



# Responding to Family Violence Capability Framework

December 2017



### Aboriginal Acknowledgment

The Victorian Government proudly acknowledges Victorian Aboriginal people as the first peoples and Traditional Owners and custodians of the land and water on which we rely. We acknowledge and respect that Aboriginal communities are steeped in traditions and customs built on an incredibly disciplined social and cultural order. This social and cultural order has sustained up to 50,000 years of existence. We acknowledge the ongoing leadership role of the Aboriginal community in addressing, and preventing family violence and join with our First Peoples to eliminate family violence from all communities.

### Support Services

If you have experienced family violence or sexual assault and require immediate or ongoing assistance, contact **1800 RESPECT (1800 737 732)** to talk to a counsellor from the National Sexual Assault and Domestic Violence hotline. **1800 RESPECT** can also provide support to workers.

For confidential support and information, contact Safe Steps' 24/7 family violence response line on **1800 015 188**. If you are concerned for your safety or that of someone else, please contact the police in your state or territory or **call 000** for emergency assistance.



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# 1 INTRODUCTION

## Ending family violence: *Victoria's plan for change*

In 2016 the Victorian Government released the guiding document, *Ending Family Violence: Victoria's Plan for Change* (Plan for Change). This plan outlines a comprehensive understanding of family violence, including:

'Family violence occurs when a perpetrator exercises power and control over another person. It involves coercive and abusive behaviours by the perpetrator that are designed to intimidate, humiliate, undermine and isolate; resulting in fear and insecurity. It covers a wide spectrum of conduct that involves an escalating spiral of violence. These behaviours can include physical and sexual abuse, as well as psychological, emotional, cultural, spiritual and financial abuse. Although every experience is unique, family violence is not a one-off incident for most victim survivors. It is a pattern of behaviour that can occur over a long period of time.'

The Plan for Change acknowledges that:

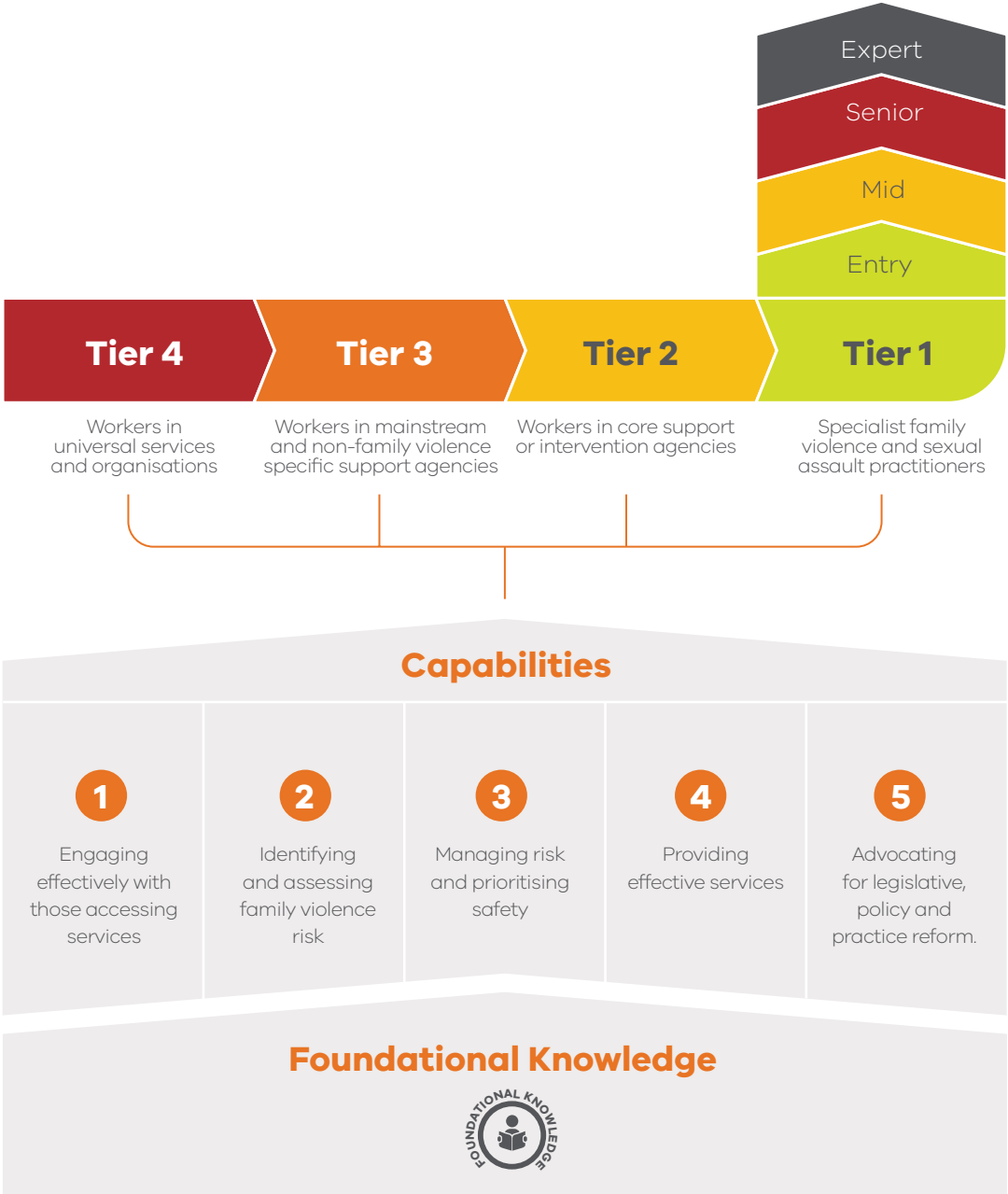
- Whilst both men and women can be perpetrators or victims of family violence, overwhelmingly the majority of victim survivors are women and children, and the majority of perpetrators are men. The most common and pervasive instances of family violence occur in intimate partner relationships, perpetrated by men against women.
- Family violence takes many forms. It can occur within extended families, kinship networks, intergenerational relationships and through family-like or carer relationships. Intimate partners, family members and non-family carers can perpetrate violence against people with a disability. Young people can use violence or be victims of violence within their family. Lesbian, gay, bisexual, trans and gender diverse and intersex people may experience violence in their relationships or from family members. Elder abuse can also be perpetrated by adult children of the victim or non-family carers whilst people from diverse cultural, linguistic and faith backgrounds experience distinct forms of family violence, migration abuse and other forms of violence including forced marriage and dowry-related abuse.

- In an Aboriginal context, factors contributing to family violence include the history of colonisation, dispossession of land and culture, spiritual and cultural abuse and the removal of children from their parents. Family violence is not part of Aboriginal culture, but intergenerational grief and trauma has resulted in the over-representation of Aboriginal people as victim survivors.
- Children and young people are also victims of family violence in their own right and are vulnerable due to their reliance on parents/carers to care for and protect them. Whether they experience violence directly, or are exposed to violence, the resulting trauma can affect their physical, emotional and psychological wellbeing. It also compromises their learning and development and has the potential to impact upon their future health and social outcomes.
- At its core, family violence is rooted in the inequality between women and men. This environment fosters discriminatory attitudes and behaviours that condone violence and allow it to occur. For this reason, addressing gender inequality and discrimination is at the heart of preventing family violence, and other forms of violence against women such as non-intimate partner sexual assault.
- Whilst acknowledging the common elements of gendered violence, it also acknowledges the circumstances of diverse individuals and communities, whose experiences of violence are compounded by the multiple forms of discrimination and disadvantage that they face.

Consequently, this Framework pays specific attention to the gendered nature of family violence and predominantly identifies capabilities associated with responding to victim survivors or perpetrators of intimate partner violence. It is acknowledged that if workforces have the capabilities to respond effectively to intimate partner violence, it is likely that they will be equipped to respond to other forms of family violence given the core knowledge and skills required for responding to a range of forms of family violence are similar. This framework is the first iteration of a [living document](#).

# STRUCTURE OF THE CAPABILITY FRAMEWORK

For Tier 1, the capability framework covers four levels of practice (entry-level to expert practitioner)



## 1.1 AIM OF THE FRAMEWORK

The Responding to Family Violence Capability Framework (Framework) provides the foundational skill set required to respond to all of forms of family violence.

This Framework covers four workforce tiers spanning specialist family violence services, core support services and professionals, mainstream/ social support services and universal services.<sup>1</sup>

This Framework encompasses the following five capabilities required to ensure effective responses to victim survivors of family violence and perpetrators of family violence:

- 1 Engaging effectively with those accessing services
- 2 Identifying and assessing family violence risk
- 3 Managing risk and prioritising safety
- 4 Providing effective services
- 5 Advocating for legislative, policy and practice reform

*The above capabilities are described for each workforce Tier, with an in-depth focus on the capabilities required for the specialist family violence workforce.*

This Framework is designed to articulate the skills required to work with adult, child and adolescent victim survivors of family violence, and to work with adult perpetrators of family violence. This Framework does not address the capabilities or standards required to undertake longer term therapeutic work such as counselling, psychological services and group work with victim survivors, perpetrators and children or other family members impacted by family violence. It also does not address the skills required to work with victims of other forms of child abuse and neglect.

As a therapeutic lens has a role across intervention types – from case management through to psychotherapy and counselling – future iterations of this Framework may include longer term and recovery-oriented therapeutic work. The Framework currently incorporates a therapeutic lens as it functions within a crisis intervention and case management frame, also noting that various professionals and roles may provide support across a range of intervention types. This Framework also references current trauma-informed practice frameworks, and future iterations will seek to better understand and incorporate the role of a trauma-informed lens in the context of family violence including both current and future research.

This Framework aims to contribute to shaping the family violence workforce of the future. It is designed to span a 10-year period – that is, it articulates the capabilities that workforces will need to achieve over the next decade if they are working with victim survivors or perpetrators of family violence.

This Framework supports the *Building from Strength: 10-Year Industry Plan for Family Violence Prevention and Response* (Industry Plan) released in December 2017 to provide a roadmap for workforce development and training to both prevent and respond to family violence and violence against women and their children. This Framework was developed alongside the *Preventing Family Violence and Violence Against Women Capability Framework*.



## 1.2 WHO IS THIS FRAMEWORK FOR AND HOW CAN IT BE USED?

Capabilities are 'the knowledge, skills and abilities required [by individuals] to perform their roles efficiently and effectively'.<sup>2</sup>

Learning and development encompasses a wide range of activities designed to improve the capabilities of people. A capability framework is an instrument to identify the critical factors or capabilities required now and in the future for high performance.<sup>3</sup>

This Framework is designed to be applicable to a range of audiences and for a range of purposes. It will guide and support the development of the future workforce by:

- clearly articulating the knowledge and skills needed to respond to victim survivors of family violence (adults, children and young people)
- clearly articulating the knowledge and skills needed to intervene with perpetrators of family violence across sectors
- supporting a better understanding of family violence across sectors
- promoting better communication and team work in multidisciplinary projects by providing a common language and shared understanding of key concepts and practices
- shaping training and professional development programs and qualifications to align with the desired capabilities for family violence practice.

This Framework will specifically support the specialist family violence sector by:

- supporting the development of job descriptions
- providing a tool for use in career planning and determining professional development and training needs
- articulating potential career pathways for those engaged in the discipline, and to inform their professional and career development goals
- making performance appraisal processes more relevant and transparent
- contributing to greater recognition and validation of the knowledge and skills of professionals who respond to family violence in a specialist capacity.

It is primarily designed for use by government departments, peak, regulatory and professional bodies, and education and training providers (including Registered Training Organisations [RTOs] and TAFE, and universities) and sector leaders and human resources staff in organisations.

It is acknowledged that practitioners engaged in responding to family violence are guided by specific practice standards and professional codes that must be adhered to, alongside industry-specific practice protocols and procedures. For example, practitioners working in specialist women's family violence services are guided by the Code of Practice for Specialist Family Violence Services for Women and Children (Domestic Violence Victoria, 2006), and practitioners in the Men's Behaviour Change Sector are guided by the Minimum Standards for Men's Behaviour Change Programs (No to Violence/Men's Referral Service, 2005). Statutory services such as Victoria Police and Child Protection also have their own legislative and professional mandates that guide their responses to issues of family violence, sexual assault and child safety.

It is not the intention of this Framework to replicate or replace the standards, codes, and protocols that guide practice within family violence services or the mandated functions of statutory or broader services. Rather, this Framework is designed to add value to their work and encourage a collaborative approach when responding to family violence. It is anticipated that the capabilities outlined in this Framework will either be embedded within industry-specific codes/standards or will be used alongside existing codes/standards. The way in which this Framework is used will be determined in partnership with specific sectors/industries and organisations as part of implementation planning led by the Centre for Workforce Excellence at Family Safety Victoria.

The level of detail in a capability framework is different to that in a practice framework (which is designed to articulate the depth and nuance of client-focused practice in any given context). Whilst this framework includes detail on core skills and knowledge required for family violence response, significant additional detail – in particular relating to the nuances of work with diverse individuals, groups, and communities – will need to be included in any education or training materials that are developed in line with this Framework.

<sup>1</sup> Refer to the summary table at section 3.1 of this Framework for a broad workforce summary.

<sup>2</sup> NSW Public Service Commission (2013), *The NSW Public Sector Capability Framework*, p.2.

<sup>3</sup> Australian Public Service Commission (2003), *Building Capability A Framework for managing learning and development in the APS*, p.7.

# 2 FRAMEWORK SCOPE AND INTERSECTIONS WITH CURRENT EVIDENCE, POLICY AND PLANS

## 2.1 UNDERSTANDINGS UNDERPINNING EVIDENCE-BASED PRACTICE

Based on decades of research and practice there is now a solid evidence base regarding the drivers and reinforcing factors underpinning violence against women, including family violence. There is also a sophisticated understanding of models of good practice designed to respond appropriately to those experiencing this violence.

These understandings have been drawn on to support development of this Framework and include acknowledgement that:

- Family violence and other forms of violence against women are serious, preventable acts that have significant impact on individuals, families, communities, our society and the economy<sup>4</sup>
  - Violence against women (including many forms of family violence and sexual assault) is driven by four specific expressions of gender inequality<sup>5</sup>:
    - condoning of violence against women (and their children)
    - men's control of decision-making and limits to women's independence
    - stereotyped constructions of masculinity and femininity
    - disrespect towards women and male peer relations that emphasise aggression
  - Family violence is largely committed by men against women and children<sup>6</sup>
  - Family violence is prevalent and occurs across the social spectrum. However, some groups of women and their children experience multiple forms of discrimination and disadvantage due to the individual and structural power imbalances they face. This can compound their experience of violence and reduce their access to resources and support<sup>7</sup>
- The contexts of LGBTI people's experiences of family violence are more diverse. They include higher proportions of men who experience family violence, and of women who use violence against partners and family members, than occurs in the general population, as a consequence of the nature of LGB relationships. They also include transphobic and/or homophobic motivated family violence, and violence within families of choice.<sup>8</sup>
  - Children and young people who experience family violence are at risk of immediate and long-term traumatic impacts of family violence which must be considered in responses to family violence. Children must be recognised and responded to as victims in their own right<sup>9</sup>
  - Some factors reinforcing violence against women and their children include current or past adversity experienced by perpetrators. However, this does not excuse violent behaviour. The use of violence is a choice and it is important that men who use violence are held accountable for their behaviour through informal and formal social and legal sanctions<sup>10</sup>
  - Delivering services to victim survivors of family violence requires a rights-based approach that prioritises their safety, agency and empowerment<sup>11</sup>
  - Best practice responses to victim survivors, their children and perpetrators require cross-sector and cross-discipline collaboration and team work<sup>12</sup>

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<sup>4</sup>Our Watch, Australia's National Research Organisation for Women's Safety (ANROWS) and VicHealth (2015), *Change the story: A shared framework for the primary prevention of violence against women and their children in Australia*, p. 7.

<sup>5</sup> *Ibid* p. 8.

<sup>6</sup> Violence against women in Australia: Additional analysis of the Australian Bureau of Statistics' Personal Safety Survey, 2012 / Peta Cox. Sydney : ANROWS, c2015, p. 30.

<sup>7</sup> The Council of Australian Governments (2010), *National Plan to Reduce Violence against Women and their Children*, p.2.

**The language of diverse individuals, groups and communities is used throughout this framework to reflect the breadth of experience and diversity across the Victorian community.**

## 2.2 RECOGNISING ABORIGINAL SELF-DETERMINATION

The perpetration of colonisation against Aboriginal people is a violence in itself that has resulted in the disproportionate victimisation of Aboriginal people – in particular, Aboriginal women- in family violence contexts. The impacts of colonisation and dispossession from land, culture and tradition has also resulted in the over representation of Aboriginal people in the child protection system, youth justice system and within prisons. Nevertheless, Aboriginal communities have maintained strong connections to culture, family and community and continue to advocate for self-determination.

Responses to family violence must recognise the above contexts and be premised on the principle of self-determination and the sovereignty of Aboriginal people. This Framework interweaves critical capabilities that reflect this important foundation to ensure that workforces understand the specific needs and rights of Aboriginal people. This includes understanding the history and current context of colonisation, offering service options and referrals to Aboriginal Community Controlled Organisations (ACCOs), and working closely with ACCOs to provide culturally safe services that respect culture and support family and community connections.

Throughout this document, the term Aboriginal is used to refer to both Aboriginal and Torres Strait Islander people. Use of the terms Koori, Koorie and Indigenous are retained in the names of programs and initiatives and, unless noted otherwise, are inclusive of both Aboriginal and Torres Strait Islander peoples.

## 2.3 AN INTERSECTIONAL APPROACH TO FAMILY VIOLENCE

Whilst acknowledging the common elements of gendered violence, this Framework acknowledges the circumstances of diverse individuals, groups and communities whose experiences of violence are compounded by the multiple forms of discrimination and disadvantage that they face.

As outlined in the Victorian Government Diversity and Intersectionality Framework (2017):

Taking an intersectional approach means looking beyond a person's individual identities and focusing on the points of intersection that their multiple identities create. These points of intersection will alter the way family violence is experienced by individuals, and in many instances will increase risk and amplify barriers to disclosure and service access. Intersectional risk can be shaped by a range of factors. These include structural and individual racism, discrimination, misunderstanding and ignorance (including trauma associated with

migration or pre-migration experiences); institutional or interpersonal prejudice, including faith-based prejudice; homophobia, biphobia, transphobia and intersex phobia; distrust or fear of mainstream services, police and child protection; ineligibility for, or invisibility to, specialist or mainstream services; social isolation or exclusion; economic disadvantage; educational disengagement; prolonged experiences of discrimination and disempowerment; childhood trauma and trauma associated with past experiences of family violence or sexual assault.<sup>13</sup>

This includes people who are:

- from varying socio-economic backgrounds
- from culturally and linguistically diverse backgrounds
- from varying faith communities
- from migrant and refugee backgrounds
- from varying geographic locations
- of varying ages, including children, young people and older people
- living with a disability
- living with mental illness
- diverse in their sex and/or sexuality
- diverse in their gender expression and identities
- working in the sex industry
- in prison, exiting prison or in contact with forensic institutions.

It is also acknowledged that perpetrators of violence can exploit social marginalisation and disadvantage to perpetuate their abuse. Discrimination and a lack of service capacity to respond to intersectional need can exacerbate risk and inhibit access to support and safety. For these reasons, a focus on addressing the particular needs and concerns of diverse communities is paramount. Practitioners, managers, policy-makers and other professionals utilising this Framework should seek out existing practice guidelines where available to enhance their knowledge and skills for working with diverse individuals, groups and communities.

<sup>8</sup> ACON (2015), *Health Outcome Strategy 2015-2018 Domestic and Family violence*, p. 4.

<sup>9</sup> Michelle Macvean et al. ANROWS (c2015), The PATRICIA Project: *PATHways and Research In Collaborative Inter-Agency working: State of knowledge paper*, p. 8.

<sup>10</sup> Erin Mackay, Althea Gibson, Huette Lam, David Beecham. ANROWS (2015). *Perpetrator interventions in Australia: State of knowledge paper*

<sup>11</sup> Practice Notes. (1999). *Australian Domestic & Family Violence Clearinghouse Newsletter*, (1), p. 4

<sup>12</sup> NSW Department of Justice (2015). *Good practice in providing services: Victims of domestic violence*. Sydney, p.8.

<sup>13</sup> Victorian Government (2017). *Diversity & Intersectionality Framework*, p. 1

## 2.4 FAMILY VIOLENCE AND SEXUAL ASSAULT

The Royal Commission into Family Violence (Royal Commission) recommended reviewing and strengthening the connections between the specialist family violence and sexual assault sectors, in addition to considering whether the services should be better integrated. The Royal Commission recognised that this would be a long term undertaking.

Sexual assault commonly occurs within the context of family violence and is underpinned by the same drivers of violence against women and often requires a service response by the same organisations or systems. Although not referred to separately, sexual assault in the context of, and as a form of, family violence is included in the scope of this Framework. While therapeutic work is the main focus of specialist sexual assault service provision, its co-occurrence with family violence signals the importance of consistent responses and capabilities across the family violence and sexual assault service systems. The future development of this Framework will consider the further inclusion of sexual assault capabilities.

## 2.5 A FOCUS ON CHILDREN AND YOUNG PEOPLE EXPOSED TO FAMILY VIOLENCE

This Framework recognises that children and young people who are victim survivors of family violence are victims in their own right. The impacts of family violence on children and young people may include increased risk of other vulnerabilities and harms, including bullying, mental health issues, abuse in their own intimate relationships, risk taking behaviours, homelessness and disengagement with education. Responses to family violence need to consider how family violence impacts on a child or young person's development, health (physical, emotional and psychological), education and connection to their culture, and what is needed for the child or young person's recovery, including therapeutic responses.

As such, a focus on the children (0 – 18 years) of victim survivors of family violence is included in this Framework. However, given the formal mandated responsibilities of agencies such as Child Protection, family services and Victoria Police in regard to children and young people experiencing varying forms of child abuse and neglect, this Framework does not articulate the capabilities in relation to these matters, nor does it focus on capabilities in responding to childhood sexual abuse. This is in acknowledgement that these agencies work to their own policies, procedures and ensuing capabilities in relation to these matters.

Workers in the family violence sector need capabilities in working with children experiencing family violence and identifying possible abuse which are reflected in this Framework. It is important that it is also recognised that Child Protection has the expertise to investigate and make these safety decisions both within and outside of the context of family violence.

## **2.6 INTERSECTION WITH THE FAMILY VIOLENCE RISK ASSESSMENT AND RISK MANAGEMENT FRAMEWORK REDEVELOPMENT**

The redevelopment of Victoria's Family Violence Risk Assessment and Risk Management Framework (the Framework) is currently underway. This work will include the development of competencies in relation to risk assessment and management and the training requirements for a range of service sectors. Capabilities in identifying, assessing and managing family violence risk are included in this Framework, based on the current Family Violence Risk Assessment and Risk Management Framework (commonly referred to as the Common Risk Assessment Framework, or CRAF). It is intended that capabilities related to risk stipulated via the Framework redevelopment will be incorporated into future iterations of this Framework.

## **2.7 INTERSECTION WITH THE PREVENTING FAMILY VIOLENCE AND VIOLENCE AGAINST WOMEN CAPABILITY FRAMEWORK**

Widespread activity to strengthen capacity to both prevent and respond to violence against women and their children, family violence and sexual assault is currently taking place in Victoria. Consequently, further development of workforces with the capacity to undertake expanded and coordinated activity in both the primary prevention and tertiary response domains is a key focus of government and multidisciplinary practitioners across the state. Development of this Framework took place in alignment with development of a capability framework for preventing family violence and violence against women.

For the purposes of this Framework, primary prevention practitioners are expected to have Tier 4 level capabilities in responding to family violence and other forms of violence against women.

# 3 WORKFORCES RESPONDING TO FAMILY VIOLENCE

## 3.1 SUMMARY OF THE WORKFORCE TIERS

The following table is intended to provide a broad guide to the four Tiers of workforces that have responsibility for responding to victim survivors or perpetrators of family violence.

This table is not designed to encapsulate or address the complexity and diversity of individual roles and programs within specific services and sectors. Rather, it provides a broad overview within which different workforces can understand the scope and limits of their role and expertise.

Tier 1: Specialist family violence and sexual assault practitioners	
<ul style="list-style-type: none"> <li>Statewide family violence crisis and specialist services</li> <li>Support and Safety Hubs</li> <li>Family violence outreach services</li> <li>Women's refuges</li> <li>Centres Against Sexual Assault</li> <li>Perpetrator intervention services</li> </ul>	<ul style="list-style-type: none"> <li>Men's family violence telephone/online services</li> <li>Crisis family violence and sexual assault telephone/online services</li> <li>Specialist family violence or sexual assault professionals operating in in Tier 2 or 3 services</li> <li>Specialist family violence or sexual assault services for Aboriginal or culturally and linguistically diverse women and children or women and children with a disability</li> </ul>
Tier 2: Workers in core support services or intervention agencies	
<ul style="list-style-type: none"> <li>Courts and court services<sup>14</sup></li> <li>Legal and paralegal agencies and services</li> <li>Corrections</li> <li>Police</li> <li>Family dispute resolution services</li> </ul>	<ul style="list-style-type: none"> <li>Forensic physicians and medical staff providing sexual assault crisis care</li> <li>Child Protection</li> <li>Child and Family Services</li> <li>Family and relationship services</li> <li>Homelessness services</li> </ul>
Tier 3: Workers in mainstream services and non-family violence specific agencies	
<ul style="list-style-type: none"> <li>Health care services</li> <li>Drug and alcohol services</li> <li>Housing services</li> <li>Mental health services</li> <li>Centrelink</li> <li>Individuals providing therapeutic services</li> <li>Emergency services</li> </ul>	<ul style="list-style-type: none"> <li>Maternal and Child Health Services</li> <li>Youth services</li> <li>Disability services</li> <li>Culturally and linguistically diverse services</li> <li>Aboriginal services</li> <li>Lesbian, gay, bisexual, trans and gender diverse and intersex services</li> <li>Aged care services</li> </ul>
Tier 4: Workers in universal services and organisations	
<p>Includes workplaces, education services, early childhood services, sport and recreation organisations and faith based institutions.</p>	

<sup>14</sup> Within courts there are a range of roles that are primarily situated within Tier 2, however, it is acknowledged that there are some specialist practitioners (such as applicant workers, respondent workers and family violence registrars) that are situated in Tier 1 and some court-based services, such as duty lawyers, that might identify themselves in Tier 3.



## 3.2 THE SPECIALIST FAMILY VIOLENCE WORKFORCE

Whilst it is acknowledged that a multidisciplinary workforce is required to respond appropriately to family violence, services identified in Tier 1 represent a specialist family violence workforce which:

- carries considerable responsibility and often leads work in the delivery of services to victim survivors and perpetrators of family violence
- identifies and manages the most extreme level of risk
- is often required to undertake this work at the exclusion of other activity
- undertakes varying direct service and leadership roles requiring varying levels of knowledge and expertise.

As such, additional focus is paid to identifying the knowledge and skills required by the Tier 1 specialist workforce when responding to family violence. This level of focus is captured by describing Tier 1 as four levels of practitioner, from entry to expert level. The detailed knowledge and skills for the Tier 1 specialist workforce are described separately from the other tiers in Section 4.



# 4 KNOWLEDGE AND SKILL CAPABILITIES

## 4.1 STRUCTURE OF THIS FRAMEWORK

The workforces who respond to family violence span four workforce tiers, each with varying roles in the system. While the capabilities are consistent, the knowledge and skills underpinning the capabilities are required at various levels across the tiers.

There are five capabilities required to ensure effective responses to victim survivors or perpetrators of family violence. These five capabilities are:

- ① Engaging effectively with those accessing services
- ② Identifying and assessing family violence risk
- ③ Managing risk and prioritising safety
- ④ Providing effective services
- ⑤ Advocating for legislative, policy and practice reform

### This Framework is structured according to:

- **Foundational knowledge:** knowledge required by all tiers of the workforce
- **Knowledge and skills** for each of capabilities 1–5, required to various levels across Tiers 2–4
- **Specialist knowledge, skills and abilities** for each of capabilities 1–5 for Tier 1, described for entry level to expert practitioners.

*Note: For clarity and brevity, the language of 'victim survivor' is used as a broad term which encapsulates:*

- adult women who are the predominant victim survivors of family violence
- children and young people who are victim survivors of family violence
- young people who are victim survivors of violence in their own intimate relationships
- adult men who are victim survivors of family violence
- diverse individuals, groups and communities who are victim survivors of varying forms of family violence.



## 4.2 FOUNDATIONAL KNOWLEDGE (ALL TIERS)

The following table describes the foundational knowledge required for professionals and services across all four tiers of the workforce.



### FOUNDATIONAL KNOWLEDGE

#### Knowledge of key terms and concepts and the nature, dynamics and impacts of family violence

##### Knowledge Indicators

###### Demonstrates an understanding of:

- legal and practice definitions and prevalence of family violence and sexual assault including their co-occurrence
- the range of behaviours that constitute family violence warning signs indicating current or past experiences or perpetration of family violence
- the gendered nature of family violence and violence against women and children and the distinctions between violence experienced and perpetrated by men and women
- the relationship between the gendered drivers and reinforcing factors associated with family violence
- the prevalence of attitudes and norms in society which condone family violence and gender inequality
- the myths associated with family violence including myths which lead to victim blaming and victim invisibility
- the health, psychological, developmental, social and economic impacts of family violence on victim survivors including children, young people, families and the broader community
- the cumulative and traumatic impacts of family violence on women and children victim survivors and the impacts on the parent-child relationship
- the different manifestations and impacts of family violence on diverse individuals, groups and communities
- the unique status and experiences of Aboriginal communities as First Nations people
- culturally safe and responsive practices including adapting practice in the context of continuous cultural learning
- family violence legislation, policies and plans relevant to their role/sphere of influence
- the tactics of coercion, power and control utilised by perpetrators in family violence.

## 4.3 KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIERS 2-4)

### CAPABILITY ONE

Engages effectively with those accessing services

Tier	Knowledge Indicators	Skill Indicators
4	<p><b>In addition to the foundational knowledge, demonstrates understanding of effective engagement practices with victim survivors of family violence in ways which:</b></p> <ul style="list-style-type: none"> <li>convey belief, validation and respect</li> <li>value their knowledge and lived experience of violence, trauma, faith and culture</li> <li>facilitate the regaining of control through optimal input into decision-making</li> <li>respect the right to confidentiality and privacy while also describing the limitations in regard to risk and safety (including risk to children)</li> <li>place responsibility for the violence on the perpetrator and never on victim survivors of family violence</li> <li>supports victim survivor's autonomy, agency and expertise in their own decision-making.</li> </ul>	<ul style="list-style-type: none"> <li>Engages with victim survivors of family violence in ways that demonstrates belief, respect, and valuing of knowledge and lived experience, such as active listening, checking understanding, and refraining from judgement and assumptions</li> <li>Engages in active listening and asks open ended questions to build trust and understand individual circumstances and needs of victim survivors of family violence</li> <li>Recognises and supports Aboriginal people to access the service of their choice</li> <li>Avoids stereotyping</li> <li>Uses culturally sensitive language to engage in a respectful way with an understanding of the local culture and customs</li> <li>Respects the ways in which victim survivors of family violence have made decisions to manage their own safety</li> <li>Explains client rights and responsibilities in regard to limited confidentiality and informs clients when risk indicates that information-sharing with specific services or authorities is required</li> <li>Articulates that perpetrators are responsible for their behaviour and that victim survivors of family violence are not to blame for their experiences of abuse</li> <li>Recognises and rejects attempts by perpetrators to minimise or deny their use of violence</li> <li>Actively avoids collusion with perpetrators.</li> </ul>



# CAPABILITY ONE

**Engages effectively with those accessing services**

Tier	Knowledge Indicators	Skill Indicators
3	<p><b>In addition,</b> demonstrates understanding of:</p> <ul style="list-style-type: none"> <li>rights and entitlements of victim survivors and perpetrators of family violence when interacting with service providers</li> <li>multiple forms of discrimination and disadvantage experienced by diverse individuals, groups and communities due to the individual and structural power imbalances they face</li> <li>attitudes to gender equality and family violence that exist within diverse groups and communities</li> <li>need to tailor engagement strategies to work effectively in a culturally-sensitive way with victim survivors or perpetrators of family violence from diverse groups/communities</li> </ul>	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Identifies and responds to intersecting factors of socioeconomic status, culture, geography, age, disability, sexuality and gender identity which impact on the experience of victim survivors or perpetrators of family violence</li> <li>Shows understanding of victim survivors of family violence may be reluctant to engage with services due to previous experiences of discrimination, fear of authorities, and other barriers to help-seeking</li> </ul>
2	<ul style="list-style-type: none"> <li>engagement and relationship building is essential to working effectively with Aboriginal families and needs to align with self-determination principles and practice</li> <li>tactics used by perpetrators to:               <ul style="list-style-type: none"> <li>avoid accountability</li> <li>minimise or undermine victim survivors experiences of violence</li> <li>undermine victim survivors parenting relationships with children.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Provides information to victim survivors of family violence to support them in understanding the service system and navigate barriers to assistance</li> <li>Challenges attempts by perpetrators to minimise or deny their use of violence</li> <li>Uses reflective practice to minimise the potential for collusion with perpetrators and hold them to account for their violence..</li> </ul>

## 4.3 KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIERS 2-4)

### CAPABILITY TWO

#### Identifies and assesses family violence risk

Tier	Knowledge Indicators	Skill Indicators
4	<p><b>Demonstrates an understanding of:</b></p> <ul style="list-style-type: none"> <li>warning signs and risk indicators, including specific indicators for children and young people</li> <li>their own organisational policies, protocols and procedures in relation to risk assessment and responding to family violence</li> <li>information sharing laws and regulations, including when risk indicates that privacy and consent must be superseded</li> <li>the emotional, psychological and physical safety needs of children and young people</li> <li>their professional obligations under the Family Violence Risk Assessment and Risk Management Framework in accordance with their role</li> <li>the broader definition of family violence for Aboriginal communities.</li> </ul>	<ul style="list-style-type: none"> <li>Articulates the physical, emotional and behavioural indicators of family violence victimisation</li> <li>Engages in active listening and asks open ended questions of victim survivors of family violence in a sensitive, respectful and non-judgemental manner to explore their family violence risks and protective factors</li> <li>Seeks information required to assess whether victim survivors of family violence are at risk of further violence or witnessing this violence</li> <li>Identifies family violence risk factors in accordance with the Family Violence Risk Assessment and Risk Management Framework</li> <li>Monitors and assesses risk to own safety and reports any threats to personal safety according to agency/ organisation policies and procedures</li> <li>Explains client rights and responsibilities in regard to limited confidentiality and informs clients when risk indicates that information-sharing with specific services or authorities is required.</li> </ul>



## CAPABILITY TWO

### Identifies and assesses family violence risk

Tier	Knowledge Indicators	Skill Indicators
3	<p><b>In addition,</b> demonstrates an understanding of:</p> <ul style="list-style-type: none"> <li>• awareness of risk factors that indicate increased risk of suicide or a person being seriously harmed or killed</li> <li>• awareness that victim survivors of family violence who access support or legal services may experience increased risk</li> <li>• awareness that engaging with perpetrators around their use of violence may result in increased risk to victim survivors of family violence.</li> </ul>	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Conducts preliminary risk assessment with victims in accordance with the Family Violence Risk Assessment and Risk Management Framework, and in consultation with specialist family violence services</li> <li>• Modifies practice to address the dynamics and shifting nature of risk and supports the online safety of victim survivors of family violence</li> <li>• Articulates the physical, emotional and behavioural indicators of family violence perpetration</li> <li>• Asks open ended questions of perpetrators to understand individual circumstances that may impact on the risk of violence and control escalating in severity</li> <li>• Conducts preliminary risk assessments with perpetrators, following identification or disclosure of family violence, and in consultation with specialist perpetrator intervention services.</li> </ul>
2	<p><b>In addition,</b> demonstrates an understanding of primary/predominant aggressor definitions and identification frameworks.</p>	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Conducts comprehensive risk assessment in accordance with the Family Violence Risk Assessment and Risk Management Framework</li> <li>• As required, assesses to identify the primary/predominant aggressor.</li> </ul>

## 4.3 KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIERS 2-4)

### CAPABILITY THREE

**Manages risk and prioritises the safety of victim survivors of family violence**

Tier	Knowledge Indicators	Skill Indicators
4	<p><b>Demonstrates an understanding of:</b></p> <ul style="list-style-type: none"> <li>• their role and remit in contributing to safety planning where there is immediate risk of further violence</li> <li>• importance of undertaking secondary consultation with specialist family violence providers and/or statutory authorities in order to make appropriate referrals for victim survivors and/or perpetrators of family violence</li> <li>• practitioners and services involved with multi agency responses to family violence</li> <li>• referral pathways within the family violence and sexual assault systems for victim survivors and perpetrators of family violence, including services for diverse groups and communities</li> <li>• mandatory reporting requirements and Child Safe Standards in regard to children and young people who are victim survivors of family violence.</li> </ul>	<ul style="list-style-type: none"> <li>• Follows own organisational policies and procedures in responding to family violence</li> <li>• Provides information about the services available to provide support to victim survivors</li> <li>• Inputs to development and implementation of safety plans, in conjunction with a specialist provider, as required</li> <li>• Makes reports to relevant authorities, where assessments indicate significant risk of harm to children and young people</li> <li>• Implements responses that attend to emotional, psychological and physical safety of children and young people, including those in contact with perpetrators</li> <li>• Refers perpetrators to appropriate specialist services following identification or disclosure of perpetration.</li> </ul>

## CAPABILITY THREE

Manages risk and prioritises the safety of victim survivors of family violence

Tier	Knowledge Indicators	Skill Indicators
3	<p><b>In addition,</b> demonstrates an understanding of risk management that is responsive to the dynamics and shifts in family violence perpetration and responses and circumstances of victim survivors.</p>	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• In keeping with risk assessments and safety plans developed in consultation with specialist services, makes required modifications to their sphere of operation to ensure the ongoing support and safety of victim survivors of family violence</li> <li>• In conjunction with specialist providers, participates in ongoing development, implementation and monitoring of safety plans and case management plans, as required</li> <li>• Seeks information to inform risk assessment or referral from perpetrators about their use of violence in ways that do not increase risk for their partners, children or family.</li> </ul>
2	<p><b>In addition,</b> demonstrates an understanding of catalysts for perpetrator behaviour change, including recognition of the impact that family violence has on the perpetrator's children.</p>	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• In line with role, takes responsibility for managing client risk, in consultation with specialist family violence services</li> <li>• Explores the perpetrator's understanding of how their use of violence impacts on their partner, ex-partner and children and other family members, and manages risk in accordance with their role.</li> </ul>

## 4.3 KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIERS 2-4)

CAPABILITY FOUR		
Provides effective services		
Tier	Knowledge Indicators	Skill Indicators
4	Demonstrates an understanding of the extent and limitations of their role beyond engagement, risk identification, preliminary assessment and referral.	<p><b>Provides effective support to those who have experienced violence via:</b></p> <ul style="list-style-type: none"> <li>• Participation in implementation, monitoring and modification of safety plans in accordance with their role</li> <li>• Input into development, implementation and modification of case management plans, as required</li> <li>• Referrals to specialist family violence and other support services as required including therapeutic supports.</li> </ul>
3	<p><b>In addition,</b> demonstrates an understanding of:</p> <ul style="list-style-type: none"> <li>• collaborative case management and coordinated multi-agency responses to family violence</li> <li>• service options and referral pathways to specialist family violence or other appropriate services to meet ongoing needs of victim survivors or perpetrators of family violence</li> </ul>	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Provides secondary consultation relevant to their field of expertise to Tier 1 and 2 services</li> <li>• Develops, implements and modifies case management plans that are inclusive of family violence responses</li> </ul>
2	<ul style="list-style-type: none"> <li>• referral pathways and Aboriginal services available to all Aboriginal people.</li> </ul>	<ul style="list-style-type: none"> <li>• Assists in service and justice system navigation and undertakes advocacy on behalf of victim survivors of family violence to mitigate gaps in service response</li> <li>• Makes contact with appropriate services to facilitate a warm referral with client consent.</li> </ul>



## CAPABILITY FIVE

Advocates for legislative, policy and practice reform within the context of their role

Tier	Knowledge Indicators	Skill Indicators
4	<p><b>Demonstrates an understanding of the:</b></p> <ul style="list-style-type: none"> <li>range of advocacy actions that can be applied to identify, implement and secure required reforms</li> <li>role of networks and coalitions in advocating for change.</li> </ul>	<p>Identifies areas for service improvement and advocates within own service and sector to ensure effective practice in responding to family violence.</p>
3	<p><b>Demonstrates an understanding of the:</b></p> <ul style="list-style-type: none"> <li>range of advocacy actions that can be applied to identify, implement and secure required reforms</li> <li>role of networks and coalitions in advocating for change.</li> </ul>	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Engages in activities designed to increase awareness of issues pertaining to family violence, and the needs of children within service organisations and the broader community</li> </ul>
2		<ul style="list-style-type: none"> <li>Engages in networks, coalitions and collaborations focusing on policy and legislative reform</li> <li>Identifies systemic gaps and makes recommendations to government on policy and practice reforms required to more effectively respond to family violence.</li> </ul>

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

Specialist practitioners and services operating within Tier 1 require:

- **Foundational knowledge** (section 4.2)
- **Specialist knowledge, abilities and skills:** Described across four levels of practice [entry to expert] (section 4.4).

The below table is designed to show the additional specialist knowledge and skills indicators across the four levels of practice, to articulate the comprehensive depth of knowledge required by Tier 1 specialist practitioners.

SPECIALIST KNOWLEDGE	
Knowledge of key legislative, policy, practice and theoretical frameworks	
Knowledge Indicators	
<p><b>Demonstrates understanding of effective engagement practices with victim survivors of family violence in ways which:</b></p> <ul style="list-style-type: none"> <li>• convey belief, validation and respect</li> <li>• value their knowledge and lived experience of violence, trauma, faith and culture</li> <li>• facilitate the regaining of control through optimal input into decision-making</li> <li>• respect the right to confidentiality and privacy while also describing the limitations in regard to risk and safety (including risk to children)</li> <li>• place responsibility for the violence on the perpetrator and never on victim survivors.</li> </ul> <p><b>Demonstrates understanding of:</b></p> <ul style="list-style-type: none"> <li>• rights and entitlements of victim survivors or perpetrators of family violence when interacting with service providers</li> <li>• multiple forms of discrimination and disadvantage experienced by diverse individuals, groups and communities due to the individual and structural power imbalances they face</li> <li>• the unique status and experiences of Aboriginal communities as First Nations people</li> </ul>	<ul style="list-style-type: none"> <li>• attitudes to gender equality and family violence that exist within diverse groups and communities</li> <li>• need to tailor engagement strategies to work effectively in a culturally-sensitive way with victim survivors or perpetrators of family violence from diverse groups and communities</li> <li>• warning signs and risk indicators, including specific indicators for children and young people</li> <li>• their own organisational policies, protocols and procedures in relation to risk assessment and responding to family violence</li> <li>• information sharing laws and regulations, including when risk indicates that privacy and consent must be superseded</li> <li>• the emotional, psychological and physical safety needs of children and young people</li> <li>• their professional obligations under the Family Violence Risk Assessment and Risk Management Framework</li> </ul>

## SPECIALIST KNOWLEDGE

### Knowledge of key legislative, policy, practice and theoretical frameworks

#### Knowledge Indicators continued

- awareness of risk factors that indicate increased risk of suicide or a person being seriously harmed or killed
  - awareness that victim survivors of family violence who access support or legal services may experience increased risk
  - their role and remit in contributing to safety planning where there is immediate risk of further violence
  - mandatory reporting requirements and Child Safe Standards in regard to children and young people who are victim survivors of family violence
  - risk management that is responsive to the dynamics and shifts in family violence perpetration and responses and circumstances of victim survivors
  - collaborative case management and coordinated multi-agency responses to family violence
  - service options and referral pathways to appropriate services to meet ongoing needs of victim survivors or perpetrators of family violence
  - recognises and supports Aboriginal people to access the service of their choice, including knowledge of local Aboriginal Community Controlled Organisations and referral pathways
  - range of advocacy actions that can be applied to identify, implement and secure required reforms
  - role of networks and coalitions in advocating for change.
- Demonstrates an understanding of tactics used by perpetrators to:**
- avoid accountability
  - minimise or undermine victim survivors experiences of violence
  - undermine victim survivors parenting relationships with their children.
- Demonstrates:**
- an understanding of the catalysts for perpetrator behaviour change including recognition of the impact that family violence has on the perpetrator's children
  - awareness that engaging with perpetrators around their use of violence may result in increased risk to victim survivors of family violence.

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

### SPECIALIST KNOWLEDGE

#### Knowledge of key legislative, policy, practice and theoretical frameworks

Level	Specialist knowledge indicators (in addition to previous)
ENTRY	<p><b>Demonstrates an applied understanding of:</b></p> <p>1) <i>Theoretical models and frameworks relevant to family violence and sexual assault including:</i></p> <ul style="list-style-type: none"> <li>• evidence which demonstrates the links between family violence and gender inequality, and men's violence against women and children more broadly</li> <li>• trauma-informed and attachment theory frameworks relevant to addressing the cumulative effects of family violence and the impacts on the parent-child relationship</li> <li>• anti-oppressive practice</li> <li>• practice frameworks and standards relevant to working with victim survivors of family violence and sexual assault</li> <li>• practice frameworks and standards relevant to working with perpetrators of family violence</li> <li>• practice frameworks relevant to working with children and young people who are victim survivors or perpetrators of family violence</li> <li>• practice frameworks relevant to working with people from diverse groups and communities who are victim survivors or perpetrators of family violence</li> <li>• the Family Violence Risk Assessment and Risk Management Framework and its application within a specialist role and at the broader systems level.</li> </ul> <p>2) <i>Issues that may underpin the reluctance victim survivors of family violence to engage with services including:</i></p> <ul style="list-style-type: none"> <li>• internalised shame or guilt and worry about the future</li> <li>• fear of reprisal</li> <li>• fear of being ostracised from family and community</li> <li>• fear of punitive immigration responses or deportation</li> <li>• displacement of children in the event that they are required to relocate</li> <li>• fear of children being placed in care</li> <li>• financial and other resource constraints</li> <li>• negative past experiences with inappropriate, inadequate or discriminatory service responses</li> <li>• ongoing emotional attachment to the perpetrator.</li> </ul>

## SPECIALIST KNOWLEDGE

### Knowledge of key legislative, policy, practice and theoretical frameworks

Level	Specialist knowledge indicators (in addition to previous)
ENTRY	<p><i>3) Strategies victim survivors of family violence use to protect themselves and their children and to resist and manage the risks of violence, including:</i></p> <ul style="list-style-type: none"> <li>• maintaining relationships with supportive friends and family</li> <li>• the importance of kinship connections for Aboriginal communities</li> <li>• sustaining sense of self-respect, individuality and identity</li> <li>• recognising abusive and controlling behaviours and acknowledging, even to oneself, that it is unacceptable</li> <li>• big and small acts of resistance to control (e.g. refusing to follow demands, or taking moments away from the perpetrator)</li> <li>• deciding not to share emotions or continue to develop personal connections with the perpetrator</li> <li>• continuing to provide support to and care for their children</li> <li>• planning ahead and preparing to leave the relationship.</li> </ul> <p><i>4) Demonstrates an understanding of appropriate interventions to address perpetrator accountability and responsibility within the context of perpetrators' diverse backgrounds.</i></p> <p><i>5) The need for advocacy to ensure legislative, policy and practice reform including:</i></p> <ul style="list-style-type: none"> <li>• the structure of the family violence and sexual assault systems and the importance of documenting gaps and issues arising in service delivery which require reform</li> <li>• the range of systemic advocacy methods that can be applied to secure required reforms</li> <li>• the role of networks and coalitions in advocating for required reforms.</li> </ul>
	
MID	<p><b>In addition, demonstrates an understanding of:</b></p> <ul style="list-style-type: none"> <li>• partnership development models to underpin multidisciplinary case management</li> <li>• the need to analyse and document gaps and issues arising in service delivery and translate these into recommendations for systems and service improvements.</li> </ul>

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

### SPECIALIST KNOWLEDGE

#### Knowledge of key legislative, policy, practice and theoretical frameworks

Level	Specialist knowledge indicators (in addition to previous)
SENIOR	<p><b>In addition,</b> demonstrates an understanding of:</p> <ul style="list-style-type: none"> <li>• psychosocial assessment tools relevant to service provision and case management in the context of family violence, and selection, application and modification for specific contexts on the basis of evidence</li> <li>• the need to focus on the emerging evidence-base and providing information to other professionals on new research and practice evidence</li> <li>• various methods utilised to raise awareness of issues pertaining to family violence and sexual assault</li> <li>• theoretical frameworks relevant to the formation of networks, coalitions and partnerships designed to advocate for required reforms</li> <li>• the policy-making process and the framing of recommendations arising from direct service provision</li> <li>• program logic models which can be utilised to establish aims and objectives of advocacy activity and link actions to desired outcomes of the work</li> <li>• the governance structures overseeing the family violence and sexual assault systems and how to advocate within these structures.</li> </ul>
EXPERT	<p><b>In addition,</b> demonstrates an understanding of:</p> <ul style="list-style-type: none"> <li>• human rights frameworks and ecological models which seek to achieve change at the individual, organisational, community and societal level</li> <li>• political and theoretical frameworks relevant to the policy-making process</li> <li>• the infrastructure and operation of a range of systems engaged in service delivery to victim survivors or perpetrators of family violence and reform process required to achieve effective service provision</li> <li>• theories of change relevant to securing reform across the range of systems relevant to service provision to victim survivors of family violence</li> <li>• techniques associated with the formulation recommendations arising from direct service that will have the most significant influence on legislative, policy and practice reform</li> <li>• the workings of the media and mechanisms available to raise awareness of issues pertaining to family violence and sexual assault at a whole of population level and within specific populations/groups</li> <li>• techniques associated with the framing of issues relevant to family violence and sexual assault that are likely to attract media attention</li> <li>• the need to be accountable for representation of the family violence and sexual assault service specialist sectors and advocate for the voices of women, children and all victim survivors.</li> </ul>

# CAPABILITY ONE

## Engages effectively with those accessing services

### Skill Indicators

- Engages with victim survivors of family violence and sexual assault in ways that demonstrates belief, respect, and valuing of knowledge and lived experience, such as active listening, checking understanding, and refraining from judgement and assumptions
- Engages in active listening and asks open ended questions to build trust and understand individual circumstances and needs of victim survivors family violence
- Uses culturally sensitive language to engage in a respectful way with an understanding of the local culture and customs
- Respects the ways in which victim survivors of family violence have made decisions to manage their own safety
- Explains client rights and responsibilities in regard to limited confidentiality and informs clients when risk indicates that information-sharing with specific services or authorities is required
- Articulates that perpetrators are responsible for their behaviour and that victim survivors of family violence are not to blame for their experiences of abuse
- Identifies and responds to intersecting factors of socioeconomic status, culture, geography, age, disability, sexuality and gender identity which impact on the experience of victim survivors or perpetrators of family violence
- Understands the importance of culturally safe practice for Aboriginal communities
- Avoids stereotyping
- Shows understanding of how victim survivors of family violence may engage with services due to previous experiences of discrimination, fear of authorities, and other barriers to help-seeking
- Provides information to victim survivors of family violence and sexual assault to support them in understanding the service system and navigating barriers to assistance
- Recognises, challenges and rejects attempts by perpetrators to minimise or deny their use of violence
- Actively avoids collusion with perpetrators
- Uses reflective practice to minimise the potential for collusion with perpetrators and hold them to account for their violence.

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

<b>CAPABILITY ONE</b>	
<b>Engages effectively with those accessing services</b>	
<b>Specialist skill indicators (in addition to previous)</b>	
Level	Ability 1a: Provides responses within appropriate theoretical and practice based frameworks
<b>ENTRY</b>	<ul style="list-style-type: none"> <li>• Draws on theoretical models and frameworks to engage effectively with victim survivors or perpetrators of family violence</li> <li>• Participates in supervision and critical reflection and uses other appropriate frameworks to support practice</li> <li>• Uses appropriate questioning and active listening techniques to develop a trusting relationship and facilitate relevant exchange of information</li> <li>• Provides strengths-based engagement which:               <ul style="list-style-type: none"> <li>○ supports victim survivor's autonomy, agency and expertise in their own decision-making</li> <li>○ makes the connection between internalised self-blame and structural discrimination</li> <li>○ supports perpetrator accountability</li> </ul> </li> </ul>
<b>MID</b>	<ul style="list-style-type: none"> <li>• Explores reasons underpinning reluctance to access services with victim survivors or perpetrators of family violence</li> <li>• Develops practice with cultural sensitivity and identifies specialist supports that can ensure needs are appropriately met.</li> </ul>
<b>+</b>	
<b>SENIOR</b>	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Provides input into development of frameworks and tools to underpin work with victim survivors or perpetrators of family violence and supervises others in the application of these frameworks and tools</li> <li>• Develops the capabilities of others to work effectively with victim survivors or perpetrators of family violence</li> <li>• Develops tools and resources to support multidisciplinary practitioners to effectively engage with victim survivors or perpetrators of family violence, including children and young people</li> <li>• Establishes methods and systems within the workplace to foster reflective and culturally safe practice.</li> </ul>
<b>+</b>	
<b>EXPERT</b>	<p><b>In addition,</b> ensures that appropriate:</p> <ul style="list-style-type: none"> <li>• systems for the provision of supervision, consultation and debriefing are in place</li> <li>• frameworks, policies and procedures are in place to guide the practice of cross sector staff:               <ul style="list-style-type: none"> <li>○ when engaging with victim survivors or perpetrators of family violence</li> <li>○ when working with children and young people</li> <li>○ in the delivery of culturally safe services.</li> </ul> </li> </ul>



## CAPABILITY ONE

**Engages effectively with those accessing services**

**Specialist skill indicators (in addition to previous)**

Level	Ability 1b: Engages appropriately with those from diverse communities
ENTRY	<ul style="list-style-type: none"> <li>Provides services premised on human rights, self-determination, cultural respect and safety</li> <li>Acknowledges Aboriginal people's connection to culture, land and community</li> <li>Recognises the resilience of Aboriginal people and culturally specific ways of raising children</li> <li>Consults with specialist services when working with those from diverse communities.</li> </ul>
MID	<p><b>In addition,</b> addresses barriers to appropriate service provision for those from diverse communities.</p>
SENIOR	<p><b>In addition,</b> liaises with senior level leadership in organisations working with diverse communities to establish consultation and referral procedures as required.</p>
EXPERT	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Develops and formalises collaborative partnership work with organisations specialising in diverse communities, in order to inform, develop and implement appropriate systems-level family violence responses</li> <li>Demonstrates and embeds the principles of Aboriginal self-determination and Aboriginal people having the primary voice when it comes to making decisions for the Aboriginal community</li> <li>Understands diversity within Aboriginal communities across all levels.</li> </ul>

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

### CAPABILITY TWO

#### Identifies and assesses family violence risk

##### Skill Indicators

- Articulates the physical, emotional and behavioural indicators of family violence and sexual assault victimisation
- Engages in active listening and asks open ended questions of victim survivors of family violence in a sensitive, respectful and non-judgmental manner to explore their family violence risks and protective factors
- Seeks information required to assess whether victim survivors of family violence are at risk of further violence or witnessing this violence
- Identifies family violence risk factors in accordance with the Family Violence Risk Assessment and Risk Management Framework
- Monitors and assesses risk to own safety and reports any threats to personal safety according to agency/organisation policies and procedures
- Explains client rights and responsibilities in regard to limited confidentiality and informs clients when risk indicates that information sharing with specific services or authorities is required
- Modifies practice to address the dynamics and shifting nature of risk and supports the online safety of victim survivors of family violence
- Articulates the physical, emotional and behavioural indicators of family violence perpetration
- Asks open ended questions of perpetrators to understand individual circumstances that may impact on the risk of violence and control escalating in severity
- Conducts preliminary risk assessments with perpetrators, following identification or disclosure of family violence, and in consultation with specialist perpetrator intervention services
- As required, assesses to identify the primary/predominant aggressor.

## CAPABILITY TWO

**Identifies and assesses family violence risk**

**Specialist skill indicators (in addition to previous)**

Level	
ENTRY	<ul style="list-style-type: none"> <li>• Implements comprehensive risk assessment processes (face to face, online, or telephone) using the tools contained within the Family Violence Risk Assessment and Risk Management Framework</li> <li>• Identifies specific risks to the safety and wellbeing of children and young people.</li> </ul>
+	
MID	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Supports entry level practitioners in undertaking comprehensive risk assessments</li> <li>• Flags incorrect identification of victim survivors as perpetrators and seeks senior support.</li> </ul>
+	
SENIOR	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Ensures that processes are in place to ensure that specialist practitioners are up to date with any developments in the evidence or practice of risk assessment and risk management</li> <li>• Advocates for victim survivors who have been incorrectly identified as perpetrators.</li> </ul>
+	
EXPERT	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Provides input into development and periodic review of the Family Violence Risk Assessment and Risk Management Framework, associated tools and further developments in risk assessment and risk management practice</li> <li>• Provides data, feedback and advocacy for system level considerations in accurately identifying primary/predominant aggressors.</li> </ul>

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

### CAPABILITY THREE

#### Manages risk and prioritises safety

##### Skill Indicators

- Follows own organisational policies and procedures in responding to family violence
- Makes reports to relevant authorities, where assessments indicate significant risk of harm to children and young people
- Implements responses that attend to emotional, psychological and physical safety of children and young people, including those in contact with perpetrators
- Seeks information to inform risk assessment or referral from perpetrators about their use of violence in ways that do not increase risk for their partners, children or family
- Explores the perpetrators understanding of how their use of violence impacts on their partner, children and other family members, and manages risk in accordance with their role
- Refers perpetrators to appropriate specialist services following identification or disclosure of perpetration.

## CAPABILITY THREE

**Manages risk and prioritises safety**

**Specialist skill indicators (in addition to previous)**

Level	Ability 3a: Manages risk, including high risk and complex needs, in an ongoing way
ENTRY	<p><b>In conjunction with Tier 2, 3 and 4 services (where required):</b></p> <ul style="list-style-type: none"> <li>Provides secondary consultation for identifying, preliminary and comprehensive levels of risk assessments and reviews and accepts referrals as required</li> <li>Develops safety plans that are responsive to risks assessed</li> <li>Manages ongoing safety needs of victim survivors of family violence</li> <li>Foreshadows the need of services to participate in development, implementation, monitoring and adjustment of case plans, as required</li> <li>Consults with, reports or refers to services where there are concerns for children's safety or wellbeing</li> <li>Links perpetrators to appropriate Tier 1, 2 and 3 services.</li> </ul>
	+
MID	<p><b>In addition,</b> supports clients experiencing high levels of risk and documents perpetrator breaches of safety plans and intervention orders in order to identify and address instances in which systems failure has occurred.</p>
	+
SENIOR	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Supervises and supports others when providing secondary consultation services, progressing risk management strategies and developing safety plans</li> <li>Resolves issues of concern or failures in implementation of safety plans with multidisciplinary agencies.</li> </ul>
	+
EXPERT	<p><b>In addition,</b> ensures that appropriate:</p> <ul style="list-style-type: none"> <li>Develops an organisational culture which prioritises the comprehensive assessment and management of risk, alongside other needs of victim survivors of family violence, including children and young people</li> <li>Ensures that their organisation is able to meet the demand for the provision of high quality secondary consultation services.</li> </ul>

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

<b>CAPABILITY THREE</b>	
<b>Manages risk and prioritises safety</b>	
<b>Specialist skill indicators (in addition to previous)</b>	
Level	Ability 3b: Promotes accountability and establishes change-promoting relationships with perpetrators of family violence
<b>ENTRY</b>	<p><b>Where applicable to their role:</b></p> <ul style="list-style-type: none"> <li>Assists perpetrators to develop an awareness of their choice to use violence and to recognise how to engage in alternative non-oppressive and non-abusive behaviour</li> <li>Uses questions to explore blame, minimisation and denial to analyse the extent of perpetrators' willingness to accept responsibility for their use of violence and abuse</li> <li>Explores with perpetrators the kinds of relationships they want to have with partners, children and family members and examine how their violence undermines fulfillment of these aspirations</li> <li>Intensively examines perpetrators' commitment to their partner and children's safety and their willingness to comply with court orders</li> </ul>
<b>MID</b>	<ul style="list-style-type: none"> <li>Explores and addresses with perpetrators their attempts to undermine their partner/ex-partner's parenting</li> <li>Assesses perpetrators' motivation for change</li> <li>Maintains accountability processes throughout an intervention with perpetrators</li> <li>Builds and maintains collaborative relationships with specialist women's and children's family violence practitioners</li> <li>Works collegially, accepts feedback and engages in reflective practice, supervision and other processes to ensure gender accountability between workers.</li> </ul>
	
<b>SENIOR</b>	<p><b>In addition to the above:</b></p> <ul style="list-style-type: none"> <li>Establishes accountability frameworks within which perpetrator interventions take place</li> <li>Monitors and evaluates change in perpetrators' attitudes and beliefs throughout an intervention</li> <li>Develops, implements and maintains processes that ensure gender accountability between workers</li> <li>Liaises with other providers in order to discuss direct service issues and ensure the ongoing safety of victim survivors of family violence.</li> </ul>
	
<b>EXPERT</b>	<p><b>In addition to the above:</b></p> <ul style="list-style-type: none"> <li>Builds and maintains collaborative relationships at an organisational/service level with specialist women's and children's family violence services</li> <li>Builds and maintains collaborative relationships with relevant specialist and multidisciplinary services working with men on issues pertaining to service and program delivery.</li> </ul>



## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

### CAPABILITY FOUR

#### Provides effective services

#### Skill Indicators

##### Provides effective support to those who have experienced family violence via:

- participation in implementation, monitoring and modification of safety plans in accordance with their role
- input into development, implementation and modification of case management plans, as required
- referrals to specialist family violence and other support services as required including therapeutic supports
- Develops, implements and modifies case management plans that are inclusive of family violence and sexual assault responses
- Assists in service and justice system navigation and undertakes advocacy on behalf of victim survivors of family violence to mitigate gaps in service response
- Makes contact with appropriate services to facilitate a warm referral with client consent.



## CAPABILITY FOUR

Provides effective services

Specialist skill indicators (in addition to previous)

Level	Ability 4a: Leads coordination and monitoring of multidisciplinary case management plans, and modify plans, where required
ENTRY	<ul style="list-style-type: none"> <li>In conjunction with Tier 4, 3 and 2 services, facilitates multidisciplinary cross team work to document, implement, monitor and modify case management plans designed to address the ongoing needs of victim survivors or perpetrators of family violence</li> <li>Organises case conferences with Tier 4, 3 and 2 services, as appropriate</li> <li>Adheres to confidentiality protocols of their service and understands information sharing laws and regulations, including when the level of risk indicates that information should be shared to lessen or prevent that risk even without consent</li> <li>Undertakes individual advocacy on behalf of victim survivors of family violence</li> <li>Makes referrals to other agencies, as required</li> <li>Documents case notes and reports according to best practice and organisational standards.</li> </ul>
MID	<p><b>In addition,</b> supports Entry Level practitioners to convene case conference meetings, as required.</p>
SENIOR	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Provides support, supervision and debriefing to staff and manages issues associated with vicarious trauma including cultural supervision/support as required</li> <li>Problem-solves a broad range of unpredictable issues which involves analysis, evaluation and the ability to adjust plans and acquire additional resources for victim survivors and/or perpetrators of family violence</li> <li>Recognises and implements strategies to deal with conflicting priorities across agencies and professionals.</li> </ul>
EXPERT	<p><b>In addition,</b> resolves issues of concern or complaints that may arise in implementation of case management plans and/or other service delivery with other agencies.</p>

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

CAPABILITY FOUR	
Provides effective services	
Specialist skill indicators (in addition to previous)	
Level	Ability 4b: Supports women to maintain a parenting role in instances of family violence
ENTRY	
MID	<ul style="list-style-type: none"> <li>Assists victim survivors of family violence to identify:               <ul style="list-style-type: none"> <li>how the violence has impacted on their children and relationships with their children</li> <li>their protective actions and how these were undermined by the perpetrator</li> <li>future actions to re-establish a strong parenting role with their children</li> </ul> </li> </ul>
SENIOR	<ul style="list-style-type: none"> <li>Identifies need for secondary consultation and referral to child and family services as required</li> <li>Advocates with and on behalf of victim survivors of family violence to support their continuous parenting and care for their children in the context of family violence, ensuring that all possible options have been explored in instances where there is a risk of child removal.</li> </ul>
EXPERT	

## CAPABILITY FOUR

Provides effective services

Specialist skill indicators (in addition to previous)

Level	Ability 4c: Develops cross sector and multidisciplinary practice and capacity to respond appropriately to family violence
ENTRY	<p>Accesses relevant and appropriate evidence-based material to support education provision and/or (if applicable to role) training development and delivery.</p>
	+
MID	<p><b>In addition,</b> participates in delivery of education and training to cross sector and multidisciplinary practitioners.</p>
	+
SENIOR	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Develops education and training material for delivery</li> <li>• Participates in regional activity to develop education and training systems to meet the needs of cross sector and multidisciplinary organisations and practitioners</li> <li>• Convenes communities of practice to support skill development.</li> </ul>
	+
EXPERT	<p><b>In addition,</b> participates in statewide consultation to develop education and training systems to meet the needs of cross sector and multidisciplinary organisations and practitioners.</p>

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

CAPABILITY FOUR	
Provides effective services	
Specialist skill indicators (in addition to previous)	
Level	Ability 4d: Develops systems to support evidence-based practice and deliver services against outcome measures
ENTRY	<ul style="list-style-type: none"> <li>Collects and documents client data according to the requirements of the organisation and in line with best practice</li> <li>Participates in professional development and training activities to align practice with evidence base.</li> </ul>
	+
MID	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Collects and documents data required to underpin evidence-based practice in case management plans</li> <li>Develops and updates practice to align with known and emerging evidence, with support from senior staff</li> <li>Collects and documents data to identify system and service gaps.</li> </ul>
	+
SENIOR	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Collates and analyses client data and documents emerging trends to inform systems improvements</li> <li>Leads reflective practice and continuous improvement processes</li> <li>Monitors, documents and evaluates direct service activity</li> <li>Accesses relevant research and evidence and supports others to incorporate this into practice</li> <li>Provides opportunities and supports others to engage in professional development and training activities.</li> </ul>
	+
EXPERT	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Inputs into the development of national and state data collection services to inform and improve service delivery</li> <li>Leads development of organisational capacity and strategic decision-making informed by evidence</li> <li>Contributes to and disseminates relevant research and evidence and implements systems to incorporate this into practice to improve service delivery</li> <li>Implements practice and systems which reflect Indigenous forms of knowledge</li> <li>Ensures resources and processes are in place to support professional and practice development within their service.</li> </ul>

## CAPABILITY FOUR

Provides effective services

Specialist skill indicators (in addition to previous)

Level	Ability 4e: Works within established protocols and procedures of their sector / system / organisation
ENTRY	Accesses established organisational and sector protocols and procedures to inform their work
	+
MID	<b>In addition,</b> identifies gaps in organisational and sector policies and procedures requiring attention and is involved in the development or refinement of new policies and procedures.
	+
SENIOR	<b>In addition,</b> liaises across services to support development of policies and procedures to guide cross sector practice and updates internal and external policies and procedures as required.
	+
EXPERT	<b>In addition,</b> makes visible problems or gaps associated with current protocols, procedures or practices and makes recommendations on reforms required.

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

CAPABILITY FOUR	
Provides effective services	
Specialist skill indicators (in addition to previous)	
Level	Ability 4f: Provides consultation services, support, supervision and debriefing to multidisciplinary organisations
ENTRY	Acts as an intake point for those requesting secondary consultation services and provides advice and or services, as appropriate.
	+
MID	<b>In addition,</b> provides secondary consultation services as required.
	+
SENIOR	<b>In addition,</b> resources, supports and supervises staff in provision of secondary consultation services.
	+
EXPERT	<b>In addition,</b> ensures that the organisation is able to meet the demand for the provision of high quality consultation services.

## CAPABILITY FIVE

**Advocates for legislative, policy and practice reform within the context of their role**

### Skill Indicators

- Identifies areas for service improvement and advocates within own service and sector to ensure effective practice in responding to family violence and sexual assault
- Engages in activities designed to increase awareness of issues pertaining to family violence and the needs of children within service organisations and the broader community
- Engages in networks, coalitions and collaborations focusing on policy and legislative reform
- Identifies systemic gaps and makes recommendations to government on policy and practice reforms required to more effectively respond to family violence.

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

CAPABILITY FIVE	
Advocates for legislative, policy and practice reform within the context of their role	
Specialist skill indicators (in addition to previous)	
Level	Ability 5a: Engages in activities to increase awareness of family violence across the broader community
ENTRY	<ul style="list-style-type: none"> <li>• Sources material to support work with the media and the community</li> <li>• Develops case studies to support delivery of public presentations.</li> </ul>
	+
MID	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Develops material for inclusion in press releases or in response to media requests</li> <li>• Undertakes public speaking with cross sector and multidisciplinary organisations.</li> </ul>
	+
SENIOR	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Makes media comment on issues pertaining to violence against women and family violence</li> <li>• Delivers presentations at conferences and cross sector events</li> <li>• Represents organisation on reference and advisory groups.</li> </ul>
	+
EXPERT	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• Maintains relationships with journalists and media outlets</li> <li>• Actively maintains relationships and engagement with Aboriginal services.</li> </ul>



## CAPABILITY FIVE

Advocates for legislative, policy and practice reform within the context of their role

Specialist skill indicators (in addition to previous)

Level	Ability 5b: Works with others to achieve legislative and policy reform
ENTRY	<ul style="list-style-type: none"> <li>Participates in networks and coalitions focusing on policy and legislative reform, as required</li> <li>Participates in practice research activities, as required.</li> </ul>
MID	
SENIOR	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Convenes coalition and network meetings</li> <li>Develops collaborations to underpin advocacy activities.</li> </ul>
EXPERT	<p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>Oversees practice research initiatives</li> <li>Mobilises key stakeholders to address legislative and policy issues as they arise and as required</li> <li>Seeks opportunities to partner, test and implement promising practice research initiatives.</li> </ul>

## 4.4 SPECIALIST KNOWLEDGE AND SKILLS FOR EACH CAPABILITY (TIER 1)

CAPABILITY FIVE	
Advocates for legislative, policy and practice reform within the context of their role	
Specialist skill indicators (in addition to previous)	
Level	Ability 5c: Makes recommendations to government on policy and practice reforms required
ENTRY	Develops case studies which make visible areas of policy requiring reform
	+
MID	<b>In addition,</b> documents trends in service delivery which make visible areas of policy requiring reform.
	+
SENIOR	<b>In addition,</b> supports and supervises staff in the development of material to inform advocacy efforts.
	+
EXPERT	<b>In addition,</b> inputs to the design and re-engineering of systems relevant to the provision of services to victim survivors and perpetrators of family violence.

## Responding to Family Violence Capability Framework

Authorised and published by the Victorian  
Government

1 Treasury Place, Melbourne 3002  
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### Content Coordination

Content development and support provided by Domestic Violence Resource Centre Victoria, Domestic Violence Victoria, No To Violence/Men's Referral Service and Barwon Centre Against Sexual Assault

Printed by Impact Digital, Brunswick, Victoria.

ISBN 978-1-76069-149-3 (Print)  
ISBN 978-1-76069-150-9 (pdf/online)

### Accessibility

To receive this publication in an accessible format phone 03 9194 3100, using the National Relay Service 13 36 77 if required, or email [reception@familysafety.vic.gov.au](mailto:reception@familysafety.vic.gov.au).

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RESPONDING  
TO FAMILY  
VIOLENCE CAPABILITY  
FRAMEWORK

