

# RCNI Best Practice Standard

## Outreach Standard

*While every care is taken to ensure that this standard accurately reflects current legal obligations, please note that it does not and cannot guarantee to any Centre, and/or any Centre staff member or volunteer, immunity from suit and/or legal liability in civil courts, criminal courts or other tribunal.*

### 1. INTRODUCTION

Our Centre is committed to providing direct services for any survivor of sexual violence, as well as their supporters. We are aware that there are persons who have difficulty getting to our Centre (and outreaches). We are also aware that there are a number of survivors who are members of marginalised and differently vulnerable groups who do not or are not in a position to use our services and that, for those survivors, counselling may not be their preferred healing option.

This standard describes our commitment to providing the most accessible services possible for as many survivors as possible.

### 2. PROCEDURES

#### 2.1 Geographic Outreach

- Our Centre will engage with RCNI regional and national planning to address geographic gaps in service provision. This will enable the greatest possible number of survivors to be able to access rape crisis services – whether at our Centre or another Centre.
- Utilising relationships and links with other agencies, we will seek out opportunities for providing geographic outreach, within regional and national planning, and within our resources. The External Relationships Standard provides further information
- We will actively seek out resources to enable us to better provide services all around our catchment area.

#### 2.2 Group Specific Outreach

Marginalised and differently vulnerable groups include: Teenagers, Members of the Traveller community, Lesbian/gay/bisexual persons, Transsexual persons, Persons with learning disabilities, Persons using wheelchairs, Persons whose primary language is other than English, Persons seeking asylum, Persons granted refugee status, Persons who are homeless, Persons residing in institutions, Persons with mental health difficulties, Persons who are deaf or have hearing impairments, and Persons who are blind or have sight impairments.

- Our Centre will engage with RCNI regional and national planning to address gaps in service provision for marginalised and differently vulnerable groups of which survivors are members. Within regional and national plans, there are a number of ways to increase our accessibility for survivors and supporters who are members of a marginalised or differently vulnerable group. Many of these ways are financially cost-free.

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- In conjunction with our current knowledge of the survivors living in our area we will do the following in order to ensure that more survivors have access to services.

- Provide outreach services for teenagers in line with **Children First** guidelines.
- Actively recruit and maintain a diversity of staff and volunteers. This will signal that we are more accessible.

The Equality & Diversity Standard provides additional information

- Seek out and utilise relationships with other organisations and agencies to advertise our existing services for specific groups of survivors.

The External Relationships Standard provides more information

- Engage in partnerships with organisations and agencies working with and for marginalised and differently vulnerable groups in order to further develop our services and determine what new or additional services would be useful, making them more accessible for more groups of survivors.
- Feed any information that we gain regarding desirable new or additional services into RCNI regional and national planning.
- Engage in partnerships with organisations and agencies working with and for marginalised and differently vulnerable groups to ensure provision of support, advocacy and counselling services.
- Participate in well-designed and properly conducted relevant research into survivor service needs.
- Seek out resources to enable us to provide group-specific outreach.

Signed \_\_\_\_\_ Date \_\_\_\_\_ Review Date \_\_\_\_\_