

# NORTHERN INTEGRATED FAMILY VIOLENCE SERVICES



## REGIONAL PLAN 2013 – 2017



The Northern Integrated Family Violence Services is supported by the Victorian Government.

## 1. Introduction

The Northern Integrated Family Violence Services (NIFVS) Regional Plan 2013 – 2017 is the third Action Plan for the Northern Metropolitan Region (NMR) and provides a central platform for the work of the NIFVS Strategic Network, the NIFVS Partnership Management Group (PMG) and the member organisations over the next four years. The key priorities aim to engage a broad range of organisations that are committed to addressing family violence. The work is varied and wide ranging as the sector continues to address the spectrum of challenges from prevention of violence before it occurs to ensuring appropriate responses for survivors and perpetrators of family violence.

The priorities and actions in the plan consolidate and extend the important work that has been occurring in the region in response to family violence and reflects the solid progress towards building and sustaining an integrated family violence service system in the NMR.

## 2. Background

Over the past decade police, courts and community services have worked together to develop an embedded integrated response to family violence, in order to improve the safety of women and children who experience violence and improve the accountability of perpetrators who use violence.

Since the introduction of *Reforming the Family Violence System in Victoria* in 2005, significant measures have been taken to improve the service system response to family violence at a national and state level, including:

- Significant resources provided for coordination and integration of local service systems to address family violence
- *The Family Violence Protection Act 2008*
- *The National Plan to Reduce Violence against Women and their Children 2010 – 2022* (The National Plan)
- *Victoria's Action Plan to Address Violence against Women and Children: Everyone has a responsibility to act 2012-2015* (Victoria's Action Plan)
- Introduction of the *Victoria Police Code of Practice for the Investigation of Family Violence (2010)*
- Improving the response of courts to victims of family violence
- Improving crisis response to victims of family violence
- Improving the response to men who use violence in order to hold perpetrators accountable for their behaviour
- Increased support for Indigenous family violence prevention programs
- Initiatives to educate and promote respectful and non-violent relationships and prevent violence against women

## **Integrated Family Violence Services in the Northern Metropolitan Region (NMR)**

In the NMR, significant resources have been committed to increasing the capacity of services to respond to family violence and to ensure responses are both integrated and coordinated. Many organisations are committed to integration and coordination including:

### **Women's & Children's Services**

Anglicare Victoria (Anglicare), Berry Street Northern Family and Domestic Violence Service (NFDVS Berry Street), Community Health Services (Banyule, Darebin, Dianella, Merri, Nillumbik, North Richmond, North Yarra, Plenty Valley, Sunbury), Elizabeth Hoffman House (EHH), Georgina and Martina Inc. Women's Refuges (GMI), inTouch Multicultural Centre Against Family Violence (inTouch), Kildonan Uniting Care (Kildonan), Salvation Army Crossroads Mary Anderson Family Violence Services (MAFVS), Victorian Aboriginal Child Care Agency (VACCA), Women's Health In the North (WHIN).

### **Men's Services**

Aboriginal and Torres Strait Islander Centre for Males, Kildonan, Plenty Valley Community Health (PVCH), Sunbury Community Health Centre (Sunbury CHC), Victorian Aboriginal Health Services (VAHS) Healing Centre.

### **Indigenous Services**

Aboriginal and Torres Strait Islander Centre for Males, Aboriginal Family Violence Prevention & Legal Service (FVPLS), EHH, Maya Healing Service, Time Out Centres, VACCA, VAHS Healing Centre.

### **Justice Initiatives**

Broadmeadows Magistrates Court Intervention Order Support Service  
Heidelberg Family Violence Court Division  
Neighbourhood Justice Centre (NJC) Intervention Order Support Service  
Victorian Police Family Violence Advisors  
Victoria Police Specialist Family Violence Response Units

### **Significant Partners**

Department of Human Services (DHS)  
DHS Child Protection  
Department of Justice (DoJ)  
DoJ Corrections  
Family Services  
Local Government

### 3. Definition of Family Violence:

Section 5 of the *Family Violence Protection Act 2008* defines family violence as:

- (a) behaviour by a person towards a family member of that person if that behaviour—
- (i) is physically or sexually abusive; or
  - (ii) is emotionally or psychologically abusive; or
  - (iii) is economically abusive; or
  - (iv) is threatening; or
  - (v) is coercive; or
  - (vi) in any other way controls or dominates the family member and causes that family member to feel fear for the safety or wellbeing of that family member or another person; or
- (b) behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of, behaviour referred to in paragraph (a).

Family violence is the use of violent, threatening, coercive or controlling behaviour by an individual against a family member(s), or someone with whom they have, or have had, an intimate relationship. Violent behaviour includes not only physical assaults but an array of power and control tactics used along a continuum, including direct or indirect threats, sexual assault, emotional and psychological torment, economic control, property damage, social isolation and behaviour which cause a person to live in fear.

A person's experience of and responses to family violence will be influenced by their position in relation to power. This is affected by a number of factors including, but not limited to, socio-economic status, cultural background, sexuality, Indigenous status, ability, age and experience of migration.

#### Notes to definition

The NIFVS Strategic Network recognises that women and children experience the majority of the burden of family violence; that it is overwhelmingly males known to these women and children who abuse them; and that this abuse occurs mostly, although not always, in private.

Family members, consistent with *The Family Violence Protection Act 2008*, can refer to:

- A current or former spouse or domestic partner
- A person who has, or has had, an intimate personal relationship with the relevant person
- A current or former relative; (please see section 10 of the Act re meaning of a relative)
- A child, sibling, extended family (e.g. grandparent, uncle), blended family members (step father, step sibling, in laws) see section 8
- A person with whom the relevant person may have a cultural relationship that is like family members (See section 8 (3) (d) and section 10 (1)(b))
- A carer with whom the relevant person has a dependent and/or independent relationship (see section 8 (3) (h))
- Across all groups of women, it is important to note that women's own, accurate and lived definitions of family violence are often clouded by men's descriptions, excuses and acts of minimisation. Psychological or emotional abuse can be just as harmful as physical abuse. Abuse in a relationship is never acceptable, regardless of the circumstances, and is never the fault of the victim. Abuse is not caused by alcohol, or stress, or by the victim's behaviour. Abuse happens because the abuser wants to control and manipulate the other person. This definition is based on that used in the *DHS Practice Guidelines: Women and Children's Family Violence Counselling and Support Program*.

## **4. Northern Integrated Family Violence Services (NIFVS)**

### **Key Integration & Coordination strategies**

The NIFVS Strategic Network was formed in 2008 and provides a strong platform to sustain cross-sector collaborations, agency partnerships and community engagement required for integration of the family violence service system in the NMR. The NIFVS Strategic Network engages a broad representation of organisations, in order to encompass all services that work with those affected by family violence. Member organisations of the NIFVS Strategic Network come from the following: family violence services, sexual assault services, mental health services, Aboriginal services, drug and alcohol services, family and children's services, disability services, homelessness networks and housing services, Culturally and Linguistically Diverse (CALD) Services, Primary Care Partnerships (PCP) and health services. DHS and DoJ participate in the NIFVS Strategic Network.

The NIFVS PMG is a high-level leadership group of the family violence funded women's, men's, children's and Aboriginal service providers in the NMR, and WHIN. The PMG is responsible for overseeing and guiding the integrated approach to family violence in the NMR and work collaboratively and in partnership to enhance and continually improve family violence service delivery across the region.

The role of the Regional Integration Coordinator (RIC) and the NIFVS Coordination Team is to undertake a regional leadership and support role for the planning and integration of family violence services. The NIFVS Coordination Team is employed by WHIN and funded by the Victorian State Government, DHS.

### **Our Vision and Mission**

**OUR VISION:** For women and children to live safe and free from family violence.

**OUR MISSION:** Our mission is to maintain and continually develop the integrated family violence service system in the North, in order to improve the safety of women and children and to hold perpetrators accountable for their use of violence. We will achieve this integration on both strategic and operational levels by:

- Identifying and responding to systemic issues
- Advocating for systemic change, including in response to reviews, reports, legislation, policy and procedures.

## 5. The State-wide Context

Violence against women is now recognised as the biggest contributor to death, disability and illness in Victorian women aged 15–44 (VicHealth, 2004).

The Victorian Government acknowledges that violence against women and children is unacceptable in any form, under any circumstances and in any community. The Government's vision is for women and children to live free from violence in Victoria and also to feel more confident to report experiences of violence when they occur. The Action Plan, released in October 2012, sets out a plan of action to reduce the incidence of family violence and sexual assault and lessen the impact of family violence on women, children, other family members and the broader community.

The Action Plan is a whole of government document, with the following Ministers' and Offices' endorsement: the Minister for Police and Emergency Services, Minister for Women's Affairs, Minister for Community Services, Attorney General, Minister for Housing, Minister for Crime Prevention, Minister for Corrections, Minister for Aboriginal Affairs and Minister for Local Government.

The Action Plan outlines the future of the family violence reform agenda and the state government priorities. The Action Plan seeks to maintain a more coordinated and integrated approach from government and non-government agencies to support women and children who are experiencing family violence. It recognises the importance of a whole of government approach that gives consideration to prevention, early intervention and response in equal measure.

The Action Plan envisages addressing violence against women and children through three streams:

1. Preventing violence against women and children, by educating to change attitudes and behaviours, to promote respectful non-violent relationships and engaging organisations and communities to promote gender equity and stop violence.
2. Intervening earlier, by identifying women and children at risk of being subjected to family violence and identifying those who are at risk of using violence.
3. Responding through an integrated system, which provides consistent, coordinated and timely responses to women and children who experience family violence to protect and empower them to rebuild their lives, and to hold perpetrators of violence accountable and prevent perpetrators from reoffending.

Through increased regional integration, coordination and local service provision, demonstrated by the change in DHS divisional boundaries, the Government is committed to ensuring that women and children affected by family violence receive consistent, connected support and service. Furthermore, a comprehensive, integrated system that provides consistent, coordinated and timely responses to family violence more effectively holds perpetrators to account by enhancing police and court processes.

The impact of family violence on children is a strong focus of current initiatives to address family violence, with evidence indicating that even when children are not direct victims, exposure to violence can have significant psychological, emotional and behavioural impacts and adverse developmental effects on them, comparable to children experiencing violence directly. As such, The Action Plan is committed to addressing violence against women *and* children and for children to realise their potential and participate fully in all aspects of their lives.

The Action Plan is complemented and supported by several other government strategies that complete the current policy context including:

*Victoria's Vulnerable Children Strategy 2013-2022*

*The Sexual Assault Reform Strategy Final Evaluation Report 2011*

*Living Free from Violence – Upholding the Right, Victoria's Police's strategy to reduce violence against women and children 2009 – 2014*

*Strong Culture, Strong Peoples, Strong Families: Towards a safer future for Indigenous families and communities 10 year plan 2008-2018*

*Victorian Homelessness Action Plan 2011 – 2015*

*The Elder Abuse Prevention and Response Guidelines for Action 2012-2014*

*The Victorian Health Priorities Framework 2012 – 2022*

*Human Services: A Case for Change 2011*

*Services Connect Model Released 2011*

In 2010 the *Victoria Police Code of Practice for the Investigation of Family Violence* (Code of Practice) was implemented. The Code of Practice embeds police protocols for responding to and investigating incidents of family violence across the state in practice. The subsequent police referral process has resulted in significant growth in referrals to specialist family violence services and has become the primary source of referrals for these services. Reported family violence has more than doubled over the past decade; this increased reporting is vital to exposing the full extent of violence against women and children.

## **6. Melbourne's Northern Metropolitan Region (NMR)**

The population of the NMR is 858,895 (Australian Bureau of Statistics 2011), which equates to 16% of the Victorian population; with Aboriginal and Torres Strait Islander people comprising 0.5% of the total NMR population. The NMR covers more than 1,600 square kilometres from inner city parts of Richmond to remote parts of the Kinglake Ranges and contains suburbs diverse in ethnicity, socio-economic status and infrastructure. The seven Local Government Areas (LGAs) are Banyule, Darebin, Hume, Moreland, Nillumbik, Whittlesea and Yarra.

The NMR has three of the 10 Interface Councils, forming the edges of Melbourne, and two of these (Hume and Whittlesea) are identified as growth corridors. This rapid population growth is straining existing infrastructure and highlighting gaps in service delivery.

Victoria Police crime statistics indicate that reported family violence incidents in the NMR have increased from 5054 incidents in 2007-2008 to 8063 in 2011-2012, which is an increase of 60% (Victoria Police Corporate Statistics Family Violence Incidents 2007/08-2011/12).

In 2011–2012 there were 8063 family violence incidents in the NMR, which was an increase of 18.5% on the previous year. Children were present in 34% of these incidents (2,746). In the 8,063 incidents, 33.7% of female AFMs (Aggrieved Family Member) were fearful or very fearful compared to 6.6% of male AFMs. A total of 328 rapes and 924 sex offences were reported to Victoria Police during 2011-2012 in the NMR (Data extracted from LEAP on 21 December, 2012. Produced by Corporate Statistics, Victoria Police). These numbers are expected to increase markedly over the next few years. The incongruence between the sizeable increase in demand and the lack of growth in funding leaves the sector under-resourced, overstretched and unable to meet the demand.

The NMR is recognised for its innovative service models and regional initiatives, which aim to improve the response to women and/or women with children who are experiencing family violence and to ultimately prevent such violence from occurring. There is widespread commitment to integration and coordination across organisations in the region, evidenced by the sustained engagement and participation in service development and coordination. The NMR has a robust history of commitment from local government and non-government organisations to working together to address violence against women and children.

Whilst there are significant achievements and well established structures and partnerships in the NMR, ongoing improvement of service system responses and strong commitment to collaboration and service integration is required. The NMR has clear evidence of existing and emerging demand, issues and gaps in service responses to family violence, which will become a focus for the NIFVS Regional Plan 2013-2017.



## **7. Northern Integrated Family Violence Services Regional Plan 2013-2017**

### **The planning process**

The development of each NIFVS Regional Plan has been a collaborative process with input provided by a broad range of representatives across the region. A process of regular review, reporting and evaluation has been undertaken to ensure that the outcomes contained in each plan have been achieved.

The NIFVS Regional Plan 2013 -2017 was developed through broad sector engagement and provided opportunities for individual service providers to reflect on achievements to date and identify priorities for the next four years. The planning process built on and consolidated the commitment of a diverse range of organisations with varying levels of engagement in addressing family violence.

### **The structure of the plan**

The NIFVS Regional Plan 2013 – 2017 is structured to reflect the current Victorian State Government policy context. As such, the structure of the plan sees a shift from designated priority areas (see previous NIFVS Action Plans) and a move to priority goals conceptualised on a spectrum from prevention to early intervention and response. The three tiered approach to addressing violence against women and children reflects the strong commitment from the North to continued integration and coordination of the service system.

The diagrammatic representation of the NIFVS Regional Plan 2013-2017 is designed to ensure widespread engagement with the plan, and provides a contemporary and strategically relevant platform for work addressing family violence in the NMR. The plan is designed to be easily transferable to individual and organisational work plans.

### **The intention of the plan**

It is intended that the collaborative process undertaken to develop the NIFVS Regional Plan 2013-2017 will support widespread engagement in the content and goals of the plan. The broad strategic focus of the plan is intended to strengthen the integrated and coordinated approach to addressing family violence across the NMR. The NIFVS Regional Plan 2013-2017 reflects the key initiatives of organisations that are members of the NIFVS Strategic Network and although it may not reflect all work/actions occurring in the region, the plan aims to represent the key initiatives, cross-sectoral work and mutual priority goals in the NMR.

# NIFVS Regional Plan 2013-2017 : Strengthening our integrated approach to family violence in the NMR

## Goals

### Primary prevention

- Prevent violence against women and children before it occurs

### Early Intervention

- Improve protective factors for whole communities
- Improved early identification of women and children at greatest risk of violence
- Identify those who are at risk of using violence

### Response

- Well connected services that prioritise safety through consistent, appropriate, timely and effective responses to women and children.
- Increase the accountability of men who choose to use violence against their families
- Services respond effectively and appropriately to the diversity of women and children affected by family violence

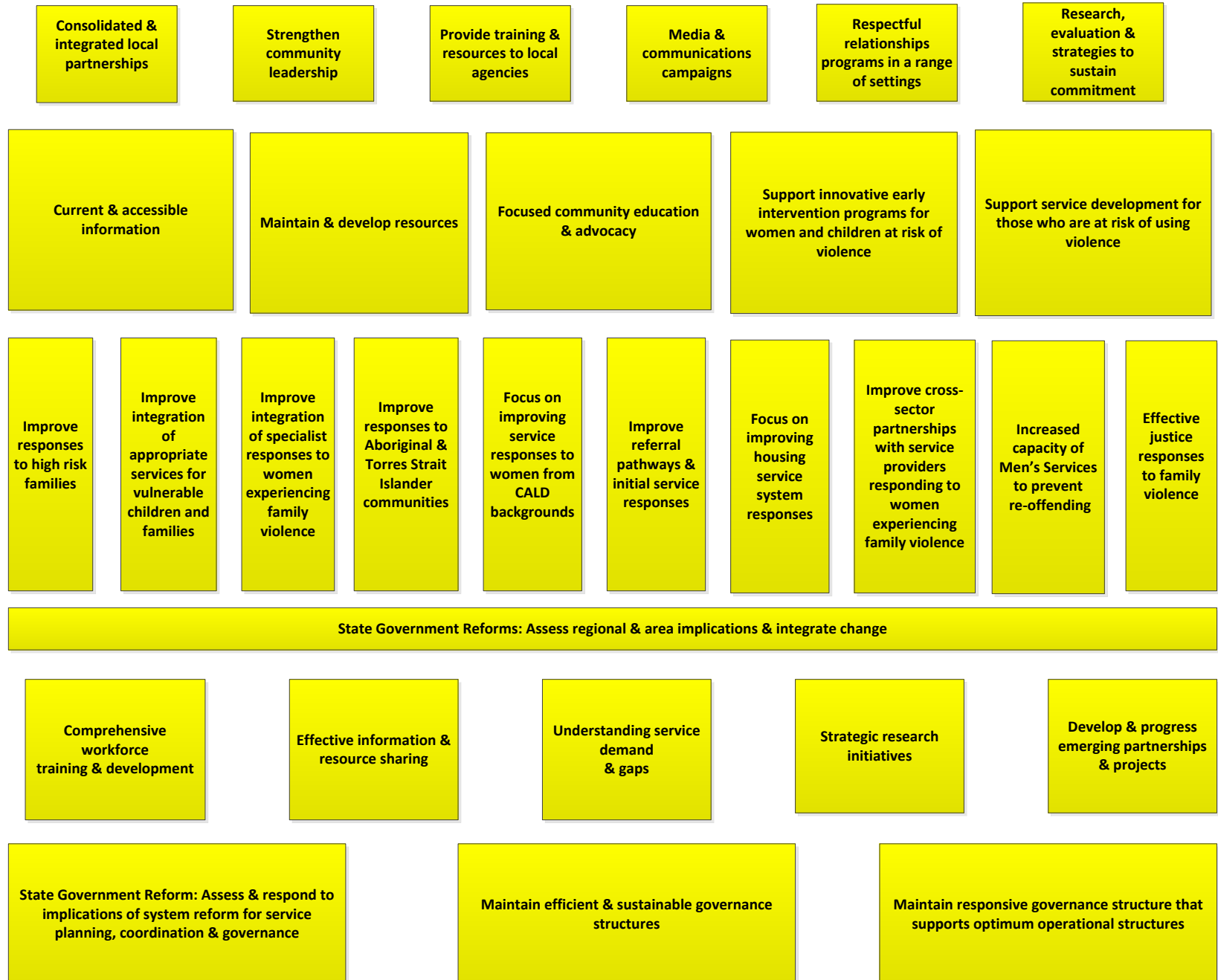
### Skilled workforce and sound evidence base

- Sustain a skilled and well informed workforce
- Maintain a substantial evidence base to inform practice
- Effective communication of strategic position

### Governance

- Ensure effective service coordination and strong interagency partnerships at a local and regional level

## Action areas



# GOAL

## Action areas

## Key regional activities

## Lead partners

## Indicators of development

### Primary Prevention

Prevent violence against women and children before it occurs

GOAL	Action areas	Key regional activities	Lead partners	Indicators of development
<b>Primary Prevention</b>  Prevent violence against women and children before it occurs	<b>Consolidated &amp; integrated local partnerships</b>	Endorsement of BRC strategy Establish BRC Implementation Advisory Group Maintain engagement with Local FV networks Engage with Indigenous Family Violence Regional Action Group (IFVRAG) regarding prevention work	WHIN, Local Councils, Community Health Centres/Services, Primary Care Partnerships (PCP), NIFVS Strategic Network & NIFVS PMG, Local FV Networks	Formal endorsement of BRC strategy BRC Implementation Advisory Group established Sustained engagement of Local FV Networks and the IFVRAG
	<b>Strengthen community leadership</b>	Support local community to undertake leadership in Prevention of Violence Against Women (PVAW) and, in particular, women and men from CALD backgrounds Living in Harmony Project Week Without Violence (WWV) Whole of organisation approaches to White Ribbon Day (WRD)	NIFVS Coordination Team WHIN, NIFVS Strategic Network & NIFVS PMG, Local Councils, Community Health Centres/Services, PCPs Local FV Networks, Settlement Services, inTouch, Spectrum Migrant Resource Centre (MRC), EHH	Evidence of strong leadership in CALD communities Increased whole of organisation participation in WRD Increased profile and participation in WWV Development and use of culturally appropriate resources
	<b>Provide training &amp; resources</b>	PVAW & gender analysis training Develop and disseminate resources to support PVAW in local facilities and public spaces e.g. Gender Analysis Planning Took & Audit Tool	WHIN, VicHealth, Local Government, Community Health Centres/Services	Training attended Increased accessibility & safety of Council facilities Increased involvement of women in planning buildings and public spaces
	<b>Media &amp; communications campaigns</b>	Support community leaders to become ambassadors/ champions Mainstream media promotion Media monitoring Support individuals and organisations to champion PVAW Help Cards, WWV,WRD	NIFVS Coordination Team Local Media Local Government NIFVS Strategic Network & NIFVS PMG WHIN	Increased communication and awareness Increased media profile Increased access to family violence information & support
	<b>Respectful relationships programs in a range of settings</b>	Gender equitable sporting facilities PVAW as core business of Local Government and Community Health Centres/Services Programs that promote positive masculinity & improve family and gender roles Staff attitudes survey – BRC evaluation Prevention work in schools	WHIN, NIFVS Strategic Network & NIFVS PMG, Local Government, Community Health Centres/Services, PCPs, Northern Centre Against Sexual Assault (NCASA) & Good Samaritan Inn	Increased access of women to membership of sporting facilities Implementation of whole of organisation responses to PVAW Delivery of respectful relationships programs Surveys and evaluation conducted School prevention programs strategy developed & delivered
	<b>Research, evaluation &amp; strategies to sustain commitment</b>	Monitoring and evaluation of BRC to inform subsequent work	WHIN, NIFVS Strategic Network, BRC Implementation Advisory Group	Strong evidence base with regards to whole of organisation and regional approaches to PVAW

# GOAL

## Early Intervention

- Improve protective factors for whole communities
- Improved early identification of women and children at greatest risk of violence
- Identify those who are at risk of using violence

### Action areas

### Key regional activities

### Lead partners

### Indicators of development

#### Current & accessible information

Maintain NIFVS website  
Help Cards Re-print & distributed across region  
Targeted media activities

NIFVS Coordination Team, WHIN, Local Government, NIFVS Strategic Network & NIFVS PMG

Website up to date and traffic measured and analysed  
Help cards evaluated and reprinted

#### Maintain & develop resources

Help Cards Evaluation and redevelopment  
Love Control distribution strategy sustained  
Love Control: explore new audiences  
Identifying Family Violence (IFV) Training sessions focused on mainstream professionals working with families experiencing violence (e.g. GPs, Allied Health)

NIFVS Coordination Team

Help Cards revised, reprinted, widely distributed and tracked  
Love Control revised & distributed  
Love Control (new production)  
IFV Training sessions conducted, targets met & evaluated

#### Focused community education & advocacy

CALD-focused projects  
Schools – Training session with school nurses and school counsellors  
Women in prisons pre & post release -support to women's groups and chaplains in prison  
Week Without Violence

Community Information Whittlesea & NFDVS Berry Street, Spectrum MRC, inTouch, North Yarra Community Health (NYCH)  
NCASA – SAPPSS Program  
MAFVS  
NIFVS Coordination Team, Local FV Networks & Regional Partners

Newly arrived CALD communities engaged in family violence education & advocacy  
Partnerships between CALD & mainstream organisations sustained  
Agreed target audience reached  
Number of sessions conducted & evaluated  
WWW Evaluation

#### Support innovative early intervention programs for women & children at risk of violence

*Families at Home* Homelessness Innovation Action Project (Whittlesea)  
Regional strategy and forum to respond to Elder Abuse prevention and response guidelines 2012-14

Kildonan, MAFVS & Homeground  
NIFVS Coordination Team, DV Vic, City of Whittlesea

Effective & sustainable service model for women and children to remain at home safely

#### Support service development for those who are at risk of using violence

VAHS Healing Centre  
Adolescent perpetrators and parents as victims  
Men's Behaviour Change Group (MBCG) & Development of CALD-specific MBCG for Indian community

VAHS  
Anglicare  
Kildonan, PVCH, Sunbury CHC

Provision of services to men who are at risk of using violence  
Establishment of an CALD-specific Indian MBCG

# GOAL

## Response

- Well connected services that prioritise safety through consistent, appropriate, timely and effective responses to women and children.
- Increase the accountability of men who choose to use violence against their families
- Services respond effectively and appropriately to the diversity of women and children affected by family violence

### Action areas

### Key activities

### Lead Partners

### Indicators of development

GOAL	Action areas	Key activities	Lead Partners	Indicators of development
<p><b>Response</b></p> <ul style="list-style-type: none"> <li>Well connected services that prioritise safety through consistent, appropriate, timely and effective responses to women and children.</li> <li>Increase the accountability of men who choose to use violence against their families</li> <li>Services respond effectively and appropriately to the diversity of women and children affected by family violence</li> </ul>	<p><b>Improve responses to high risk families</b></p>	<p>Hume Strengthening Risk Management Program High Risk Response Case Conferencing Repeat Police Attendances Strategy (RPA) Northern Crisis Advocacy &amp; Response Service (NCARS)</p>	<p>NFVDS Berry Street &amp; Hume agencies NFVDS Berry Street, Victoria Police Family Violence Response Units (FVRU) NFDVS Berry Street, MAFVS, GMI, WHIN, Victoria Police, Women's Domestic Violence Crisis Service (WDVCS)</p>	<p>Sustained &amp; effective multi-agency approach to family violence Resources maintained; service models documented &amp; regular evaluation.</p>
	<p><b>Improve integration of appropriate services for vulnerable children &amp; families</b></p>	<p>L17 Triage Pilot Think Child Service Coordination Strategy Turtle and Dolphin Children's Counselling program Merri Outreach Support Service (MOSS) Counselling for Children inTouch Group Work &amp; Programs</p>	<p>NFDVS Berry Street, DHS Child Protection (CP), Child And Family Information, Referral and Support Teams (Child FIRST), Victoria Police NIFVS Coordination Team, Anglicare, MOSS inTouch</p>	<p>Effective identification of vulnerable children. Clarified referral pathways and more responsive and effective support for women and children. L17 Pilot evaluated &amp; outcome embedded. Service mapping, referral protocols developed and implemented.</p>
	<p><b>Improve integration of specialist responses to women experiencing family violence</b></p>	<p>Improved integration of FV and Mental Health services Northern Area Mental Health Service (NAMHS) Partnership Project, <i>Making Connections</i> FV &amp; MH Project, a service development initiative to extend and embed secondary consultation, referral pathways and sector collaboration.</p>	<p>NIFVS Coordination Team, NIFVS Strategic Network &amp; NIFVS PMG, NAMHS, Local Government, Neami, Mind Australia</p>	<p>Effective and collaborative relationships and service responses between family violence services and specialist mental health services</p>
		<p>Disability and Family Violence Crisis Response Initiative  Representation from key disability sector stakeholders on NIFVS Strategic Network</p>	<p>DHS, Women With Disabilities Victoria (WDV), NFVDS Berry Street, MAFVS, GMI, EHH  NIFVS Coordination Team</p>	<p>Improved integration of FV and disability services Increased awareness of issues for women and women with children who have disabilities</p>
	<p><b>Improve responses to Aboriginal &amp; Torres Strait Islander communities</b></p>	<p>Strengthening partnerships between mainstream FV agencies &amp; Aboriginal services. Specialist Aboriginal Intake response for women, children &amp; men Skill Exchange Project Koori Family Violence Police Protocols (Darebin) Koori Justice Workers at NJC</p>	<p>NFDVS Berry Street &amp; VACCA, VAHS Healing Centre, Aboriginal And Torres Strait Islander Centre for Males, FVPLS, EHH Victoria Police, NJC</p>	<p>Partnerships documented &amp; fully operational Skill exchange model documented Aboriginal Intake response and evaluation of impact</p>
	<p><b>Focus on improving service responses to women from CALD backgrounds</b></p>	<p>Engage with CALD services Analysis of service usage by CALD women/ population Monitor &amp; address immigration issues</p>	<p>NIFVS Coordination Team Refugee and Immigration Legal Centre (RILC) Spectrum MRC, inTouch Foundation House, MAFVS, GMI Muslim Women's Council of Victoria (MWCV)</p>	<p>Women from CALD backgrounds having increased access to services</p>

# GOAL

## Response

- Well connected services that prioritise safety through consistent, appropriate, timely and effective responses to women and children.
- Increase the accountability of men who choose to use violence against their families
- Services respond effectively and appropriately to the diversity of women and children affected by family violence

Action areas	Key activities	Lead Partners	Indicators of development
<b>Improve referral pathways &amp; initial service responses</b>	L17s streamlined (electronic) Demand documentation Effective Intake Service model Intake, NCARS, Counselling and group work for women & children	NIFVS Strategic Network & NIFVS Coordination Team Victoria Police NFDVS Berry Street Intake NCARS Counselling Intake (Community Health Centres/ Services) Counselling & Support Alliance (CSA) NAMHS	Reduced administration (Victoria Police) Streamlined service allocation Reduced service delay Regular integrated demand analysis
<b>Focus on improving housing service system responses</b>	Engage with Housing Sector Analysis of service system issues Monitor and address Housing referral pathways Responding to Victorian Homelessness Action Plan (VHAP)	NFDVS Berry Street, MAFVS, GMI, EHH, Good Samaritan Inn, WDVCS, Women's Information, Support and Housing in the North (WISHIN) North & West Homelessness Network (NWHN) North East Housing Services Northern	Improved referral pathways Increased collaboration between housing and FV sector
<b>Improve cross-sector partnerships with service providers responding to women experiencing family violence</b>	Participation from key sector stakeholders in NIFVS Strategic Network	NIFVS Strategic Network NIFVS Coordination Team Odyssey House, NCASA, Youth Support and Advocacy Service (YSAS), NYCH Mental Health and Drug Safety Services	Increased collaborative cross-sector partnerships Improved cross-sector referral pathways Increased secondary consultations
<b>Increase capacity of Men's services to prevent reoffending</b>	Men's Active Referral Service (MARS) Review (Analysis of service demand & response) Development & documentation of best practice approaches Service Innovations – Fathering Without Violence	Kildonan, PVCH, Sunbury CHC Men's Integrated Family Violence Services Partnership (MIFVS)  Kildonan & Children's Protection Society (CPS)	Improved referral pathways Attraction of funding
<b>Effective justice responses to family violence</b>	Implementation of legislation amendments and effective implementation of new offences and penalties in Family Violence Protection Act 2008 Expanded Mandated Men's Program- FV Intervention Counselling Regional coordination of courts & specialist support services	Victoria Police, Heidelberg, Broadmeadows Courts & NJC Kildonan NIFVS Coordination Team Court Support Providers Network Women's Legal Service Victoria (WLSV), Victoria Legal Aid (VLA), Community Legal Centres (CLCs), Corrections Victoria, DoJ	Reduced breaches of Intervention Orders Increased number of indictable offences Increased number of men attending court directed programs Court Support Providers Network outcomes are actioned
<b>State Government Reforms: Assess regional &amp; area implications &amp; integrate change</b>	Strategy to strengthen area based approach Engage effectively in North Division planning & Services Connect strategy	NIFVS Coordination Team NIFVS PMG & NIFVS Strategic Network	Consistent communication of NIFVS agreed position and strategies in response to Victorian State Government reforms

# GOAL

## Action

## Key activities

## Lead Partners

## Indicators of development

### Skilled workforce and sound evidence base

- Sustain a skilled and well informed workforce
- Maintain a substantial evidence base to inform practice
- Effective communication of strategic position

GOAL	Action	Key activities	Lead Partners	Indicators of development
<b>Skilled workforce and sound evidence base</b> <ul style="list-style-type: none"> <li>• Sustain a skilled and well informed workforce</li> <li>• Maintain a substantial evidence base to inform practice</li> <li>• Effective communication of strategic position</li> </ul>	<b>Comprehensive workforce training &amp; development</b>	Provision of regional training strategy for direct services (e.g. Common Risk Assessment Framework (CRAF) Training, group work forum, Primary Prevention and Gender Analysis Training) Elder Abuse Forum IFV Training NCARS Forums CSA Professional Development Sessions	NIFVS Coordination Team CSA NAMHS WHIN Health Promotion Team NCARS DV Vic, City of Whittlesea	Participation and feedback from service providers High level of regional participation in statewide and regional training opportunities
	<b>Effective information &amp; resource sharing</b>	NIFVS Newsletter & Group Work Calendar NIFVS Website Workforce Development Working Group NIFVS Strategic Network Meeting	NIFVS Coordination Team DHS North & West representatives	NIFVS Communication Strategy Re-development of the NIFVS Website Relevant, up-to-date information maintained and regularly communicated Broader dissemination of NIFVS information and resource sharing
	<b>Understanding service demand &amp; gaps</b>	Integrated data collection Analysis of data Mapping of data sets Agency Updates at regular meetings	NIFVS Coordination Team CSA NFVDS Berry Street, Victoria Police, CHC/S, MAFVS, GMI, Men's Services, WDVCS NIFVS Strategic Network & NIFVS PMG	Regular comprehensive overview of demand in NMR Qualitative snapshots (Counselling & group work) Quarterly report available Annual time series VAW fact sheets produced annually
	<b>Strategic research initiatives</b>	Research to understand new service demand Women as perpetrators of FV research Determinants for increased service demand Evaluation of NCARS Service model	WHIN Health Promotion Research NCARS Partnership	Ongoing feedback and updates at regular meetings to understand demand and emerging trends/gaps Advocacy and attraction of funding Strategic research initiatives and evaluations undertaken, completed and published
	<b>Develop &amp; progress emerging partnerships and projects</b>	Identify opportunities for new partnerships, projects and collaboration. Strengthening existing partnerships through embedding of protocols, policies and procedures	NIFVS Coordination Team NIFVS PMG NIFVS Strategic Network	New partnerships established and documented Protocols, policies and procedures developed and adopted

# GOAL

## Action areas

## Key activities

## Lead partners

## Indicators of development

### Governance

Ensure effective service coordination and strong interagency partnerships at a local and regional level

**State Government Reform: Assess & respond to implications of system reform for service planning, coordination & governance**

Explore and strengthen partnerships with new regional partners  
Advocate and represent NMR within new regional structures and at state-wide forums

NIFVS Coordination Team  
NIFVS Strategic Network, NIFVS PMG  
Northern LASN, NWHN  
IFVRAG

Contribution to state-wide agenda; promote regional initiatives  
Consistent communication of NIFVS agreed position and strategies in response to Victorian State Government reforms

**Maintain efficient & sustainable governance structures**

Effective meetings to inform, plan and advocate for a strengthened, coordinated and integrated approach to family violence in the NMR  
  
Continuous auditing of governance structure and operational mechanisms  
  
Development of relevant documentation to support governance structure

NIFVS Coordination Team  
NIFVS PMG  
NIFVS Strategic Network  
DHS

Regular review of Terms of Reference (TOR)  
Annual Operational plans  
Attendance  
Representation  
Evaluations

**Maintain responsive governance structure that supports optimum operational structures**

Identify and respond to operational needs  
Communication of operational needs  
Address operational need through governance structure

NIFVS Coordination Team  
NIFVS PMG  
NIFVS Strategic Network  
Think Child  
CSA  
NCARS  
Hume Strengthening Risk Management Program  
MIFVS  
Court Support Providers Network  
Local FV Networks

Clear pathways to communicate operational needs  
Governance mechanisms are responsive to operational need  
Integration and collaboration embedded in practice



# GLOSSARY

## Organisations and Networks:

Anglicare	Anglicare Victoria
NFDVS Berry Street	Northern Family and Domestic Violence Service, Berry Street, Victoria
Child FIRST	Child Family Information Referral & Support Teams
CHC/S	Community Health Centres/ Services
CLC	Community Legal Centres
CSA	Counselling and Support Alliance
CP	DHS Child Protection
CPS	Children's Protection Society
DHS	Department of Human Services
DoJ	Department of Justice
EHH	Elizabeth Hoffman House
Foundation House	Victorian Foundation for Survivors of Torture
GMI	Georgina and Martina Inc. Women's Refuges (GMI)
inTouch	inTouch Multicultural Centre Against Family Violence
IFVRAG	Indigenous Family Violence Regional Action Group
Kildonan	Kildonan Uniting Care
LASN	Local Area Service Network
Local FV Networks	Local FV Networks (Banyule/Nillumbik, Darebin, Hume – Broadmeadows, Hume - Sunbury, Moreland, Whittlesea, Yarra)
MAFVS	Salvation Army Crossroads Mary Anderson Family Violence Services
MARS	Men's Active Referral Service
MIFVS	Men's Integrated Family Violence Services Partnership
MOSS	Merri Outreach Support Service
MWCV	Muslim Women's Council of Victoria
NAMHS	Northern Area Mental Health Services
NCARS	Northern Crisis Advocacy Response Service
NCASA	Northern Centre Against Sexual Assault
NIFVS	Northern Integrated Family Violence Services
NJC	Neighbourhood Justice Centre
NWHN	North & West Homelessness Network
NYCH	North Yarra Community Health
PMG	Partnership Management Group
PCP	Primary Care Partnerships
PVCH	Plenty Valley Community Health
RILC	Refugee and Immigration Legal Centre
Spectrum MRC	Spectrum Migrant Resource Centre
Sunbury CHS	Sunbury Community Health Centre
VACCA	Victorian Aboriginal Child Care Agency
VAHS	Victorian Aboriginal Health Service
VLA	Victoria Legal Aid

## GLOSSARY

### Organisations and Networks continued

WDV	Women With Disabilities Victoria
WDVCS	Women's Domestic Violence Crisis Service
WHIN	Women's Health In the North
WISHIN	Women's Information, Support and Housing in the North
WLSV	Women's Legal Service Victoria
YSAS	Youth Support and Advocacy Service

### Other acronyms

Action Plan	Victoria's Action Plan to Address Violence Against Women & Children: Everyone has a responsibility to act 2012-2015
AFM	Affected Family Member
BRC	Building a Respectful Community: Preventing Violence against Women – A Strategy for the Northern Metropolitan Region 2011-2016
CALD	Culturally and Linguistically Diverse
Code of Practice	Victoria Police Code of Practice for the Investigation of Family Violence
CRAF	Common Risk Assessment Framework
CYFA (2005)	Children, Youth and Families Act 2005
FV	Family Violence
FVA	Family Violence Advisor (Victoria Police)
FVPA	Family Violence Protection Act
FVRU	Family Violence Response Units (Victoria Police)
GP	General Practitioner
IFV	Identifying Family Violence
LGA	Local Government Area
L17	Police Referral form (Family Violence Incident)
MBCG	Men's Behaviour Change Group
MOU	Memorandum of Understanding
National Plan	The National Plan to Reduce Violence against Women and their Children 2010 – 2022
NMR	Northern Metropolitan Region (Melbourne)
PVAW	Prevention of Violence Against Women
RAMP	Risk Assessment Management Panel (part of Hume Strengthening Risk Management Project)
RPA	Repeat Police Attendance
SOCIT	Sexual Offences and Child Abuse Investigation Team
TOR	Terms of Reference
VHAP	Victorian Homelessness Action Plan
WRD	White Ribbon Day
WWV	Week Without Violence