



Gippsland
Family Violence
Alliance

2024

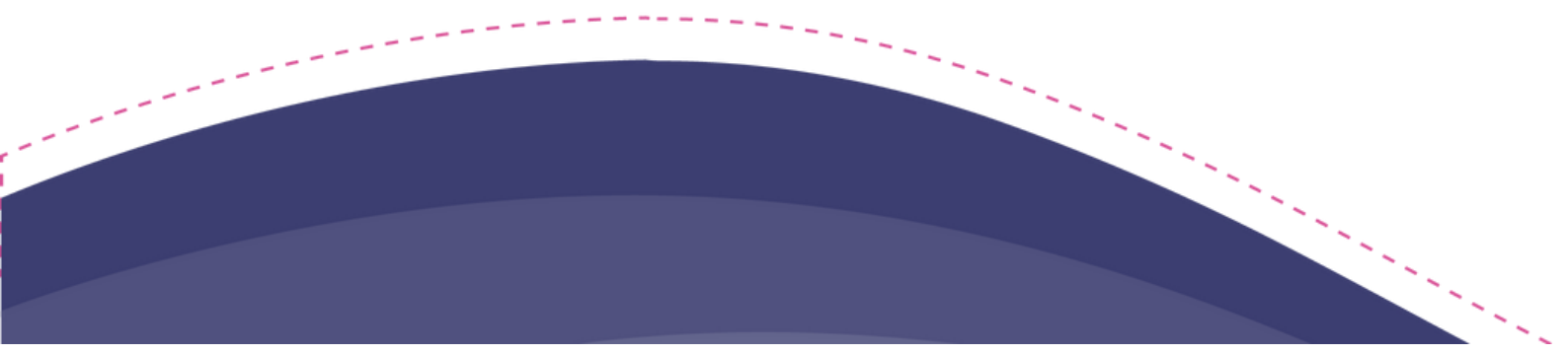
Orientation to the Family Violence Service System

www.gippslandfamilyviolencealliance.com.au



Contents

History of the Family Violence Service System	01
Gippsland Family Violence Alliance	02
Practitioner Resources	03
Practitioner Networks	04
Community Resources	05
Documents Guiding the service sector	06
Peak Bodies	07
The Family Violence Service Sector	08
Gippsland's Family Violence Service Sector	09
Gippsland's Family Violence Statistics	09
Family Violence Practice	10
Resources which support Practice	11
Gippsland's Services	12
Services which make up the service system	13
Client Journey	22
Advocating for Rights	23



History of the Family Violence Service System

Family violence was not recognised as a crime until 1975, and before this there were no dedicated services or support for victim survivors. Many presented at the Homelessness/Department of Housing intake points, which were the main services available at the time.

During the 1960s and 1970s, amid the growing women's liberation movement, grassroots feminist activists began to come together to organise refuges for women who wanted to escape this violence.

- Victoria's first refuge was established in 1974.
- Sixteen refuges had been set up by 1979 – including dedicated services for Aboriginal women and for Italian women.
- By the late 1980s, there were more than 30 refuges established.

A core group of leaders within this movement came together to form the Victorian Women's Refuge Group (VWRG) in 1976, later known as Victorian Women's Refuges & Associated Domestic Violence Services (VWRADVS).

In 2006, Victoria led the way with a Parliamentary Inquiry into Family Violence.

After a number of deaths between 2010–2015, it resulted in the 2016 Victorian Royal Commission into Family Violence, a watershed moment that led to unprecedented investment and reforms within the Victorian family violence system. The Royal Commission made 227 recommendations, all of which were accepted and in 2023 marked as completed and implemented by the Victorian Government.

In 2020, the Federal Government held a Standing Committee inquiry into family, domestic and sexual violence, which produced 88 recommendations, which the Federal Government supported 34, supported in-principle 37, partially supported one, noted 14 and did not support two. These are ongoing as part of a National Plan to End Violence Against Women and Girls.

Coordination of service delivery has always been recognised to play a pivotal role in supporting women and ensuring the service system was able to identify improvements and barriers.

Gippsland's history of community partnerships include:

- Moe Emergency Relief Advisory Council
- Self-Help Ending Domestic SHED Project
- Latrobe Valley Family Violence Forum
- Moe Family Violence Intervention Project
- Gippsland Family Violence Steering Committee
- Gippsland Family Violence Service Reform Steering Committee
- Gippsland Family Violence Alliance (current)

Gippsland Family Violence Alliance

The Gippsland Family Violence Alliance is a partnership of Agencies across Gippsland, which are supported by the Victorian Government, to support system integration and coordination across the region.

Vision Statement

Our vision is for a future where all people in Gippsland are safe, thriving, and living free from family violence.

Purpose Statement

The purpose of the Gippsland Family Violence Alliance is to critically evaluate and disrupt systems and structures to ensure they become inclusive, accountable, equitable and accessible for our Gippsland Communities.

We do this through:

- Building workforce capability
- Collaborative practice
- Evidence and advocacy
- Taking a collective impact approach
- Innovation



Scan the QR Code to
learn more about the
Gippsland Family
Violence Alliance

Practitioner Resources

The Gippsland Family Violence Alliance is continuously developing resources for:

- Practitioners
- Middle managers
- Leaders

In order to know when we release new resources, we encourage everyone to sign up to our main practitioner communication methods.

Please note, that we encourage practitioners to become involved in writing these documents, contributing information to the newsletters and participating in our Forums.

Sign up to our Newsletter

We have a monthly ENews for practitioners to distribute resources relating to family violence, this includes: referral information, research, resources and more.

This newsletter is for practitioners and you can contribute to it



Follow us on LinkedIn

Our LinkedIn account is another way to stay up to date about changes and updates to the website and to the sector.

This account is aimed at those working in the sector.



Gippsland Family Violence Alliance

Practitioner Networks

The Gippsland Family Violence Alliance offers training and continuous skill and knowledge development for practitioners.

We encourage practitioners to attend (in order):

1. MARAM Collaborative Practice – to gain a theoretical understanding of how collaborative practice is used across the sector
2. Practice and Connection Forums – these are monthly forums where you can build your networks, and build your skills and knowledge of how to continue collaborative practice.



MARAM Collaborative Practice Training

MARAM Collaborative Practice is the Universal Training for all four tiers of the workforce. This training covers how to work collaboratively with the broad service system using the MARAM Framework and Information Sharing Schemes.

Practice and Connection Forums

Monthly forums provide a space for practitioners to develop and share their skills and knowledge, meet and build connections with other practitioners from their local area, and to gain insights into the other programs being provided across the sector.



Community Resources

The Gippsland Family Violence Alliance is continuously developing resources for community to support them to identify family violence, make referrals to agencies, and for practitioners to use as educational tools.

Practitioners are encouraged to sign up to the resources to be made aware of the messages that are going to community, and of the resources available for community education.



Sign up to our Newsletter

We have a quarterly ENews to distribute resources relating to family violence that can be used by community groups, schools, sport/recreation groups and Councils.

This newsletter is open to both community members and practitioners who work with community.

Follow us on Instagram

We have an Instagram account to educate the community about family violence and where to find support in Gippsland.

This is a community account and you can use it as an educational tool with clients/consumers.



#Gippsfamilyviolencealliance

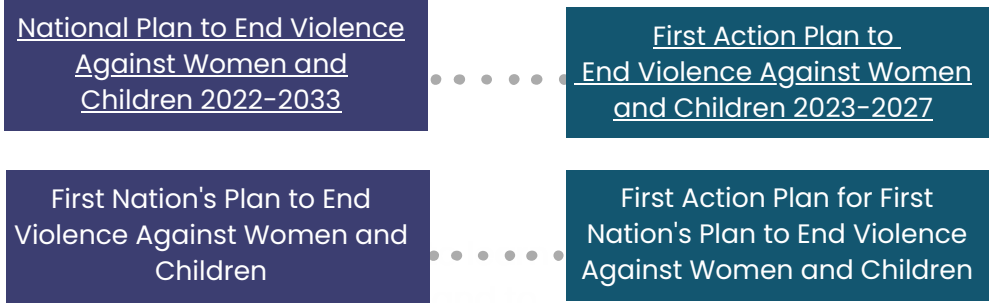


Documents guiding the sector

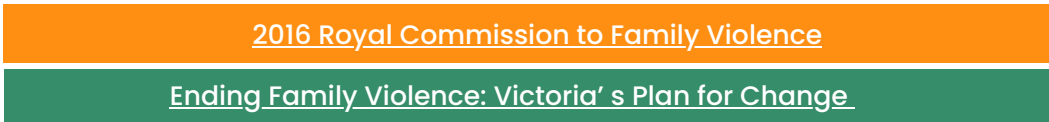
The below documents are the Federal and State Government Documents which guide our family violence work. Please note, this doesn't include related by non-family violence specific pieces of work.

National Plan For Change

*Links to all available documents are in the text.



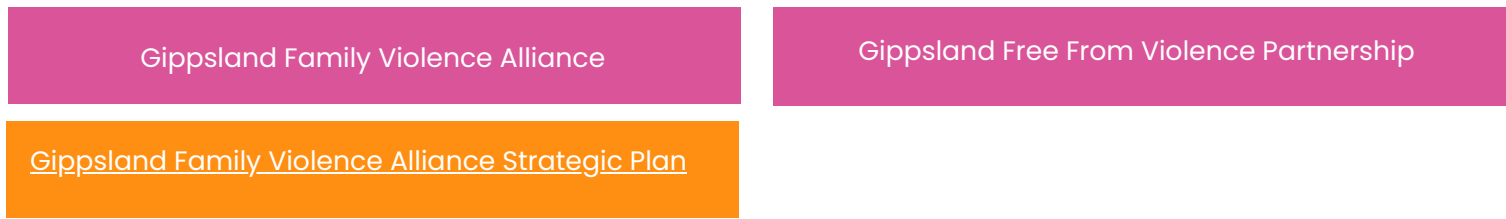
Victoria's Plan For Change Victorian Government



Government Departments



Gippsland's Plan For Change



Peak Bodies

A peak organisation or peak body is an Australian term for an advocacy group for an association of industries or groups with allied interests.

They are generally established for the purposes of developing standards and processes, or to act on behalf of all members when lobbying government or promoting the interests of the members.

The Victorian Family Violence Sector has the following Peak Bodies representing them:

Safe and Equal



Safe and Equal is the peak body for specialist family violence services that provide support to victim survivors in Victoria.



No To Violence

Not To Violence is the largest peak body in Australia for organisations and individuals who work with men to end family violence.

Sexual Assault Services Victoria



Sexual Assault Services Victoria (SASVic) is the peak body for specialist sexual assault and harmful sexual behaviour services in Victoria.



Centre for Excellence in Child and Family Welfare

The CFECFW represent over 100 Victorian organisations working across the continuum of child and family services, from prevention and early intervention to the provision of out of home care. Our members are at the forefront of supporting children, young people and families.

The Family Violence Service System

The Family Violence Service System is funded by the Victorian Government.

Agencies receive funding, which can either be:

- on-going (will continue over each budget period).
- for a fixed term period (will continue only for a set amount of time).

Each program has funding guidelines which the agency needs to adhere to, however they are guidelines which means there will be variations as to how programs are delivered across the state.

The state of Victoria is broken up into 17 unique service system. Which are outlined in this map:

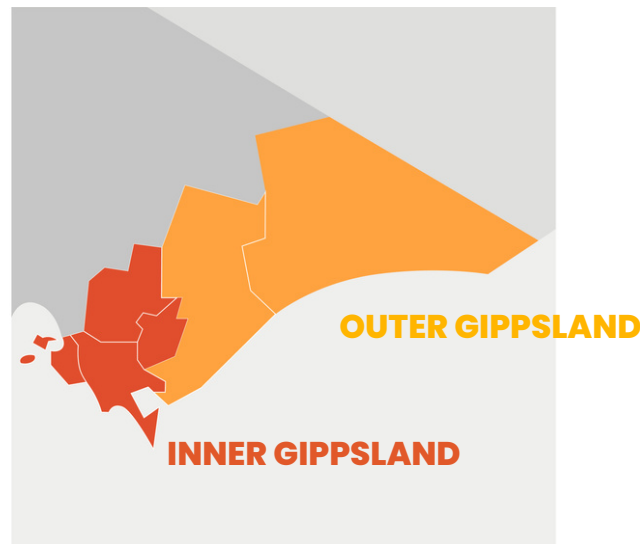


There are a few programs which are funded by the Federal Government. However, these will typically be for a fixed term period and do not typically follow the 17 DFFH service system area's.

Gippsland's Family Violence Service System

Gippsland has two service systems:

- **Inner Gippsland** which includes Baw Baw, Bass Coast, South Gippsland and Latrobe
- **Outer Gippsland** which includes Wellington and East Gippsland



Gippsland's Family Violence Statistics



Gippsland LGA's have high rates of family violence due to gender inequality which has resulted in unequal outcomes for men and women in economic, education and health opportunities within our Gippsland communities.

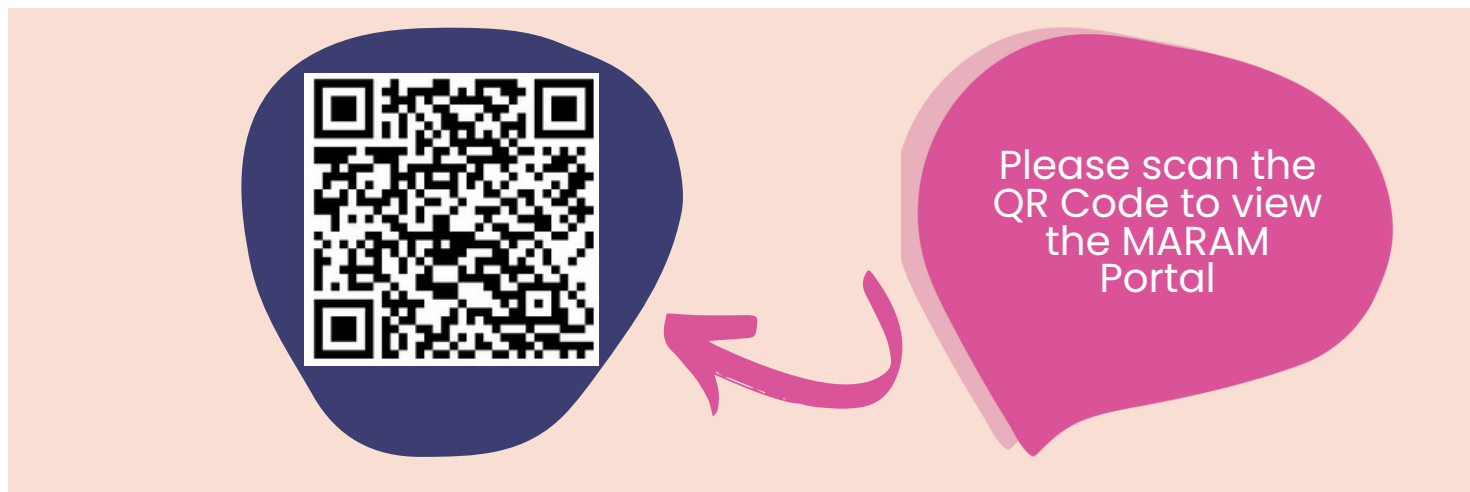
Family Violence exists in all our communities, regardless of race, gender, religion or economic status, with much of it going unreported and unseen.

For more information on our statistics, Scan the QR Code

Family Violence Practice

Family Violence practice is underpinned by the Multi-Agency Risk Assessment and Management (MARAM Framework).

The Gippsland Family Violence Alliance has correlated all the MARAM Framework and supporting documents in one location to assist Leaders to understand their responsibilities.



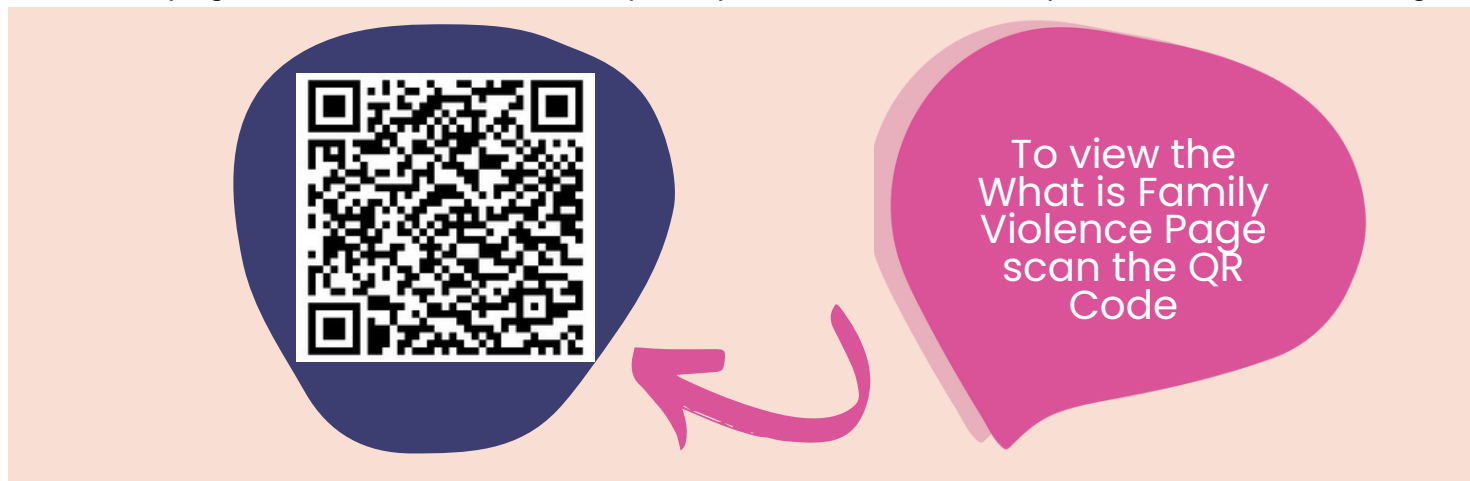
For practitioners, we have tried to contextualise the MARAM Framework to assist you to understand how it will work in your day to day practice.

Please note: you will need to scroll through the pages of the Practitioner Portal manually to see:

- Risk Assessment
- Information Sharing
- Safety Planning
- Care Team Meetings
- Brokerage and security

A graphic with a dark blue background. On the left, a pink speech bubble contains the text: "For Practitioners please scan the QR Code to view the Practitioner Portal". A pink arrow points from the bubble to a light pink speech bubble on the right. The light pink bubble contains a QR code.

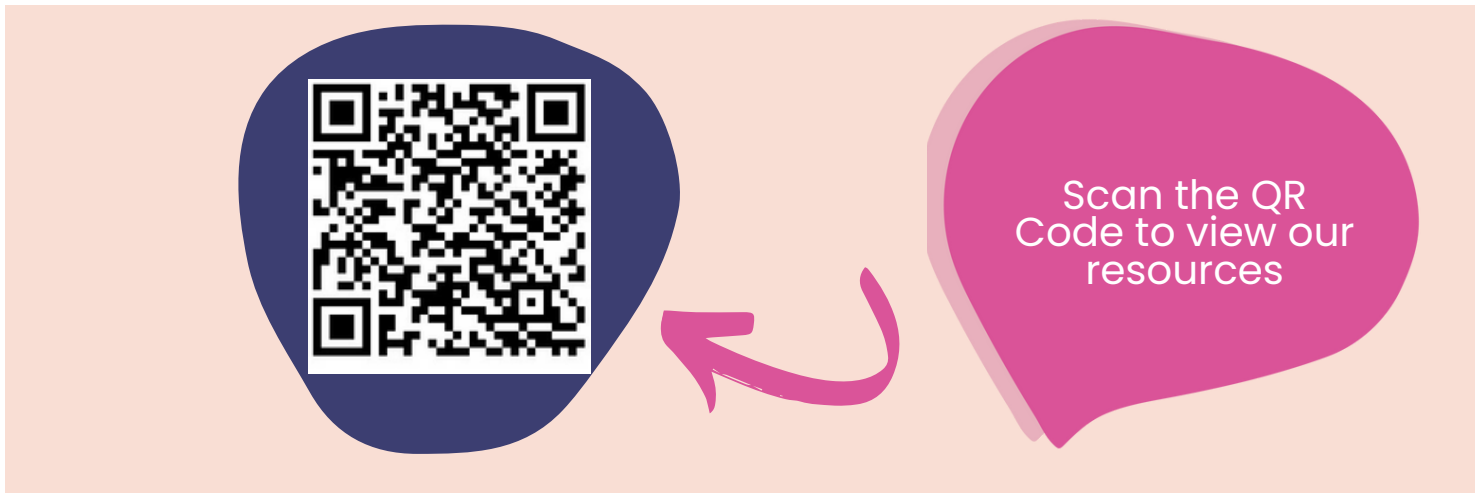
It is important that everyone develops a consistent understanding of family violence. So we have created a page that is for both community and practitioners to develop a shared understanding.



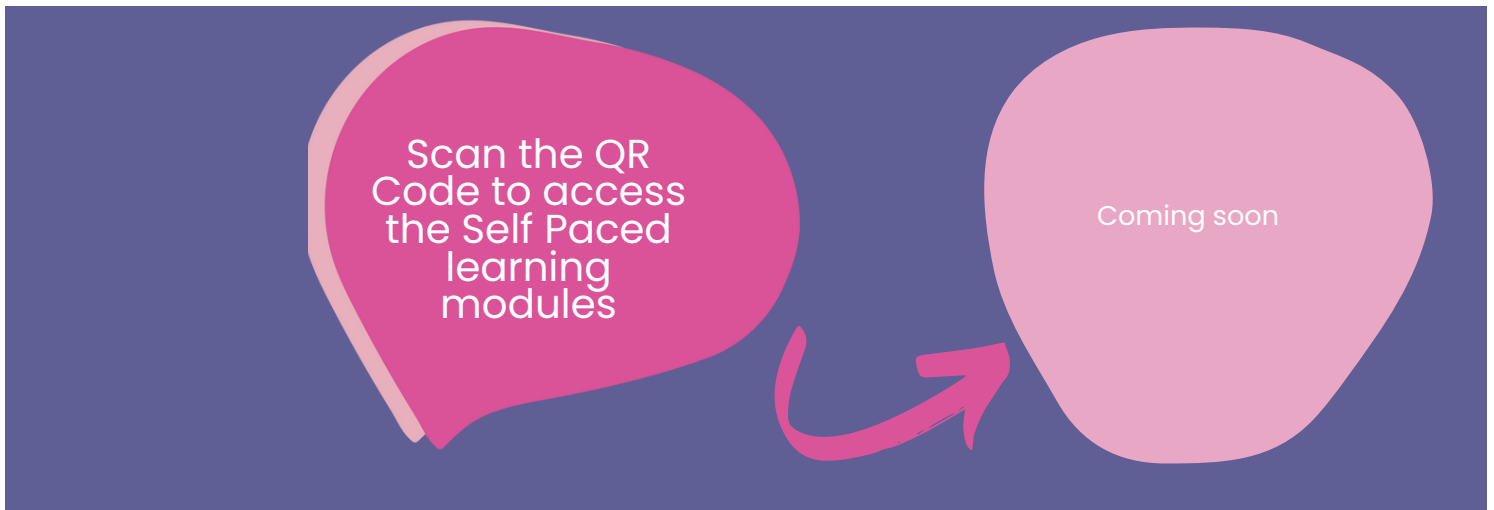
Resources which Support Practice

The Gippsland Family Violence Alliance creates resources which support family violence practice.

We are always updating these resources, so please check back regularly.



We have developed self-paced learning modules to support practice.



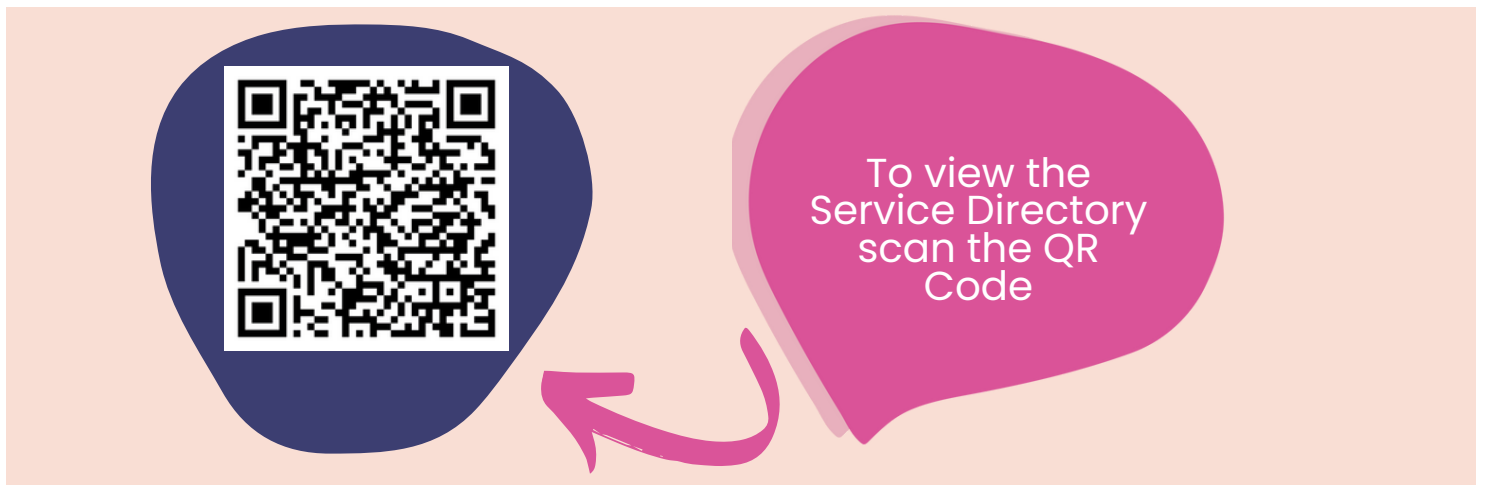
Gippsland's Services

The Gippsland Family Violence Alliance has a comprehensive Service Directory, which includes family violence referral options and also the broader services you may need to refer into, such as mental health, homelessness, alcohol and drugs etc.

Services are broken up into:

- National (where they exist)
- State (where they exist)
- Inner Gippsland
- Outer Gippsland

You can help us keep this directory up to date by submitting information to the website. You are encouraged to view the directory regularly as we are always updating it.



Services which make up the Family Violence System

Intake

After the Royal Commission into Family Violence, the state Government began to fund central intakes for family violence and for child wellbeing called The Orange Door (TOD). There are 17 TOD's in the state.

The TOD's are made up of a partnership of agencies, which vary between regions, however, they will all have:

- Services which support victim/survivors
- Services which support the person who chooses to use violence
- Family Services (formally ChildFIRST)
- Child Protection
- Aboriginal controlled agencies

Each TOD is supported by Family Safety Victoria staff, including Client Support Officers, a Hub Manager, and a Service System Navigator.

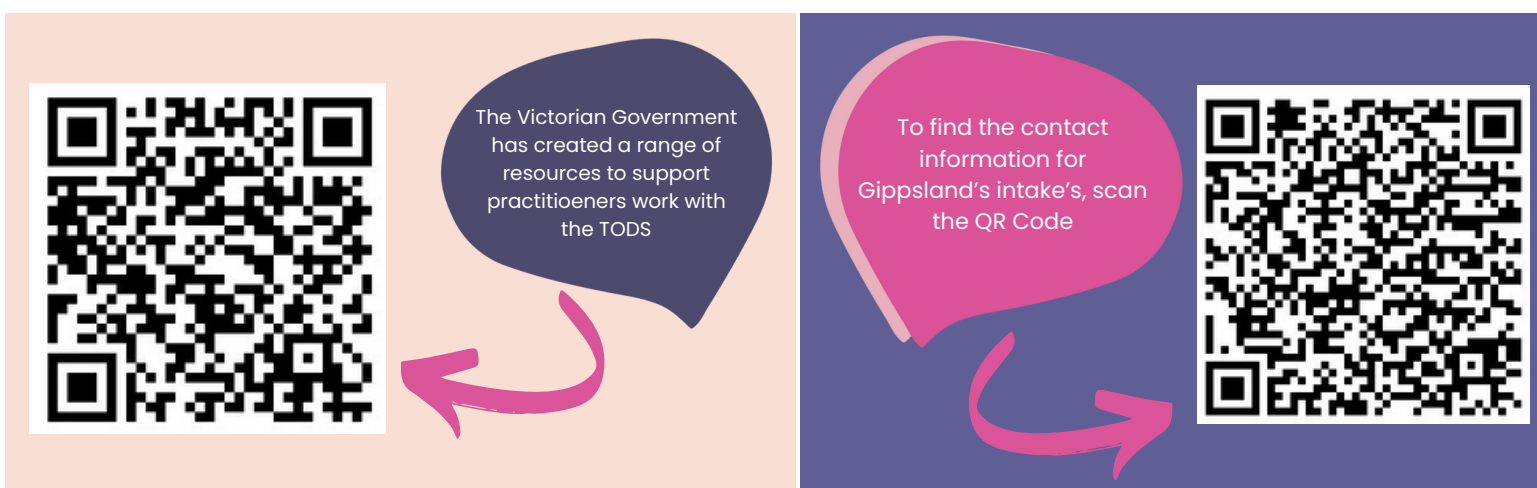
TOD's will do the initial intake with a person/family, this will typically include:

- Risk Assessment
- Safety Plan
- Identification of goals
- Referral to relevant services

Typically a client will be engaged with TOD for 2 weeks, however this may not include any waiting times for service.

People can be referred to TOD through a:

- Self referral
- A Family Violence Police Report (L17) which is provided to the TOD after an incident
- A third party referral (family violence is disclosed to another professional such as a teacher, GP or from the community etc)



Please note: The family violence service system operates with a 'No Wrong Door' approach which allows clients to present directly to family violence specialist services. This operates differently in each area.

Services which make up the Family Violence System

Case Management, Victim-Survivors

Specialist family violence service case management is for those who need additional support to manage their risk due to family violence or recover from family violence. This could be because of the risk level of the situation or the intersectional needs of the client/family. Children and young people are included as individual clients for case management.

Case management can include:

- Risk assessment
- Risk management
- Assessing the need for brokerage/personal safety initiatives
- Safety planning
- Advocacy
- Psycho-social needs assessment
- Case planning
- Coordination of services
- Referrals

Length of engagement with case management will vary on the needs and risk level of the client/family.

People present to case management via:

- Self referral - to the agency (it's not guaranteed they will meet criteria)
- A referral from the TOD

The Victorian Government has created case management guidelines - scan the QR Code

To find the contact information for Gippsland's case management agencies - scan the QR Code

Services which make up the Family Violence System

Family Violence Counselling, Victim-Survivors

Family Violence Counselling is used to support the recovery of people who have experienced family violence. This includes children, however each service has its own age range that they will support.

The purpose of family violence counselling is:

- to support the person to understand and process their experience
- rebuild the relationship between the children and the non-offending parent
- to empower the person in their life

Referrals to family violence counselling should be made when the client is in a stable living situation and the family violence risk has been managed. Family Violence Counsellors are Family Violence Specialists, so they will check in to assess if risk changes throughout their engagement and refer back to intake or case management as necessary.

Engagement is typically 13 weeks.

People present to counselling via:

- Self referral - to the agency
- A referral from the TOD
- A referral from other services



Services which make up the Family Violence System

Family Violence Therapeutic Interventions

Family Violence Therapeutic Interventions support the recovery of people who have experienced family violence. This includes children, however each service has its own age range that they will support.

Therapeutic Interventions can include:

- Group work
- One on one therapies

The program will do a needs assessment with the family.

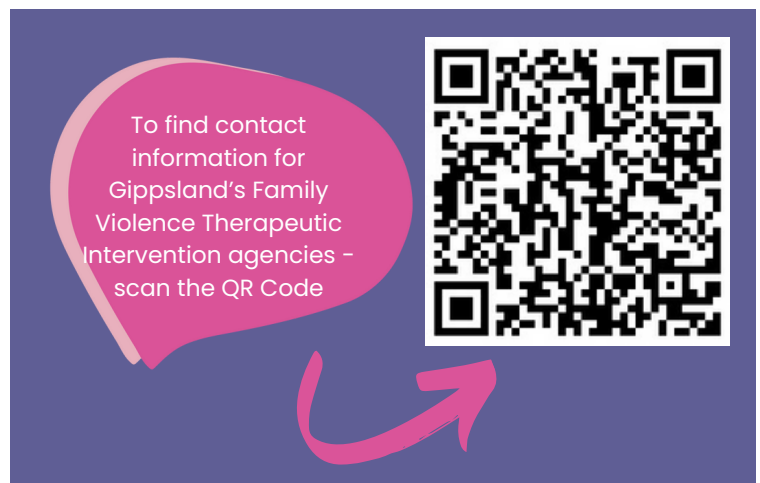
The purpose of Family Violence Therapeutic Interventions is to:

- support the person to understand and process their experience
- rebuild the relationship between the children and the non-offending parent
- to empower the person in their life

Referrals to Family Violence Therapeutic Interventions should be made when the client is in a stable living situation and the family violence risk has been managed. Family Violence Therapeutic Practitioners are Family Violence Specialists, so they will check in to assess if risk changes throughout their engagement and refer back to intake or case management as necessary.

People present to counselling via:

- Self referral - to the agency
- A referral from the TOD
- A referral from other services



Please Note: this page will go to the Service Directory under: Children Experiencing Family Violence. Therapeutic Interventions is the Government Funding name

Services which make up the Family Violence System

Sexual Assault Counselling

Sexual assault counselling is used to support the recovery of people who have experienced sexual violence. This includes children, however each service has its own age range that they will support.

The purpose of sexual assault counselling is:

- to support the person to understand and process their experience
- rebuild the relationship between the children and the non-offending parent
- to empower the person in their life

Referrals to sexual assault counselling should be made when the client is in a stable living situation and the family violence risk has been managed. Sexual Assault Counsellors are Specialists, so they will check in to assess if risk levels change during their engagement.

People present to counselling via:

- Self referral - to the agency
- A referral from the TOD
- A referral from other services



Services which make up the Family Violence System

Men's Behaviour Programs

Men's Behaviour Change Programs are for men who have chosen to use violence in their relationships who are over the age of 18. These are voluntary programs. Men will be assessed by the agency on their suitability for the program, which is based on their insights into their behaviour, readiness to change and whether they are in a stable living environment.

The Men's Program can consist of:

- Assessment
- Case management
- Group Program

Some men will engage in all aspects of the program, some may only qualify for parts. Engagement is typically 12-25 weeks.

The program is supported by a Family Contact Worker who supports the victim-survivor. Their role is to monitor safety and risk.

People present to Men's Behaviour Programs via:

- Self referral - to the agency
- A referral from the TOD
- A referral from other services



The Victorian Government has created resources for the Men's Behaviour Change Programs - scan the QR Code



To find contact information for Gippsland's Men's Behaviour change agencies - scan the QR Code



Services which make up the Family Violence System

Child Wellbeing and Family Services

The TOD's are also the central intake for Child Wellbeing concerns. Factors that may affect a child's safety, stability or development are:

- significant parenting problems
- serious family conflict, including family breakdown
- a family member's physical or mental illness, substance abuse, disability or bereavement
- families that are isolated, unsupported or young
- significant social or economic disadvantage

TOD's will do the initial intake with a person/family, this will typically include:

- Risk Assessment
- Safety Plan
- Identification of goals
- Referral to relevant service

Referral into Family Services: Family Services Interventions are determined by both an assessment of need, and the development of a child and family action plan. This plan determines the goals of intervention for the child and family, and details the interventions to be undertaken.

Intervention approaches may include:

- outreach
- in home support
- family decision making/family group conferencing
- group work
- counselling
- brokerage
- accessing universal services
- secondary consultations.

The aim being to enhance parenting capacity and skills, parent-child relationships, child development, and social connectedness.

Referrals for Family Services are through the TOD.



The Victorian Government has created guidelines and resources for family services - Scan the QR Code



Services which make up the Family Violence System

Community Legal Centres

Community Legal Centres (CLCs) are independent community organisations that provide free advice, casework and legal education to their communities. These centres are an integral part of the justice sector.

Community legal centres (CLCs) are independent community organisations that provide free advice, casework and legal education to their communities. These centres are an integral part of the justice sector.

Some are generalist centres that assist people with issues such as credit and debt, family law, family violence, victims of crime compensation and neighbourhood disputes, while others specialise in particular areas of law, such as tenancy, consumer, employment, human rights, elder abuse, environmental and immigration law.

Community Legal Centres can assist our clients with family violence matters which overlap with the law, such as:

- Intervention Orders
- Child Protection Cases
- Tenancy issues
- Fines accumulated as a result of family violence and more...

Young people can also seek their own legal advice independently of any parent or guardian.



Scan the QR Code to access Peninsula Community Legal Centre's FREE E-Learn Modules on Family Violence and the Law



To find contact information for CLC's - scan the QR Code



Services which make up the Family Violence System

Aboriginal-led family violence services within Aboriginal Community Controlled Organisations (ACCO's)

Family violence services for Aboriginal people are being delivered under Dhelk Dja: Safe Our Way, the key Aboriginal-led Victorian Agreement that commits community, services and government to strengthening the lives of Aboriginal people, families and communities and to enable people to live free from family violence.

Services are community-driven, Aboriginal-designed and led. They help people to navigate the family violence service system and walk alongside them until they are safely connected with specialist services that meet their needs.

ACCO's are within the Intake teams in TOD.

ACCO's also have:

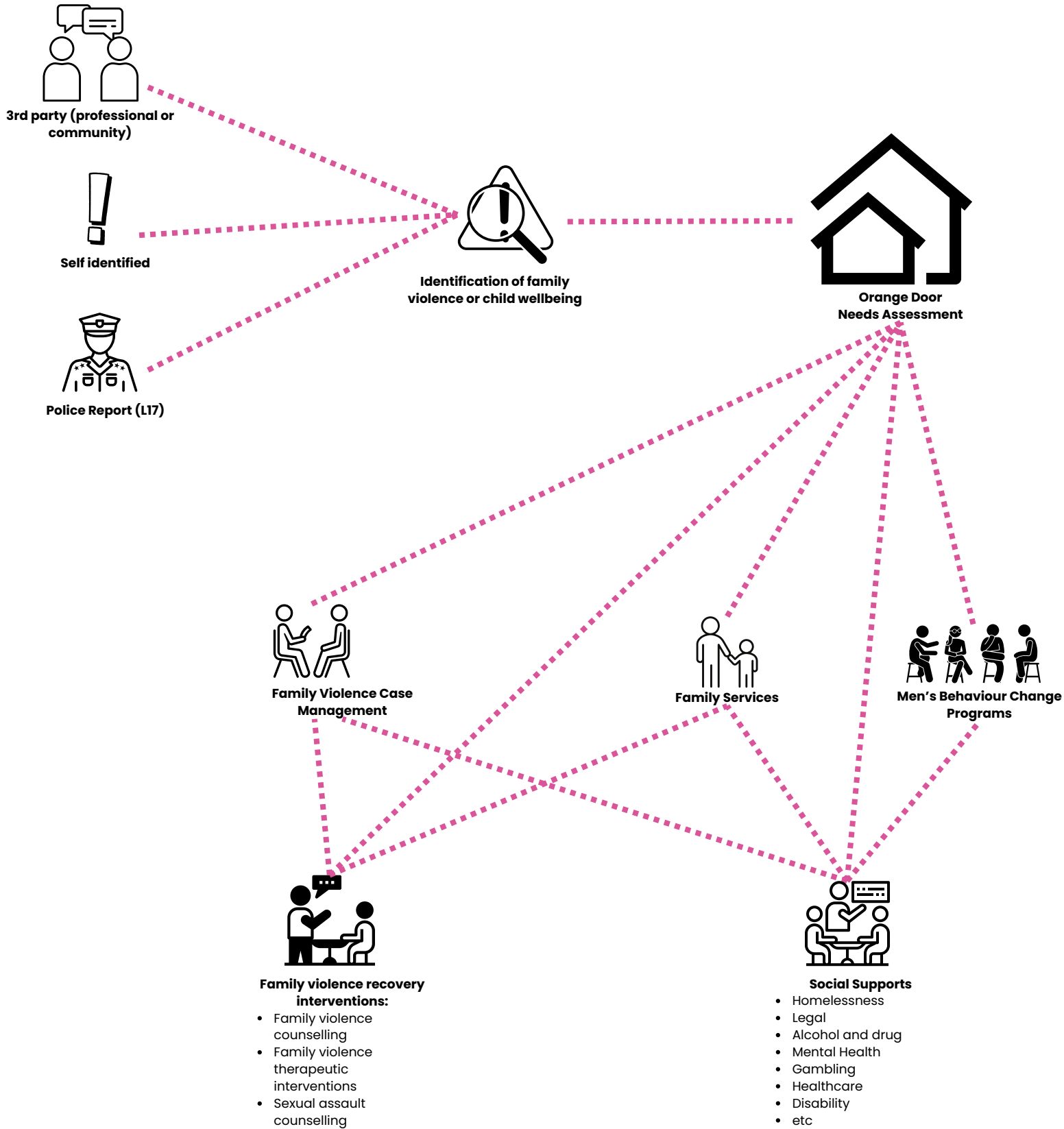
- Case management
- Men's Behaviour Change
- Family Violence Counselling
- Family Violence Therapeutic Interventions
- Sexual Assault Counselling
- Legal and more...

ACCO's undertake the same work, but in a culturally specific manner. All services are different and adapt to the needs of their community.

Not all members of the Aboriginal community will choose to access ACCO's when seeking assistance, but it is important for practitioners to seek secondary consultations to ensure they are providing a culturally safe service.



Client Journey



Advocating for Rights

All clients who enter the family violence service system are people with inherent dignity and require basic human respect. The family violence system takes an empowerment approach to working with clients, supporting them to make choices around their safety and risk.

Clients within the family violence system maintain certain rights, and the following legislation is in place to protect clients:

- **Freedom of Information 1982**- The right to request access to documents and ask for your personal information to be amended if it is incorrect or misleading.
- **Privacy and Data Protection Act 2014**- Information which is held by a Victorian Public Sector must adhere to the Information Privacy Principles.
- **Child Safe Standards**- Organisations within the Victorian Public Sector must comply with the Child Safe Standards to protect children and young people.
- **Equal Opportunity Act 2010**- Organisations in the Victorian Public Sector have a positive duty to eliminate discrimination, sexual harassment and victimisation as far as possible.
- **Health Records Act**- Organisations have a duty to use and collect your information for its intended purpose.

Victorian Public Sector Agencies are legally obliged to comply with the above legislation and there are Commissioners who monitor their adherence and who provide resources. Clients can contact a Commissioner if they believe the service has breached their obligations.



Scan the QR Code to
access Safe and Equals
Code of Practice



To read more about client
rights - scan the QR Code





© 2024 This publication is subject to
copyright

www.gippslandfamilyviolencealliance.com.au