

STANDARD ONE

SKILLED WORKFORCE

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
<p>Your organisation has a workforce that is skilled and capable as it identifies, engages with and responds to victim-survivors of domestic and family violence who are applicants and tenants</p>	<ul style="list-style-type: none"> • Staff across the organisation’s programs are trained in identifying and understanding the impact of domestic and family violence and know how to engage in developing an effective housing relationship that enables the victim-survivor to make decisions about their tenancy and support needs • Staff understand that tenancy problems (e.g. rent arrears, neighbour disputes) may arise from domestic and family violence, and that responding to that takes priority • Tenancy management staff are trained and understand the impact of trauma on victim-survivors and are able to implement trauma informed responses in their dealings with victim-survivors • Staff working with victim-survivors are familiar with the range of support services and entitlements available to victim-survivors • Staff are trained in understanding the rights of children and young people and undertaking mandatory reporting as required 	<p>Victim-survivor focus</p> <ul style="list-style-type: none"> • Staff are trained in how to work effectively with victim-survivors of domestic and family violence within the housing environment • Staff are trained in how to work effectively with perpetrators of domestic and family violence within the housing environment • Staff understand intersectionality: that is, people may experience multiple oppressions on bases such as race, gender, sexuality and disability, and these can compound in distinct ways (e.g. Indigenous women experience different discriminations from other women, and from other Indigenous people). Staff apply this understanding in responding to domestic and family violence • Your organisation recognises that the safety of those experiencing domestic and family violence is paramount as part of your tenancy management approach and have strong collaborative practice approaches established with relevant support services • Your organisation supports victim-survivor agency and always involves them in decision making and establishment

STANDARD ONE

SKILLED WORKFORCE

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
		<p>Inclusive services</p> <ul style="list-style-type: none"> • Staff understand that domestic and family violence can occur in a variety of relationships, including same sex relationships, family relationships and care-giver relationships and are able to engage sensitively <p>Effective collaboration</p> <ul style="list-style-type: none"> • Staff are knowledgeable of the range of support services available at the national state/territory and local level • Strong and respectful partnerships are established and operational with a range of support services that ensure victim-survivors are well supported and perpetrators have access to programs / services to address their behaviours • The needs, safety and rights of children and young tenants impacted by domestic and family violence is prioritised

STANDARD TWO

FACILITATING ACCESS TO SUPPORT FOR VICTIM–SURVIVORS WHO ARE TENANTS & APPLICANTS

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
<p>Your organisation establishes and maintains effective working relationships to ensure victim-survivors and perpetrators can receive appropriate support to enable victim-survivors to make the best decisions for themselves and their family</p>	<p>Staff are aware of domestic and family violence services and have strong and effective working relationships with them to support referral where requested.</p>	<p>Victim-survivor focus</p> <ul style="list-style-type: none"> • Development of collaborative and effective working relationships with domestic and family violence support services identified at the strategic level • Skilled staff who can initiate sensitive discussion with applicants after they have identified potential indicators of domestic and family violence and explore the options and choices available to them to support establishment of their tenancy • Skilled staff who utilise a range of practice approaches to create and support sustainable tenancies for victim-survivor tenants • Effective collaborative relationships are established with domestic and family violence and mainstream support services to facilitate referral where requested / needed • Skilled staff who are able to initiate referrals to a range of services for victim-survivors when requested • Skilled staff who are able to identify behaviours that might indicate a person is engaging in abusive behaviour within a relationship and provide information on therapeutic services available to them

STANDARD TWO

FACILITATING ACCESS TO SUPPORT FOR VICTIM–SURVIVORS WHO ARE TENANTS & APPLICANTS

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
		<ul style="list-style-type: none">• As part of a commitment to reducing the risk of ongoing harm to the victim-survivor, your organisation assists the perpetrator by assessing them for housing eligibility and allocating a tenancy if eligible• Your organisation engages with the victim-survivor and domestic and family violence support services to undertake safety planning in the event that the perpetrator is housed within one of your tenancies <p>Inclusive services</p> <ul style="list-style-type: none">• Evidence of practice approaches being implemented that identify understanding of the range of individuals impacted by domestic and family violence and highlights engagement with vulnerable tenants <p>Effective collaboration</p> <ul style="list-style-type: none">• Staff develop and share an effective practice response with domestic and family violence support services to support victim-survivors to make informed decisions about their housing needs and choices both during periods of crisis and in the longer term.

STANDARD TWO

FACILITATING ACCESS TO SUPPORT FOR VICTIM–SURVIVORS WHO ARE TENANTS & APPLICANTS

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
<p>Your organisation implements sustainable tenancy practice to support victim-survivors to effectively manage their tenancy and identify the supports they might need during times of crisis to assist them to sustain safe housing and minimise the risk of becoming homeless</p>	<ul style="list-style-type: none"> • Staff are able to articulate the approach used within their work role to identify issues that might indicate domestic and family violence is occurring within a tenancy • Staff utilise a range of tenant engagement practice approaches and are able to articulate specific approaches when asked • Staff explore housing options for perpetrators of domestic and family violence as a strategy to minimise risk of ongoing abuse to victim-survivors • A range of security upgrades and practical safety measures are offered and implemented relevant to the risks. Safety assessments may be done by staff with expertise in this area or in partnership with the local domestic violence home safety program. 	<p>Victim-survivor focus</p> <ul style="list-style-type: none"> • Skilled staff who utilise a range of practice approaches to support victim-survivors to make informed decisions about their tenancy and support needs • Relationships are established with a range of domestic and family violence support services to facilitate referral for support where needed • Skilled staff who engage with perpetrators of domestic and family violence to explore housing eligibility and support services available to them as a mechanism to minimise the risk of abuse experienced by victim-survivors • The number of evictions of victim-survivors as a result of non-payment of rent or nuisance and annoyance incidents related to domestic and family violence are reduced and continually trend downwards <p>Inclusive services</p> <ul style="list-style-type: none"> • Evidence of a range of practice approaches being implemented to strengthen engagement with victim-survivor tenants <p>Effective collaboration</p> <ul style="list-style-type: none"> • Low turnover due to failure of victim-survivor tenancies. Victim-survivors can access the range of supports they need to enable them to live with a measure of safety and security

STANDARD THREE

ACCESS, TENANCY MANAGEMENT AND MAINTENANCE

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
<p>Your organisation provides transparent and accountable access, tenancy management and maintenance services in line with its stated objectives and commitments for housing services</p>	<ul style="list-style-type: none"> • Staff are skilled and able to ask applicants sensitively about domestic and family violence and any supports they may need now or potentially in the future • Staff are skilled and able to ask new tenants sensitively about domestic and family violence and any supports they may need now or potentially in the future • Staff engage with victim-survivors and support them to maintain their tenancy if they choose to remain in their tenancy • Safety upgrades are identified with the tenant and support services and are implemented promptly to maximise safety for the victim-survivor • Property transfers are available to victim-survivors and are initiated where required • Housing assistance is extended to perpetrators to maximise safety for victim-survivors 	<p>Victim-survivor focus</p> <ul style="list-style-type: none"> • Your organisation has clear information about its response to domestic and family violence as part of its tenant pack to communicate clearly to all applicants and tenants the service response available to them if required • Property transfers are explored and offered as part of supporting the safety of victim-survivors • Requests for safety modifications are responded to promptly and all efforts are made to implement as required to maximise establishment of a safe house and environment <p>Inclusive services</p> <ul style="list-style-type: none"> • Your organisation routinely listens to victim-survivors and feedback provided is used to help inform policy development and improve practice <p>Effective collaboration</p> <ul style="list-style-type: none"> • Staff routinely engage with victim-survivors and support services to help develop safety planning so that the CHO is engaged and aware of its role in maximising safety around and within the home environment. Safety needs of children and young people are prioritised.

STANDARD FOUR

OPERATIONAL PERFORMANCE

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
<p>Your organisation monitors the operational performance of its response to domestic and family violence across its programs.</p>	<ul style="list-style-type: none"> The business plan identifies the response to domestic and family violence as a specific business activity with clearly articulated KPIs to monitor progress and effectiveness A range of performance management information is available to senior management and the Board to inform understanding of the performance and effectiveness of business systems established to strengthen the housing response to victim-survivors of domestic and family violence Frontline practices and decision making related to housing services for victim-survivors of domestic and family violence are directly informed by your organisation’s strategic or business plan. 	<p>Victim-survivor focus</p> <ul style="list-style-type: none"> Your organisation sets and monitors KPIs to identify the service response to victim-survivors of domestic and family violence An intersectional approach is taken to data collection and review to help inform service monitoring and planning <p>Inclusive services</p> <ul style="list-style-type: none"> Your organisation implements a trauma informed response in all its communications with applicants, tenants and support services Your organisation has a clear communication strategy developed and implemented to guide communication with victim-survivors of domestic and family violence <p>Effective collaboration</p> <ul style="list-style-type: none"> Your organisation seeks feedback on service performance from domestic and family violence support services

STANDARD FIVE

ADVOCACY AND COMMUNITY ENGAGEMENT

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
<p>Your organisation communicates its commitment to a culture of zero tolerance of violence against women to the community to contribute to the work required across Australia to end the incidence of domestic and family violence</p>	<ul style="list-style-type: none"> • Through taking an intersectional approach, the CHO understands the ethnic and cultural groups that reside within their areas of operation and uses this information to inform its domestic and family violence communication strategy • The CHO communicates its position across a variety of publications and on-line forums 	<p>Victim-survivor focus</p> <ul style="list-style-type: none"> • Your organisation uses a range of formats and channels to communicate its approach to tenancy management for victim-survivors of domestic and family violence • Your organisation collaborates with other community housing organisations to advocate for the needs of clients and the sector in responding to domestic and family violence <p>Inclusive services</p> <ul style="list-style-type: none"> • Your organisation where possible contributes to any collective and anonymous database relating to service demand, user demographics etc, in the interests of developing an evidence base to reinforce advocacy priorities. <p>Effective collaboration</p> <ul style="list-style-type: none"> • Your organisation contributes to government inquiries / makes submissions that highlight the importance of the housing response to domestic and family violence

STANDARD SIX

MAINTAINING AND/OR EXPANDING HOUSING SERVICES TO VICTIM-SURVIVORS

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
<p>Your organisation’s housing management and / or development planning reflects the needs of victim-survivors.</p>	<ul style="list-style-type: none"> • Properties managed by your organisation address the needs of victim-survivors • Home safety modifications are undertaken promptly • Property safety audits are undertaken routinely as part of ongoing asset management planning • Research and planning inform the development of strategies to meet identified needs of victim survivors that might include the development of Local Allocation Strategies 	<p>Victim-survivor focus</p> <ul style="list-style-type: none"> • Your organisation does research to understand the housing needs of victim-survivors in the geographical area covered by your organisation, including engagement and consultation with external organisations or individuals with lived experience or with expertise in unique housing and safety needs of different population groups (LGBTIQ, First Nations, CALD, disability, aged etc.) • Your organisation partners with domestic and family violence support services to facilitate prompt housing application and allocation when approved for housing <p>Inclusive services</p> <ul style="list-style-type: none"> • Victim-survivors are given opportunity to provide feedback and suggestions for improvement on their housing <p>Effective collaboration</p> <ul style="list-style-type: none"> • Your organisation improves its services for victim-survivors through its relationships and partnerships

STANDARD SEVEN

GOVERNANCE

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
<p>Your organisation understands the housing needs of victim-survivors of domestic and family violence and has identified strategies to support victim-survivor housing needs</p>	<ul style="list-style-type: none"> • Board are committed to strengthening the housing response for victim-survivors of domestic and family violence • A range of reporting is available to senior executive and Board to inform understanding of the service response to victim-survivors of domestic and family violence • A range of internal operational policies that convey to staff a zero-tolerance approach to workplace harassment and violence 	<p>Victim-survivor focus</p> <ul style="list-style-type: none"> • Your organisation regularly reviews its policies and housing outcomes (e.g. rent arrears and NCAT actions) through a gender lens, to identify where policies and practices may be adversely impacting victim-survivors • Your organisation commits to strengthening the policy and practice approach for victim-survivors and never making them responsible or liable for violence committed against them • Your organisation applies a methodology for measuring success in assisting victim-survivors achieve their housing goals • Strategic and operational planning identifies victim-survivors of domestic and family violence as a target group for housing planning • Research and data analysis about victim-survivors of domestic and family violence need inform housing strategy, planning and advocacy • A whole of organisation focus on understanding and improving the customer experience for victim-survivors of domestic and family violence through regular service evaluation and strong client feedback opportunities

STANDARD SEVEN

GOVERNANCE

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
		<ul style="list-style-type: none"> • Your organisation has privacy and data protection policies and training in place to ensure that applicant and tenant data is protected • Your organisation commits to promoting the need for a culture of zero tolerance of violence against women across all its programs • Your organisation takes every effort to engage contractors who have a similar commitment to a culture of zero tolerance of violence against women and review contracting arrangements and contractor suitability regularly • Your organisation takes every effort to engage contractors who have a similar commitment to ending domestic and family violence and review contracting arrangements and contractor suitability regularly • Your organisation delivers culturally competent service delivery • Your organisation routinely displays in common areas a range of posters and resources for both victim-survivors and perpetrators of domestic and family violence to facilitate information dissemination

STANDARD SEVEN

GOVERNANCE

WHAT WE LOOK FOR	WHAT WE EXPECT	CHARACTERISTICS OF EXCELLENCE
		<p>Inclusive services</p> <ul style="list-style-type: none"> Your organisation regularly measures how effective you are at ensuring that victim-survivors are not held accountable for behaviours that are the responsibility of the perpetrator and commits to preventing negative housing outcomes for victim-survivors Policies are developed and implemented to respond to victim-survivors and perpetrators of domestic and family violence <p>Effective collaboration</p> <ul style="list-style-type: none"> Your organisation routinely reviews the collaborative effort and partnerships established to strengthen effective responses to domestic and family violence