative evidence to supplement outcome measures Women’s Health and Wellbeing Support (T702)
U1198	T702	IS70	Upload Report – Counselling, Information and Referral Services
U1198	T702	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?

U 1197- Individuals, government and non-government service providers who would benefit from greater awareness of gender-based violence, health and wellbeing issues

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	
U1197	T703	A07.2.01 Community Education	Number of hours	NA	A07.2.01	Number of hours provided during the reporting period
Relates to item 7.1 or 9.1 of the agreement						
Service User Code	Service Type Code	Throughput Measure				
U1197	T703	NA	NA			
Service User Code	Service Type Code	Demographic Measure				
U1197	T703	IS205	Number of female Service Users			
U1197	T703		Number of male Service Users			
Service User Code	Service Type Code	Outcome Measure				
U1197	T703	NA	NA			
Service User Code	Service Type Code	Other Measure				
U1197	T703	IS70	Upload Report – Prevention, Capacity Building and Awareness Raising (T703)			
U1197	T703	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?			

U4190 – People who identify with and/or share a similar interest or issue with others

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	
U4190	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	
U4190	T102	NA	NA
Service User Code	Service Type Code	Demographic Measure	
U4190	T102	NA	NA
Service User Code	Service Type Code	Outcome Measure	
U4190	T102	NA	NA
Service User Code	Service Type Code	Other Measure	
U4190	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 contract officer.

11 Other funding and supporting documents

[Human Services Quality Framework \(HSQF\)](#)

[Domestic and Family Violence Support Services Investment Specification](#)

Report Template – Sexual Violence Counselling (Case Study) (T701)

Please make sure any information provided regarding Service Users is de-identified. Keep word length to 250 words.

Reporting period from: insert start date to insert end date

Outcome measure: insert measure

Counselling

Provide an example of an individual response (e.g. issues, interventions, outcomes)

[insert here]

Prevention

Report Template– Sexual Violence Telephone Services (T701)

Quarterly Summary

Insert service name (insert service number)

Quarter: **insert start date** to **insert end date**

Nature of services provided:

1. General Information
2. Crisis Intervention
3. Counselling support for recent sexual violence
4. Counselling support for historic sexual violence
5. Support for sexual abuse which occurred when the service user was under 18 years of age
6. Counselling support for experiences of institutional abuse

New Intakes:

Any other additional information (for example: demand information; trends; issues):

Report Template – Information and Referral Services (T702 – Statewide services only)

Please make sure any information provided regarding Service Users is de-identified. Keep word length to 250 words or less.

Reporting period from: insert start date to insert end date

Counselling

<Insert Individual counselling response case study>

Information may include:

Referral source

Key issues

Response

Outcomes for the service user

Report Template– Prevention, Capacity Building and Awareness Raising (T703)

Quarterly Summary Report

insert service name (insert service number)

Quarter: insert start date to insert end date

Prevention/Community Education Activities

<This table is specifically for providing information about key prevention activities with Service Users at higher risk of sexual violence and/or other health/wellbeing/gender-based issues. Details about activities with professionals to build the capacity of the service system should be captured in the tables below>

Date of activity/event	Target Group	Number of participants	Activity details	Key lessons/outcomes
	<i>E.g.) young people</i>		<i>E.g.) Where was the event/ what form did the resource take? Content of the activity</i>	<i>E.g.) Feedback from participants, observations about participant knowledge, impact of participation, referrals generated</i>

Training or professional development

Training or Professional Development Event	Date Delivered	Participating Indigenous Services	Outcomes and Comments
<Insert/delete rows as needed>			<e.g. details of event delivery method, location, emerging issues, benefits for participants, outcomes etc.>

Resource development, research

Date activity requested	Activity / Task	Status	Date completed	Comments
<Insert/delete rows as needed>	<Type of resource developed/ role in research activity>			

Report – Activity/Events

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	