



Upholding dignity and value through healing-centred engagement



Upholding people's rights and dignity means establishing trusting relationships built on the inherent worth, value, and experience of all people we work with and provide services to. Ensuring people can access accurate information about their rights and the broader service system in the context of their individual circumstance is a critical component of choice and control for people seeking help.

Inclusive and integrated approaches are dependent upon an understanding of different cultures and contexts, as well as an ability to have empathy and think from different perspectives. Taking a proactive approach to build knowledge and connections is required to ensure practice, strategies, and alliances are in place to support all people affected by violence to be safe, recover, and heal.

The experience of family violence in Aboriginal and Torres Strait Islander communities must be understood in a historical context, including the impacts of colonisation.



DOMAIN 2

There are four supporting capabilities required within this domain:

2.1 Effectively communicates and establishes relationships

Adopting a person-centred approach helps to facilitate strong, trusting, and enabling relationships with women, children, men, gender diverse peoples, and families, with diverse experiences.

This rapport is critical to ensure information can be tailored and provided to people in a way that is accessible and that positions them to participate in decisions about the responses and support they receive.

2.2 Establishes relationships and knowledge of referral pathways and networks

Given that the impacts of violence and trauma affect all aspects of a person's life – from health and wellbeing to housing to economy to legal – integrated approaches are needed to connect different parts of the service system together.

Developing relationships and networks, and understanding how to navigate and tap into the service system, is essential to ensure people receive integrated, wraparound support.

2.3 Culturally safe and appropriate practices informed by Aboriginal and Torres Strait Islander peoples

Working with Aboriginal and Torres Strait Islander peoples requires an understanding of the history of colonisation and its continuing impacts on individuals, families, and communities, including systemic racism, economic disadvantage, and intergenerational trauma.

Culturally safe approaches are critical and require connections with specialised cultural organisations, a proactive approach to building cultural capability, and a commitment to move beyond a deficit-based approach, with culture as a protective factor.

2.4 Tailors engagement to the needs of diverse groups

People from different groups experience heightened risk of violence and face additional and systemic barriers to accessing help and support.

Tailoring information and communication to people's individual context, including cultural and other norms and traditions, means working with interpreters as appropriate, connecting with specialised agencies, and taking a proactive approach to facilitating access to services and supports.





DOMAIN 2

*It's not just having the skills or 'the piece of paper'
it's about using them in the right way.*

2.1 Effectively communicates and establishes relationships

ALLIED SUPPORT

- > Is patient, respectful, and professional in all contact with staff, stakeholders, and people seeking support.
- > Communicates in a calm and timely manner, even in the face of crisis and pressure.
- > Provides information regarding client rights, responsibilities, and confidentiality.
- > Is respectful of people's rights and autonomy and their ability to make choices.
- > Understands that everyone plays a role in ensuring a trauma-aware, healing-informed environment and works as part of a team to ensure this, by creating warm and welcoming physical spaces.
- > Recognises that trauma and stress result in diverse presentations of clients and can respond appropriately in these circumstances.

PRACTITIONER

- > Builds a relationship of trust devoid of judgement, based on deep listening, empathy, and patience.
- > Provides information about the organisation and the service system in a way that is sensitive, simple, clear, transparent, and appropriate in language and level of information.
- > Explains people's rights and responsibilities, confidentiality, and privacy and their implications, including when information-sharing may be required.
- > Able to adapt and be flexible, using different technologies to provide services in remote and virtual ways, without compromising quality.
- > Able to bring knowledge of intersectionality and diversity to develop good relationships.
- > If working with people who use violence, able to create effective working relationships that promote accountability.

ADVANCED PRACTITIONER

- > Models and guides others in connecting with empathy and balance, particularly to those with highly complex needs.
- > Skillfully and sensitively communicates complex information verbally and in writing, particularly when faced with heightened states of distress.
- > Highly confident and accomplished, able to balance and model respect for the rights of individuals and the organisation's responsibilities.
- > If working with people using violence, highly skilled in engaging and motivating clients while promoting their accountability.
- > Explains people's rights and responsibilities, confidentiality, privacy, and duty of care in a sophisticated way that empowers clients.

LEADER

- > Creates space for and demonstrates highly sophisticated relationship and rapport building skills with people, staff, and stakeholders.
- > Sophisticated communicator, verbal and written, to all audiences, cutting through complexity and being mindful of simplicity and purpose.
- > Clear and confident in balancing the rights of people experiencing violence and the organisation's responsibilities, while sharing information to advance outcomes for people accessing support.
- > Allows space for the impacts of intersectionality on relationships and relationship building.
- > Values providing resources to staff, including time, training, tools, and access to venues to create good relationships.





DOMAIN 2

2.2 Establishes relationships and knowledge of referral pathways and networks

ALLIED SUPPORT

- > Is positive and open, fostering effective relationships with other agencies and networks.
- > Provides information and assistance as needed to support relationships with other providers.
- > Shows initiative, enthusiasm, and a proactive approach to ensuring up-to-date information about other agencies is accessible, as relevant to role.

PRACTITIONER

- > Knows referral pathways and establishes effective relationships and networks to collaborate and facilitate appropriate support and safety.
- > Develops cross-sector practices to share information and knowledge to enhance support and responses, including non-sector services that can provide support to specific vulnerable populations.
- > Manages or gains support to navigate tension and conflicts and maintain relationships with other agencies.
- > Develops relationships with specialised organisations, cultural and those from other sectors and specialties, to facilitate pathways, and provide support and effective follow up for those who face additional barriers.

ADVANCED PRACTITIONER

- > Builds strong working relationships and networks and invites opportunities for interagency working with local services, community, and Elders.
- > Shares power, knowledge, and resources to provide referrals or system solutions for clients.
- > Has extensive, nuanced, and current understanding of the service system and other connected systems and can interpret it for each individual client and their diverse needs, including for people who use violence.
- > Uses relationships to streamline referral processes and accesses cultural guidance and intervention as needed.

LEADER

- > Leads and encourages strong working relationships and networks with organisations and agencies, representing the organisation at relevant forums and alliances.
- > Establishes higher order networks and relationships across the sector to facilitate smooth pathways and effective information sharing.
- > Provides clarity to others and leads systems that guide the organisation on how to work in partnership with others, including decision making and conflict resolution.
- > Understands where their service sits in the larger landscape and how processes and governance decisions may impact others and works to ensure the system is enhanced.

We need to be able to fiercely go where we need to.





DOMAIN 2

2.3 Culturally safe and appropriate practices informed by Aboriginal and Torres Strait Islander peoples

It's not just about preventing violence it's about recovery, wellbeing and healing.

ALLIED SUPPORT

- > Has an awareness of the ongoing impacts of colonisation.
- > Acknowledges the importance of connection to culture, Country, and community.
- > Is respectful of difference, acting professionally and appropriately at all times.
- > Understands the impacts of stereotyping and uses culturally sensitive language, upholding the dignity, values, and ways of being, knowing, and doing of Aboriginal and Torres Strait Islander peoples.
- > Builds knowledge and understanding of local community, including strengthening connections with First Nations peoples to support culturally safe and inclusive practices, processes, and procedures.
- > Recognises cultural bias and personal privilege and what this means for one's work and interactions.

PRACTITIONER

- > Understands the ongoing impacts of colonisation on First Nations peoples and the different approaches anchored in principles of self-determination and sovereignty.
- > Has the knowledge, relationships, and connections in place for culturally sensitive and safe practice, following protocols and working with community-controlled organisations.
- > Understands intergenerational trauma and the practice approach centred in healing and moving through and beyond trauma.
- > Understands how the gendered lens and patriarchal structure of society intersects with the cultures and cultural experiences of First Nations peoples.
- > Forms connections and relationships with local community First Nations peoples to deliver culturally safe and inclusive practice.
- > Recognises and reflects on cultural bias and personal privilege and what this means as a practitioner.

ADVANCED PRACTITIONER

- > Has an advanced understanding of the resilience and importance of self-determination and the whole-of-family, whole-of-community approach to raising children.
- > Accomplished and able to adapt and tailor approaches, consulting with specialist services and ensuring genuine cultural capability for self, staff, and team.
- > Modifies practice responses to meet the context and experience of First Nations peoples.
- > Builds connections and relationships with local community First Nations peoples to deliver culturally safe and inclusive practice.
- > Recognises and reflects on cultural bias and personal privilege and what this means for practice.

LEADER

- > Has a sophisticated understanding of the ongoing impacts of colonisation, including systemic racism and challenges obvious and casual racism.
- > Cultivates an organisational culture that prioritises culturally inclusive practice and operations.
- > Strengthens connections and relationships with local community First Nations peoples to deliver culturally safe and inclusive services.
- > Sensitive to and acknowledges cultural bias and personal privilege and enables ongoing learning and appropriate service responses.





DOMAIN 2

2.4 Tailors engagement to the needs of diverse groups

ALLIED SUPPORT

- > Is aware that people have different experiences and reasons that affect their ability to seek help and support and is proactive and welcoming.
- > Avoids stereotyping and uses culturally sensitive language, upholding the dignity, values and beliefs of individuals and their diverse cultural identities, as relevant to role.
- > Is curious and open to learning about diverse lived experiences and perspectives.

PRACTITIONER

- > Values diversity in all its forms and is able to form effective relationships with people and families from all backgrounds and identities.
- > Understands the correlation between gender, disability, sexual orientation, cultural background, poverty, and remote disadvantage and increased risk of violence.
- > Tailors approach to the needs of the individual and their context, using appropriate and relevant practice frameworks, including human rights and social justice.
- > Seeks out learning, connections, and networks to continually expand knowledge and ability to work with people from different backgrounds.

ADVANCED PRACTITIONER

- > Models advanced practice characterised by adaptive and responsive approaches that are open, expansive, and accepting of multiple voices.
- > Has an advanced understanding of the complexity and nuance of help-seeking behaviour, and the inherent and additional challenges that vulnerable communities face.
- > Ensures the provision of culturally appropriate, gender-appropriate, and age-appropriate services to clients in accordance with organisational values.
- > Has highly developed knowledge of the nuances and complexities of obvious and casual racism faced by those from diverse cultural backgrounds and understands how this affects people's risk for and experience of violence and help seeking.

LEADER

- > Embodies diversity in all its forms and enables inclusive practice and organisational behaviour.
- > Has a sophisticated understanding of help-seeking behaviours across the spectrum, the various factors that affect help seeking, and the role of the organisation in enabling access to services
- > Is proactive and curious in building knowledge of self and others.

...to work with women who don't speak English as a first language requires a willingness to be vulnerable, and the ability to be adaptable and flexible to what women from different background's need.

