

Strength in the Difference: Practice Exchange Forum

Tuesday 18 July 2017



Family Safety Victoria

Family Safety Victoria is the first government agency dedicated to ending family violence in Victoria.

Our is work is helping to create a future where all Victorians are safe, and people are treated respectfully within their personal and family relationships.

Family Safety Victoria will;

- Lead innovation and new ways of thinking and work with our partners to develop collective solutions, using a range of engagement and collaborative approaches
- Collaborate and engage with diverse communities to ensure services are safe, accessible and culturally appropriate
- Lead engagement and collaboration to ensure victim survivors remain at the heart of the reforms



Family Safety Victoria: What we will deliver

Establish 17
Support & Safety
Hubs across
Victoria

Implementation
of family
violence
information
sharing reforms

Establish & operate the new Central Information Point (CIP)

Redevelop the Family Violence Risk Assessment & Risk Management Framework

Deliver the Industry Plan

Establish the new
Centre for
Workforce
Excellence

Deliver &
enhance existing
specialised
family violence
response
services funded
by the Victorian
Government



Multi-agency risk assessment and management (MARAM)

Vision & Principles

A shared vision for multi-agency family violence risk assessment and management across the service system

Risk Assessment

An enhanced risk assessment framework capturing all forms of family violence

- Actuarial/tiered risk assessment tool
- Enhanced indicators of risk for children
- Indicators should recognise all types of family violence
- Specific risk assessment practice guidance for diverse communities
- New assessment of perpetrator 'dangerousness'
- New practice guidance on multi-agency risk assessment
- Establish data collection framework to build evidence base and improve predictive validity over time
- New online environment for risk assessment tools

Risk Management

A whole-of-system risk management approach, across the full spectrum of risk, with close links to victim support services

- Develop comprehensive risk management guidelines and protocols, including for perpetrator management and working with diverse communities
- Define minimum standards and roles and responsibilities for screening, risk assessment, risk management, information sharing and referral, for all affected workforces
- Develop guidelines on embedding the Framework in service delivery
- Develop IT platform to support meeting facilitation and risk management action planning
- Develop model for multi-agency risk management both through Support and Safety Hubs and across system
- Continued review of roll-out of Risk Assessment and Management Panels (RAMPs) for high risk women and children

Synthesise and embed

A whole-of-system adoption to embed the new Framework

- Amend Family Violence Protection
 Act 2008 (Vic) to provide legislative
 backing for the Framework
 [complete]
- Workforce development and training plan tailored to each sector
- Support organisational leaders and promote cultural change



Multi-agency risk assessment and management Key points of development & engagement

August-September 2017: change and impact assessment workshops with frontline workers and organisational leaders

October-December 2017: consultation and co-design on new risk assessment tools

November-December 2017: consultation and co-design on minimum standards, roles and responsibilities for risk assessment and management

November 2017-early 2018: usability testing of new tools (including online)

December 2017-early 2018: consultation on training products and guidance material to support embedding of the revised Framework

In addition to these specific consultation periods, the MARAM / Information Sharing Expert Group will continue to meet and provide input, including on the approach to specific consultations



Family violence information sharing regime

Adult Victim

A person who may be subjected to family violence, for example:

- a person applying for or under the protection of a Family Violence Safety Notice or Family Violence Intervention Order
- an 'Affected Family Member' in a police family violence incident and/or L17 referral

Consent required from

- · the adult victim
- a third party prior to sharing their information unless there is a serious threat

Child Victim

A person under the age of 18 years who may be subjected to family violence

No consent required from any person if their information is relevant to establishing, assessing or managing risk of family violence for a child victim

Perpetrator

A person who may commit family violence , for example:

- a respondent to a Family Violence Safety Notice or Family Violence Intervention Order
- an 'Other Party' in a police family violence incident and/or L17 referral

No consent required prior to sharing their information to establish, assess or manage risk of family violence for a victim

Who

Prescribed specialist family violence organisations, government agencies, and other relevant organisations will form part of the 'trusted zone' and will be authorised to share information

Why

Information can be shared for the purposes of establishing and assessing risk, and managing a risk of a person:

- a person being subjected to family violence or
- a person committing family violence

What

Prescribed organisations can:

- proactively share with other prescribed organisations (e.g. a community housing provider could share with a specialist family violence organisation to manage the safety of a woman experiencing family violence)
- request information from other prescribed organisations (e.g. a specialist family violence organisation could request details about a perpetrator from Corrections Victorial.

All prescribed organisations must respond to information requests unless an exemption applies

A good faith defence protects workers who share information in good faith and with reasonable care

The regime will be reviewed after 2 years, and then again after 5 years

Complaints about privacy breaches can be made to the Commissioner for Privacy and Data Protection or the Health Complaints Commissioner



Impact of family violence information sharing reforms

Only those organisations that are prescribed by regulations will be authorised to request and/or handle information under the scheme

- Organisations will be phased into the information sharing regime in line with other reforms (i.e. the Family Violence Risk Assessment and Risk Management Framework)
- The information sharing regime is expected to commence by the end of 2017, with an initial tranche of prescribed organisations that are characterised by the following features:
 - Criticality organisations that play (or are expected to play) a critical or core role in responding to family violence
 - Family violence literacy organisations that have a risk literate workforce (or can be trained quickly)
 - Rule based organisations that have a strong rule based/regulatory operating environment to ensure information is handled appropriately
- Consultation is underway, but this initial tranche is likely to include:
 - Specialist men's and women's family violence services
 - Victoria Police and other relevant government and funded services (e.g. Child FIRST, Child Protection, Corrections Victoria)



Timelines for implementing the reforms

Consultation on regulations and guidelines
August 2017

Awareness campaign
October/November 2017

Reforms to commence
December 2017

2 year review December 2019 5 year review December 2022

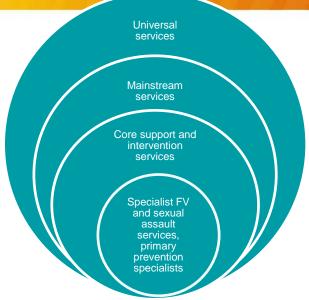


An Industry Plan for family violence prevention and response over the next 10 years

Recommendation 207

The Victorian Government develop or commission the development of a 10-year industry plan for family violence prevention and response in Victoria, to be delivered by 31 December 2017, with commensurate funding for workforce transition and enhancement to begin from that date. The plan should cover:

- ▶ the workforce requirements of all government and non-government agencies and services that have or will have responsibility for preventing or responding to family violence—among them specialist family violence services, perpetrator interventions, police, legal and justice services, and universal and secondary service systems
- remuneration, capability and qualifications, workforce diversity, professional development needs, career development and workforce health.



Scope of Industry Plan

- The Plan has a 10 year outlook, but short-term / transition-focused actions are also in scope.
- The Plan is focused on the specialist family violence sector, however some parts of the Plan will have a much wider scope.

In addition, the Royal Commission identified three key issues to be included in the Plan:

- Establishing the qualifications and mandatory knowledge for those who work with people experiencing family violence
- Building practice that is sensitive to diversity, and is delivered by a workforce that reflects the needs of the people they work with
- Facilitating integration of family violence and family services, including through the Hubs



A framework to guide development of the Plan endorsed by the Industry Taskforce

1. The future workforce

A new approach with survivors at the centre

- a. Vision, goals and outcomes
- b. The changing environment

c. A snapshot of the workforce

2. Workforce supply

Approaches to meet immediate and future demand for prevention and response workforces

- a. Service navigation
- b. Diversity of the workforce
- c. Rural and regional communities
- d. Health and wellbeing
- e. Remuneration, conditions and pathways

3. Workforce capability

Knowledge, skills and attributes for specialist and non-specialist family violence workforces

- a. Knowledge and skills
- b. Qualifications
- c. Workforce development system architecture

4. Sector readiness

Capacity and resilience of organisations to drive reform

- a. Cross-sectoral practice
- b. Organisational capacity building

5. Change management

Thoughtful implementation and engagement to set up reforms for success

- a. Establish
- b. Fmbed
- c. Enhance and sustain

6. Drivers of change

A major policy reform opportunity

System limitations

Greater public awareness / expectation

Support and Safety Hubs statewide Concept

The statewide Concept:

- was released on 3 July 2017
- developed through a co-design process
- Is intended to provide a solid basis for more detailed work and engagement with stakeholders on implementation of the Hubs.

The Concept outlines:

- Who the Hubs are for
- How people will access the Hubs
- What the Hubs will do
- The features of the Hub team
- Coordination with key agencies
- Next steps in establishing the Hubs



Support and Safety Hubs statewide Concept

Hub Access Network

Community-based Hubs

Safe, non-stigmatising & accessible community locations closely connected to support services

'Spokes'

Satellite access points to meet the needs of rural or diverse communities and functions performed by Aboriginal Community Controlled Organisations

Out-posted workers

Workers embedded in health, education, community and legal services

Outreach/mobile

Hub team members can meet people where they feel safe & comfortable

Referral

People can be referred to the Hubs by trusted organisations and professionals

Many ways for people to access the help







Central Information Point

Hub Team

Victim Survivor

Children / families

Perpetrator

KEY FUNCTION - wrap-around support, safety and recovery

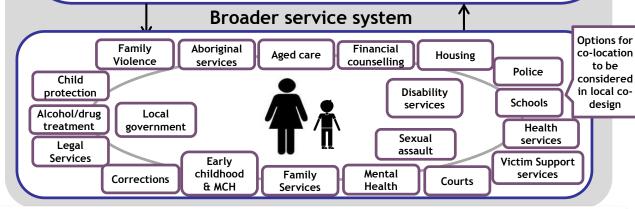
- Initial contact
- Screening and multi-disciplinary triage
- Specialist risk assessment and management (includes safety planning and access to RAMPS*)
- Immediate crisis response
- Multi-disciplinary needs assessment and planning
 - Navigation through the system

KEY FUNCTION - easy, simple and timely access to the right services

Accessing services to meet people's needs and preferences Making sure that services are effective and outcomes are being achieved

KEY FUNCTION - navigating people through the system to achieve outcomes

Helping the person to navigate the whole system A consistent point of contact across early intervention, crisis and recovery



Supported by a system that puts people at the centre

- Local area service and system planning
- Strong local networks/partnerships

- Coordinated governance structures
- · Community awareness raising and capacity building