

# RECOMMENDATIONS FOR TRAINING ORGANISATIONS

## Best Practices for Service Delivery

Principles to consider when we work with women who are at risk or having multiple barriers

### SAFETY

It is very important to keep in mind safety of the women and their children who take the first step to attend training. The staff working with these women and the situation should also feel safe and equipped to deal with difficult and challenging situations or conversations.

### RESPECT

Women should feel respected and treated with dignity. They should not feel they are being judged and care should be taken to deal with the intake process with great sensitivity.

### ACCESS AND EQUITY

Training organizations should ensure the women are supported, the barriers are addressed with appropriate strategies and they are assisted to access services on an equitable basis.

### EMPOWERMENT

It is important that the intake and assessment process helps the women to identify their needs and supports them to make informed decisions.

### SERVICE ENVIRONMENT

Training organizations should provide a safe environment that enables them to learn and enhance their skills and knowledge.

### CONFIDENTIALITY

All the women have the right to their confidentiality respected and they are kept informed if there are any risks impacting their confidentiality.

### COORDINATION

Training organizations should always adhere to improved coordination and partnership with relevant service providers so that women do not have to repeat their story, feel supported and there is an endeavor to provide holistic program.

### ADVOCACY

Training organizations continue to advocate on behalf of these women on systemic issues to increase their access to services

### PREVENTION

Training organizations should develop a culture of intolerance to family violence and develop strong policies and process within their own organization. They also need to take responsibility for providing the same message to the communities they work with.

### ACCOUNTABILITY

Women should receive quality services from highly skilled staff and feel equipped to raise issues if they have any concerns.