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| Family violence after-hours crisis responses  Operational guidelines |
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# Preamble

These guidelines were produced by Family Safety Victoria in conjunction with other Victorian Government agencies and community service organisations to enable the consistent establishment and operation of an enhanced statewide model for family violence after-hours crisis responses in Victoria.

These guidelines are subject to change during the establishment phase of the model.

# Terminology

## Family violence

Family violence is defined under Section 5 of the *Family Violence Protection Act 2008* as:

1. Behaviour by a person towards a family member of that person if that behaviour:
   1. is physically or sexually abusive; or
   2. is emotionally or psychologically abusive; or
   3. is economically abusive; or
   4. is threatening; or
   5. is coercive; or
   6. in any other way controls or dominates the family member and causes that family member to feel fear for the safety or wellbeing of that family member or another person; or
2. Behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of, behaviour referred to above.

## After-hours

After-hours refers to the period outside of the traditional business hours of 9am to 5pm Monday to Friday, noting that normal operating hours for some agencies may extend beyond these hours. After-hours includes the period between 5pm and 9am on weekdays, all hours on weekends (between 5pm Friday and 9am Monday) and public holidays.

## Agencies and organisations

Collectively refers to all entities including government departments and organisations, funded agencies, community service organisations and individual professionals.

## CALD

Refers to a person from a culturally and linguistically diverse background.

## Victim survivors

Refers to people, including children and young people, who are experiencing, or who have experienced family violence.

Family Safety Victoria recognises the gendered nature of family violence, consistent with the Royal Commission into Family Violence which noted that ‘the significant majority of perpetrators are men and the significant majority of victim survivors are women and their children’. Women and women with children are therefore expected to be the primary recipients of after-hours crisis support.

However, in recognition of the diverse experiences of family violence experienced by Aboriginal people, people from culturally diverse backgrounds, people with disabilities, people from the lesbian, gay, bisexual, trans, gender diverse and intersex community and older people experiencing elder abuse, victim survivors will be the exclusive term used throughout this document.

# About these operational guidelines

## What is the purpose of these guidelines?

The purpose of these operational guidelines is to provide detailed information to agencies and key stakeholders about the operating procedures and processes to ensure consistent delivery and access to family violence after-hours crisis responses across the state.

The guidelines outline:

* roles and responsibilities of agencies delivering family violence after-hours crisis responses in Victoria
* the structure and components of the statewide family violence after-hours crisis responses model
* processes to support the operation of family violence after-hours crisis responses.

The guidelines aim to:

* provide greater awareness, clarity and confidence in family violence after-hours responses, within and beyond the specialist family violence sector and service system
* promote a consistent approach by agencies and organisations across Victoria to victim survivors who require family violence after-hours crisis support
* support local after-hours agencies in designing and delivering their family violence after-hours crisis responses.

## How do these guidelines relate to existing policies and practices?

The guidelines should be read in the context of relevant legislation and organisational policy in relation to family violence. The guidelines do not replace or override individual or collective responsibilities of agencies, organisations or individuals. Agencies are required to continue to operate within existing legal, policy and practice frameworks.

A broad range of family violence reforms are currently underway in areas such as:

* information sharing
* multi-agency approaches to risk assessment and management
* enhanced perpetrator responses
* design and delivery of Support and Safety Hubs
* integration with other service system responses such as mental health, housing and homelessness, child and family services, and drug and alcohol services.

These reforms will inform future service delivery and practice approaches across family violence and community services, including after-hours crisis responses.

# Context

The Royal Commission into Family Violence (Royal Commission) highlighted that specialist family violence support services in Victoria have limited capacity to provide after-hours support, despite the majority of family violence incidents occurring outside of business hours[[1]](#footnote-1).

In 2015-16, 73% of family violence incidents recorded by Victoria Police occurred either between the hours of 5pm and 9am on weekdays, or during a weekend[[2]](#footnote-2).

The Royal Commission made the following recommendation (recommendation 12) regarding after-hours responses:

‘Pending the establishment of the recommended Support and Safety Hubs, the Victorian Government expand funding for after-hours responses – including the capacity to activate a face-to-face crisis response when required – in each of the 17 Department of Health and Human Services regions’[[3]](#footnote-3).

While the Department of Health and Human Services (the department) provides existing funding for family violence after-hours responses, there is significant variation in funding from area to area and the associated support available to victim survivors in crisis. Support is primarily phone-based, with very limited access to face-to-face crisis responses.

## Development of an enhanced statewide model

Family Safety Victoria (FSV) has been working with specialist family violence agencies to review and strengthen family violence after-hours responses across Victoria.

A Working Group comprising key agencies and sector representatives was established in early 2017 to support FSV to:

* map existing after-hours resources and services provided in Victoria, and consider how these responses could be harnessed and expanded to better support victim survivors experiencing family violence
* develop a strengthened after-hours crisis response model.

To support development of the model, FSV has also engaged with the family violence sector to build a better understanding about current family violence after-hours responses across the state and identify gaps and opportunities for an enhanced model.

This work will also inform future family violence after-hours and crisis responses delivered in Victoria including alongside establishment of Support and Safety Hubs.

These guidelines outline the model that has been developed in consultation with the Working Group and other key stakeholders. Earlier iterations of these guidelines were tested with Family Violence Regional Integration Coordinators (RICs), specialist family violence agencies and sexual assault service providers. Feedback received from these stakeholders has informed the final model and guidelines.

## Implementation of the model

As part of the establishment phase of the model, FSV will work with agencies to support and further develop:

* the relationship between the statewide 24/7 crisis service and local after-hours agencies
* local approaches to responding to diverse cohorts, including Aboriginal victim survivors
* the interface between this model and broader service responses, including Support and Safety Hubs, sexual assault services, Child Protection, and perpetrator responses.

# Principles

The following principles recognise that victim survivors have the right to trauma-informed crisis responses, anchored by an ethical framework that references a deep understanding of the implications of gender power imbalance and the dynamics of family violence.

It is important that agencies acknowledge the difficulties that victim survivors face in disclosing and accessing supports, and understand the many reasons victim survivors remain in violent relationships or return to perpetrators, including financial stress, lack of housing options, fear of serious or lethal harm to themselves and fear for their children.

## Principle 1 – Safety is a priority

Safety for victim survivors, and safety for workers, are fundamental considerations when determining the most appropriate after-hours crisis response.

In practice this means:

* workers will not attend situations where their safety is considered to be at risk, or where their attendance is likely to heighten the risk of the victim survivor seeking support
* agencies will be adequately resourced to enable two workers to provide face-to-face support in situations and locations considered unsafe for one worker (such as motels and homes)
* agencies will ensure that they have processes and policies in place to support their workers in making decisions about safety.

## Principle 2 – Best interests of victim survivors

Agencies acknowledge, respect and uphold the strengths and choices of victim survivors, where it is safe and possible to do so.

In practice this means:

* victim survivors are treated with dignity and respect
* victim survivors have choice and are supported to remain safely in their home, where appropriate
* agencies are attentive and responsive to the needs of victim survivors, including any that arise from their life circumstances or additional vulnerabilities
* victim survivors can access after-hours face-to-face crisis responses, where it is safe to do so (where a face-to-face crisis response is considered unsafe, alternative options will be sought)
* effective handover processes limit the number of times that victim survivors have to repeat their story to multiple workers and services.

## Principle 3 – Respect for culture

Victim survivors experiencing family violence have a right to after-hours crisis responses which are inclusive and respectful of their history, background, culture and individual circumstances and experiences.

In practice this means:

* secondary consultations are available to support Aboriginal victim survivors
* training for workers providing after-hours crisis responses equips them with a capacity for cultural competency
* professionally accredited interpreter services are utilised where required.

## Principle 4 – Child focused response

Children whose lives are impacted by perpetrators who pose a threat to them and/or their mother are entitled to individual consideration when receiving an after-hours crisis response.

In practice this means:

* the level of risk to children is always addressed in an after-hours assessment of risk, needs and safety
* separate consideration is given to each individual child in a risk, needs and safety assessment, risk management, and safety planning phases/processes
* responses will facilitate and support the mother-child bond, wherever possible.

## Principle 5 – Perpetrator accountability and threats posed by perpetrators

Family violence is a crime requiring criminal justice, statutory and community based responses.

In practice this means:

* wherever possible, service system responses should focus on actions that hold perpetrators to account rather than place responsibility on victim survivors.
* immediate justice responses are considered when responding to victim survivors in crisis, such as police and associated Family Violence Safety Notices (FVSNs).

Family Safety Victoria will work with the specialist family violence and justice sector to explore how existing and new service system responses could be harnessed to expand the options available for engaging with and holding to account perpetrators of family violence, including when responding to crisis.

# After-hours crisis response model

A family violence after-hours crisis may result in a victim survivor’s first contact with the service system. This is a crucial opportunity for agencies to engage with victim survivors and:

* build confidence in the support available from the service system
* provide a safe avenue for support and referral
* prioritise victim survivor agency through listening, believing and validating experiences of family violence
* acknowledge concerns about system responses, including past negative experiences
* increase ongoing service engagement
* reduce risk and increase safety
* provide information about the integrated family violence service system and service and support options available
* emphasise that perpetrators are responsible for their choice to use violence and victim survivors are not to blame
* work towards a reduction in the number of victim survivors that remain unsafe.

## Responding to sexual assault in the context of family violence

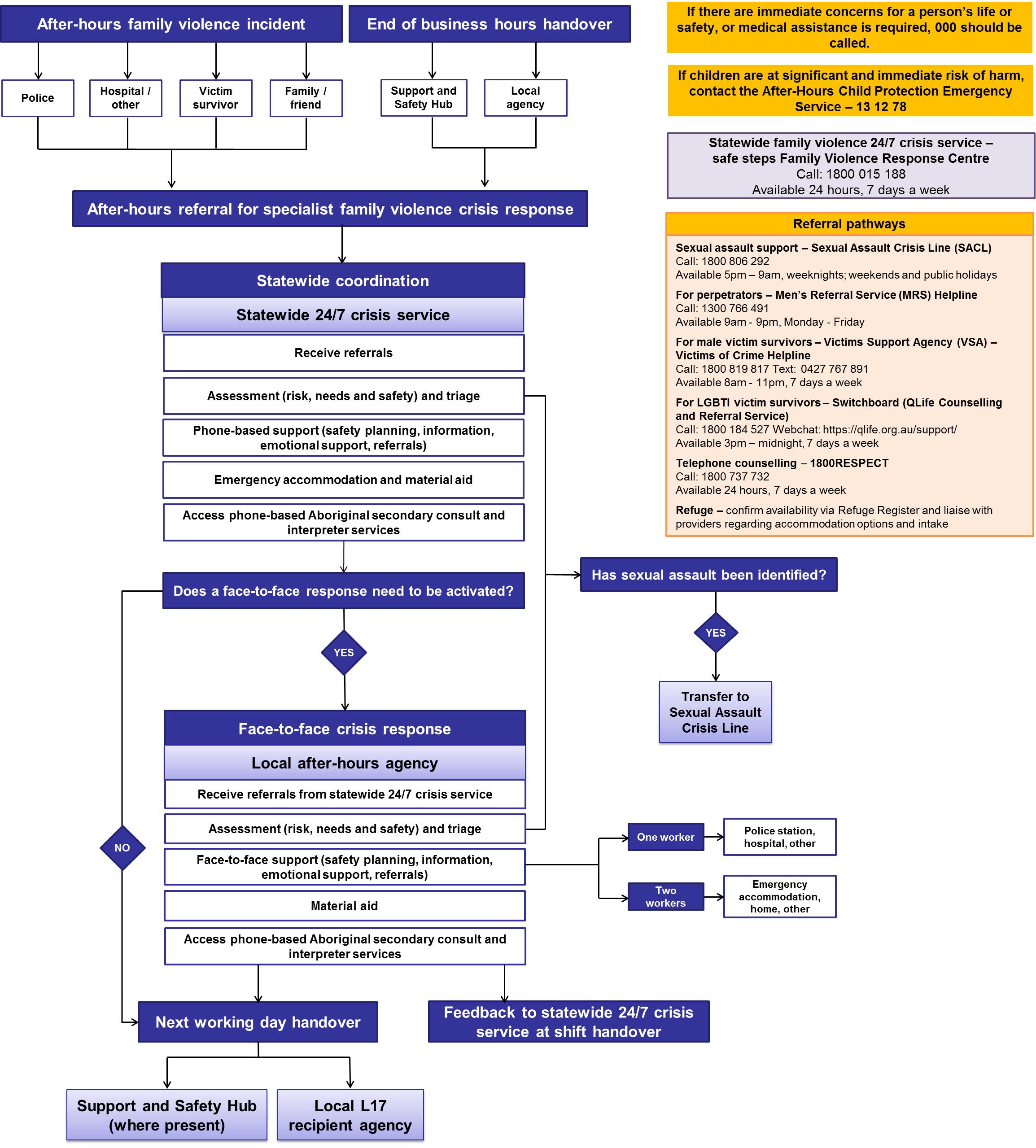
The Sexual Assault Crisis Line (SACL) provides statewide after-hours support for people who have experienced both past and recent sexual assault, including crisis counselling support and coordination of crisis care responses for recent victims of sexual assault.

Where an after-hours referral is received for a victim survivor who has experienced sexual assault within the context of family violence, the referral will be transferred to the Sexual Assault Crisis Line (SACL), with the consent of the victim survivor. Protocols and procedures will be developed and implemented to support this arrangement and articulate the roles and responsibilities of the statewide 24/7 crisis service, local after-hours agencies and SACL in responding to family violence victim survivors that have experienced sexual assault.

A victim survivor of sexual assault may require a forensic medical examination (FME). The purpose of the FME is to collect evidence that may assist a Police Sexual Offences and Child Abuse Investigation Team (SOCIT) in their investigations. This examination may be conducted at a Crisis Care Unit in a hospital or Centre Against Sexual Assault (CASA). An FME must be conducted within one week of a sexual assault occurring. Therefore it is essential that an appropriate after-hours sexual assault response is activated as soon as possible, to enable a crisis care counsellor to provide the victim survivor with information and support to assist them in deciding whether an FME is the right decision for them at that point in time.

In any situation where immediate medical assistance is required or there are immediate concerns for a person’s life or safety, 000 should be called.

## After-hours crisis response model – flowchart



## Referrals for after-hours crisis responses

Where a victim survivor requires immediate medical assistance or there are immediate concerns for a person’s life or safety, 000 should be called.

### Police referrals

A significant proportion of family violence incidents attended by police occur after-hours. Clear referral pathways between police and agencies providing after-hours family violence crisis responses are essential to support victim survivors and ensure timely access to appropriate support.

Where Police assess a situation as requiring an after-hours family violence crisis response they should call the statewide 24/7 crisis service to enable a timely response, in addition to completing regular L17 referral processes.

If a face-to-face crisis response is required, the statewide 24/7 crisis service will contact the relevant local after-hours agency.

Where a victim survivor has experienced sexual assault in the context of family violence, police should respond as per the *Code of practice for the investigation of sexual crime (2016)*.

### Hospital and other referrals (including self-referrals)

Where a hospital or other service (such as a homelessness service) assesses a situation as requiring an after-hours family violence crisis response, they should contact the statewide 24/7 crisis service. The statewide 24/7 crisis service should also be the primary point of contact for victim survivors and family members and friends.

### End of business hours handover from other services

If a Support and Safety Hub or other agency is providing a business hours crisis response to a victim survivor that will require an after-hours response, they should contact the statewide 24/7 crisis service to undertake a handover.

## Overview of statewide coordination and face-to-face crisis response functions

The following provides an overview of the statewide coordination and face-to-face crisis response functions of the model.

### Statewide coordination – statewide 24/7 crisis service

The statewide 24/7 crisis service undertakes statewide coordination of family violence after-hours crisis responses. Their key roles and responsibilities are to:

* receive after-hours calls and referrals from across Victoria
* undertake risk, needs and safety assessments and triage referrals
* refer to After-Hours Child Protection Emergency Service where children are assessed as being at significant and immediate risk of harm
* refer to the Sexual Assault Crisis Line where sexual assault support is required (with consent of victim survivor)
* provide phone-based support and assistance to victim survivors (including safety planning, emotional support, information, referrals)
* arrange access to emergency accommodation for victim survivors statewide as required, including provision of material aid
* activate a local face-to-face crisis response where required, providing the relevant local after-hours agency with a risk, needs and safety assessment
* activate phone-based secondary consultation as appropriate for Aboriginal victim survivors
* liaise with professionally accredited interpreter services to support engagement with CALD victim survivors (children should not be used as interpreters)
* refer to other services as appropriate (such as the Men’s Referral Service, Victims Support Agency, 1800RESPECT and Switchboard)
* complete next working day handover to either the local Support and Safety Hub where present, or the local L17 recipient agency.

### Face-to-face crisis response – local after-hours agencies

Local after-hours agencies (both specialist family violence and sexual assault agencies) provide face-to-face crisis responses to victim survivors. Their key roles and responsibilities are to:

* receive after-hours referrals (primarily from the statewide 24/7 crisis service) for victim survivors assessed as requiring a face-to-face crisis response
* triage referrals based on risk, needs and safety assessment provided by statewide 24/7 crisis service, and own assessment
* provide face-to-face support and assistance to victim survivors (including safety planning, information, material aid and referrals)
* support access to emergency accommodation and/or material aid where this is required and has not been arranged by the statewide 24/7 crisis service
* activate phone-based secondary consultation as appropriate for Aboriginal victim survivors
* refer to After-Hours Child Protection Emergency Service where children are assessed as being at significant and immediate risk of harm
* refer to the Sexual Assault Crisis Line where sexual assault support is required and has not yet been activated (with consent of victim survivor)
* liaise with professionally accredited interpreter services to support engagement with CALD victim survivors (children should not be used as interpreters)
* refer to other services as appropriate (such as the Men’s Referral Service, Victims Support Agency, 1800RESPECT and Switchboard)
* complete next working day handover to either the local Support and Safety Hub where present, or the local L17 recipient agency
* end of shift feedback to the statewide 24/7 crisis service.

# Roles and responsibilities

## Statewide coordination – statewide 24/7 crisis service

The statewide 24/7 crisis service is responsible for coordinating after-hours crisis responses statewide, including receiving referrals, undertaking assessments and triage, activating local face-to-face crisis responses, providing phone-based support, placing victim survivors in emergency accommodation and providing material aid.

### Referrals, assessment and triage

The statewide 24/7 crisis service is responsible for receiving after-hours referrals and undertaking assessments of risk, needs and safety.

Where a victim survivor requires immediate medical assistance or there are immediate concerns for a person’s life or safety, 000 should be called.

Separate consideration should be given to each individual child in the risk and needs assessment, risk management, and safety planning phases or processes. If children are assessed as being at significant and immediate risk of harm, a referral to the After-Hours Child Protection Emergency Service should be made.

If a comprehensive risk assessment cannot initially be undertaken (for example due to immediate risk or safety), the statewide 24/7 crisis service will ensure that this assessment occurs as soon as practicable. If a face-to-face crisis response is required, the statewide 24/7 crisis service will liaise with the primary or senior oncall worker from the relevant local after-hours agency to establish which of the two agencies will undertake a comprehensive risk assessment.

#### Responding to sexual assault

Where an after-hours family violence referral relates to a victim survivor who has experienced sexual assault, the statewide 24/7 crisis service will:

* undertake an initial assessment, ensuring that 000 is called if the victim survivor requires immediate medical assistance or there are immediate concerns for a person’s life or safety
* once an initial assessment has been completed and sexual assault has been identified, the referral will be transferred to SACL to coordinate the victim survivor’s immediate support needs (with the consent of the victim survivor)
* if SACL are unable to provide an immediate response, the statewide 24/7 crisis service will continue to provide the victim survivor with phone-based support or activate a local face-to-face crisis response where appropriate until such time as SACL has capacity to accept the referral.

### Phone-based support and emergency accommodation

The statewide 24/7 crisis service will provide phone-based support to victims as required. This may include referrals, information, emotional support, and safety planning.

Professionally accredited interpreter services should be engaged to support victim survivors from a CALD background where required (children should not be used as interpreters). Phone-based secondary consultation is available to support Aboriginal victim survivors.

The statewide 24/7 crisis service has responsibility for facilitating after-hours access to refuge and emergency accommodation/material aid across the state when identified as being required during initial assessment/phone-based support.

Local after-hours agencies will facilitate access to emergency accommodation/material aid when identified as being required during a face-to-face crisis response if access has not already been arranged by the statewide service.

To support this role, the statewide 24/7 crisis service will:

* develop and maintain an up-to-date statewide list of all suitable emergency accommodation options available by departmental area – through consultation with local after-hours agencies in each area
* ensure that arrangements are in place to enable access to material aid for victim survivors placed in emergency accommodation statewide
* ensure that processes are in place to facilitate next working day handover to the local Support and Safety Hub (where present) or the local L17 recipient agency, if a face-to-face crisis response is not activated.

### Activating a local face-to-face crisis response

Where the statewide 24/7 crisis service has identified that a face-to-face crisis response is required, they are responsible for activating the primary or senior oncall worker from the relevant local after-hours agency.

To support this role, the statewide 24/7 crisis service will:

* determine through a risk, needs and safety assessment if a face-to-face crisis response may be required (using the following guidance)
* call the primary or senior oncall worker in the relevant area
* provide the primary or senior oncall worker with key information including risk, needs and safety assessment and whether the victim survivor has been placed in, or requires access to, emergency accommodation
* clarify whether a preliminary or comprehensive risk assessment has been undertaken and who will complete a comprehensive assessment if this has not yet occurred
* work with the primary or senior on-call worker to identify potential safety risks and determine whether a two worker response is required or safe (or both)
* continue to provide phone-based support as required
* maintain an up-to-date contact list for all local after-hours agencies responsible for after-hours face-to-face crisis responses, including contact numbers and names of primary or senior on-call workers.

#### Determining whether a face-to-face crisis response is required should be informed by the following:

* risk, safety and needs assessment
* worker expertise and professional judgement
* worker safety
* choice and agency of the victim survivor
* priority criteria:
  + pregnant women/women with newborns
  + children present (particularly children under 5 years of age)
  + CALD victim survivors with limited English (professionally accredited interpreter services should also be engaged)
  + victim survivors in emergency accommodation for the first time
  + victim survivors isolated from a support network
  + victim survivors with a disability
  + victim survivors with no prior police or service engagement

If the victim survivor is alcohol or drug affected, it may be appropriate to wait until the next day to provide a face-to-face crisis response (ensuring that appropriate referrals are made, including for immediate medical assistance if required).

The statewide 24/7 crisis service will ensure that after-hours shifts are rostered so as to support administrative requirements and handover being completed in a timely manner without impacting on the provision of crisis responses.

See next section ‘Safety and determining whether a one or two worker face-to-face crisis response is required’ for information pertaining to safety.

## Face-to-face crisis responses – local after-hours agencies

Local after-hours face-to-face crisis responses will be provided in each departmental area to support victim survivors experiencing family violence. Face-to-face crisis responses will be activated by the statewide 24/7 crisis service as required.

To support this role, local after-hours agencies will ensure that:

* a minimum of two on-call workers are available during after-hours periods
* a current primary contact phone number and after-hours roster has been provided to the statewide 24/7 crisis service
* the primary or senior oncall worker in each area is available to answer the phone, coordinate a response with the statewide 24/7 crisis service and activate a second oncall worker if required
* information about suitability of emergency accommodation options in the relevant local area has been provided to the statewide 24/7 crisis service
* oncall workers have access to work vehicles enabling travel to locations where face-to-face crisis responses are required
* processes and policies are in place to support workers in making decisions about their safety
* material aid or brokerage is available to support victims as required (this may include emergency accommodation)
* after-hours shifts are rostered so as to ensure that administrative requirements and handover can be completed in a timely manner without impacting on the ability to provide a face-to-face service response.

### Responding to sexual assault

Where an after-hours family violence referral relates to a victim survivor who has experienced sexual assault and SACL has not already been engaged to provide a response, the local after-hours agency will:

* ensure that 000 is called if the victim survivor requires immediate medical assistance or there are immediate concerns for a person’s life or safety
* contact SACL to coordinate the victim survivor’s immediate support needs (with the consent of the victim survivor)
* if SACL are unable to provide an immediate response, the local after-hours agency will continue to provide the victim survivor with support until such time as SACL has capacity to accept the referral.

### Safety and determining whether a one or two worker face-to-face crisis response is required

When assessing whether it is appropriate for one or two workers to provide a face-to-face crisis response, safety, location and the needs and characteristics of the victim survivor requiring support should be considered.

Based on the information and assessment provided by the statewide 24/7 crisis service, the primary or senior oncall worker from the local after-hours agency will determine whether a one or two worker face-to-face crisis response is appropriate.

As a guide, the following are suggested:

* **Attending a Police station or hospital** – one worker responses
* **Attending a motel** **or the victim’s home** – two worker responses, where deemed safe. Workers should only attend the victim survivor’s home if the perpetrator’s location is known.
* **Attending another location** – determine on a case-by-case basis. Where the perpetrator has been apprehended and is in Police custody, one worker responses may be appropriate.
* **Young children present** – two worker responses to enable one worker to engage with the mother and another worker to engage with the children.

Potential safety risks posed by a perpetrator’s use of technology, such as smartphones and tracking devices, or of a third party to harass, watch or influence the victim survivor, should be considered when determining the appropriateness of a face-to-face crisis response. This is particularly relevant in non-service based locations, such as motels and homes.

### When a face-to-face crisis response is considered unsafe

If providing a face-to-face crisis response is assessed as posing a safety risk, alternative options should be explored by the statewide 24/7 crisis service and local after-hours agency. This may include transporting the victim survivor to a Police station or hospital, or arranging a follow-up joint visit between the local after-hours agency (or other agency) and Police the following day. Phone-based support should continue to be provided by the statewide 24/7 crisis service as required.

If the victim survivor is alcohol or drug affected, it may be appropriate to wait until the next day to provide a face-to-face crisis response (ensuring that appropriate referrals are made, including for immediate medical assistance if required).

If there are immediate concerns for a person’s life or safety, 000 should be called.

If children are present and provision of a face-to-face crisis response is assessed as being unsafe, workers should contact the After-Hours Child Protection Emergency Service or Victoria Police or both.

## Next working day handover

Effective and timely next working day handover and information sharing practices are imperative to ensure that victim survivors are appropriately supported following an after-hours crisis response.

The statewide 24/7 crisis service and local after-hours agencies are responsible for ensuring that they adequately communicate the scope of the response they have provided to other relevant agencies as described below, and outline any key actions and follow-up required.

To reduce the administrative burden associated with next working day handover, FSV will support the statewide 24/7 crisis service and local after-hours agencies to develop a handover process to be used at the conclusion of an after-hours shift.

The **statewide 24/7 crisis service** will:

* Send a summary of all after-hours responses provided during that evening, weekend or public holiday to either the local Support and Safety Hub (where present) or the local L17 recipient agency. This summary should state whether a face-to-face crisis response has been activated, which agency has provided this response and identify any immediate actions required.
* Where a victim survivor is an existing client of a specialist family violence agency and a face-to-face crisis response has not been activated, the statewide 24/7 crisis service will ensure that this summary identifies the relevant existing agency.

**Local after-hours agencies** will:

* Send a summary of all face-to-face crisis responses provided during that evening, weekend or public holiday to either the local Support and Safety Hub (where present) or the local L17 recipient agency. This summary should identify any immediate actions required.
* Where a victim survivor is an existing client of a specialist family violence agency and a face-to-face crisis response has been activated, the local after-hours agency will ensure that this summary identifies the relevant existing agency.

### Feedback between statewide 24/7 crisis service and local after-hours agencies

Where a face-to-face crisis response has been activated during an after-hours shift, the primary or senior oncall worker from that agency will ensure that a summary of the response is provided to the statewide 24/7 crisis service during their shift handover.

# Accountability and monitoring

## Governance

The governance structure in place to support implementation of the after-hours crisis response model includes:

* program management and strategic policy development and oversight by Family Safety Victoria
* operational oversight and service agreement management through the Department of Health and Human Services Local Areas and Family Safety Victoria
* existing reporting and accountability processes of individual agencies and organisations delivering after-hours crisis responses.

Family Safety Victoria will convene regular meetings with all agencies selected to provide after-hours crisis responses, including prior to implementation of the model.

Governance will be complemented by existing sector partnerships and Family Violence Regional Integration Committees (FVRICs), which provide regional leadership to improve integration of family violence services and coordination with other key services.

The statewide 24/7 crisis service and local after-hours agencies are accountable to the Department of Health and Human Services and Family Safety Victoria through their respective funding agreements.

## Data collection and reporting

Data will be collected to support monitoring and evaluation of the after-hours crisis response model.

Specifically, data collection will support:

* demand modelling
* increased understanding about the needs of victim survivors in crisis
* consistent and effective practice statewide
* quality improvement
* identification of service gaps

Agencies will report against targets via Service Delivery Tracking. This will be supplemented by a manual reporting template to capture additional information about the provision of after-hours crisis responses.

# Appendix: text description

## After-hours crisis response model flowchart – text description

Other aspects of the [after-hours crisis response model flowchart](#_After-hours_crisis_response) are described in the main text.

### Referral pathways

**Statewide family violence 24/7 crisis service – safe steps Family Violence Response Centre**

* Call: 1800 015 188
* Available: 24 hours, 7 days a week.

**Sexual assault support – Sexual Assault Crisis Line (SACL)**

* Call: 1800 806 292
* Available: 5pm to 9am, weeknights, weekends and public holidays.

**For perpetrators: Men’s Referral Service (MRS) Helpline**

* Call: 1300 766 491
* Available: 9am-9pm, Monday-Friday.

**For male victim survivors: Victims Support Agency (VSA) – Victims of Crime Helpline**

* Call: 1800 819 817
* SMS: 0427 767 891
* Available: 8am-11pm, 7 days a week.

**For LGBTI victim survivors: Switchboard (QLife Counselling and Referral Service)**

* Call: 1800 184 527
* Online chat: [QLife's Support web page](https://qlife.org.au/support/) <https://qlife.org.au/support>
* Available: 3pm – midnight, 7 days a week.

**Telephone counselling: 1800RESPECT**

* Call: 1800 737 732
* Available: 24 hours, 7 days a week.

**Refuge**

* Confirm availability via Refuge Register and liaise with providers regarding accommodation options and intake.

1. State of Victoria, Royal Commission into Family Violence: Report and recommendations, Vol II, Parl Paper No 132 (2014–16), p. 20. [↑](#footnote-ref-1)
2. Crime Statistics Agency [↑](#footnote-ref-2)
3. State of Victoria, Royal Commission into Family Violence: Summary and recommendations, Parl Paper No 132 (2014–16). [↑](#footnote-ref-3)