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| Men’s Family Violence Services  38019 |
| Outcome objective: Victorians are safe and secure  Output group: Family violence service delivery  Output: Family violence service delivery |

# 1. Service Objective

Men’s family violence services aim to reduce violence and enhance the safety of women and children experiencing or recovering from family violence, through the provision of timely and appropriate services directed at men attempting to address their violent behaviour.

# 2. Description of the service

Men’s family violence services assist men with a history of violent and abusive behaviour towards family members to develop non-abusive behaviours and parenting skills. Services provided to men may include: intake and assessment, individual or group counselling, telephone counselling and referral.

These services include the *Men’s referral service* and *Men’s behaviour change programs* (including enhanced intake provided on a divisional or sub-divisional basis).

The *Men’s referral service* provides an anonymous and confidential telephone counselling, information and referral service for men who are violent or abusive towards family members.

*Enhanced intake* provides an entry point for active referrals (i.e. not self-referrals) from a range of sources (including police) as well as referrals via other pathways. Intake services actively attempt to engage men who use violence.

The *Court-directed men’s behaviour change program* provides men who are the subject of family violence court orders with placements in the program. The program aims to improve the accountability of men who use violence against their families, and improve the safety of women and children.

*Men’s behaviour change programs* aim to promote the safety of women and children by holding men accountable for their use of violence towards family members and by changing their attitudes and behaviour. Group programs are provided as well as individual counselling and partner contact.

Family violence services for men are a component of an integrated, area-based suite of family violence services and will develop strong linkages and partnerships with women’s and children’s family violence services, Indigenous family violence services, LGBTIQ services, police and courts.

# 3. Client group

The target group for men’s family violence services are men who are attempting to address their violent behaviour and women and children family members who have had violence used against them.

# 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

* [Men’s behaviour change group work: Minimum standards and quality practice: No To Violence (2005)](https://providers.dhhs.vic.gov.au/mens-behaviour-change-program)  
  <https://providers.dhhs.vic.gov.au/mens-behaviour-change-program>
* [A framework for comprehensive assessment in men’s behaviour change programs (2009)](https://providers.dhhs.vic.gov.au/mens-behaviour-change-program)  
  <https://providers.dhhs.vic.gov.au/mens-behaviour-change-program>
* [Enhancing access to men’s behaviour change programs: Service intake and practice guide (2009)](https://providers.dhhs.vic.gov.au/mens-behaviour-change-program)  
  <https://providers.dhhs.vic.gov.au/mens-behaviour-change-program>
* [Assessing children and young people experiencing family violence: A practice guide for family violence practitioners](https://providers.dhhs.vic.gov.au/assessing-children-and-young-people-experiencing-family-violence-practice-guide-word)  
  <https://providers.dhhs.vic.gov.au/assessing-children-and-young-people-experiencing-family-violence-practice-guide-word>
* [Family violence risk assessment and risk management framework and practice guides 1-3](https://providers.dhhs.vic.gov.au/family-violence-risk-assessment-and-risk-management-framework)  
  <https://providers.dhhs.vic.gov.au/family-violence-risk-assessment-and-risk-management-framework>
* [Code of Practice for Specialist Family Violence Services for Women and Children](https://dhhs.vic.gov.au/code-practice-specialist-family-violence-services-women-and-children)  
  <https://dhhs.vic.gov.au/code-practice-specialist-family-violence-services-women-and-children>
* [Guideline: Family violence services and accommodation: Complying with the Equal Opportunity Act 2010](http://www.humanrightscommission.vic.gov.au/home/our-resources-and-publications/eoa-practice-guidelines/item/1577-guideline-family-violence-services-and-accommodation-complying-with-the-equal-opportunity-act-2010)  
  <http://www.humanrightscommission.vic.gov.au/home/our-resources-and-publications/eoa-practice-guidelines>
* [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>

# 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 cases

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| Aim/objective | The aim of this performance measure is to monitor the number of new cases of support. |
| Target | The performance measure is provided in the Service Agreement. |
| Type of count | Cumulative |
| Counting rule | Count the number of new cases that are opened during the reporting period.  The counting rule seeks to capture new instances where support is provided to a person.  A new case is counted when a client receives services from a service provider for the first time within the past three months.  When to count a new case:  when a client receives services from this service provider for the first time  when a client presents for services after a previous case has been closed  when a client presents for services relating to the same incident, but has not received services from this service provider for three months or more.  When **not** to count a new case:  when the client has received the same service from the service provider relating to the same incident within the last three months  when an existing case carries over into a new financial or calendar year  when an existing case carries over into a new month. |
| Data source(s) collection | Integrated Reports and Information System (IRIS)  Service delivery tracking |
| Definition of terms | Clients refers to men who use family violence towards family members and receive a service from a men’s family violence service.  The receipt of a service during the reporting period is defined as having provided at least one hour of continuous service to the client during the reporting period. |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system | Data set | Reporting cycle |
| --- | --- | --- | --- |
| Family violence | Integrated Reports and Information System (IRIS) | IRIS family violence | Monthly |
| Service delivery tracking (SDT) | FAC/SAMS2 | SAMS2/Service delivery tracking data set | Monthly |

# 7. Activity mapping

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| --- | --- | --- | --- |
| New Output Group | New Activity | Old Output group | OLD activity |
| Family Violence Service Delivery | 38019 – Men’s family violence services | Child Protection and Family Services | 31240 – Men’s family violence services |

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