

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILIES, HOUSING, COMMUNITY SERVICES AND**  
**INDIGENOUS AFFAIRS PORTFOLIO**  
**2010-11 Additional Estimates Hearings**

**Outcome Number:** 6

**Question No:** 129

**Topic:** 1800 RESPECT

**Hansard Page:** Written

**Senator Cash** asked:

What quality control measures are in place to ensure that appropriate advice is being given out by the counsellors?

**Answer:**

Recruitment measures including: All counsellors are professionally qualified and experienced trauma counsellors; and orientation for newly engaged counsellors includes information about clinical response expectations.

Professional support and training measures including: Provision of manuals and other resource material; monthly one to one professional supervision; monthly team meetings including professional development components; and two annual in-service training events; formal annual performance appraisals.

Review measures including: Process and outcome evaluations; file audits against counselling service policies and procedures; and statistical data from client file data base.