

NATIONAL SERVICE STANDARDS FOR THE PROVISION OF STATE AND/OR TERRITORY BASED COUNSELLING AND PSYCHOLOGICAL CARE (CPC)

In electing to deliver counselling and psychological care (CPC) services a jurisdiction will be required to commit to service standards consistent with guiding principles for service systems outlined in the Royal Commission's Final Report. These include for services to be collaborative, available, accessible, high quality and inclusive of Aboriginal and Torres Strait Islander healing approaches.

Based on these principles, the jurisdiction will be required to commit to the following service standards in the delivery of CPC to survivors.

1. Make the first point of contact with referred survivors by providing them with information about their services (i.e. how to access the services and what is available etc.)
2. Do not require referred survivors to complete a new application form disclosing their experience to access services.
3. Provide a minimum of 20 hours of CPC to survivors, at their election, over the course of the survivor's lifetime.
4. Provide access to CPC for all survivors entitled to redress under the Scheme, including rural, regional and remote areas.
5. The preferences of the survivor will be taken into account when developing a plan for their care.
6. Providers will be qualified and appropriately skilled in working with survivors with complex trauma, have an understanding of the effects of institutional child sexual abuse and be registered with a relevant professional association.
7. Maintain appropriate oversight, monitoring and review of CPC service delivery and ensure survivors have access to a complaints mechanism for the CPC services, including referrals to relevant professional organisations.
8. Provide a range of delivery options to meet the needs of different survivors (for example, face to face, phone, online video chat, mobile apps and group therapy).
9. Support survivors with complex and additional needs with referrals to other providers with specialist expertise.
10. Be culturally appropriate and consider the diversity of the survivor such as needs related to disability, gender, sexuality and language.
11. Provide culturally appropriate CPC for Aboriginal and Torres Strait Islander survivors.

12. The Scheme should provide survivors with clear and accessible information on the availability of CPC, which should be made in a non-intrusive, compassionate and helpful manner.
13. Use best efforts to provide to the Scheme Operator data on the usage of services by survivors, including information regarding the number of referrals made to funded agencies by survivors entitled to redress, and information on complaints.
14. Any evaluation and monitoring of the redress scheme should extend to the provision of CPC services.
15. It is acknowledged that in some circumstances it may be impractical or impossible for the jurisdiction to comply with some or all of these standards. These circumstances may include where the survivor (a) cannot be contacted despite the jurisdiction's best efforts; (b) has moved interstate or overseas; (c) is detained in a correctional or other secure facility; or (d) is otherwise incapacitated.