

|  |
| --- |
| Family violence crisis responses Roles and responsibilities in providing emergency accommodation |
|  |

|  |
| --- |
|  |
| To receive this publication in an accessible format phone 1300 758 554, using the National Relay Service 13 36 77 if required, or email Family Safety Victoria <reception@familysafety.vic.gov.au>Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Australia, Family Safety Victoria, October 2022.In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. Available at <https://providers.dffh.vic.gov.au/roles-and-responsibilities-providing-emergency-accommodation-family-violence-crisis-responses> < https://providers.dffh.vic.gov.au/roles-and-responsibilities-providing-emergency-accommodation-family-violence-crisis-responses >  |

Contents

[1. Introduction 4](#_Toc117092888)

[1.1. About this document 4](#_Toc117092889)

[1.2. A note on language 5](#_Toc117092890)

[1.3. Context and drivers of change 5](#_Toc117092891)

[1.4. Relationship with case management program requirements 7](#_Toc117092892)

[1.5. Implementation 8](#_Toc117092893)

[2. Roles and responsibilities in providing emergency accommodation 9](#_Toc117092894)

[2.1. Services with key responsibilities in providing emergency accommodation 9](#_Toc117092895)

[2.2. Crisis responses: roles and responsibilities in providing emergency accommodation 12](#_Toc117092896)

[3. Key considerations in providing emergency accommodation 18](#_Toc117092897)

[3.1. After-hours crisis responses 18](#_Toc117092898)

[3.2. Family violence accommodation register and referral form 18](#_Toc117092899)

[3.3. Crisis responses for victim survivors prioritised for a family violence accommodation service placement 18](#_Toc117092900)

[3.4. Crisis responses for Aboriginal victim survivors needing emergency accommodation 19](#_Toc117092901)

[3.5. Crisis responses for victim survivors from diverse communities needing emergency accommodation 20](#_Toc117092902)

[3.6. Crisis responses for children and young people needing emergency accommodation 21](#_Toc117092903)

[3.7. Motel placement and relationship management 21](#_Toc117092904)

[3.8. Out-of-area placement in emergency accommodation 21](#_Toc117092905)

[3.9. Promoting stability for victim survivors accommodated in motel 22](#_Toc117092906)

[3.10. Exiting a victim survivor interstate 22](#_Toc117092907)

[3.11. Worker safety 23](#_Toc117092908)

[Glossary 24](#_Toc117092909)

# Introduction

## About this document

Family Safety Victoria has developed Family violence crisis responses: roles and responsibilities in providing emergency accommodation in partnership with Safe and Equal. The document aims to strengthen outcomes for victim survivors experiencing a crisis who need emergency accommodation due to serious family violence risk.[[1]](#footnote-2) It describes the roles and responsibilities of:

* the statewide 24/7 family violence crisis service (Safe Steps)
* The Orange Door network
* local family violence support services
* family violence accommodation services.

These services share responsibility for promoting the safety of victim survivors. Each has an important rolein responding to victim survivors in crisis needing emergency accommodation.

The document offers guidance on providing consistent, timely and (where safe) local responses to the needs of victim survivors. Clarifying the roles and responsibilities of agencies that are part of that response will mean greater consistency of service across the state.

This document maps out system-level crisis responses. It shows how each part of the specialist family violence service system should work together to deliver crisis responses requiring emergency accommodation.

This document divides into four sections:

**Section 1:** **Introduction and context** for the roles and responsibilities for family violence crisis responses requiring emergency accommodation. This includes the document’s relationship to the case management program requirements.

**Section 2:** Detailed outline of the **roles and responsibilities** of, and key interfaces between, specialist family violence services. These focus on crisis responses when a victim survivor cannot remain safely at home and needs emergency accommodation.

**Section 3:** **Key considerations** for services involved in providing crisis responses requiring emergency accommodation.

**Glossary:** A list of **key terms and concepts** used throughout the document.

This document should be read in conjunction with:

* the [Case management program requirements](https://providers.dffh.vic.gov.au/case-management-program-requirements) < <https://providers.dffh.vic.gov.au/case-management-program-requirements>>
* for specialist family violence services which support victim survivors (released in 2022)
* the [Family violence crisis brokerage guidelines](https://fac.dffh.vic.gov.au/news/updated-family-violence-crisis-brokerage-guidelines) <https://www.vic.gov.au/funds-to-support-victims-of-family-violence> (released in May 2020).

## A note on language

This document uses the term **emergency accommodation** to refer to all emergency accommodation facilities run or procured by specialist family violence services to accommodate victim survivors temporarily and safely while they are in crisis. These include family violence crisis accommodation properties (including refuge and crisis accommodation program properties) and private sector accommodation such as motels.

For clarity, the following terminology is used to distinguish the two primary types of emergency accommodation:

* **family violence accommodation service(s):** supported accommodation facilities run by specialist family violence services, including family violence refuge and crisis accommodation program (CAP) properties
* **motel(s):** a range of private sector accommodation including motels, hotels and caravan parks.

## Context and drivers of change

Existing family violence crisis responses vary across the state at both the area and agency levels. Key differences relate to:

* the role of local family violence support services
* the role of Safe Steps
* the role of The Orange Door network
* local after-hours responses
* access to family violence accommodation services and differences in their operating models.

These differences can create confusion, inefficiencies and service coordination challenges for practitioners and agencies. For victim survivors, they can create uncertainty, lead to multiple relocations and/or handovers between agencies and create fragmentation that undermines continuity of support. This may damage victim survivors’ trust in the service system and lead them to disengage from support. This could place them at further risk. Also, variation at the area and agency levels may mean that victim survivors have access to different and inequitable support options depending on where they access support.

The family violence crisis response model has been developed to address these challenges by establishing consistent requirements and clear roles and responsibilities for family violence crisis responses, including in providing emergency accommodation.

This document forms the **family violence crisis response model** along with:

* relevant sections of the Case management program requirements for specialist family violence services which support victim survivors (the program requirements)
* Family violence crisis responses: roles and responsibilities after hours.

The family violence crisis response model builds on several reforms implemented since 2018. These reforms have important system, operational and practice implications for crisis responses and providing emergency accommodation. These include:

* establishing The Orange Door network across the state, with all 18 sites due to be operational by the end of 2022
* developing and implementing the Multi-Agency Risk Assessment and Management (MARAM) Framework and the Family Violence Information Sharing Scheme
* rolling out the core-and-cluster refuge redevelopment program, expanding access to 24/7 family violence accommodation services across the state
* expanding investment in family violence case management through several State Budgets
* expanding family violence crisis brokerage to all family violence case management providers to support practitioners to provide immediate, flexible and person-centred support during a crisis
* releasing the Case management program requirements for specialist family violence services which support victim survivors
* setting up Local Family Violence Motels Coordination Projects to strengthen local area coordination of motel use for family violence emergency accommodation
* releasing guidance to support agencies to identify appropriate motels, set up and maintain relationships with moteliers, and manage issues and incidents (Key considerations for motel placement and relationship management developed by Safe and Equal and Safe Steps).

### The family violence crisis response model

The family violence crisis response model has been developed to improve the way the family violence service system works together to support victim survivors in crisis. The model outlines shared responsibility for supporting victim survivors of family violence who are experiencing crisis. The model aims to ensure the following:

* **All victim survivors in crisis get immediate support and emergency accommodation, if needed, no matter which specialist family violence service they access** (through The Orange Door, Safe Steps, or a local family violence support service). All specialist family violence services now have family violence crisis brokerage to provide immediate crisis support.
* **All victim survivors in emergency accommodation can get face-to-face support from a local family violence support service, wherever they are accommodated and at any time of day or night**. For example, Safe Steps (a phone-based service) will be able to activate local outreach support from The Orange Door partner agency (victim services) during business hours, or a local family violence after-hours service outside of business hours.
* **All victim survivors will be supported by, or connected to, a local family violence support service when leaving emergency accommodation.** The local family violence support service will support the exit and provide ongoing case management, if required.

The model will ensure victim survivors in crisis are supported through responses that are:

* consistent
* clearly communicated
* jointly managed by the services involved.

It prioritises crisis support provided at the local level, where possible, and in line with victim survivor choice and safety.

Ensuring victim survivors across the state have prompt access to local family violence support services during a crisis, including after hours and/or while in emergency accommodation, will improve the quality and continuity of support provided. It will also lead to more sustainable and localised support for victim survivors.

The model also creates statewide consistency and clarity for how specialist family violence services are expected to provide crisis responses. By establishing this consistency and clarity of roles and responsibilities across the service system, the model aims to create system efficiencies and improve service coordination across the state.

In line with Dhelk Dja: Safe Our Way – Strong Culture, Strong Peoples, Strong Families, the program requirements, and MARAM, the model is underpinned by a commitment to Aboriginal self-determination. The principle of Aboriginal self-determination requires that services respect and uphold the right to Aboriginal self-determination, choice and cultural safety. The model has therefore been designed to ensure Aboriginal victim survivors have the choice of getting Aboriginal-led support. It also ensures they receive culturally safe and responsive crisis responses, no matter where they get support.

## Relationship with case management program requirements

Read this document alongside the [Case management program requirements](https://providers.dffh.vic.gov.au/case-management-program-requirements) <<https://providers.dffh.vic.gov.au/case-management-program-requirements>>

The program requirements describe the elements of person-centred, strengths-based, flexible, and culturally safe case management service delivery using three components that complement each other: responses, functions, and domains.[[2]](#footnote-3) Underpinning these are 10 principles that enable the delivery of consistent and high-quality case management responses.

The program requirements also link with:

* the principles and standards set out in the [Code of practice: principles and standards for specialist family violence services for victim-survivors](https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/) <https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/>
* the practice guides and tools outlined in MARAM.

The program requirements cover each step in a victim survivor’s journey, moving from crisis through to exit via the specialist family violence service system. They include more detailed material to support work with children and young people and specific requirements for specialist family violence services.

**Figure 1** shows how the family violence crisis response model relates to the program requirements. It shows the three elements of the program requirements: responses, functions, and domains.  It highlights those that are most relevant to a crisis response. The elements highlighted, together with both sets of roles and responsibilities, make up key components of the family violence crisis response model.

Figure 1: Case management program requirements, including crisis responses model



## Implementation

Services should work flexibly to fulfil their roles and responsibilities in providing emergency accommodation from April 2023. Earlier alignment is encouraged and supported, where possible.

Governance arrangements from Family Safety Victoria and Safe and Equal will help apply both this document and the program requirements. Agencies will be supported throughout the process with a range of establishment, change management and implementation activities and resources.

Implementing the program requirements will align with the [Code of](http://dvvic.org.au/members/practice-development/) Practice as far as possible.

Family Safety Victoria (FSV) will develop a monitoring and evaluation (M+E) framework to enable FSV to measure effectiveness and progress toward the aims of the Model. The M+E Framework will draw on existing data collection systems and monitoring will be managed by FSV.

# Roles and responsibilities in providing emergency accommodation

The Orange Door and Safe Steps are the main entry points to crisis responses for victim survivors needing emergency accommodation, but all services have a critical role to play. Victim survivors can be referred to, or directly contact, local family violence support services at the point of crisis. They can also reach out when they need brief or longer-term support to address their safety and other support needs. This approach enables victim survivors in crisis to access immediate specialist family violence support, including emergency accommodation, wherever they enter the system.

**Crisis response and providing emergency accommodation**

The program requirements state that an immediate crisis response is needed in cases where perpetrators have put the lives of victim survivors and their family members (including extended family members and pets) in danger.

In some cases, victim survivors in crisis need to be placed in emergency accommodation (both family violence accommodation services and motels) because it is not safe for them to stay in their usual home. This is due to a serious level of risk of family violence posed by the perpetrator. Emergency accommodation might also be needed for victim survivors ‘at risk’ or ‘elevated risk’ of family violence but where other life circumstances make a referral to homelessness services unsafe or otherwise inappropriate.

Victim survivors must be provided with suitable case management while in emergency accommodation. Case management should be coordinated and streamlined so that victim survivors experience minimal disruptions, relocations or handover between agencies. Services should accept and coordinate referrals between one another for crisis responses and work together to manage victim survivors’ risk when moving between accommodation options. Family violence accommodation services should be prioritised over motels wherever possible.[[3]](#footnote-4) Case management for victim survivors in emergency accommodation should also support the victim survivor to exit into safe and secure housing to the fullest extent possible.

## Services with key responsibilities in providing emergency accommodation

Described below are the services with key responsibilities in providing emergency accommodation under the crisis responses model. The table in section 2.2 outlines the roles and responsibilities of each service.

### Statewide 24/7 Family Violence Crisis Service (Safe Steps)

Safe Steps provides statewide 24/7 crisis responses to victim survivors of family violence in Victoria. This includes leading (and/or supporting) the initial crisis response and addressing immediate accommodation needs. This includes when out-of-area placement into emergency accommodation is needed. Safe Steps may also activate an after-hours crisis response.

Safe Steps manages the Family Violence Accommodation Register. Safe Steps receives and assesses applications for family violence accommodation services from agencies across the state.

Safe Steps also manages the Disability Family Violence Crisis Response Initiative. This initiative supports victim survivors of family violence with disability to access the services and supports they need to stay safe, quickly.

### The Orange Door network

The Orange Door network operates during business hours from 18 primary sites and many access points to provide an integrated intake, assessment and brief intervention service for family violence–related needs. It also responds to wellbeing concerns for children, young people and families. This includes providing crisis responses and non-crisis support for victim survivors, people using family violence, and families needing support with the wellbeing of children. The Orange Door network replaces separate intake systems across specialist family violence services and Child FIRST. The intake and assessment functions for young people with wellbeing concerns include support for young people who use family violence.

The Orange Door network is a partnership model that includes one or more local Aboriginal services in each local site. Practitioners and practice leaders are specifically recruited to support Aboriginal clients. They ensure cultural safety within the network and work with local and statewide Aboriginal services to provide referrals and access to appropriate support for Aboriginal people and families.

The Orange Door offers statewide business-hours crisis responses for victim survivors. This includes leading (or supporting) the initial crisis response and addressing safety and accommodation needs. This includes when out-of-area placement into emergency accommodation is needed. The Orange Door may also activate an after-hours crisis response.

### Local family violence support services

Local family violence support services (local FV services) are available across the metro, regional and rural areas of Victoria. Local FV services also often work in co-located and multi-agency settings such as:

* police stations
* courts
* sexual assault services
* multidisciplinary centres
* The Orange Door network.

This document distinguishes between local FV services that are The Orange Door partner agencies for victim survivor services and those that are not. Local FV services that are also The Orange Door partner agencies have additional responsibilities compared with those of local FV services that are not partner agencies:

* **All local family violence support services** must lead or support crisis responses for victim survivors they already case-manage and those who self-refer. This includes Aboriginal Community Controlled Organisations (ACCO) services and targeted services. They must offer support to access emergency accommodation, where it is safe for victim survivors to stay in the local area.
* **Only The Orange Door partner agencies** for victim survivor services or ACCO partner agencies (for Aboriginal victim survivors) are expected to receive referrals from Safe Steps and The Orange Door for victim survivors in emergency accommodation. Referrals will be to either lead or support crisis responses for victim survivors.[[4]](#footnote-5) If an ACCO does not have capacity to lead a crisis response for an Aboriginal victim survivor, the referral will go to The Orange Door partner agency for victim survivor services. In these instances, the lead agency will engage the ACCO to provide secondary consultation or co-case management, if needed.

Other differences across local FV services relates to Aboriginal family violence services and other targeted family violence services:

* **Aboriginal family violence services** are located within ACCOs, or programs in community health services or local family violence support services. Depending on the type of organisation and funding contracts, these services provide case management and other tailored programs for Aboriginal people and families affected by family violence. Aboriginal family violence services lead crisis responses for existing and referred victim survivors, including arranging emergency accommodation if needed. Aboriginal family violence services may also provide secondary consultation and/or co-case management with another agency that is providing lead support.
* **Targeted family violence services** are specialist family violence services or programs that provide support for victim survivors from specific communities such as refugee or migrant communities or ethno-specific groups, LGBTIQ+ communities, older people and people with disability. Depending on the type of organisation and funding arrangement, their scope can be either at the statewide or local level. These services can provide:
	+ statewide secondary consultation and co-case management for victim survivors from diverse groups
	+ case management responses to victim survivors in specific local areas as per the case management program requirements and other tailored programs for their client group (for example, migration legal advice).

#### Local family violence after-hours services

Local family violence after-hours services are available in all areas across the state. They offer an on-call service from 5:00 pm to 9:00 am Monday to Friday, all day Saturday, Sunday and on public holidays. Most local family violence after-hours services also deliver local family violence support services (or other family violence services) during business hours.

Read Family violence crisis responses: roles and responsibilities after hours for more on local family violence after-hours services.

### Family violence accommodation services

Family violence accommodation services are part of the local family violence service system. This includes providing:

* temporary supported accommodation for victim survivors who cannot stay in their usual home due to a serious level of risk posed by the perpetrator
* case management support to victim survivors in all responses in their family violence accommodation services (crisis and refuge) as per the program requirements.

These safe and specialist accommodation options provide supported accommodation of varying duration and intensity.

Family violence accommodation facilities accept victim survivors 24 hours a day, seven days a week.

*

## Crisis responses: roles and responsibilities in providing emergency accommodation

Read the following sections of the program requirements before you read this section:

* 3.1.1. Crisis response
* 3.3.1. Case management domains: Housing.

Table 1 outlines the roles and responsibilities for each part of the specialist family violence service system in delivering crisis responses for victim survivors who need emergency accommodation. Each is jointly responsible for delivering crisis responses to victim survivors needing emergency accommodation. Roles and responsibilities appear under themes in the first column for easy reference. Relevant sections of this document and external resources are hyperlinked.

Table 1: Roles and responsibilities in providing emergency accommodation

| Theme | Safe Steps | The Orange Door | Local family violence support services | Family violence accommodation services |
| --- | --- | --- | --- | --- |
| Summary of role | * Leads initial crisis response and addresses immediate accommodation needs to enhance safety for referred (including self-referred) victim survivors.
* Leads crisis response for victim survivors requiring out-of-area placement in emergency accommodation.
* Delivers the Disability Family Violence Crisis Response Initiative.
 | * Leads initial crisis response and addresses immediate accommodation needs to enhance safety for referred victim survivors. Includes those in or needing emergency accommodation in the local area and those requiring out-of-area placement in emergency accommodation.
 | * Leads or supports crisis response for existing and self-referred victim survivors. Includes support to access emergency accommodation where it is safe for them to stay in the local area.
* The Orange Door partner agencies (victim services and ACCO services): Leads or supports crisis response for victim survivors referred/allocated by Safe Steps or The Orange Door and who are in or needing emergency accommodation in the local area.
 | * Provides crisis response and family violence accommodation services for existing and referred victim survivors.
 |

| Theme | Safe Steps | The Orange Door | Local family violence support services | Family violence accommodation services |
| --- | --- | --- | --- | --- |
| Risk assessment and management | * Undertakes screening and triage.
* Undertakes risk assessment and risk management as per [MARAM practice guides](https://www.vic.gov.au/maram-practice-guides-and-resources) <https://www.vic.gov.au/maram-practice-guides-and-resources>.[[5]](#footnote-6)
* Provides information, advice and advocacy.
* Monitors risk for victim survivors who move through their service.
* Shares information including the risk assessment and safety plan with local family violence support services and other referral agencies, as needed. Does so in line with [information sharing guidelines](https://www.vic.gov.au/family-violence-information-sharing-scheme) <https://www.vic.gov.au/family-violence-information-sharing-scheme>.
 | * Undertakes screening and triage.
* Undertakes risk assessment and risk management as per [MARAM practice guides](https://www.vic.gov.au/maram-practice-guides-and-resources) <https://www.vic.gov.au/maram-practice-guides-and-resources>.5
* Provides information, advice and advocacy.
* Monitors risk for victim survivors who move through their service.
* Shares information including the risk assessment and safety plan with local family violence support services and other referral agencies, as needed. Does so in line with [information sharing guidelines](https://www.vic.gov.au/family-violence-information-sharing-scheme) <https://www.vic.gov.au/family-violence-information-sharing-scheme>.
 | * Continuously reviews and updates the risk assessment and safety plan as per [MARAM practice guides](https://www.vic.gov.au/maram-practice-guides-and-resources) <https://www.vic.gov.au/maram-practice-guides-and-resources>.5
* Shares information including the risk assessment and safety plan with family violence accommodation services and other agencies, as needed. Does so in line with [information sharing guidelines](https://www.vic.gov.au/family-violence-information-sharing-scheme) <https://www.vic.gov.au/family-violence-information-sharing-scheme>.
* Provides case management support as per case management program requirements.
* The Orange Door partner agencies (victim services and ACCO services): Accepts referrals from Safe Steps and allocations from The Orange Door for victim survivors needing and/or already in emergency accommodation in the local area. (This includes victim survivors previously accommodated or living out of the area.) Provides episodic local outreach support requested by a lead support agency.
* Aboriginal services: leads support for existing and referred victim survivors. Provides co-case management and secondary consultation support as per case management program requirements.
* Targeted services: Leads support for existing victim survivors. Provides co-case management and secondary consultation support as per case management program requirements.
 | * Accepts referrals for victim survivors needing family violence accommodation.
* Continuously reviews and updates the risk assessment and safety plan as per [MARAM practice guides](https://www.vic.gov.au/maram-practice-guides-and-resources) <https://www.vic.gov.au/maram-practice-guides-and-resources>.5
* Shares information including the risk assessment and safety plan with local family violence support services and other agencies, as needed. Does so in line with [information sharing guidelines](https://www.vic.gov.au/family-violence-information-sharing-scheme) <https://www.vic.gov.au/family-violence-information-sharing-scheme>.
* Provides case management support as per case management program requirements.
 |
| Emergency accommodation | * Assesses if the victim survivor can stay in the local area or needs out-of-area placement, prioritising victim survivor choice.
* Assesses if the victim survivor is eligible for family violence accommodation services. Submits a referral,[[6]](#footnote-7) as needed. Does so in line with the Victorian family violence refuge eligibility and prioritisation framework.
* Coordinates placements into a motel, when required. Pays for a minimum of three nights of motel stay.[[7]](#footnote-8)
* Maintains lead support if:
* the victim survivor is waiting for a family violence accommodation service placement (refer to section 3.2.)
* the victim survivor needs to be moved across areas
* the area of exit is unknown.
* Requests episodic outreach by The Orange Door partner agency to victim survivors in motel, as needed.
* Refers in emergency accommodation to The Orange Door partner agency to lead further crisis and case management support, when needed. Pays for a minimum of three nights of motel stay at the time of handover.7
* Monitors current and upcoming family violence accommodation service vacancies. Shares this information with local FV services that make family violence accommodation service referrals, including The Orange Door.
* Supports other specialist family violence services to find or consider emergency accommodation options.
 | * Assesses if the victim survivor can stay in the local area or needs out-of-area placement, prioritising victim survivor choice.
* Assesses if the victim survivor is eligible for family violence accommodation services. Submits a referral form to Safe Steps, as needed. Does so in line with the Victorian family violence refuge eligibility and prioritisation framework.
* Actively liaises with Safe Steps via regular updates about risk and other relevant information about prioritised victim survivors, as well as upcoming family violence accommodation vacancies.
* Arranges transport to, and placement within, family violence accommodation services for accepted referrals. Does this in coordination with the family violence accommodation service.
* Coordinates placements into motel accommodation, when required. Pays for a minimum of three nights of motel stay.7
* When a victim survivor requires out-of-area movement, consults with The Orange Door in another area to find suitable accommodation.
* Maintains lead support if:
* the victim survivor is waiting for a family violence accommodation service placement (refer to section 3.2.)
* the victim survivor needs to be moved across areas
* the area of exit is unknown.
* Requests episodic outreach by The Orange Door partner agency to victim survivors in motel, as needed.
* Allocates victim survivors in emergency accommodation to The Orange Door partner agency to lead further crisis and case management support, when needed. Pays for a minimum of three nights of motel stay at the time of handover.7
 | * Assesses if the victim survivor can stay in the local area or needs out-of-area placement, prioritising victim survivor choice.
* Assesses if the victim survivor is eligible for family violence accommodation services. Submits a referral form to Safe Steps, as needed. Does so in line with the Victorian family violence refuge eligibility and prioritisation framework.
* Actively liaises with Safe Steps via regular updates about risk and other relevant information about prioritised victim survivors, as well as upcoming family violence accommodation vacancies.
* Arranges transport to, and placement within, family violence accommodation services for accepted referrals. Does this in coordination with the family violence accommodation service.
* Coordinates placements into a motel, when required. Pays for a minimum of three nights of motel stay.7
* If the victim survivor is placed in a motel, provides case management support as per case management program requirements. Uses family violence crisis brokerage for motel and related costs.
* Refers victim survivors needing out-of-area movement to Safe Steps.
 | * Organises access to emergency accommodation as per the housing domain of the program requirements.
* Accepts family violence accommodation referrals from Safe Steps for eligible victim survivors in line with the Victorian family violence refuge eligibility and prioritisation framework.
* Ensures Safe Steps is advised of any current or upcoming vacancies for victim survivors.
* Refers victim survivors needing out-of-area movement to Safe Steps, as required.
 |
| Brokerage | * Uses [family violence crisis brokerage](https://fac.dffh.vic.gov.au/news/updated-family-violence-crisis-brokerage-guidelines) <https://www.vic.gov.au/funds-to-support-victims-of-family-violence> to address costs associated with leading or supporting the crisis response.
 | * Uses The Orange Door brokerage to address costs associated with leading or supporting the crisis response.
 | * Uses [family violence crisis brokerage](https://fac.dffh.vic.gov.au/news/updated-family-violence-crisis-brokerage-guidelines) <https://www.vic.gov.au/funds-to-support-victims-of-family-violence> to address costs associated with leading or supporting the crisis response.
 | * Uses [family violence crisis brokerage](https://fac.dffh.vic.gov.au/news/updated-family-violence-crisis-brokerage-guidelines) <https://www.vic.gov.au/funds-to-support-victims-of-family-violence> to address costs associated with leading or supporting the crisis response.
 |
| Family Violence Accommodation Register | * Manages and monitors the Family Violence Accommodation Register as per the Victorian family violence refuge eligibility and prioritisation framework.
* Confirms receipt of referrals for family violence accommodation placements from local FV services and The Orange Door.
* Manages internal referrals for family violence accommodation placements for victim survivors supported by Safe Steps.
* Confirms eligibility and prioritisation and indicates likely wait times and probability of placement, where possible.
* Prioritises eligible victim survivors and finds suitable family violence accommodation vacancies.
* Using information shared by local FV services and The Orange Door, maintains up-to-date records for all prioritised victim survivors to support matching to a suitable family violence accommodation placement.
* Advises referring agency when suitable family violence accommodation placement is available.
 | Not applicable. | Not applicable. | * Advises Safe Steps of current and upcoming vacancies at their accommodation service for eligible victim survivors by regularly updating the Family Violence Accommodation Register. Does so in line with the Victorian family violence refuge eligibility and prioritisation framework.
 |

# Key considerations in providing emergency accommodation

## After-hours crisis responses

The roles and responsibilities outlined in this document are for delivering crisis responses requiring emergency accommodation during business hours.

Read this document alongside Family violence crisis responses: roles and responsibilities after hours for more information on after-hours crisis responses.

## Family violence accommodation register and referral form

Victim survivors needing emergency accommodation may be eligible for a place in a family violence supported accommodation service, also known as family violence refuge, due to a serious level of risk posed by the perpetrator. Eligibility for refuge is outlined in the Victorian family violence refuge eligibility and prioritisation framework.

When a victim survivor is eligible for refuge, the lead agency should submit a referral for a family violence accommodation placement to Safe Steps using the family violence accommodation service referral form. As the main entry point for victim survivors into refuge in Victoria, Safe Steps will assess and coordinate all referrals and match the victim survivor to an appropriate refuge placement using the Family Violence Accommodation Register.

Using the Family Violence Accommodation Register and other tools, Safe Steps holds the most complete data on current and upcoming family violence accommodation service vacancies. Before arranging a motel, the lead agency must explore supported family violence accommodation service placement options. In line with the program requirements, motel accommodation should always be a last resort.

## Crisis responses for victim survivors prioritised for a family violence accommodation service placement

Assessments of eligibility and prioritisation, and referrals for a place in a family violence accommodation service, should be made in line with the Victorian family violence refuge eligibility and prioritisation framework.

When a victim survivor is eligible and prioritised for a family violence accommodation service placement, and a referral has been made to Safe Steps, the victim survivor will often be accommodated in a motel while they wait for a vacancy.

### Applications/referrals made by Safe Steps or The Orange Door

When Safe Steps has confirmed that the victim survivor is prioritised for a family violence accommodation service placement, The Orange Door/Safe Steps will convene a case conference with the local FV service within three business days to agree an interim support plan for the victim survivor.

The interim support plan must be documented and shared between all agencies involved and will clearly identify the following:

* the lead agency, which assumes lead responsibilities as described in MARAM Responsibility 9: Contribute to coordinated risk management and the program requirements, including the primary contact for ongoing risk assessment, risk management and case coordination
* how services will work together to deliver interim crisis support as per the program requirements
* the agency(ies) responsible for covering the cost of the motel stay and other associated costs that arise during the stay (including material aid).

In determining the interim support plan, agencies must consider the victim survivor’s preferences and the expected duration and intensity of support required. This includes whether they are likely to be subject to further relocation, noting that the local FV service will be better placed to respond to victim survivors who need more comprehensive and long-term support in their local area.

When the likely wait time for a family violence accommodation service placement is unknown or likely to be greater than three-five business days (from the date of the case conference), The Orange Door/Safe Steps should allocate/refer the victim survivor to the local FV service to lead crisis support. Local FV services must accept and progress allocations/referrals from The Orange Door/Safe Steps in a timely manner for victim survivors prioritised for family violence accommodation service placement and accommodated in a motel in their area.

The Orange Door/Sate Steps will continue to lead support and activate episodic face-to-face outreach by the local The Orange Door partner agency until:

* the case conference can be held and an interim support plan is agreed, and/or
* the local FV service confirms they are leading support.

If the victim survivor is allocated/referred to the local FV service for lead support, the referral for family violence accommodation services stays open and travels with the victim survivor to the local service for ongoing advocacy.

### Referrals made by a local family violence support service

When it is safe for the victim survivor to be placed in a motel in their local area while they wait for a place in a family violence accommodation service, the local FV service will continue to lead crisis support, including face-to-face outreach, in line with the program requirements.

### Communication with Safe Steps about all applications

Once the referral has been made, the lead agency should provide a regular (at least weekly) update to Safe Steps about the victim survivor’s circumstances, including risk and other relevant information. This update should be provided regardless of whether there has been a change to the victim survivor’s level of risk, eligibility for refuge and/or other relevant circumstances.

This update is also an opportunity for Safe Steps to share up-to-date information about the availability and likelihood of the victim survivor accessing a suitable family violence accommodation service placement. Advice from Safe Steps on the availability and further wait times for a family violence accommodation service will support the lead agency to proactively plan for other safe accommodation and supports options.

## Crisis responses for Aboriginal victim survivors needing emergency accommodation

In line with current practice, Aboriginal family violence services will continue to lead crisis support for victim survivors they already work with. This includes arranging emergency accommodation in or outside of the local area. Referral pathways between Safe Steps and The Orange Door and ACCO partner agencies will continue, as determined in partnership with the ACCO.

All non-Aboriginal family violence services supporting Aboriginal victim survivors must offer a choice of ACCO-led further support. Referrals from Safe Steps or The Orange Door for outreach, or to lead further case management, will go to ACCO partner agencies in The Orange Door.

If an ACCO does not have capacity to lead a crisis response, they may instead offer secondary consultation or co-case management with the lead support agency.

### Aboriginal family violence accommodation services

Aboriginal refuges, run by ACCOs, were set up to provide local, on-Country family violence accommodation services and culturally safe service responses for Aboriginal victim survivors of family violence. Not all Aboriginal victim survivors will wish to be placed into an ACCO accommodation service. Their agency and choice in preferencing a mainstream or ACCO run accommodation service must be respected.

Access to Aboriginal family violence accommodation services may be managed through the statewide referral process outlined in the Victorian family violence refuge eligibility and prioritisation framework and/or through other referral pathways, as agreed in partnerships with ACCOs and mainstream services.

## Crisis responses for victim survivors from diverse communities needing emergency accommodation

To provide a tailored, inclusive and culturally safe crisis response for victim survivors from diverse communities and age groups, the lead agency may choose or need to have a secondary consultation with a targeted specialist family violence service.

When the lead agency identifies that the victim survivor needs or would benefit from a secondary consultation, this should be undertaken in line with the program requirements.

Also, the lead agency should consider specific factors when finding suitable emergency accommodation options (both family violence accommodation services and motels) for victim survivors from diverse communities. For example, there several factors that should be considered when placing victim survivors living with disability in emergency accommodation depending on the victim survivor’s circumstances. These may include:

* physical access (such as ramps or elevators and the availability of accessible bathroom facilities)
* adequate and appropriate lighting and signage
* easy access to public transport
* access for assistance animals.

### Relationship with the Statewide Disability Family Violence Crisis Response Initiative

The Statewide Disability and Family Violence Crisis Response Initiative aims to assist victim survivors with a disability experiencing family violence.[[8]](#footnote-9) These victim survivors may need immediate disability-related support to access a family violence crisis accommodation response while exploring longer term housing and support options. Or they may need immediate disability-related support to stay safe in their home or community.

Safe Steps delivers the initiative and employs family violence disability liaison officers. These officers provide secondary consultations and information to support specialist family violence practitioners to respond to victim survivors’ specific disability needs.

## Crisis responses for children and young people needing emergency accommodation

Children and young people will need emergency accommodation usually as part of a family group of victim survivors. Children and young people should stay with the adult victim survivor, usually their mother, wherever possible to ensure comprehensive risk assessment and risk management aligns with MARAM and considers the unique, specific needs of each family member.

When placing a family with children and young people in emergency accommodation, the relevant requirements for children and young people under each function and domain of the case management program requirements should be applied.

When providing outreach support to families in a motel, workers should consider the practical and safety needs of each child at that time. Other considerations to support child safe practice include:

* Services should prioritise a two-worker response for family groups where children, particularly young children, are present. A two-worker response allows one practitioner to focus on working with the adult victim survivor while the other focuses on supervising and/or working with the children. The need for a two-worker response may depend on the circumstances of the family. Factors that may preference a two-worker response include if children are under the age of 15, if there are multiple children, and if there are children with disability and/or other support needs.
* Where possible, practitioners should work with the adult victim survivor in a separate room so children and young people are not physically present during the conversation. Depending on the family, this may require a two-worker response (see above).
* Practitioners should sight and greet all children and young people in emergency accommodation to provide a basic welfare check at each outreach visit. This also offers an opportunity to identify any specific material aid needs that will support the children and young people during their stay in emergency accommodation.

If it has been identified that children and young people are using violence:

* Ensure policies and processes recognise that adolescents using family violence are distinct from adult perpetrators.
* Assess, if appropriate, the adolescent’s violence with the parent who is not using violence to guide referrals to suitable services for the adolescent. It is important to consider the young person’s behaviour within their personal context.

Services must also implement and embed the [Victorian Child Safe Standards](https://ccyp.vic.gov.au/child-safe-standards/) <https://ccyp.vic.gov.au/child-safe-standards/> in their practice.

## Motel placement and relationship management

Safe and Equal and Safe Steps have developed Key considerations for motel relationship management. This should inform in-scope family violence services accommodating victim survivors in motels. The guidance helps with finding suitable motels, setting up and maintaining relationships with moteliers, and managing issues and incidents.

## Out-of-area placement in emergency accommodation

Victim survivors experiencing a family violence crisis should be supported to stay within their local area where safe, reasonable and culturally appropriate. This will help minimise further impacts on other life domains (for example, employment and education, health and wellbeing of all family members). The availability of accommodation options, including motels, may also be a key factor in deciding whether it is safe and/or possible for a victim survivor to stay in their local area. When it is unsafe for the victim survivor to stay in their home, services work together to coordinate an out-of-area placement.[[9]](#footnote-10)

When a local FV service is leading support and they cannot find safe and suitable accommodation in their local area, the victim survivor can be referred to Safe Steps to coordinate placement in another area. This should only take place when all in-area options are exhausted.

When The Orange Door is leading support, they should work across The Orange Door network to find appropriate accommodation in other areas, rather than referring to Safe Steps. The Orange Door network has a site in each Department of Families, Fairness and Housing Area, enabling The Orange Door practitioners to manage out-of-area placements into emergency accommodation and maintain lead support for the victim survivors. This should only take place when all in-area options are exhausted.

Where out-of-area movement is needed, specialist family violence services should work together to maintain continuity of local support and connection to the local area where the victim survivor usually lives and/or wishes to exit emergency accommodation. In practice, this may mean a local FV service keeps a victim survivor’s case open while Safe Steps supports them out of area. The local FV service should also liaise with Safe Steps about moving back to the local area when possible.

## Promoting stability for victim survivors accommodated in motel

Victim survivors should be placed and supported in emergency accommodation for as long as is necessary to manage risk and safety during a period of family violence crisis. Agencies must manage this in a way that promotes stability for victim survivors until they are supported to exit from the motel to other safe accommodation.

This means that:

* When placing a victim survivor in motel, the lead agency must pay in advance for a minimum three-night stay and related costs such as food, travel and other material aid. The lead agency must continue to support the motel stay until the victim survivor is referred to another agency for lead support or is supported to exit to safe, alternative accommodation.
* During any period of transition, referral or handover, the lead agency must pay for a minimum three-night stay and related costs at the time of transfer.

Please note that **the three-night minimum is based on business days and must be extended to account for weekends and public holidays**. For example, if a victim survivor goes to a motel on a Friday, their accommodation must be paid in advance until and including the following Tuesday night at a minimum.

At all times, it is the lead agency’s responsibility to ensure the victim survivor is informed and provided with confidence and clarity about their accommodation.

## Exiting a victim survivor interstate

Victim survivors may wish to exit emergency accommodation to an interstate location to be with family and friends and to distance themselves from the perpetrator.

When coordinating an interstate exit, the lead agency must ensure the victim survivor has safe and suitable accommodation in their desired location. Where possible, the lead agency should identify and coordinate a facilitated referral to a local family violence support service in the area of exit to ensure continuity of care and risk management. At a minimum, the lead agency must find and provide contact information for family violence support services available to the victim survivor in the area of exit.

## Worker safety

Worker safety is a key issue for practitioners when deciding the best way to deliver crisis support to victim survivors staying in a motel. In practice this means:

* Workers will not attend situations where their safety is at risk, or where it is likely to heighten the risk of the victim survivors needing support.
* Local FV services should consider whether two workers are needed to safely offer outreach support where children are present or in situations considered unsafe for one worker. This includes outreach to motels and private homes.
* Local FV services will have processes and policies to support their practitioners to make decisions about their own safety. They must ensure access to support and guidance from a manager or supervisor when delivering crisis responses.
* Wherever possible, local FV services will ensure arrangements are in place with local police and emergency services. These services can help practitioners if the level of risk escalates.

# Glossary

|  |  |
| --- | --- |
| Term | Definition |
| After-hours | The period outside usual business hours of 9:00 am to 5:00 pm Monday to Friday. (Note: normal operating hours for some agencies may extend beyond these hours.) After hours includes: * the period between 5:00 pm and 9:00 am on weekdays
* all hours on weekends (between 5:00 pm Friday and 9:00 am Monday)
* public holidays.
 |
| After-hours crisis response | A crisis response offered to a victim survivor following a family violence crisis outside of business hours (9:00 am to 5:00 pm Monday to Friday). After-hours crisis responses provide support for immediate risks and needs that cannot wait until the next business day.The case management program requirements highlight that an immediate crisis response is needed in cases where perpetrators have put the lives of victim survivors and their family members (including extended family members and pets) in danger. The availability of immediate after-hours support is also a critical enabler in building victim survivors’ trust and confidence in the service system and the supports available. |
| Case conference | A live conversation, either face to face or via phone or an online meeting platform, between all key agencies involved with a case. They are a useful tool for: ‘sharing information and understanding the risks and needs of the family; defining professional roles and responsibilities; establishing a care team approach around children and families; and developing and reviewing action plans.’[[10]](#footnote-11)  |
| Co-case management | A collaborative approach to case management whereby two or more practitioners/services are engaged in providing case management support for a victim survivor. Co-case management requires a shared understanding of the victim survivor’s risk and needs, a common focus, agreement on the role of each worker and effective ongoing communication.Coordinated responses such as co-case management are particularly important for supporting victim survivors from diverse communities and age groups who face intersectional oppressions. This involves removing barriers that may be obstructing an inclusive and equitable service response and ensuring that service provision is tailored to the victim survivor’s support and safety needs.[[11]](#footnote-12)Co-case management differs from secondary consultation in both the intensity and duration of engagement a service will have with the victim survivor and/or their case. While co-case management involves more ongoing and direct engagement by the services involved, a secondary consultation is typically characterised by providing specific and episodic or one-off advice.Co-case management may also be referred to as collaborative or coordinated risk assessment and management.Detailed practice guidance on co-case management/collaborative risk assessment and management is provided in the [MARAM Practice Guide: Responsibility 9](https://www.vic.gov.au/maram-practice-guides-professionals-working-adults-using-family-violence/responsibility-9) < https://www.vic.gov.au/maram-practice-guides-professionals-working-adults-using-family-violence/responsibility-9>.  |
| Code of practice | Safe and Equal recently released the second edition of the [Code of practice: principles and standards for specialist family violence services for victim-survivors](https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/) <https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/>. The code sets out principles and standards to guide consistent quality service for victim survivors accessing specialist family violence supports in Victoria. The code is based on a framework underpinned by an evidence-based understanding of: * family violence
* intersectional feminist analysis
* supporting frameworks including human rights, social justice, anti-oppressive practice and a trauma- and violence-informed approach.
 |
| Emergency accommodation | All facilities operated or procured by specialist family violence services to accommodate victim survivors temporarily and safely. These include family violence crisis accommodation facilities, refuges and motels. Refer to **section 1.2 A note on language**. |
| Family violence | Section 5 of the Family Violence Protection Act 2008 defines family violence as:1. Behaviour by a person towards a family member of that person if that behaviour:
	* 1. is physically or sexually abusive; or
		2. is emotionally or psychologically abusive; or
		3. is economically abusive; or
		4. is threatening; or
		5. is coercive; or
		6. in any other way controls or dominates the family member and causes that family member to feel fear for the safety or wellbeing of that family member or another person; or
2. Behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of, behaviour referred to above.

The Victorian Indigenous Family Violence Task Force (2003) defined family violence as: ‘an issue focused around a wide range of physical, emotional, sexual, social, spiritual, cultural, psychological and economic abuses that occur within families, intimate relationships, extended families, kinship networks and communities. It extends to one-on-one fighting, abuse of Indigenous community workers as well as self-harm, injury and suicide.’[[12]](#footnote-13) The Dhelk Dja Partnership Forum definition of family violence: ‘… also acknowledges the impact of violence by non-Aboriginal people against Aboriginal partners, children, young people and extended family on spiritual and cultural rights, which manifests as exclusion or isolation from Aboriginal culture and/or community. The Dhelk Dja definition includes elder abuse and the use of lateral violence within Aboriginal communities. It also emphasises the impact of family violence on children.’[[13]](#footnote-14) |
| Family Violence Accommodation Register | The [Family Violence Accommodation Register](https://accommodationregister.com.au) <https://accommodationregister.com.au/app/login> is a web-based tool managed by Safe Steps. It tracks the capacity and use of family violence refuge and crisis accommodation in Victoria. It is a real-time online register for Safe Steps and family violence accommodation services. It efficiently locates appropriate family violence accommodation options for victim survivors at high risk. |
| Family violence crisis brokerage | [Family violence crisis brokerage](https://fac.dffh.vic.gov.au/news/updated-family-violence-crisis-brokerage-guidelines) <https://fac.dffh.vic.gov.au/news/updated-family-violence-crisis-brokerage-guidelines> (previously referred to as Housing Establishment Funds) supports specialist family violence services to respond to victim survivors of family violence experiencing crisis. Family violence crisis brokerage can address costs of crisis responses such as: * accommodation
* transport
* material aid
* smaller incidental costs associated with specialist family violence support.
 |
| Information sharing | The [Child Information Sharing Scheme](https://www.vic.gov.au/child-information-sharing-scheme) <https://www.vic.gov.au/child-information-sharing-scheme>and the[Family Violence Information Sharing Scheme](https://www.vic.gov.au/family-violence-information-sharing-scheme) <https://www.vic.gov.au/family-violence-information-sharing-scheme> make it easier for professionals to work with each other. They better support the children and families they are working with.These reforms aim to streamline information sharing arrangements by promoting a shared responsibility for child wellbeing and safety and family violence. They enable more collaboration and better risk assessment and management across the service system. |
| Lead agency | The primary specialist family violence support provider that communicates directly with the victim survivor(s). The lead agency delivers, coordinates and documents specialist family violence responses, usually for all victim survivors in the family group. They hold key MARAM responsibilities including: * undertaking a brief or comprehensive risk assessment and coordinating updates with other support agencies involved
* leading coordinated risk monitoring, risk management responses and collaborative action planning
* managing and documenting consent agreements and co-case management arrangements between agencies involved in each victim survivor’s case
* updating other support agencies involved with risk relevant information in line with information sharing guidelines.
 |
| Local area | The Department of Families, Fairness and Housing Area that covers the primary service delivery catchments for: * The Orange Door network sites
* local family violence support services
* local family violence after-hours services
* family violence accommodation services.

There are 17 local departmental areas across the state, which comprise multiple local government areas. |
| Local family violence support services | Collectively refers to all Victorian Government–funded agencies that provide support services to victim survivors of family violence. These are described in more detail in **section 2.1** of this document. |
| MARAM Framework | The [Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework](https://www.vic.gov.au/family-violence-multi-agency-risk-assessment-and-management) <https://www.vic.gov.au/family-violence-multi-agency-risk-assessment-and-management> is legislated under the Family Violence Protection Act 2008 (Vic). It aims to increase the safety and wellbeing of Victorians by ensuring prescribed organisations can effectively identify, assess and management family violence risk and keep perpetrators in view and accountable. |
| Motels | The term ‘motel’ is used to describe a range of private sector accommodation, including motels, hotels, and caravan parks. |
| Out-of-area placements | When a victim survivor needs temporary accommodation, family violence services secure this for them in their area, where safe and reasonable and culturally appropriate. This minimises the impact on other life domains (employment and education, health and wellbeing of all family members, etc.). When it is unsafe for the victim survivor to remain in their area, services work together to coordinate an out-of-area placement.[[14]](#footnote-15) This includes making referrals to ensure the victim survivor continues to get case management support while in emergency accommodation. |
| Secondary consultation | Secondary consultations form an essential aspect of Structured Professional Judgement to determine the seriousness of risk and approaches to risk management and safety planning. It helps practitioners to decide how to respond to a person’s risk, or to support their wellbeing or needs, and identify services that can help.[[15]](#footnote-16)Secondary consultation is usually specific and one-off or episodic advice rather than ongoing support or co-case management. |
| Targeted specialist family violence services  | Targeted specialist family violence services provide specialised support to specific victim survivors of family violence, especially those from diverse communities. As per the MARAM Framework, diverse communities include: * diverse cultural, linguistic and faith communities (including people with temporary residency status)
* people with disability
* people experiencing mental health issues
* LGBTIQ+ people
* women in or exiting prison or forensic institutions
* people working in the sex industry
* people living in regional, remote or rural communities
* male victims
* older people and young people (12–25 years of age).
 |
| Victim survivors | Refers to people of any age who are experiencing, or who have experienced, family violence.Family Safety Victoria recognises the gendered nature of family violence. This is consistent with the Royal Commission into Family Violence. The Royal Commission noted that: ‘… the significant majority of perpetrators are men and the significant majority of victim survivors are women and their children.’ Women and women with children are therefore usually the primary recipients of crisis support.Victim survivors is the exclusive term used throughout this document. It recognises the diverse experiences of family violence experienced by:* Aboriginal people
* people from culturally diverse backgrounds
* people with disabilities
* people from the LGBTIQ+ community
* older people experiencing elder abuse.
 |

1. Emergency accommodation might also be needed for victim survivors ‘at risk’ or ‘elevated risk’ of family violence, but where other life circumstances make a referral to homelessness services unsafe or otherwise inappropriate. [↑](#footnote-ref-2)
2. Case management program requirements for specialist family violence services which support victim survivors (2021), p. 14 [↑](#footnote-ref-3)
3. Case management support as per the program requirements must be provided in both motels and supported family violence accommodation services. [↑](#footnote-ref-4)
4. Family Safety Victoria (including The Orange Door) will also work with Safe and Equal and local family violence support services to consider the role of non–The Orange Door partner agencies in crisis responses, where this is appropriate and would improve services for victim survivors. [↑](#footnote-ref-5)
5. With each victim survivor, complete a comprehensive risk assessment and safety plan wherever possible. If the context and duration of the contact means this is not possible, complete a brief risk assessment and safety plan at a minimum. [↑](#footnote-ref-6)
6. Family violence accommodation service referrals for victim survivors supported by Safe Steps will be managed through internal processes that ensure consistent and equitable treatment of referrals regardless of referral source. [↑](#footnote-ref-7)
7. The three-night minimum is based on business days and must be extended to account for weekends and public holidays. [↑](#footnote-ref-8)
8. This includes children with a disability who are escaping family violence with an adult victim survivor. [↑](#footnote-ref-9)
9. Case management program requirements for specialist family violence services which support victim survivors (2021) p. 56 [↑](#footnote-ref-10)
10. Victorian Government (2018) Operational Guidance between Support and Safety Hubs, Child Protection, and Integrated Family Services, available at: <https://www.vic.gov.au/sites/default/files/2019-05/Interface-between-Child-Protection-Integrated-Family-Services-and-The-Orange-Door.pdf> [↑](#footnote-ref-11)
11. Domestic Violence Victoria (2020) Code of Practice: Principles and Standards for Specialist Family Violence Services for Victim-Survivors (2nd edition), available at: <https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/> [↑](#footnote-ref-12)
12. Department of Victorian Communities, 2003, Victorian Indigenous Family Violence Task Force: final report, State Government of Victoria, Melbourne. [↑](#footnote-ref-13)
13. Department of Health and Human Services, 2018, Dhelk Dja: Safe Our Way – Strong culture, strong peoples, strong families, State of Victoria, Melbourne. [↑](#footnote-ref-14)
14. Case management program requirements for specialist family violence services which support victim survivors (2021), p. 56 [↑](#footnote-ref-15)
15. For further information see [MARAM framework responsibility 5 practice guidance](https://www.vic.gov.au/maram-practice-guides-and-resources/responsibility-5) <https://www.vic.gov.au/maram-practice-guides-and-resources/responsibility-5>. [↑](#footnote-ref-16)