

Strengthening Hospital Responses to Family Violence (SHRFV)

Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)

Intermediate Victim Survivor Training

Participant Guide



Strengthening Hospital Responses to Family

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# Participant Guide Overview

The resources in this *Participant Guide* are designed to support the learning of participants undertaking the *SHRFV MARAM Intermediate victim survivor training modules*. It includes an overview of the modules, a resource list, information about specialist family violence services and a glossary.

**Participant Guide Resources**

Glossary

Module Overview

Resource List

Family Violence Services

# Module Overview

## Target Audience

The *SHRFV MARAM Intermediate victim survivor training modules* are **suitable for practitioners in Hospitals and Health settings with Intermediate responsibilities[[1]](#footnote-1)\*** under the Family Violence Multi-Risk Assessment and Management Framework (MARAM).

## Content

The four modules are designed to support you to develop the skills and knowledge required in your role. These capabilities include: an applied understanding of the MARAM Framework, practice guidance and tools; and practice skills to support effective engagement, risk identification, assessment and management, advocacy and reflective practice.

The training focuses on working with both adult and child victim survivors of family violence. It does not address working with perpetrators of family violence. The guidance on working with perpetrators is currently under development by Family Safety Victoria.

There are four modules, which cover the following content:

|  |  |
| --- | --- |
| Module 1: | * Overview of the family violence reforms and MARAM
* Foundational knowledge
* Understanding attitudes, structural inequality & discrimination
* Barriers to disclosure

Time: approx. 45mins |
| Module 2: | * Observable signs of trauma
* Effective engagement
* Child-focused practice

Time: approx. 30mins |
| Module 3: | * Evidence-based risk factors
* MARAM risk assessment tools
* Structured Professional Judgement model
* Assessment of seriousness of risk
* Misidentification of the perpetrator and victim survivor

Time: approx. 30mins |
| Module 4: | * Intermediate risk management (including safety planning)
* Keeping perpetrators in view and accountable
* Workplace supports

Time: approx. 30mins |

The modules have been contextualised to the health context by The Royal Women’s Hospital from the modules designed by the Domestic Violence Resource Centre Victoria (DVRCV).

All modules include opportunities for you to apply learning and check your understanding throughout. The case studies applied throughout the e-learn modules are contextualised within four Hospital settings and you can choose to follow one of the following professional personas that best fits with your role:

* Mental health clinician
* Social worker in a Hospital
* Care coordinator in an Emergency Department
* Hospital Admission Risk Program (HARP) clinician

## Training Prerequisites

It is assumed that prior to undertaking these modules you would have completed the three Victorian Government Information Sharing Schemes eLearn modules for Health and Community Services Professionals <https://elearn.childlink.com.au/>. Each module takes approximately 20 minutes to complete.

|  |  |
| --- | --- |
| Module 1 | Information Sharing Schemes Essentials for Health and Community Services Professionals |
| Module 2 | Purpose and Requirements |
| Module 3 | Consent and Privacy |

## Learning Outcomes

The learning outcomes of the training modules include:

* Capability to engage effectively with those accessing your service and respond at a MARAM Intermediate level.
* Capability to identify and assess family violence risk at an intermediate level utilising the MARAM tools.
* Capability to manage risk and prioritise the safety adult and child victim survivors of family violence and keep perpetrators in view and accountable at a MARAM Intermediate level.
* Ability to provide effective services informed by the MARAM Framework.

## Evaluation & Certificate of Completion

At the beginning of Module 1 and end of Module 4 you will be asked to complete a Pre and Post survey. The responses collected are anonymous and will only be utilised by the Department of Health, the Department of Families, Fairness and Housing and Family Safety Victoria for evaluation and reporting purposes.

In addition, you will be asked to complete a short reflection survey at the end of each module to assist [insert organisation name] to evaluate the training.

A certificate of completion will be emailed to you on completion of the modules.

## Self-Care

It is normal for family violence content to have an impact, even on experienced workers. Do what you need to do to look after yourself during and after training and take a break if you need one.

If the training causes any concern for yourself or another please reach out for support. Consider speaking to your manager or supervisor, your organisation’s Family Violence Contact Officer or your workplace Employee Assistance Program for support. Alternatively, you can reach out for support from 1800RESPECT, LifeLine Australia or one of the specialist family services (outlined in the section below on page 8).

1800 Respect is a 24-hour family violence and sexual assault support line, both for victim survivors as well as their family and friends and professionals, 1800 737 732. Lifeline Australia is a 24-hour crisis support ad suicide prevention service, 13 11 14.

# Resource List

The resources listed below are provided to support your learning after the training. The list is structured in line with the topics covered in the training and includes links to the relevant MARAM practice guide.

## Module 1

### Overview of the family violence reforms and MARAM

* [MARAM Framework](https://content.vic.gov.au/sites/default/files/2021-02/Family%20violence%20multi-agency%20risk%20assessment%20and%20management%20framework%20%2811%29.pdf).
* [Decision Guide for Organisations – MARAM Framework](https://www.vic.gov.au/sites/default/files/2019-04/Decision-guide-organisations-Maram-framework.pdf).
* Video: Family Safety Victoria (2019) [Helping end family violence – the Information Sharing Schemes and MARAM](https://www.vic.gov.au/family-violence-multi-agency-risk-assessment-and-management).
* [Family Violence Information Sharing Scheme](https://www.vic.gov.au/sites/default/files/2021-04/Ministerial%20Guidelines%20-%20Family%20Violence%20Information%20Sharing%20Scheme_2.pdf).
* [Child Information Sharing Scheme](https://www.vic.gov.au/sites/default/files/2019-01/Child%20Information%20Sharing%20Scheme%20Ministerial%20Guidlines%20-%20Guidance%20for%20information%20sharing%20entities.pdf).
* [Who can share information under the information sharing and MARAM reforms](https://www.vic.gov.au/ciss-and-fviss-who-can-share-information).
* [Frequently asked questions about information sharing and MARAM](https://www.vic.gov.au/frequently-asked-questions-about-information-sharing-and-maram).

### Foundational knowledge

* [MARAM Practice Guides: Foundation Knowledge Guide](https://www.vic.gov.au/sites/default/files/2020-05/Foundation%20Knowledge%20guide.pdf)
* [Duluth Power and Control Wheels](https://www.theduluthmodel.org/wheel-gallery/): These document the most common abusive behaviours or tactics that were used against women involved in a research project undertaken by the Domestic Abuse Intervention Project in 1984.
* Video: [Professor Peter Hopkins, Newcastle University (2018) What is Intersectionality?](https://vimeo.com/263719865)
* Video: [Our Watch (2015) Let’s change the story: Violence against women in Australia](https://www.ourwatch.org.au/change-the-story/).

### Understanding attitudes, structural inequality & discrimination and barriers to disclosure.

* [MARAM Framework](https://www.vic.gov.au/sites/default/files/2019-01/Family%20violence%20multi-agency%20risk%20assessment%20and%20management%20framework.pdf).
* [Dhelk Dja: Safe Our Way - Strong Culture, Strong Peoples, Strong Families](https://www.vic.gov.au/sites/default/files/2019-07/Dhelk%20Dja%20-%20Safe%20Our%20Way%20-%20Strong%20Culture%2C%20Strong%20Peoples%2C%20Strong%20Families%20Agreement.pdf) (2018) This document is the Aboriginal 10-year family violence agreement for 2018-2028, and is a community-led Aboriginal agreement to address family violence.
* [Everybody matters: Inclusion and Equity Statement](https://www.vic.gov.au/sites/default/files/2019-05/Everybody-matters-inclusion-and-equity-statement.pdf) (2018) - This document is the Victorian Government’s 10-year vision for a more inclusive, safe, responsive and accountable family violence system.
* Video: Family Safety Victoria (2019) [Everybody Matters: Inclusion and Equity Statement](https://www.vic.gov.au/everybody-matters-inclusion-and-equity-statement).

## Module 2

### Observable signs of trauma

* [MARAM Practice Guides: Responsibility 2: Identification of Family Violence Risk](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%202.pdf).
* Appendix 1 of the above practice guide has a list of observable signs of trauma.

### Effective engagement and child-focused practice

* [MARAM Framework](https://www.vic.gov.au/sites/default/files/2019-01/Family%20violence%20multi-agency%20risk%20assessment%20and%20management%20framework.pdf).
* [MARAM Practice Guides: Responsibility 1: Respectful, Sensitive and Safe Engagement](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%201_0.pdf).
* Video: [Family violence against LGBTI people: Insights from people with lived experience](https://www.youtube.com/watch?v=3-627k0sOoI).

## Module 3

### Evidence-based risk factors

* [MARAM Practice Guides: Foundation Knowledge Guide](https://www.vic.gov.au/sites/default/files/2020-05/Foundation%20Knowledge%20guide.pdf) (pages 23-29).

### MARAM risk assessment tools

* MARAM Practice Guides: [Responsibility 3: Intermediate Risk Assessment](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%203.pdf).
* Appendix 5 of the above practice guide is the adult Brief risk assessment tool.
* Appendix 6 of the above practice guide is the adult Intermediate risk assessment tool.
* Appendix 7 of the above practice guide is the child victim survivor risk assessment tool.
* Appendix 8 of the above practice guide covers Intermediate risk assessment and practice guidance for adult and child victim survivors.

### Structured Professional Judgement model, assessment of seriousness of risk

* MARAM Practice Guides: [Responsibility 3: Intermediate Risk Assessment](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%203.pdf).

### Misidentification of the perpetrator and victim survivor

* [MARAM Framework](https://www.vic.gov.au/sites/default/files/2019-01/Family%20violence%20multi-agency%20risk%20assessment%20and%20management%20framework.pdf).
* MARAM Practice Guides: [Responsibility 3: Intermediate Risk Assessment](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%203.pdf).

## Module 4

### Intermediate risk management

* MARAM Practice Guides: [Responsibility 4: Intermediate Risk Management](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%204.pdf)
* Appendix 9 is an adult safety plan template.
* Appendix 10 is a safety plan for older children and young people.
* MARAM Practice Guides: [Responsibility 5: Secondary Consultations and Referral, including for comprehensive family violence assessment and management response](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%205.pdf).
* MARAM Practice Guides: [Responsibility 6: Contribute to information sharing with other services (as authorised by legislation)](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%206.pdf).
* MARAM Practice Guides: [Responsibility 9: Contribute to coordinated risk management](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%209.pdf).
* MARAM Practice Guides: [Responsibility 10: Collaborate for on-going risk assessment and risk management](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%2010_0.pdf).
* Video: [Northern Integrated Family Violence Services Partnership (2018) Knowledge to Advocate: Intervention Orders and Legal Support](https://www.nifvs.org.au/resources/nifvs-resources/knowledge-to-advocate-legal-system-resource/3-intervention-orders-legal-support/).

### Keeping perpetrators in view

* [MARAM Framework](https://www.vic.gov.au/sites/default/files/2019-01/Family%20violence%20multi-agency%20risk%20assessment%20and%20management%20framework.pdf).
* MARAM Practice Guides: [Responsibility 3: Intermediate Risk Assessment](https://www.vic.gov.au/sites/default/files/2020-05/PG%20Responsibility%203.pdf).

### Workplace Supports

* Refer to your organisation’s policy and procedures.

# Family Violence Referrals

**Safe Steps**

* Safe Steps is the 24-hour crisis response service in Victoria.
* Safe Steps is the access point if someone requires refuge or crisis accommodation as a result of not being safe due to family violence.
* It is important to know that Safe Steps cannot remove someone from an unsafe situation – that requires police intervention.
* A victim survivor needs to have access to a temporary safe location to make the phone call.
* When calling Safe Steps, a victim survivor should be supported to understand that Safe Steps is a highly busy service and may need to call them back at a later time to conduct an assessment and discuss options.
* It is also important that a victim survivor is provided information about Safe Steps, their eligibility criteria and what support they offer, so the victim survivor can make an informed decision about whether Safe Steps will be part of their safety planning.
* <https://safesteps.org.au/>

**The Orange Door**

* The Orange Door is being established across all areas of Victoria. (Roll out began in 2018).
* The Orange Door is the point of contact either in person or over the phone for adults, children and young people who are experiencing, or have experienced, family violence and families who need extra support with the care and wellbeing of their children.
* The Orange Door incorporates the intake services for specialist family violence services, perpetrator/men’s services, Child FIRST services, and workers from Aboriginal and Torres Strait Islander services.
* The Orange Door will connect people to a wide range of supports across the spectrum of prevention, early intervention and response.
* They can deliver an immediate response for people in crisis by linking people to specialist services, medical treatment and care, accommodation and practical assistance.
* The Orange Door will operate during business houses (9am-5pm) Monday to Friday.
* If there is no Orange Door in your area, victim survivors can contact their local specialist family violence service.
* <https://orangedoor.vic.gov.au/>

**Specialist Family Violence services**

* Are the point of contact for victim survivors when there is no Orange Door in their region.
* All Specialist Family Violence Services in Victoria operate slightly differently, so it will be important for you to make contact with your local service to speak to them about what services they provide, their intake process and how referrals can be made.
* Most Specialist Family Violence services provide intake, crisis response and case management services and support for victim survivors who are attending court for an intervention order hearing.
* Most Specialist Family Violence services are open 9am-5pm Monday to Friday.
* Further information about services in your local area can be found on [The Lookout website](https://www.thelookout.org.au/lookout-services/field_type_of_service/446/field_sector_setting/388).

**Local Aboriginal and Torres Strait Islander Family Violence services**

* Provide a culturally safe service that assists Aboriginal and Torres Strait Islander people from the local area in their healing journey to address the impacts of family violence by providing opportunities to become strong individuals and families; live in safe communities and have healthy lives where pathways to recovery can be achieved.
* Contact your local service to find out what programs and services they offer.
* Further information about Aboriginal and Torres Strait Islander Family Violence services in your local area can be found on [The Lookout website](https://www.thelookout.org.au/lookout-services/field_type_of_service/446/field_sector_setting/388).

**inTouch**

* inTouch Multicultural Centre Against Family Violence is a state-wide service that works with women and children from culturally and linguistically diverse (CALD) backgrounds who are victim survivors of domestic violence.
* The service has a pool of bilingual and bi-cultural workers who provide assistance and information for women and children escaping domestic violence.
* inTouch employs a registered migration agent who uses her knowledge of Australia’s migration procedures to offer advice or assistance to women wishing to obtain a visa or remain in Australia.
* <https://intouch.org.au/>

**W/Respect**

* W/Respect is a specialist LGBTIQ family violence service
* W/Respect supports people in LGBTIQ+ communities and their families affected by family violence. It also builds the capacity of the integrated family services and specialist family violence system.
* W/Respect is a partnership of four LGBTIQ specialist organisations:
* Queerspace
* Thorne Harbour Health
* Switchboard
* Transgender Victoria
* <https://www.withrespect.org.au/>

**Seniors Rights Victoria**

* Seniors Rights Victoria provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.
* Seniors Rights Victoria can help any Victorian aged 60 and above, or any Indigenous Victorian aged 45 and above, on matters relating to elder abuse and ageing.
* Services include a helpline, specialist legal services, short-term support and advocacy for individuals and education.
* <https://seniorsrights.org.au/>

**Victims of Crime**

* Provides support for people affected by crime and guidance through legal processes.
* Male victims of family violence can contact the Victims of Crime Helpline for information, advice, support, and access to the Victims Assistance Program.
* <https://www.victimsofcrime.vic.gov.au/>

# Glossary

|  |  |
| --- | --- |
| Agency | Individual agency is the freedom to act independently and based on one’s own choices. |
| CISS | Child Information Sharing Scheme. Refer to [CISS Guidelines](https://www.vic.gov.au/sites/default/files/2019-01/Child%20Information%20Sharing%20Scheme%20Ministerial%20Guidlines%20-%20Guidance%20for%20information%20sharing%20entities.pdf) for more detail:  |
| Family Violence | The Family Violence Protection Act (2008) defines family violence as:1. Behaviour that is:
* Physically, sexually, emotionally psychologically or economically abusive;
* Threatening or coercive;
* Controls or dominates the family member and causes that family member to feel fear for the safety or well-being of that family member or another person.

2) Behaviour that causes a child to hear, witness or otherwise be exposed to the effects of any behaviour referred to above. |
| Diverse  | The language of diverse refers to individual and communities and to acknowledge diverse experiences of family violence and how these experiences are compounded by multiple forms of discrimination and disadvantage, and as described in intersectionality. |
| FSV | Family Safety Victoria  |
| FVISS | Family Violence Information Sharing Scheme. Refer to [FVISS Guidelines](https://www.vic.gov.au/sites/default/files/2021-04/Ministerial%20Guidelines%20-%20Family%20Violence%20Information%20Sharing%20Scheme_2.pdf) for more details:  |
| Gender Inequality | Gender inequality can be defined as the legal, social and cultural context which allows people different opportunities and access to or enjoyment of rights due to perceived differences based solely on issues of gender.  |
| Heteronormativity | An assumption that heterosexuality is the default, preferred, normal state for a person. It is underpinned by a belief that someone’s biological sex, sexuality, gender identify and gender roles are aligned.  |
| Intersectionality | Refers to the structural inequality and discrimination experienced by different individuals and communities, and the impact of these creating barriers to service access and further marginalisation. Intersectionality is the complex, cumulative way in which the effects of multiple forms of identity-based structural inequality and discrimination (such as racism, sexism, ableism and classism) combine, overlap or intersect, in the experiences of individuals or communities These aspects of identity can include gender, ethnicity and cultural background, language, socioeconomic status, disability, sexual orientation, gender identity, religion, age, geographic location or visa status. |
| ISE | Information Sharing Entity – prescribed under part 5A of the Family Violence Protection Act. An ISE can request and share information relevant to a family violence risk. All ISEs can share information for a protection purpose. Refer to the Family Violence Information Sharing Scheme Guidelines for more information. |
| MARAM | Multi Agency Risk Assessment and Management  |
| RAE | Risk Assessment Entity – prescribed under part 5A of the Family Violence Protection Act. A RAE can request and share information relevant to family violence risk for risk assessment and protection purposes. Please refer to the Family Violence Information Sharing Scheme Guidelines for more information. |
| Risk Assessment | The process of applying Structured Professional Judgement to determine the level of family violence risk. |
| Risk Identification | Recognising through observation or enquiry that family violence risk factors are present, and then taking appropriate actions to refer or manage the risk. |
| Risk Management | Any action or intervention taken to reduce the level of risk posed to a victim and hold perpetrators to account. Actions taken and interventions that are implemented appropriate to the level of risk identified in the risk assessment stage. |
| Safety Planning | Process of implementing a strategy or identifying steps to be taken, subject to timelines agreed with relevant parties, to reduce the likelihood of further family violence occurring and ensure safety for the victim/s. |

1. \* Please note that for some sectors the training for staff with Intermediate responsibilities under MARAM is also referred to as Brief and Intermediate. [↑](#footnote-ref-1)