

Service seeker entitlements:

Support should be available:

- To anyone affected by hate crime, and not restricted to direct victims and their families;
- Regardless of whether the direct victim's experience legally qualifies as crime;
- Irrespective of whether a crime is reported to the police or other official authority;
- Regardless of the service seeker's nationality, residency or citizenship status; and
- Free of charge.

Remote interaction with the service should be made available, by telephone, email, mail, video call or through online forms, as well as in-person support.

Contingency plans should be made for crisis response during and outside office hours to ensure their accessibility to persons in immediate need.

All information about services, such as details about accessing the service, the types of provision offered, and the rights of service seekers who engage with the service, should be clear, concise, understandable and accessible.

Service seekers should regularly be kept informed of progress if actions are taken by the service provider in partnership with them.

Service seekers' comprehension of the language used by the service when providing information, advice and support, orally and in writing, always needs to be considered with measures taken to ensure effective communication.

It should be ensured that services comply with national rules, regulations and law concerning access to buildings and provisions for persons with a disability.

Service seekers must be informed, and give their explicit consent, for:

- Any action taken on their behalf; and
- The storage, use and sharing of their personal data.

Service seekers must be made aware of the limits of confidentiality.

Service providers must be familiar with their own national laws, regulations and administrative provisions concerning breach of confidentiality.

It must be ensured that services comply with regulations governing data protection in their own state.

Service seekers must be:

- Given sufficient information to exercise their choice to consent or decline to the processing of their data;
- Asked to provide their informed consent for the sharing of their information with other services; and
- Advised about the circumstances under which the confidentiality of their information might be breached.

Service seekers are entitled to be treated in a respectful professional manner without discrimination on any grounds.

Service seeker entitlements (cont.):

- Decisions about actions to be taken for, and in partnership with, the service seeker must be decided solely by the person concerned once made aware about their rights and entitlements.

- Services must have the skills and resources necessary to respond to service seekers' needs for advice, information and assistance, or know where to refer them for such support.

- A risk assessment at the first opportunity must be undertaken so that the service seeker can be advised about, and exercise, personal security measures, or agree to measures taken in partnership with them.

- An individual needs assessment must be undertaken early and in partnership with the service seeker and support must focus on the specific needs articulated by them.

- A holistic approach should be taken so support is not confined to service seekers' direct needs but also related to the impact of the victimisation experience, as sometimes a spectrum of needs is apparent.

- All communication with service seekers must be through their preferred means of contact.

- Service seekers must be clearly advised about who they can contact, and by what means, for any enquiries.

Staff competencies:

- Caseworkers and other staff who interact with service seekers must apply a victim-centred approach to their work.

- It is vital that caseworkers and other staff show solidarity in their interactions with service seekers and act as their advocates with others with their consent.

- Caseworkers and other staff who come into contact with service seekers should demonstrate authentic empathy.

Caseworkers and other staff should be:

- Conscious of not exercising privilege over service seekers; and
- Vigilant about how their privilege might consciously and unconsciously impact their perceptions, attitudes and behaviour when working with service seekers.

Caseworkers and other staff who interact with service seekers should:

- Be knowledgeable about the common trauma and needs associated with crime victimization in general and hate crime in particular;
- Have basic legal knowledge about the criminal, civil and administrative law concerning hate crime as applicable and general crime victims' rights in their own state;
- Have knowledge about applicable international standards concerning crime victims' rights; and
- Have a basic level of digital literacy to be able to effectively advise service seekers victimized online and on social media.

All staff should:

- Exercise an ongoing commitment to self and professional development;
- Exercise their duty of confidentiality to service seekers and abide by any legal obligations for confidentiality in their state;
- Be familiar with their state's legal obligations for potentially breaching confidentiality in the case of information disclosure; and
- Be familiar with court order powers in their state in respect of how they might affect their responsibilities in criminal and civil proceedings.

Service organization and management:

- It should be ensured that potential service seekers, and others who might refer them, are aware of the service and clear about the support offered.

- Ways of contacting services should be clear, uncomplicated, understandable and accessible.

- Services should ensure they comply with national rules, regulations and law concerning access to buildings and services for persons with disabilities.

- Services with a particular community orientation should ensure they have pathways to refer to appropriate support service seekers who need specific specialist assistance that cannot be effectively provided by their own service.

- Clear goals should be agreed in an individual plan in consultation with each service seeker and kept under review and amended as necessary.

- Services must enable group consultations if the service seeker prefers to be accompanied by family, friends or others.

- Processes must be maintained for the supervision and management of casework.

- The duration of support should be determined by agreed goals in service seekers' individual plans for casework or alternatively when support is no longer sought by service seekers.

- It must be ensured that all staff working with service seekers are fully aware of their responsibility, and given the means, to maintain casework records according to their state's legal requirements and good professional practice.

- Services must exercise non-discriminatory recruitment and employment practices and ensure equality of opportunity for all job applicants, staff, volunteers, trainees and interns.

- Induction, and initial training if needed, should be provided to all new staff, volunteers, trainees and interns, with an appropriate probation period.

- Staff remuneration and paid annual leave should be comparable to equivalent jobs in social services, health and welfare in the state and region.

- Full compensation must be given to staff, volunteers, trainees and interns, for expenses incurred in the course of their activity for the service organization.

- Staff workloads must not exceed what can reasonably be achieved within contracted working hours.

- Ongoing professional development should be provided to volunteers to help them undertake their activity.

- Unpaid interns should only be engaged for work experience with structured support and paid if they undertake work for the service.

- All staff, volunteers, trainees and interns, should be given opportunity for regular performance and development review and training.

- Lines of accountability must be clear for all staff, trainees, volunteers and interns.

- Senior management must be accountable to a board of trustees or independent outside directors.

- Services must comply with their state's legal requirements for the storage of personal data for the secure protection of casework and human resources records.

- Services must comply with their state's legal requirements for the provision of a safe working environment.

Service organization and management (cont.):

Processes should be in place to monitor and respond to the emotional and mental welfare needs of staff and direct them to appropriate external support if needed.

Services must continuously review the security of premises and all personnel and take protective measures, as necessary, according to any identified risk.

Services should maintain:

A harassment and bullying policy; and

A grievance procedure.

Proactive measures should be taken for community engagement.

Services need to identify partners for inter-agency co-operation and proactively establish and maintain effective casework relationships with them.

Services should be able to exercise autonomy so that they can always act on the side of service seekers.

Hate crime victim support workers cannot serve as impartial restorative justice practitioners or victim-offender mediators as they always must be able to act on the side of service seekers.

Measures must be in place for continuous quality assurance review.

Services provided by non-governmental organizations should comply with governance requirements of charity law or corporate law as applicable in their state.

There must be clear accountability between senior management of services and governing boards.

