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| Holistic Aboriginal Family Violence  38032 |
| Outcome objective: Victorians are safe and secure  Output group: Family Violence Service Delivery  Output: Family Violence Service Delivery |

**OFFICIAL**

**1. Service objective**

Holistic Aboriginal Family Violence enables culturally safe and appropriate family violence services to be delivered to people experiencing family violence who identify as or have a relationship to Aboriginal and/or Torres Strait Islanders (Aboriginal). This activity aims to support Aboriginal Community Controlled Organisations (ACCOs) to build and increase service delivery and support community led responses to family violence. Aboriginal family violence funding prioritises investment to ACCOs, in line with the principles of self-determination, to deliver service responses that aim to effectively address the high prevalence and impact of family violence on Aboriginal people.

**2. Description of the service**

Aboriginal people must have access to culturally safe and appropriate family violence services that meets their needs. Service delivery enabled by this funding can involve a range of culturally safe responses, such as the revival of traditional practices and other therapeutic approaches, and provides tailored support to people experiencing violence, their children and family members experiencing family violence.  
All family members are considered in the definition of victim survivors, from infants, children and young people through to older people and extended family members also impacted by the violence.   
With a focus on healing as well as continuous risk assessment and risk management, responses may include a range of culturally safe practices, together with screening, identification, triage, risk assessment, case planning and risk management, safety planning, secondary consultation, referrals, coordinated responses with other services, co-case management, advocacy, information sharing, case review and case closure. In partnership with Aboriginal people experiencing violence, practitioners seek to identify goals with the focus on reducing risk, gaining safety and setting a course for stabilisation and freedom. Engagement by Aboriginal people with ACCOs is voluntary and focussed on supporting long-term safety and wellbeing.

**3. Client group**

• Client Facing  
This is a client facing activity. Services are targeted towards people experiencing family violence who identify as or have a relationship to Aboriginal and/or Torres Strait Islanders.

**4. Obligations specific to this activity**

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

**4a. Registration and Accreditation**

* Independent review and accreditation against the department’s Human Services Standards, unless exempted.

**4b. Program requirements and other policy guidelines**

* [Human Services Standards policy](https://providers.dffh.vic.gov.au/human-services-standards-policy)

<https://providers.dffh.vic.gov.au/human-services-standards-policy>

* [Dhelk Dja: Safe Our Way Strong Culture, Strong Peoples, Strong Families](https://www.vic.gov.au/dhelk-dja-partnership-aboriginal-communities-address-family-violence)

<https://www.vic.gov.au/dhelk-dja-partnership-aboriginal-communities-address-family-violence>

* [Family Violence referral protocol between DHHS,Family Safety Victoria and Department of Justice and Regulation and Victoria Police 2018](https://providers.dhhs.vic.gov.au/family-violence-referral-protocol-between-dhhs-family-safety-victoria-and-department-justice-and)

<https://providers.dhhs.vic.gov.au/family-violence-referral-protocol-between-dhhs-family-safety-victoria-and-department-justice-and>

* [The Nargneit Birrang Holistic Healing framework](https://www.vic.gov.au/nargneit-birrang-aboriginal-holistic-healing-framework-family-violence/chapter-2)

<https://www.vic.gov.au/nargneit-birrang-aboriginal-holistic-healing-framework-family-violence/chapter-2>

* [Code of Practice: Principles and Standards for Specialist Family Violence Services for Victim-Survivors](https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/)

<https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/>

* [Strategic funding model overview](https://providers.dffh.vic.gov.au/strategic-funding-model-overview)

<https://providers.dffh.vic.gov.au/strategic-funding-model-overview>

* [Case management program requirements for specialist family violence services which support victim survivors](https://fac.dffh.vic.gov.au/case-management-program-requirements-specialist-family-violence-services-which-support-victim)

<https://fac.dffh.vic.gov.au/case-management-program-requirements-specialist-family-violence-services-which-support-victim>

* [Family violence crisis responses: Roles and responsibilities in providing emergency accommodation](https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-providing-emergency-accommodation)

<https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-providing-emergency-accommodation>

* [Family violence crisis responses: Roles and responsibilities after hours](https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-after-hours)

<https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-after-hours>

* [Victorian family violence refuge eligibility and prioritisation framework](https://fac.dffh.vic.gov.au/victorian-family-violence-refuge-eligibility-and-prioritisation-framework)

<https://fac.dffh.vic.gov.au/victorian-family-violence-refuge-eligibility-and-prioritisation-framework>

**5. Performance**

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

**Key performance measure 1: Number of new support periods**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of new support periods. |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Support Periods and Cases are often used interchangeably and are synonymous with each other. The term support periods has been used in this activity, as it is the current term used by the Specialist Homelessness Services Collection terminology. A support period is an episode of support provided to a client from your agency. Count the number of new support periods during the monthly reporting period. One support period is counted for each individual, including children and young people, who receive client support. For advice on when to count children and young people please see below under Definition of terms. A support period starts on the day the client first receives support from your agency. A support period ends when:   the relationship with the client and agency ends  the client has received the maximum support your agency can offer  a client has not received any service from your agency for a whole calendar month and there is no ongoing relationship. If a client’s support period has been closed and the client presents again and is provided with support, this will be counted as a new support period. |
| **Data source(s) collection** | * Specialist Homelessness Services Collection * Service Delivery Tracking (SDT) |
| **Definition of terms** | A support period is the episode of support a client receives from your agency. A client is a person who receives a direct service from your agency. To be a client the person must directly receive a service and not just be a beneficiary of a service. For example, a child or young person who presents with a parent and is provided with specific support is a client. A child or young person who presents with a parent and a parent receives financial assistance to prevent tenancy failure or other emergency funding would likely be considered to have received an indirect service, and not be considered a client. A client can be of any age and accompanying children and young people who receive direct services are clients. Services are defined as any work an agency undertakes to support or advocate for a client including administrative tasks directly related to the support of a client and travel incurred by the case worker to assist clients. |

**Key performance measure 2: Number of service hours**

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| **Aim/objective** | This performance measure provides information about the number of service (agency) hours provided directly to people experiencing family violence during the reporting period. |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of service hours (time) undertaken during the reporting that relates to a client including: • Direct client facing work • Case work related to the client • Travel time related to the client • Secondary consultations related to a client • Information sharing about your client with other services • Consultations with a client, where the client prefers to remain unidentified. |
| **Data source(s) collection** | * Specialist Homelessness Services Collection * Service Delivery Tracking (SDT) |
| **Definition of terms** | Service hours are defined as hours spent by the service agency’s staff providing holistic family violence support to people experiencing family violence.  Service hours may be expended on a range of client activities including revival of traditional practices and other therapeutic approaches. Further, approaches will likely include screening, identification, triage, risk assessment, case planning and risk management, review and case closure, safety planning, secondary consultation, referrals, coordinated responses with other services, co-case management, advocacy, and information sharing. Service hours does not include non-client service hours such as attending supervision, attending training, undertaking administrative functions and organisational planning. Example 1:  A worker spends two-hours of contact time with one victim survivor. In addition, the worker travelled 30 minutes each way to meet the victim survivor. The worker then spent one hour writing up the case notes. This is counted as one worker x two hours of contact + one hour of travel + one hour of case work = four service hours.  Example 2:  Two workers spend an hour with two victim survivors. This is counted as an hour for each worker, so two workers x one hour each = two service hours. |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
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| Specialist Homelessness Services Collection | SHIP | Specialist homelessness services (SHS) | Monthly |
| Service Delivery Tracking (SDT) | My Agency/SAM | Service Delivery Tracking data set | Monthly |

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