

# Domestic and Family Violence

## Investment Specification

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[Version Control History](#)

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# 1. Introduction

In line with the strategic intent of the Department of Communities, Child Safety and Disability Services (the department), Domestic and Family Violence has been designated as a specific funding area to Queenslanders affected by violence of this nature.

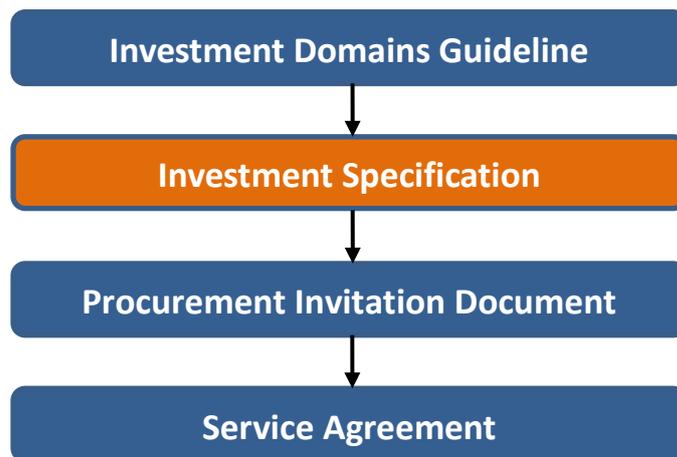
## 1.1 Purpose of the investment specification

The purpose of this investment specification is to describe the intent of funding, the Service Users and identified issues, the service types, and associated service delivery requirements for services that are funded under the Domestic and Family Violence funding area.

This investment specification is a guide for service delivery for the Domestic and Family Violence funding areas where all service types contribute to outcomes. The investment specifications allow for flexibility, responsiveness and innovation in service delivery, enabling the right services to be delivered to the right people at the right time.

Investment specifications form part of a hierarchy of funding documents of the department. Investment specifications are informed by the three broad investment domains described in the investment domains guideline. Refer to Section 11 for more information and links to the investment domains guideline and other associated documents.

Figure 1 – Funding document hierarchy



The department's funding documents underpin the business relationship between the department and the funding recipient. The investment specification should therefore be read in conjunction with the investment domains guideline, procurement invitation document (new funding), and service agreement for organisations that are currently funded to deliver a service.

## 2. Funding intent

The Queensland Government provides for timely and quality risk and needs assessment, information, counselling and support to people affected by domestic and family violence as well as investing in service delivery to achieve safer communities through prevention and early intervention and service system capacity building.

The department's investment approach is to improve the line of sight from investment through to outcomes. In line with this approach, investment under the Domestic and Family Violence funding area contributes to the following outcomes:

- increased safety from domestic and family violence and improved wellbeing
- increased perpetrator responsibility for abusive behaviour
- increased public awareness about domestic and family violence including available support services.

## 2.1 Context

Domestic violence refers to acts of violence or abuse between people who have, or have had, an intimate relationship. The central element of domestic violence is an ongoing pattern of behaviour aimed at controlling a partner through fear which is violent and threatening. In most cases, the violent behaviour is part of a range of tactics to exercise power and control over the other person and their children, and can be classified both criminal and non-criminal behaviours.

Domestic violence includes physical, sexual, emotional and psychological abuse as well as threats and controlling behaviour.

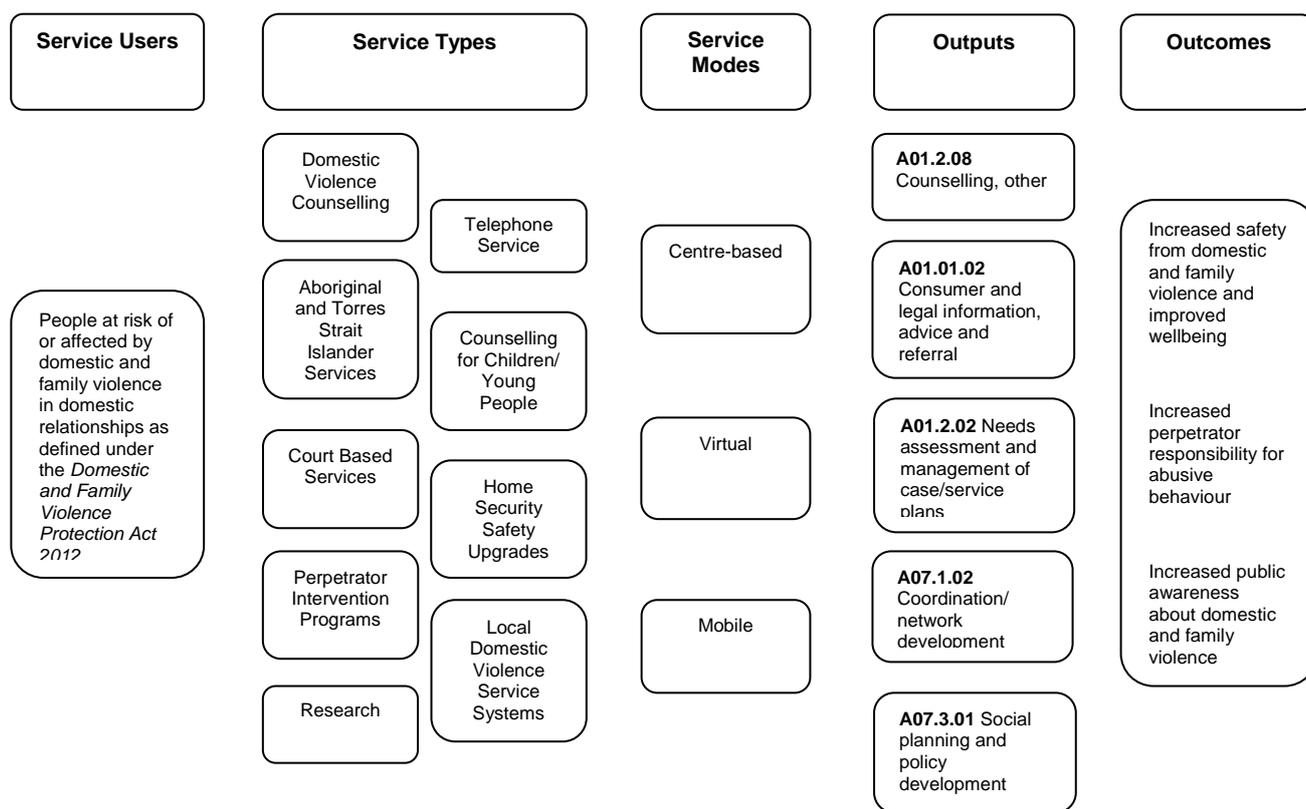
While anyone can experience domestic violence, in the majority of cases, the abuse is perpetrated by men against women and is therefore gendered in nature.

'Family violence' is a broader term that refers to violence between family members, as well as violence between intimate partners. It involves the same sorts of behaviours as described for domestic violence. 'Family violence' is the most widely used term to identify the experiences of Aboriginal and Torres Strait Islander people as it includes the broad range of marital and kinship relationships in which violence may occur.

Domestic and family violence services are required to work as part of a broader service system that includes police, courts, child protection and non-government organisations to deliver a timely coordinated and client focussed response to people affected by domestic and family violence. Services are delivered in this context to enhance responses to this client group and improve the safety and wellbeing of victims and their children, particularly those in high risk situations.

Prioritising victim safety is the core priority of services funded under this funding area.

### 3. Investment logic



### 4. Service delivery overview

The table below provides an overview of the Service Users and service delivery types within the Domestic and Family Violence funding area. This is not an exhaustive list; the department may from time to time update this investment specification in response to evidence and changing needs to invest in additional service delivery responses, or different combinations of responses. Please refer to the most up to date version of this investment specification (refer to Section 11 for web links).

Service Users	Service types
Adults experiencing (or at risk of experiencing) or using domestic and family violence (U1110, U1111, U1190)	Support – Domestic Violence Counselling (T320) Support – Court Based Services (T321) Support – Home Security Safety Upgrade (T332) Support – Perpetrator Intervention Programs (T328) Support – Telephone Services (T338)
Children and Young People experiencing (or at risk of experiencing) domestic and family violence (U2110)	Support – Children’s Domestic Violence Counselling (T315)
Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence (U1113)	Support – Aboriginal and Torres Strait Islander Services (T310)
Government and non-government service providers (U5080, U5220)	System Support – Research (T442) System Support – Local Domestic and Family Violence Service Systems (T437)

Organisations funded to deliver events, projects and/or activities supporting Domestic and Family Violence Prevention Month must deliver their events, projects and/or activities in accordance with the relevant procurement invitation document and the Community investment specification.

## **4.1. Description of Service Types**

### *Support Services*

Support Services improve the capability, resilience, and safety of vulnerable Queenslanders, and provide a range of responses to support Service Users. The service types in Sections 7.1 to 7.8 provide details of the range of supports provided to Service Users under the Domestic and Family Violence funding area.

### *System Support*

System Support services assist workers and agencies, including government and non-government organisations to improve their capability, both as individual agencies and collectively as a system, to deliver more appropriate responses when working with people affected by domestic and family violence. System Support services also deliver improved social policy and service system capacity to enhance the provision of quality, integrated, evidence-based service responses to people affected by domestic and family violence. The service types in Sections 7.9 and 7.10 provide details of the range of System Support provided to Service Users under the Domestic and Family Violence funding area.

## **5. Service delivery requirements for all services**

### **5.1 General information for all services**

Services that are funded under Domestic and Family Violence must comply with the relevant statements under the headings of “Requirements” as specified in the Service Agreement. Services should also have regard to the relevant best practice statements and guidance provided under the headings of “Considerations”.

Requirements for all services are outlined in Section 5.1.1. Service delivery requirements for specific Service Users and service types are outlined in sections 6 and 7 below.

#### **5.1.1 Requirements for all services**

- All funded services must operate with low or no entry requirements for Service Users, for example:
  - access and level of service must not be affected by the Service User’s ability to pay a service charge
  - rather than excluding Service Users with challenging behaviours, services must develop processes for managing these Service Users (within a risk management framework).
- Where an organisation is unable to provide services to a person, due to ineligibility or lack of capacity, ensure processes are in place to refer the person to an appropriate alternative service.
- Service delivery staff must be competent in risk assessment and safety planning and hold professional qualifications and/or experience working with people affected by domestic and family violence.
- Staff teams are appropriately trained and culturally and professionally diverse and have the appropriate skills to meet the complex needs of the target group.
- Mechanisms must be in place to allow meaningful Service User participation in service planning, design and evaluation.
- Strategies are developed and regularly used to determine effectiveness and appropriateness of the service delivery model.

Services must not provide:

- relationship/couple counselling and mediation as a primary or stand-alone response to domestic and family violence;
- interventions with perpetrators that only focus on anger management as opposed to interventions that address attitudes and behaviours resulting in abuse; or
- recreation and/or leisure activities that are unrelated to the objectives of the service.

### **5.1.2 Considerations for all services**

- The safety needs of people who experience domestic and family violence are prioritised.
- Services operate from an understanding of domestic and family violence as the abuse of power and control in a relationship and acknowledge that domestic and family violence is a gendered issue in that it has unequal impact on women.
- Opportunities to link and network with Aboriginal and Torres Strait Islander service providers are maximised with the aim of building capacity of the service to provide culturally appropriate support to Indigenous people affected by domestic and family violence.
- Services consider client service delivery hours and approaches that will enable clients to access support services outside standard business hours.

## **6. Service delivery requirements for specific Service Users**

### **6.1 Adults experiencing (or at risk of experiencing) or using domestic and family violence (U1110, U1111 (female), U1190 (male))**

#### *Definition*

People aged over 15 years of age who are experiencing, or at risk of experiencing, domestic and family violence, and their family members and friends.

#### *Purpose of funding*

To support the safety and wellbeing of people experiencing (or at risk of experiencing) domestic and family violence.

#### **6.1.1 Requirements – All adults**

Nil

#### **6.1.2 Considerations – All adults**

In addition to the provision of information, advice and referral provided generally on a one off basis, this Service User may be provided with a range of service responses delivered in the context of an individual case plan including, but not limited to, risk and needs assessment, safety planning, counselling, preparation of applications for domestic violence orders, practical support, advocacy, and security upgrades to the Service User's home when it is safe to do so.

#### **6.1.3 Requirements – Female**

Services funded by the department are required to adhere to the [Practice Standards for Working with Women Affected by Domestic and Family Violence](#).

#### **6.1.4 Requirements – Male**

While working with men who perpetrate domestic and family violence, services must prioritise the safety needs of the people who have experienced abuse perpetrated by the man. The service must

operate within a practice framework that prioritises victim safety and incorporates appropriate information sharing and victim advocacy as strategies to achieve this goal.

Trained counsellors must undertake an initial and ongoing risk and needs assessment and make attempts to ensure those who have experienced abuse by Service Users are provided with opportunities to receive support, including assessment of their safety.

*Service delivery mode options:*

- centre-based
- mobile
- virtual

## **6.2 Children and young people experiencing (or at risk of experiencing) domestic and family violence (U2110)**

*Definition*

Children and young people aged less than 18 years who have been exposed to domestic and family violence.

*Purpose of funding*

To support the safety and wellbeing of children and young people affected by domestic and family violence.

### **6.2.1 Requirements – Children and young people**

Children and young people must be provided with support as Service Users in their own right. Acceptance of a child or young person into the service is **not** subject to the provision of separate support to the non-violent parent or caregiver.

In addition to supporting children and young people, parents/guardians attending in support of a child or young person must be provided with information, advice, support and/or referral in situations where they are not receiving separate support as an individual adult Service User of the service.

### **6.2.2 Considerations – Children and young people**

Supporting the parent/guardian-child relationship will be a key aim of the support provided.

## **6.3 Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence (U1113)**

*Definition*

Members of the community, including women, men, children and young people who are experiencing (or at risk of experiencing) or using domestic and family violence.

*Purpose of funding*

To support the safety and wellbeing of Aboriginal and Torres Strait Islander people affected by domestic and family violence.

### **6.3.1 Requirements – Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence**

Services must prioritise the safety needs of people experiencing (or at risk of experiencing) domestic and family violence and adopt a culturally relevant and holistic approach to respond to

the needs of individuals, families and communities affected by domestic and family violence. Services must provide individual responses in the context of a case plan which includes, but is not limited to, risk and needs assessment, safety planning and information, advice and referral.

Depending upon service location, services must also undertake outreach work. It is acknowledged that use of public spaces such as parks or culturally appropriate spaces will be used to deliver Service User responses as appropriate.

### **6.3.2 Considerations – Aboriginal and Torres Strait Islander people experiencing (or at risk of experiencing) or using domestic and family violence**

In addition to individual risk and needs assessment, safety planning and the provision of information, advice and referral (provided generally on a one off basis), this Service User group may be provided with a range of service responses delivered in the context of an individual case plan including, but not limited to, counselling, preparation of applications for domestic violence orders, practical support, advocacy, perpetrator counselling and security upgrades to the Service User's home when it is safe to do so.

## **6.4 Government and non-government service providers (U5080, U5220)**

### *Definition*

Government and non-government service providers that have an interest in the prevention of, or responses to, domestic and family violence, such as police, courts, Queensland Corrective Services, local service systems, researchers, and non-government support services.

### *Purpose of funding*

To support the provision of quality, integrated, evidence-based service responses to people affected by domestic and family violence, promote a joined-up, informed and holistic response to Service Users and ensure coordination of services at a community level to deliver effective responses to Service Users.

### **6.4.1 Requirements – Government and Non-Government Service Providers**

Services must work with other government and non-government service providers to improve client experiences of the service system. This includes the establishment and/or maintenance of networks, alliances or working parties to identify and respond to the issues experienced by people affected by domestic and family violence at a systems level and the information or resources required to improve local, integrated, evidence-based service delivery responses.

### **6.4.2 Considerations – Government and Non-Government Service Providers**

Nil.

### *Service delivery mode options:*

- centre-based
- mobile
- virtual

# 7. Service delivery requirements for specific service types

## 7.1 Support services

Support services may be funded to provide one or more of a range of responses to Service Users as described further in this section.

Information, advice and/or referral is provided to Service Users about the range of services available to them to support their needs, advice regarding their safety, and active support to ensure their successful referral to these services. Some of this information may be provided at community events.

Some Service Users may be clear about the type of information they require. Other Service Users may need additional assistance to identify the range of services and responses suitable to their needs. For these Service Users, services may need to undertake a preliminary needs identification process that also considers the level of risk a Service User may face. Preliminary needs identification is intended to:

- assist in determining the range and severity of the Service User's needs and risk factors;
- ensure that any advice provided is personalised and tailored to the Service User's identified situation, support needs and support goals; and
- enable the successful linking of a Service User to particular services identified as suitable for their needs.

With the consent of the Service User, an assisted referral is intended to actively link Service Users to appropriate services. Referrals may provide Service User access to local community support services, and/or function as a gateway to accessing more specialised support services. An assisted referral includes:

- initial verbal contact with the agency receiving the referral;
- discussion with receiving agency about referral requirements and what the Service User may need;
- provision of an (anticipated) appointment time;
- forwarding of appropriate documentation to receiving agency; and
- activating a follow-up with receiving agency regarding progress of referral.

Good advice explains legislation (as opposed to providing legal advice) and processes that may apply to the Service User.

Case management approaches recognise that the frequency of contact with Service Users will fluctuate in accordance with the intensity of their support need, and their capacity to access support, at any one time. The duration of case management can vary and is dependent on the nature of the Service User's presenting issue/s and their severity, and the Service User's motivation and capacity to access support.

### 7.1.1 Requirements – All support services

#### *Information, advice and/or referral*

Regardless of the length of the support provided, all Service Users must be provided with information, advice and/or referral that is timely, accurate and aligned with best practice and expert knowledge of the funded service delivery area for which the service is funded. In addition to the provision of information, advice, support and referral to Service Users, services will act as an entry point into the broader service system.

In order for information to be understood by Service Users, information may need to be provided in a range of ways. Some information may be given verbally, while other information may need to be

presented as printed material or electronically as an online resource. Where appropriate a combination of verbal and written information may be required. In order for information to be understood, some clients may need assistance through a qualified or accredited interpreter, or translated written material.

### *Case management*

Unless the contact with the Service User is one-off, including support which may be provided at court, and only for the purposes of the provision of information, advice and/or referral, support services must be delivered in a case management framework that ensures a collaborative, Service User-centred process aimed at empowering and working with Service Users to effectively meet their individual needs. Within a domestic and family violence context, identifying and assessing the level of risk is prioritised and the case management process focusses on meeting the safety and support needs of those experiencing violence. Case management incorporates identification, assessment and planning for the Service User's support needs, and the coordination of access to a range of other appropriate services.

All case managed responses must include an element of information, advice and referral and require safety planning and risk assessment to be undertaken with Service Users. Service User safety and risk is regularly reviewed and informs the work undertaken with, or on behalf of, the Service User.

Case management must include the following:

- Risk and Needs Assessment – process for identifying a Service User's needs, strengths, risk and protective factors. As level of risks can change quickly, assessment and re-assessment of risk must occur a number of times throughout the period of engagement.
- Safety Planning – development of a personal plan with the Service User that supports safety.
- Support Planning – documents the Service User's support goals and identifies the range and intent of support services required.
- Direct Service and Coordination – provision of practical assistance to a client, including supported access to other support services (e.g. refuge).
- Review, Closure and Evaluation – ongoing assessment of a Service User's safety risks, needs, strengths and protective factors and, where appropriate, case closure.

Support Services must actively refer Service Users to appropriate supports as detailed within their support plan to meet the holistic needs of Service Users. As such, workers must have access to, and knowledge of, relevant information regarding a range of services to which their Service Users may need to be referred.

Where brokerage funds are provided, Support Services must only utilise these funds to purchase services/support on behalf of Service Users based on the individual needs of the Service User in the context of the support plan.

### *Participation in a Child Protection Alliance*

The service must be represented by a suitably skilled individual of the funded organisation to participate in a local alliance of government and non-government services (e.g. Supporting Families Alliance, Helping Out Families Alliance, Local Level Alliance led by Community Based Referral Service) that supports strengthening the service system and ensuring vulnerable families receive the right support at the right time. Where appropriate, the service must provide a service response to Service Users referred from the Alliance.

## **7.2 Support – Domestic Violence Counselling (T320)**

Counselling is a therapeutic process that provides a compassionate environment for individuals to express their feelings and be supported to understand and manage identified emotions, behaviours, and intra- and interpersonal relationships with more clarity and purpose. A range of

different counselling approaches and techniques can be utilised depending upon the target group and the nature and complexity of a person's identified needs.

Counselling may assist a person to cope with challenges and make positive changes in their life where necessary, including addressing practical issues. Counselling may also help them come to terms with a difficult situation and move forward with increased resilience. Ultimately, counselling aims to reduce a person's confusion, distress and conflict in the immediate and long term.

### **7.2.1 Requirements – Domestic Violence Counselling**

The service must provide domestic violence counselling to Service Users experiencing, or who have experienced, domestic and family violence.

Domestic violence counselling can take several forms but is primarily a discussion-based intervention between a person affected by domestic and family violence and an appropriately qualified and/or skilled support worker. The counselling and support provided must be respectful of the Service User's point of view while helping to deal with specific risks and issues, cope with crises, plan for their safety and/or develop strategies to enhance the Service User's safety and wellbeing. Intervention must prioritise the Service User's safety and need for protection.

Domestic violence counselling and support must take place on a one-to-one basis or in a group setting over a number of sessions and offers Service Users an objective perspective of their situation and needs, enabling them to gain insights and strategies to assist in managing their particular situation and plan for their safety. The intervention is often sought at times of change or crisis, and involves talking with a worker to create conditions that will assist the Service User to better understand or improve their circumstances. Importantly, the service must aim to make the process both safe and supportive.

### **7.2.2 Requirements – Domestic Violence Counselling (Specific Services)**

Services are required to use the Queensland Homelessness Information Platform (QHIP) to make direct referral of clients seeking safe, crisis accommodation to a women's refuge. QHIP, which houses the Common Homelessness Assessment and Referral Tool (CHART) and Vacancy Capacity Management System (VCMS), enables people experiencing homelessness, including as a result of experiencing domestic and family violence, to more readily access, and move through, the homelessness service system and enable service providers to:

- provide improved services and pathways for Service Users
- reduce the number of referrals
- enable clear, transparent and consistent processes for Service User prioritisation
- enable a consistent approach to initial assessment across the service system, and
- provide efficient, yet secure processes, to share Service User assessment information.

### **7.2.3 Considerations – Domestic Violence Counselling**

Domestic violence counselling will generally include the following (not necessarily in this order):

- A rapport building and engagement period (just like any new counselling relationship).
- Discussion of relevant issues identified by the Service User.
- Talking about options the Service User may choose to consider or take.
- Planning for safety with the Service User which may include identifying strategies to escape violence and/or protect children, seeking refuge, preparation of application for domestic violence orders, etc.
- Other activities that support the case plan goals of the Service User.
- Identification of other Service User needs and the provision of options for support.

Funded organisations are not expected to provide intervention such as psychotherapy which is a professional activity that utilises a range of therapeutic interventions based on particular in-depth training processes.

Activities may be delivered in an individual or group setting as appropriate to the Service User/s.

## **7.3 Support – Children’s Domestic Violence Counselling (T315)**

Counselling and support activities with children and young people aim to support Service Users to express their feelings and support them to understand and manage their fears, emotions and behaviours. The support aims to assist the Service User to deal with the domestic and family violence to which they have been exposed and aims to break the cyclical, intergenerational nature of domestic and family violence.

### **7.3.1 Requirements – Children’s Domestic Violence Counselling**

The service must provide information, advice, referral, specialist counselling and support to children and young people affected by domestic and family violence. This support must be age appropriate, and delivered through a case management approach on an individual and group basis. The service must undertake the following:

- assessment of risks and needs and to determine appropriate form of intervention
- provision of information advice, support and referral to the parent/guardian, with a specific focus on the needs of their children and young people
- case management for all children and young people affected by domestic and family violence
- development of support plans
- risk assessment and safety planning
- information, advice and referral for the parent or guardians of children in the program with respect to their own support needs, and
- services and programs that respond to parenting issues where domestic and family violence has been a factor.

### **7.3.2 Considerations**

Information, advice, support and referral is provided to the parent/guardian of a Service User engaged by the service.

## **7.4 Support – Telephone Services (T338)**

The statewide telephone service provides free and confidential telephone information, advice, counselling, support and referral to people experiencing or using domestic and family violence. Assistance is provided to women and children escaping domestic and family violence to access crisis accommodation services and also to meet the costs associated with emergency transport to safe refuge.

### **7.4.1 Requirements –Telephone Services**

In addition to the requirements in Section 7.1.1, telephone services must provide free and confidential state-wide telephone information, advice, counselling, support and referral to people affected by domestic and family violence, including victims and perpetrators of abuse, regardless of gender.

Separate helplines must be provided for the following Service User groups:

1. Women – to provide telephone counselling, information, advice and referral to women affected by domestic and family violence. This includes assistance that must be provided to women and children escaping domestic and family violence to access crisis accommodation services and also to meet the costs associated with emergency transport to safe refuge or other accommodation. The service will also provide information, advice

- and referral to others seeking information about domestic and family violence, including how to help someone who is experiencing this type of violence.
2. Men – to provide telephone counselling, information, advice and referral to men affected by domestic and family violence. This includes men who use domestic and family violence in their relationships and those who may be a victim of this type of violence.
  3. Other service professionals – to provide telephone support, information and advice to government and non-government agencies working with people affected by domestic and family violence.

Funded organisations must operate in collaboration with centre-based services including specialist domestic and family violence, homelessness and other support services to meet the ongoing support needs of Service Users.

The funded organisation must:

- identify the Service User's immediate and longer term needs and make the most appropriate active referral
- have highly developed skills in relation to domestic and family violence risk and needs assessment and proficiency in responding to crises
- have expert knowledge of the domestic and family violence service system and its resources and operate in collaboration with the service system
- provide information, assessment and facilitated intake and referral to accommodation services and specialist domestic and family violence services by telephone
- maintain contact with Service Users until an appropriate referral is completed

#### **7.4.2 Considerations –Telephone Services**

Nil.

### **7.5 Support – Aboriginal and Torres Strait Islander Services (T310)**

Aboriginal and Torres Strait Islander Services provide culturally appropriate support to Aboriginal and Torres Strait Islander people (women, men, children and young people) at risk of or affected by domestic and family violence. These services aim to achieve safer communities through prevention and early intervention and engage with the wider community to support these aims.

#### **7.5.1 Requirements –Aboriginal and Torres Strait Islander Services**

The service must provide culturally appropriate support to Aboriginal and Torres Strait Islander people, including women, men, children and young people, experiencing (or at risk of experiencing) domestic and family violence. This includes the provision of information, advice, referral and culturally relevant counselling and support (individual and group based) to Aboriginal and Torres Strait Islander people experiencing (or at risk of) domestic and family violence and those that use violence in their relationships. The safety of people who experience domestic and family violence must be paramount.

Counselling and support must be provided in a culturally appropriate manner, respectful of the Service User's point of view while helping to deal with specific problems, cope with crises, or develop better respectful relationships. This work must take place in a group setting or on a one-to-one basis over a number of sessions and offers Service Users an objective perspective of their situation and needs, enabling them to gain insights and strategies to assist in managing their particular situation and address their safety needs.

## **7.5.2 Requirements –Aboriginal and Torres Strait Islander Services (Specific Services)**

Some services working with perpetrators of domestic and family violence may be recognised as approved intervention programs under the *Domestic and Family Violence Protection Act 2012* (the Act) which is administered under the principle that people who commit domestic and family violence should be held accountable for their use of violence and, if possible, provided with an opportunity to change.

To support this principle, the Act includes provision for the court to make a voluntary intervention order for the respondent (perpetrator) when a domestic violence order is being made or varied. This voluntary intervention order will require the respondent to attend for assessment of their suitability to participate in an approved intervention program and/or counselling. Specific information about voluntary intervention orders can be found in sections 68-75 of the Act.

Where services are not already identified as an approved intervention program under the Act, within six months of the commencement of any new service agreement, services must:

- apply to be an approved provider under section 75(1) of the Act, and if approved, agree to remain an approved provider for the term of the service agreement
- apply for the services funded under the service agreement to be approved intervention programs under section 75(2) of the Act, and if approved, provide any approved intervention programs for the term of the service agreement.

Services identified as ‘approved providers’ (funded organisation) to deliver ‘approved intervention programs’ under the Act must work with court referred Service Users subject to a voluntary intervention order as outlined at Section 7.8.2 within this document.

## **7.5.3 Considerations –Aboriginal and Torres Strait Islander Services**

Services may provide assistance and information about court processes and the meaning of domestic violence orders to Service Users attending court in relation to domestic violence matters.

It is acknowledged that aspects of service delivery may vary in response to local community need and the local service system and that service responses will commonly be delivered in the form of community education activities which focus on early intervention and prevention of domestic and family violence. The focus of this approach is to challenge community attitudes towards violence and promote a whole of community response to preventing family violence. For further information about community education, see the *Community* investment specification.

## **7.6 Support – Court Based Services (T321)**

Court Based Services provide support to people (predominantly women) who experience domestic and family violence (aggrieved persons) and who have court proceedings before a Magistrates Court in relation to domestic and family violence matters. In some situations information is also provided to respondents. The support provided assists the Service User to be aware of the court processes and understand the meaning of domestic violence orders and other actions of the court.

### **7.6.1 Requirements – Court Based Services**

The service must undertake the following:

- provision of domestic and family violence specialist knowledge to assist the court process
- risk assessment and assistance in the preparation of applications for domestic violence orders and variations and revocations to existing orders
- provision of information regarding the court processes and explanation of conditions of domestic violence orders and their implications to the Service User
- provision of court debriefing, support, information and referral to other support services for the Service User

- liaison with court staff, police and advocacy on behalf of Service Users, both individually and collectively
- networking and liaison with local and state-wide agencies to establish appropriate and timely Service User pathways (this may include leading or contributing to the development and maintenance of agreements or protocols with courts and other agencies) and informed responses
- development and/or promotion of information resources specifically designed for Service Users in relation to applying for protection orders and understanding court processes.

Services are not funded to provide legal advice to Service Users.

### **7.6.2 Requirements – Court Based Services (Specific Services)**

Services must provide assistance and information about court processes and the meaning of domestic violence orders to respondents attending court in relation to domestic violence matters, with the aim of supporting the safety of the aggrieved.

### **7.6.3 Considerations – Court Based Services**

Nil.

## **7.7 Support – Home Security Safety Upgrades (T332)**

Home Security Safety Upgrades services seek to support and empower people experiencing domestic and family violence, and their children, to remain safely in their homes, where it is appropriate to do so through enhancing home security and enabling them to remain close to family and other support networks such as workplaces, schools and child care.

### **7.7.1 Requirements – Home Security Safety Upgrades**

Following an assessment of risk, where it is safe and appropriate to do so, the service must arrange for upgrades to home security to support Service Users and their children, to remain safely in their homes. Home Security Safety Upgrades must only be arranged following an assessment of risk, and as part of a safety plan.

Most Service Users who access the service will have a domestic violence order that may include an ouster condition. For the purposes of this service type, an ouster condition is defined as a condition on a domestic violence order that prohibits the respondent from doing any of the following in relation to the home, even if the respondent has a legal or equitable interest in the premises:

1. remaining at the home
2. entering or attempting to enter the home, or
3. approaching within a stated distance of the home.

Where safe and appropriate to the Service User's level of risk and other circumstances, the service must undertake or arrange an assessment of the safety and security needs of the Service User's home and arrange the work required to address the identified home security needs, including physical security enhancements such as changing locks, installing door and window locks, installing screens and sensor lights, etc. The service must work collaboratively with other support services to implement other elements of the Service User's safety plan, and to ensure the broader needs of the Service User and any children e.g. counselling and other supports.

The service must engage appropriate contractors to undertake the work, monitor progress of the work, use and monitor brokerage funds to meet these needs and undertake any relevant record keeping and administrative tasks. Where the premises are rented (public housing and private rental arrangements) the service will ensure the owner of the property consents to the security upgrade. For Queensland Government owned premises, the service must seek the permission of the Department of Housing and Public Works before commencing any upgrades to the premises.

In addition, the service must endeavour to ensure ongoing tenure for the Service User at the premises, where required.

Brokerage funds are provided for physical security upgrades to the homes of Service Users. The service may only use brokerage for purposes with a demonstrated and direct link to supporting the Service User to remain safely in their home. In addition, brokerage may be used for purchasing items used to support Service User safety in their home such as personal alarms and mobile telephones. Brokerage must not be used to meet Service User needs not directly connected to home safety and security.

## **7.7.2 Considerations – Home Security Safety Upgrades**

Where this is required, brokerage may also be used to provide short term temporary accommodation of up to 72 hours for perpetrators of domestic and family violence who are required to leave the property as a condition of a domestic violence order.

## **7.8 Support – Perpetrator Intervention Programs (T328)**

Perpetrator Intervention Programs prioritise the safety of those subject to the controlling and abusive behaviour of Service Users and seek to address the abusive behaviour of individuals who perpetrate domestic and family violence.

### **7.8.1 Requirements – Perpetrator Intervention Programs**

The service must provide individual counselling and group behaviour change programs to men aged over the age of 17 years who have used domestic and family violence in their intimate relationships. This group includes men that have been directed to the service through the justice system, including courts and Queensland Corrective Services. The service must aim to assist men to address their own use of domestic and family violence and other destructive patterns in their personal lives and relationships.

The service must adhere to the following:

1. [Professional Practice Principles - Working with men who perpetrate domestic and family violence](#)
2. [Professional Practice Standards - Working with men who perpetrate domestic and family violence](#)

The Professional Practice Standards include requirements relating to:

- ensuring that the safety of partners/ex-partners and children is paramount by offering and providing (where appropriate) advocacy, support and referral through the engagement or employment of an Advocate, to the victims of violence in order to ensure their safety and support needs are met
- conducting individual assessment of men referred to the service to determine suitability for group programs
- maximum group size and the minimum hours of group time required in the delivery of a program
- qualifications and experience of program co-facilitators, and
- the delivery of individual counselling as required.

The service must operate within a practice framework that prioritises victim safety and incorporates appropriate information sharing and victim advocacy as strategies to achieve this goal. This includes the need to actively participate and appropriately share information within a local, integrated response including government and non-government agencies. Local, integrated response systems are described further in Section 7.9.1 *Requirements – System Support – Local Domestic and Family Violence Service Systems*.

## 7.8.2 Requirements – Perpetrator Intervention Programs (Specific Services)

The *Domestic and Family Violence Protection Act 2012* (the Act) is administered under the principle that people who commit domestic and family violence should be held accountable for their use of violence and, if possible, provided with an opportunity to change. To support this principle, the Act includes provision for the court to make a voluntary intervention order for the respondent (perpetrator) when a domestic violence order is being made or varied. This voluntary intervention order will require the respondent to attend for assessment of their suitability to participate in an approved intervention program and/or counselling. Specific information about voluntary intervention orders can be found in sections 68-75 of the Act.

Services identified as approved intervention programs under the Act have a number of responsibilities. These services must:

1. assess the suitability of the respondent to participate in an approved intervention program and/or counselling (s72(2))
2. if the respondent is assessed as suitable to participate the approved provider must provide the court with the details of the approved intervention program and/or counselling on the approved form including the date the program or counselling will start and the period of time expected for completion (s72(3))
3. if the respondent is not suitable to participate in the approved program or counselling, the approved provider must notify the court and the police commissioner by completing the required form and providing it to the court (s72(4))
4. if the respondent contravenes the terms of a voluntary intervention order the approved provider must give the court and the police commissioner notice by completing the required form and providing it to the court unless the approved provider is satisfied that the contravention is minor and the respondent has taken steps to remedy the contravention or has otherwise complied with the order (s73), and
5. when the respondent has completed the approved intervention program and/or counselling the approved provider must provide this information to the court (s74).

## 7.8.3 Considerations – Perpetrator Intervention Programs

Services may provide assistance and information about court processes and the meaning of domestic violence orders to male respondents attending court in relation to domestic violence matters.

Service Users may self-refer into the perpetrator intervention program, may be court mandated as a condition of a voluntary intervention order or other court order following a breach of a protection order or as a bail or parole condition.

## 7.9 System Support – Local Domestic and Family Violence Service Systems (T437)

In order to promote a joined-up and holistic response to those affected by domestic and family violence in the local area, services promote across-agency partnerships and collaboration and lead an integrated response to domestic and family violence in the community including engagement with relevant government and non-government agencies. An integrated response aims to facilitate and coordinate appropriate and consistent responses to women and children affected by domestic and family violence, and provide consistent and adequate responses to perpetrators to support victim safety, including appropriate responses for Service Users in high risk situations.

### 7.9.1 Requirements – Local Domestic and Family Violence Service Systems

The integrated response must bring together a broad range of government and non-government agencies and services working with individuals experiencing domestic and family violence, including police, courts, Queensland Corrective Services, health, housing, child safety, education, services for young people and older people, services targeting Aboriginal and Torres Strait Islander people and services for people from culturally and linguistically diverse backgrounds.

Services must provide or facilitate professional development and training opportunities to these key agencies to support the aims of the integrated response. The services must establish and maintain protocols between agencies that outline an agreed understanding of domestic and family violence, roles and responsibilities, shared frameworks and agreed risk identification and management strategies.

Services must also promote greater public awareness of domestic and family violence and enhance individual and community group capacity to respond appropriately. These activities must be developed and conducted in the context of the holistic response to domestic and family violence at a local level and aim to:

- raise awareness about the existence of domestic and family violence in Queensland, those affected and the impact of this type of violence
- encourage Queenslanders to challenge their level of acceptance of domestic and family violence and view it as a social issue requiring a whole of community response;
- contribute to community intolerance of the issue, and
- encourage those directly affected by domestic and family violence to seek help.

## **7.9.2 Considerations – Local Domestic and Family Violence Service Systems**

Services may target particular groups within their community (e.g. first year police constables, young people in school settings) during community events to support awareness and understanding of domestic and family violence to that particular group, which may lead to improved responses to, or support the prevention of, domestic and family violence.

## **7.10 System Support – Research (T442)**

Research Services support the provision of quality evidence-based service responses to people affected by domestic and family violence and contribute to achieving safer communities through prevention and early intervention and service system capacity building. These services contribute to the prevention of domestic and family violence through social planning, policy development and research activities and supports coordination and network development at a state-wide level.

### **7.10.1 Requirements – Research**

The service must promote and support coordination and network development at a state-wide level and the production, review and customisation of training, training resources and evidence based information resources to develop and support an effective skills base within the service system.

The service must provide activities to support the delivery of informed, effective support services and research and related activities in accordance with the agreement with the Australian National Research Organisation for Women's Safety (ANROWS).

#### *State-based activities to support the delivery of effective support services*

The service must undertake activities to support the development of effective service responses by Queensland based prevention and support services. These activities fall broadly within the following areas –

##### *A. Professional development for identified Aboriginal and Torres Strait Islander services*

The service must lead training and professional development activities to support quality responses to clients of Aboriginal and Torres Strait Islander specific services, including:

- a) Consulting with services identified within Appendix 1 to the funding schedule to develop an agreed annual training and professional development plan and provide quarterly training and/or professional development opportunities that support culturally appropriate service delivery responses to identified services targeting Aboriginal and Torres Strait Islander people.
- b) Planning, organising, coordinating and evaluating the Annual Indigenous Family Violence Prevention Forum.

### *B. Service sector support and community education and prevention activities*

In order to promote an informed, contemporary approach to responding to those affected by domestic and family violence, the service must promote across-agency partnerships and collaboration and provide information sharing opportunities across relevant government and non-government agencies. This includes:

- Organising and promoting professional development events including video linked seminars to support the sharing of new research, theory and best practice in relation to domestic and family violence prevention and support and make copies available for broader access.
- Development and review of domestic and family violence training courses and resources.
- Production of domestic and family violence resources and distribution via electronic means to relevant agencies that come into contact with people affected by domestic and family violence.
- Maintenance of a website to provide support services and the general public with access to a wide range of information and resources to support enhanced service system responses to those affected by domestic and family violence.
- Responding to media requests for information that help raise the profile of domestic and family violence prevention and support initiatives or strategies.

### *C. Supporting the State Coroner*

The service must support reviews by coroners in relation to domestic and family violence-related deaths by providing, on request of the State Coroner, specific information relating to certain aspects of domestic and family violence. This work must complement but not duplicate the research work undertaken by the Domestic and Family Violence Death Review Unit in the Office of the State Coroner.

When contacted, the support required by the State Coroner will be specific to a particular review of a domestic and family violence-related death. It is expected the coroner will seek advice from the service approximately four times a year in relation to three to four cases (10-12 cases per annum). The coroner may provide the service with discussion papers and de-identified case material, pose questions for consideration and seek that the service provides one of the following responses –

1. identification of services that have the relevant expertise that the Coroner's Office could contact directly for specialist advice;
2. provide general advice without consulting others in the form of a short report (e.g. types of services available within the service system); or
3. provide information and advice on emerging issues or trends of relevance to the prevention of domestic and family violence related deaths and within the context of improving systemic responses to domestic and family violence.

### *Research activities as directed by the Australian National Research Organisation for Women's Safety and Their Children Limited (ANROWS)*

ANROWS is a key component of the National Plan to Reduce Violence against Women and their Children 2012-2022 (the National Plan). Under the National Plan, ANROWS will develop and implement a national research agenda to inform policy and service delivery in the prevention of, and responses to, violence against women across Australia.

Research services and related activities are performed to the value of Queensland's contribution, at the direction of ANROWS, rather than the funding body (i.e. Department of Communities Child Safety and Disability Services). The scope of ANROWS research services and activities cover violence against women and their children (i.e. domestic and family violence and sexual abuse).

## 7.10.2 Considerations – Research

Nil.

# 8. Service modes

## 8.1 Centre-based

Centre-based services will be available to the general public and open for drop-in visits and appointments, mostly delivered face-to-face at a centre-based location.

Services may be collocated with other relevant services to minimise access barriers for clients.

## 8.2 Mobile

Mobile services can be provided in the following settings:

- a person's home or temporary accommodation
- a community setting, including places where services meet with people they support (e.g. local library, coffee shop, recreation centre, neighbourhood centre, office of government service provider, health provider)
- other general public spaces not included in any of the above settings.

Mobile support will follow clients if they move from one setting to another or to another location within the services' geographic catchment, at the client's request.

Mobile services intend to assist in supporting:

- a person's access to services (e.g. support services may provide assertive outreach to clients and potential clients in public spaces and provide assessment and facilitated intake and referral to relevant support services)
- a person's ongoing engagement with their support process (e.g. support services may deliver case management support to clients in their own home).

## 8.3 Virtual

### *Telephone Services*

Telephone services are required to use the Queensland Homelessness Information Platform (QHIP) as outlined in 7.2.2.

### *Online Services*

Virtual services must maintain a website to provide support services, including government and non-government, and the general public with access to a wide range of information and resources to support enhanced service system responses to those affected by domestic and family violence.

## 9. Deliverables and performance measures

### Deliverables

The following outputs are funded under the Domestic and Family Violence funding area. The service agreement will identify the relevant outputs for each service outlet and the quantum to be delivered.

Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users
U1113 U2110 U1111 U1190 U1110	T315 T310 T320 T328 T338	<b>A01.2.08 Counselling, other</b>  Activities that help Service Users to assess their circumstances and relationships, and to make choices, decisions and plans for the future. Help is provided by discussions with trained counsellors in individual and group sessions.	[insert number of hours]	[insert number of Service Users]
U1110	T338	<b>A01.1.06 General service availability, information, advice and referral</b>  Providing information, advice or referral about any specific services available to the general public and/or to specific groups.	[insert number of hours]	[insert number of Service Users]
U1110	T321	<b>A01.1.02 Consumer and legal information, advice and referral</b>  Providing information, advice and referral about legal matters and consumer issues and rights.	[insert number of hours]	[insert number of Service Users]
U1111	T332	<b>A01.2.02 Needs assessment and management of case/service plans</b>  Activities of assessment of service needs, development and monitoring of service plans, ongoing case management and coordination of voluntary, individualised service packages, and professional support in accessing and using general community services.	[insert number of hours]	[insert number of Service Users]

Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users
U5080	T437	<b>A07.1.02 Coordination/ network development</b> Driving the development of networks and/or coordinating networks to minimise duplication and share specialist knowledge.	[insert number of hours]	
U5220	T442	<b>A07.3.01 Social Planning and policy development</b> Activities that aim to develop policies, programs and plans for the delivery of community services. Includes systematic investigation of existing programs and services, gathering information from field expertise and experience, and publicising and applying information gained.	Milestones	

## Performance measures

The following table includes the range of measures that are collected across the funding provided under the Domestic and Family Violence funding area. The service agreement will identify the relevant performance measures for each service outlet.

Service User Code	Service Type Code	Output Measures	Counting rules and examples
U1113 U2110 U1111 U1190 U1110	T315 T310 T320 T328 T338	<p><b>A01.2.08 Counselling, other</b></p> <p>Activities that help Service Users to assess their circumstances and relationships, and to make choices, decisions and plans for the future. Help is provided by discussions with trained counsellors in individual and group sessions.</p>	<p>Number of hours provided during the reporting period</p> <p>Count time spent working directly with and/or on behalf of Service Users in relation to the output, including:</p> <ul style="list-style-type: none"> <li>• face to face time spent with Service Users; and</li> <li>• time spent undertaking tasks on behalf of Service Users, such as arranging referrals, writing file notes, participating in case conferences, recording data at the time of initial assessment, and preparation for training events.</li> </ul> <p>Time that should not be counted in hours of service include activities that cannot be attributed to Service Users such as:</p> <ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Travel</li> <li>• Attending staff training</li> <li>• Network meetings</li> <li>• Supervision, and</li> <li>• Compiling data for reporting to the department.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• One worker spends one hour counselling a Service User and a further 30 minutes writing up the client case notes and making a referral. Count as 1 hour 30 minutes.</li> <li>• Two workers spend one hour in a group counselling session. Count as one hour.</li> <li>• One worker spends one hour writing up case notes for five of the group participants. The other worker spends one hour writing up case notes for the other five participants. Count as two hours.</li> <li>• A worker spends 30 minutes on the phone with a worker from another service discussing a Service User's case plan. Count as 30 minutes.</li> <li>• A worker spends 15 minutes responding to an email asking for information. Count as 15 minutes.</li> <li>• A child or young person participates in a group counselling session and a case plan is developed. Information is provided to the parent/guardian. Count as one client. Do not count the parent/guardian.</li> </ul>

Service User Code	Service Type Code	Output Measures		Counting rules and examples
			Number of Service Users who received a service during the reporting period	<p>Report on number of Service Users (distinct individuals) who received a service against this output.</p> <p>Count 1 for each unique Service User who received a service during the reporting period where a case/support plan was developed.</p> <ul style="list-style-type: none"> <li>• Only count Service Users where a case/support plan was developed.</li> <li>• Do not count one-off occasions of information, advice or referral where no case/support plan was developed.</li> <li>• Do not count those who are not directly engaged and are not provided with support either in person or by telephone/email.</li> <li>• Do not count hits on a website.</li> <li>• Do not count people who pick up a brochure.</li> <li>• Do not count occasions.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• A person receives an assessment for entry to a service, is deemed suitable and a case file is opened but does not return for counselling. Count as one Service User.</li> <li>• A person attends one needs assessment interview and five counselling sessions in the same reporting period. Count as one Service User.</li> <li>• A person emails on behalf of their friend asking for advice. No case/support plan was developed. Do not count.</li> </ul>
U1110	T338	<p><b>A01.1.06 General service availability, information, advice and referral</b></p> <p>Providing information, advice or referral about any specific services available to the general public and/or to specific groups.</p>	Number of hours provided during the reporting period	<p>Count time spent working directly with and/or on behalf of clients in relation to the output.</p> <p>Time that should not be counted in hours of service include activities that cannot be attributed to service users such as:</p> <ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Travel</li> <li>• Attending staff training</li> <li>• Network meetings</li> <li>• Supervision, and</li> <li>• Compiling data for reporting to the department.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• From 6pm to 10pm, five workers are available and responding to calls and a sixth worker is providing counselling. Count as 24 hours.</li> <li>• Include hours spent working directly on behalf of a client and supporting client referrals,</li> </ul>

Service User Code	Service Type Code	Output Measures		Counting rules and examples
				whether on the telephone with the client or not.
			Number of Service Users who received a service during the reporting period	<p>Report on number of service users (distinct individuals) who received a service against this output.</p> <p>Count 1 for each unique service user who received a service during the reporting period. (A case/support plan may not have been developed).</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• A person contacts the service seeking refuge accommodation for herself and her two children. Count as one service user.</li> <li>• A person contacts the service seeking advice as to how to support a friend. Count as one service user.</li> <li>• A person contacts the service to discuss personal circumstances in relation to domestic and family violence. Count as one service user.</li> </ul>
			Milestones	<ul style="list-style-type: none"> <li>• Count 'yes' if milestone completed or required portion of tasks completed for period</li> </ul>
U1110	T321	<p><b>A01.1.02 Consumer and legal information, advice and referral</b></p> <p>Providing information, advice and referral about legal matters and consumer issues and rights.</p>	Number of hours provided during the reporting period	<p>Count time spent working directly with and/or on behalf of Service Users in relation to the output, including:</p> <ul style="list-style-type: none"> <li>• face to face time spent with Service Users; and</li> <li>• time spent undertaking tasks on behalf of Service Users, such as arranging referrals, writing file notes, participating in case conferences, recording data at the time of initial assessment, and preparation for training events.</li> </ul> <p>Time that should not be counted in hours of service include activities that cannot be attributed to Service Users such as:</p> <ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Travel</li> <li>• Attending staff training</li> <li>• Network meetings</li> <li>• Supervision, and</li> <li>• Compiling data for reporting to the department.</li> </ul>

Service User Code	Service Type Code	Output Measures		Counting rules and examples
				<p>Examples:</p> <ul style="list-style-type: none"> <li>One worker spends one hour with a Service User and a further 30 minutes writing up the client case notes and making a referral. Count as 1 hour 30 minutes.</li> <li>On a four hour shift, two workers are working separately with Service Users at the court. Count as eight hours.</li> </ul>
		<p><b>A01.2.02 Needs assessment and management of case/service plans</b></p> <p>Activities of assessment of service needs, development and monitoring of service plans, ongoing case management and coordination of voluntary, individualised service packages, and professional support in accessing and using</p>	<p>Number of Service Users who received a service during the reporting period</p>	<p>Report on number of Service Users (distinct individuals) who received a service against this output.</p> <p>Count 1 for each unique Service User who received a service during the reporting period.</p> <ul style="list-style-type: none"> <li>Do not count those who are not directly engaged and are not provided with support either in person or by telephone/email.</li> <li>Do not count hits on a website.</li> <li>Do not count people who pick up a brochure.</li> <li>Do not count occasions.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>An adult receives support in relation to an application for a domestic violence order with her two young children present. Count as one client.</li> </ul>
U1111	T332		<p>Number of hours provided during the reporting period</p>	<p>Count time spent working directly with and/or on behalf of Service Users in relation to the output, including:</p> <ul style="list-style-type: none"> <li>face to face time spent with Service Users; and</li> <li>time spent undertaking tasks on behalf of Service Users, such as arranging referrals, writing file notes, participating in case conferences, recording data at the time of initial assessment, and preparation for training events.</li> </ul> <p>Time that should not be counted in hours of service include activities that cannot be attributed to Service Users such as:</p> <ul style="list-style-type: none"> <li>Team meetings</li> <li>Travelling to or from a client's home</li> <li>Attending staff training</li> <li>Network meetings</li> <li>Supervision, and</li> <li>Compiling data for reporting to the department.</li> </ul>

Service User Code	Service Type Code	Output Measures		Counting rules and examples
		general community services.		<p>Examples:</p> <ul style="list-style-type: none"> <li>• One worker spends one hour talking with a client assessing their security needs. Count as one hour.</li> <li>• One worker spends two hours arranging for security upgrades to a client's property. Count as two hours.</li> <li>• A worker spends 15 minutes driving to and 15 minutes from a client's home. The worker then spends 1 hour with the client and assesses their home and neighbourhood. Count as 1 hour.</li> </ul>
			Number of Service Users who received a service during the reporting period	<p>Report on number of Service Users (distinct individuals) who received a service against this output.</p> <p>Count 1 for each unique Service User who received a service during the reporting period where a case/support plan was developed.</p> <ul style="list-style-type: none"> <li>• Only count Service Users where a case/support plan was developed.</li> <li>• Do not count one-off occasions of information, advice or referral where no case/support plan was developed.</li> <li>• Do not count those who are not directly engaged and are not provided with support either in person or by telephone/email.</li> <li>• Do not count hits on a website.</li> <li>• Do not count people who pick up a brochure.</li> <li>• Do not count occasions.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• A person receives an assessment for support. Count as one client.</li> <li>• A person with two children attends one needs assessment interview. Count as one client.</li> </ul>
U5080	T437	<p><b>A07.1.02 Coordination/network development</b></p> <p>Driving the development of networks and/or coordinating networks to minimise duplication</p>	Number of hours provided during the reporting period	<p>Count time spent providing one off occasion of information, advice and referral (where a case/support plan is not created) to individuals or groups contacting the service to seek information.</p> <p>Count time spent time undertaking targeted activities to coordinate the <u>local</u> domestic and family violence system (e.g. police, health services, corrections, other relevant non-government services) to increase the safety of those experiencing domestic and family violence and to improve the responses provided by the local service system.</p> <ul style="list-style-type: none"> <li>• Do not count time spent meeting with staff of the funding department monitoring the service</li> </ul>

Service User Code	Service Type Code	Output Measures	Counting rules and examples
		and share specialist knowledge.	<p>agreement.</p> <ul style="list-style-type: none"> <li>Do not count time spent undertaking general community education activities.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>A worker spends 15 minutes responding to an email asking for information about domestic and family violence. Count as 15 minutes.</li> <li>A worker spends 30 minutes on the phone with a worker from another service talking about a client from the other service. Count as 30 minutes.</li> <li>A worker spends three hours preparing a training session for health workers in relation to domestic and family violence safety planning, travels for 15 minutes to the venue, presents the information for one hour and travels back for 15 minutes. Count as four hours. (Travel time is not included).</li> <li>Two workers are present at a display in a shopping mall for three hours to hand out brochures. Do not count.</li> <li>A worker spends 15 minutes providing information about domestic and family violence to a student seeking information about the impact of domestic violence on children. Count as 15 minutes.</li> <li>A worker engages with a government agency that works with clients experiencing domestic can family violence for one hour to address local systemic issues impacting the safety of clients of the agency. Count as one hour.</li> </ul>
U5220	T442	<p><b>A07.3.01 Social Planning and policy development</b></p> <p>Activities that aim to develop policies, programs and plans for the delivery of community services. Includes systematic</p>	<p>Milestones</p> <p>Count "yes" if milestone completed or required portion of tasks completed for period</p> <p>Count 'yes' if milestone completed or required portion of tasks completed for period.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>Provide required report identifying completion of milestone tasks.</li> </ul>

Service User Code	Service Type Code	Output Measures	Counting rules and examples
		investigation of existing programs and services, gathering information from field expertise and experience, and publicising and applying information gained.	

Service User Code	Service type code	Throughput Measures	Counting rules and examples
U1110 U1111 U2110 U1113 U1190	T320 T315 T310 T321 T332 T328	IS255  Number of new Service Users	Count 1 for each Service User who is new to the service outlet during the reporting period.  Examples: A service provider had 100 Service Users with case/support plans during the reporting period. Of the 100 - <ul style="list-style-type: none"> <li>• 70 were continuing from the previous period,</li> <li>• 5 had returned after a break in the service provision but their case/support plans remained open</li> <li>• 25 were new and a case/support plan was developed.</li> </ul> Count as 25 Service Users.
U1110 U1111 U2110 U1113 U1190	T320 T315 T310 T321 T332 T328	IS133  Number of existing Service Users	Count 1 for each unique Service User who received a service during the reporting period as a continuation from the previous reporting period.  Examples: A service provider had 100 Service Users with case/support plans during the reporting period. Of the 100 - <ul style="list-style-type: none"> <li>• 70 were continuing from the previous period,</li> <li>• 5 had returned after a break in the service provision but their case/support plans remained open</li> <li>• 25 were new and a case/support plan was developed.</li> </ul> Count as 75 Service Users.

U1110 U1111 U2110 U1113 U1190	T320 T315 T310 T332 T328	GM07	Number of Service Users that had their case plans closed/finalised as a result of the majority of identified needs being met	Count one for each case/support plan closed/finalised as a result of the majority/all of identified goals/needs being met.  Examples: <ul style="list-style-type: none"> <li>A case/support plan was developed for a Service User who has been attending the service for the past six months. At a case/support plan review the Service User indicates their goals have been met. The service closes the case/support plan. Count as one Service User.</li> </ul>
<b>Service User code</b>	<b>Service Type Code</b>	<b>Demographic Measures</b>		<b>Counting rules and examples</b>
U1113	T310	IS205	Number of female Service Users	Count 1 for each unique Service User who identifies as female. Count 1 for each unique female Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.
	T310	IS205	Number of male Service Users	Count 1 for each unique Service User who identifies as male. Count 1 for each unique male Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.
<b>Service User code</b>	<b>Service Type Code</b>	<b>Outcome Measures</b>		<b>Counting rules and examples</b>
U1113 U2110 U1111 U1110	T310 T315 T320 T338 T332	Code	Number of Service Users that have shown improvements in being safe and protected from harm	Count 1 for each unique Service User who has shown improved safety and protection from domestic and family violence during the reporting period as evidenced through a recognised client assessment tool or method.  Examples: <ul style="list-style-type: none"> <li>A Service User was supported to access temporary, safe accommodation. Count as 1 Service User.</li> <li>A Service User was supported to develop a safety plan that supported her to plan for her safety and that of her children. Count as 1 Service User.</li> </ul>
U1190 U1113	T328 T310	Code	Number of Service Users with improved family interactions / connectedness	Count 1 for each unique Service User who, through a risk assessment process, has made progress towards or reduced abusive behaviours towards others.  Examples: <ul style="list-style-type: none"> <li>A Service User has been attending counselling sessions to address on his use of domestic and family violence. An assessment of the Service User indicates he has accepted responsibility for his behaviour. His partner reports changes in John's behaviour and that he is applying strategies to stop using violence. Count as 1 Service User.</li> <li>A Service User attended three sessions but did not engage with the group or the program</li> </ul>

				content. Do not count.
U2110 U1111	T315 T320 T332	Code	Number of Service Users with improved quality of life	Count 1 for each unique Service User who has shown evidence of improved quality of life with reduced exposure to domestic and family violence during the reporting period as evidenced through a recognised client assessment tool or method.  Examples: A Service User's personal wellbeing has improved as a result of counselling she received that increased her personal safety, supported her to deal with the domestic violence she experiences in her relationship and achieve her personal goals. Count as 1 Service User.
U1113	T310	Code	Number of Service Users with improved cultural identity / connectedness	Count 1 for each unique Service User who has shown evidence of improved cultural identity/connectedness supporting a reduction in the presence of family violence during the reporting period as evidenced through a recognised client assessment tool or method.  Examples: <ul style="list-style-type: none"> <li>A Service User has made contact with a service that supports her to live a life free from family violence. Count as 1 Service User.</li> </ul> A Service User is meeting with elders from his cultural group in an on-going effort to learn his peoples' traditional language and customs towards living a life free from family violence. Count as 1 Service User.
U1110 U5080 U5220	T338 T321 T437 T442	Code	Number of Service Users with improved capability	Count 1 for each unique Service User who has improved their capability during the reporting period as evidenced through a recognised client assessment tool or method.  Examples: <ul style="list-style-type: none"> <li>A group of five Service Users (individuals or NGOs/Local councils) have indicated that the resources developed and provided to them have helped them increase their skills and/or knowledge. Count as 5 Service Users.</li> <li>An individual, NGO or local council has indicated that as a result of information, advice or an event they have made a change which will improve services to their clients.. Count as 1 Service User.</li> </ul>
<b>Service User Code</b>	<b>Service type Code</b>	<b>Other Measures</b>		<b>Counting rules and examples</b>
U2110 U1110 U5080 U5220 U1111	T315 T338 T332 T437 T442	Report attached		N/A

All	All	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?	Examples may include new staff member, training; work process enhancement, new referral arrangements, more integrated service delivery, natural disaster diverting resources, etc.
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## 10. Contact information

For further information regarding this investment specification, please contact your nearest [service centre](#).

For information regarding current funding opportunities, visit the [Department of Communities, Child Safety and Disability Services](#).

## 11. Other funding and supporting documents

- [Investment Domains Guideline](#)
- [Investment Specifications](#):
  1. Child Protection (Support Services)
  2. Child Protection (Placement Services)
  3. Families
  4. Domestic and Family Violence
  5. Individuals
  6. Young people
  7. Older people
  8. Community
  9. Service System Support and Development
- [Outputs Catalogue](#)
- [Human Services Quality Framework](#) (HSQF)



# **Domestic and Family Violence Telephone Service**

## **Quarterly Summary Report**

insert service name (insert service number)

Quarter: insert start date to insert end date

**Incoming call breakdown:**

**New Intakes:**

**Womensline information:**

**Mensline information:**

**Serviceline information:**

**Supportlink Referral Management System:**

**Presentations/Partnerships:**

**Coordination/network development meetings:**

**Any other additional information:**

## Home Security Safety Upgrades

### Quarterly Brokerage Expenditure Report

insert service name (insert service number)

Quarter: insert start date to insert end date

Service User number/ Code	Date Safety Upgrade completed	Expenditure amount	Expenditure items	No. of children living with the client	Is the Service User currently living in the home?	Service User has DVO with ouster condition?	Comments
<Insert rows as needed>							

#### Additional information required:

Total Brokerage expenditure for the quarter	\$
Total Number of safety upgrades to the homes of clients completed this quarter	
Total number of clients supported with brokerage funds this quarter (NB: count includes perpetrators provided with temporary accommodation but does not include any children living with the victim)	
Trends and issues	
Other comments	

## Local Domestic and Family Violence Service Systems

### Quarterly Summary Report

insert service name (insert service number)

Quarter: insert start date to insert end date

#### A07.1.02 Coordination / network development

Date of Meeting/ Event	Activity	Purpose of Meeting/Event	Name of Agencies in Attendance	Comments
<i>&lt;Insert/delete rows as needed&gt;</i>	<i>&lt;List name of meetings coordinated or type of event/nature of activity&gt;</i>			<i>&lt;Give details eg: location, number of participants who engaged with service at the event, emerging issues, benefits/ outcomes etc&gt;</i>

## Research

### Quarterly Summary Report

Quarter:  to

### State-based activities to support the delivery of effective support

(insert service name)  (insert service number)

#### **A07.3.01 Social planning and policy development**

##### Professional development for Aboriginal and Torres Strait Islander services:

Training or Professional Development Event	Date Delivered	Participating Indigenous Services	Outcomes and Comments
			<i>&lt;e.g. details of event delivery method, location, emerging issues, benefits for participants, outcomes etc&gt;</i>
<i>&lt;Insert/delete rows as needed&gt;</i>			

##### Service sector support and community education and prevention activities:

Date Activity Delivered or Completed	Description of Activity	Target Group	Outcomes and Comments
		<i>&lt;Identify beneficiaries of the activity and where relevant, participating agencies&gt;</i>	<i>&lt;e.g. location, emerging issues, benefits, outcomes, etc&gt;</i>
<i>&lt;Insert/delete rows as needed&gt;</i>			

## Supporting the State Coroner

Date of Request	Nature of request	Tasks involved	Date Advice Provided	Comments
<Insert/delete rows as needed>				

## Activities directed by the Australian National Research Organisation for Women's Safety

insert service name (insert service number)

### A07.3.01 Social planning and policy development

Date activity requested	Activity / Task	Status	Date completed	Comments
	<Type of event/nature of activity>			
<Insert/delete rows as needed>				