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| L17 Family Violence Portal |
| Operations Manual |
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| L17 Family Violence Portal  Operations Manual |
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| To receive this document in another format, [email](mailto:L17Portal@dffh.vic.gov.au?subject=L17%20Portal%20Operations%20Manual) L17 Portal <L17Portal@dffh.vic.gov.au>.  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, February 2025 |

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# Document information

This document has been prepared by the Service Delivery Support Branch, Community Operations and Practice Leadership Division.

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# Changes made

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| June 2021 | Not Applicable | First version of Operations Manual |
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# About this manual

This Manual (the manual) contains guidelines and procedures to support the effective operation of the L17 Family Violence Portal (the Portal).

It is not intended to be a user guide. The L17 Family Violence Portal User Guide is available at: <https://fac.dffh.vic.gov.au/l17-family-violence-portal-user-guide-1> and on the Portal homepage.

This manual has been developed specifically for service and Victoria Police users of the Portal. The Department of Families, Fairness and Housing (DFFH) will update the manual, to reflect any changes to the operation of the Portal.

For the purpose of this manual, references to ‘Service/s’ incorporates DFFH, Department of Justice and Community Safety (DJCS) and community service providers, unless specifically referenced.

About the L17 Family Violence Portal

Victoria Police members who attend family violence incidents can make referrals to community agencies and/or reports to Child Protection through the Victorian Police Risk Assessment and Risk Management Report ‘L17’ (L17 referral) mechanism.

The Portal provides an electronic means for Victoria Police to make referrals and reports, ending the practice of sending and receiving faxes. It is a web-based Siebel application that will be used by DFFH Child Protection, DJCS and services funded by the department to deliver family violence support.

The Portal will receive a L17 incident from police, identify which service/s should receive the L17 and send the referral/report to the service.

The use of the Portal may require changes in practice within the service. Internal protocols and procedures may need to be reviewed in order to accommodate and maximize use of the Portal.

Access to the Portal will be through the internet and DFFH will host and support the Portal.

It is important to note that the current portal design is based on privacy and information sharing arrangements in place as publishing this document. As information sharing arrangements evolve in response to the Family Violence Royal Commission, the portal will be adapted to align with any new information sharing arrangements.

**Note:** That the L17 Family Violence Portal only receives Family Violence Reports, No other Victoria Police report types (Example. Missing Persons Report) are received or triaged by this portal. Any non-Family Violence related referrals must be made outside of the portal as per Victoria Police procedures.

## What services get from the Portal

The Portal provides a range of benefits.

Benefits provided to date include:

* All L17’s referred to a service are displayed in one list
* Provide greater visibility: identify which other services have the same L17 and the outcome of the referral (when closed)
* A consistent monitoring/management tool:
  + assign L17s to individual workers
  + triage L17s
  + keep track of actions
* Ability to edit client contact information and share information with other services for client safety
* Ability for services to copy information into their existing case management systems.
* Generate PDF
* Refer L17 on to another service
* Capture outcomes to improve planning and responses to family violence incidents.
* Integration with existing case management systems
* Identify when a client is repeatedly reported
* Link L17s to identify patterns and inform family violence risk assessment
* Reporting functionality
* Flag L17 referrals that have not been actioned
* Receive updates from Victoria Police after the initial referral

Future benefits to be provided include:

* Alerts to notify of new or changed data within the Portal

## Governance

The development and operation of the L17 Family Violence Portal is under the oversight of a project control group comprising:

* Victoria Police
* Department of Families, Fairness and Housing (DFFH)
* Department of Justice and Community Safety
* Family Safety Victoria

The business owner is the Director, Service Delivery Support, Service Agreements and Quality Systems, Community Operations and Practice Leadership, DFFH.

# Other important documents and publications

This manual should be read in conjunction with:

* Family violence referral protocol between the Department of Health & Human Services, Department of Justice & Regulation and Victoria Police 2018
* Your service’s current Service Agreement with the Department of Families, Fairness and Housing
* Information Sharing and responding to family violence guidelines, practice standards and related documents as they change over time.
* Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM) and supporting resources.
* The Victoria Police Code of Practice for the Investigation of Family Violence
* Standards for Law Enforcement Data Security
* L17 Family Violence Portal User Guide December 2024
* *Family Violence Protection Act 2008* (Vic)
* *Children, Youth and Families Act 2005* (Vic)
* *Child Wellbeing and Safety Act 2005* (Vic)
* *Privacy and Data Protection Act 2014* (Vic) which incorporates the Information Privacy Principles (IPPs)
* *Health Records Act 2001* (Vic), which incorporates the Health Privacy Principles (HPPs)
* eBusiness Access Agreement
* Any regional-specific protocols and agreements

# Purpose and accountabilities

The Portal is designed to receive L17 referrals from Victoria Police and electronically distribute them to services.

The end-to-end process of the Portal commences after Victoria Police have attended a family violence incident and enter details in their system. The Police system sends L17 incident details to the Portal via their electronic system, LEDR-Mk2. The Portal determines which services will receive the referral/report depending on specific routing rules. Services will retrieve the details of the L17 referral from the Portal, and at the end of the intake process record the outcome of the referral, which includes, but is not limited to:

* Client engaged with service
* Client declined to engage with service
* Existing case open
* Unable to contact
* Referral incomplete/missing information
* Not eligible for service
* Repeat referral
* Referred to other service

It is not expected that services record particulars of support provided beyond the initial L17 intake, triage and referral process.

Victoria Police Family Violence Advisors and Family Violence Team Supervisors/Sergeants can log in to the Portal and view all referrals/reports in the portal, including which service/s received a referral and the outcome of the referral to assist them in their decision making should they need to attend another family violence incident in the future.

# Obligations

## DFFH’s obligations as the L17 Portal host

DFFH will:

* Maintain, manage and host the Portal
* Maintain the login authentication system
* Organise an appropriate level of help desk and user support for both technical and business purposes
* Provide security for data in the Portal
* Provide pre implementation training for the use of the Portal
* Provide access to users via the login authentication process
* Provide an online training tool for new users on how to use the portal

## Services’ obligations

Services should:

* Maintain its data to the standard set out in above mentioned publications
* Maintain effective connectivity to the Portal via the internet and ensure its computers can connect to the internet
* Ensure that users comply with requirements in relation to privacy, data protection, security and access to the Portal
* Supervise and manage users in correct use of the Portal
* Establish/maintain an Organisation Authority for the purpose of onboarding users
* Provide requests for new users to access the Portal via the Organisation Authority to the Department
* Advise when users need to have their access removed from the Portal.
* Use the Portal in a responsible and considerate manner
* Comply with, and ensure employees comply with the eBusiness Access Agreement.
* Ensure new users are appropriately trained to use the portal

## Victoria Police obligations

As outlined in existing agreements and memorandums of understanding as noted in Section 3 of this document.

# Connecting to the Portal

An internet connection must be maintained to use the Portal. The Portal is hosted securely with Azure. Access to the Portal requires a user to register through E-business (see [section 8- Logging in to the Portal](#_Logging_in_to)).

There are minimum computer and connection standards. The following component of the manual deals with the technical needs of connecting to the Portal and the requirements users need to adhere to.

## Connection criteria

For an organisation to operate and gain access to the Portal the following criteria must be met:

* a current Service Agreement with DFFH exists
* at least one employee has been identified to administrate Portal matters
* all service users are registered with eBusiness and authorised to access the Portal
* IT requirements as defined in section 6.2

Victoria Police operate in the portal under existing agreements and memorandums of understanding as noted in Section 3 of this document.

## IT requirements

Below outlines the technical requirements for accessing the Portal.

### Hardware

There are no specific hardware processing, or memory requirements, for the Portal given it is a web-based application. The hardware requirements would typically be guided by the operating system platform that the computer is using and other applications that the computer may run.

Recommended resolution for display is 1400 (wide) and 768 (long). The application may still be usable on other resolutions, however this is not optimal for extended periods and may require scrolling of the screen.

The application has not been optimised for touch screens on smartphones or tablets, although it is still usable.

### Software

##### Operating system

There is no restriction on the kind of operating system used. The application will work as long as a correct web browser is used.

##### Web browser

The platform is compatible with most mainstream web browsers. Recommended browsers are listed below.

* Microsoft Edge
* Chrome
* Firefox
* Safari

The application works the best on Chrome and Firefox.

##### PDF reader

The Portal requires PDF reader software. For best results the latest version of Adobe Acrobat Reader should be used. Adobe Acrobat Reader is available for free.

##### Firewalls

Services must use a full and current version of a commercially available firewall software. It is essential that the firewall is correctly configured.

##### Antivirus software

Services must use a full and current version of a commercially available antivirus software. It is essential that the antivirus software is correctly configured.

### Connectivity

##### Internet service providers

The Portal is a web-based system that can only be accessed via a live connection to the internet. Other systems are likely to use similar contemporary technology.

Higher-capacity internet connections will allow more workers to use the Portal at the same time. The Portal is a non-intensive application that has minimal usage of images, videos, large files. It requires the use of a 56kbps modem internet connection or better. A typical broadband connection (ADSL 1 or above) should be more than adequate. If lower bandwidth connections are used (for example, the connection is shared by many users) the application will be functional, but performance degradation may occur. This will be the case with any website users access.

Services need to ensure that there is sufficient memory to run other applications at the same time (for example, many users may have email open at the same time as the Portal).

Services are also advised to implement appropriate contingency plans in the event of server failure, which would hinder access to the Portal. A business continuity plan (framework) is available in Appendix 1.

##### Discourage use of wireless networks

A minimum of a mobile 3G connection is required to access the Portal.

Depending on many factors, mobile networks may be less reliable than wired connections. Given that the Portal relies on an active internet connection, any impacts to the network will impact Portal availability.

##### IT literacy

Users will need basic IT literacy and computer skills to use the Portal.

##### Information accuracy

The L17 Portal will form one of the information sources to enhance overall responses to family violence. It is important that services have quality assurance processes in place to maximise the accuracy of the information in the system and as well as the following of rules and conventions as outlined in the L17 Family Violence Portal User Guide.

# Security

DFFH will hold all data in the Portal securely in line with the Standards for Victoria Police Law Enforcement Data Security. Security will be incorporated into the application and authentication will be through the departmental eBusiness domain. A number of layers and levels of security will be in place to protect data within the Portal from unauthorised access and enable secure electronic data transfer. Safeguards will include:

* Data encryption.
* User access will be through a controlled authorisation process that also specifies data access privileges.
* Audit trails will be able to identify access to data.

Each service will be responsible for the security of data held and used within their local environment.

# Logging in to the Portal

To access the Portal, both the service/Victoria Police and the user will need to be registered with eBusiness. The service will also need to have an established Organisation Authority (OA) in each organisation to verify user registrations. Users will then need to request access to the Portal application within eBusiness.

## Service registration

### Registering a Service for the Portal

The registration of a service in eBusiness is essential for gaining access to the Portal. Registration is outlined in user guides available on the Funded Agency Channel.

### Setting up an Organisation Authority

The OA is the person within a service who will be responsible for validating users needing to access the Portal. Many services currently have an OA in place for accessing applications such as CRISSP. It is the single most important role in the relationship between a service and the department in deciding who should have authorised access.

More than one OA may be appointed. This is recommended; especially in larger organisations.

##### Organisation Authority responsibilities

The OA is a key resource with the authority to approve applicants requesting registration within their organisation. Core OA responsibilities are:

* Verifying the identity of an applicant; is the person who they claim to be?
* Validating the organisation and role details of the applicant’s request for registration - is this the actual job they are doing?
* Verify that the employee’s job, or position, within the organisation warrants them to have access to the Portal - should this staff member have access to this application, and should they have this particular role or access within the application?
* Maintaining the details of their organisation (for example, the organisation structure and teams).
* Maintaining the currency of the registered Portal users for their organisation.

##### How to select a suitable Organisation Authority

An OA should have knowledge of, or access to, organisational information required to fulfil their responsibilities and make assessments on behalf of the organisation. The role requires that the OA have access to:

* an internet configured PC to use the department’s eBusiness application
* their own organisational (business) email account (not a generic or group account) for administrative purposes.

##### Secondary Organisation Authority

A primary OA has the ability to delegate responsibility for the management of organisation users to the secondary OA.

The roles undertaken by the primary or secondary OA are essentially the same. The secondary OA would be a backup to the primary OA in situations where the primary OA is unavailable for a period of time, or where organisations are located across Victoria and require several OAs to validate registrations.

##### What happens when there is no Organisation Authority, or the Organisation Authority does not approve the applicant?

If a person submits a request for registration and there is no OA the registration request cannot be processed and will be rejected by the department’s eBusiness administrator.

The organisation should contact the departmental eBusiness Support Centre on 1300 799 470 or at eBiz@support.vic.gov.au to register a new or secondary OA.

##### Process for registering an Organisation Authority

As arrangements change over time, new organisations may become L17 recipients.

An organisation will need to sign the Heads of Agreement eBusiness agreement and return this along with the Organisation Authority Nomination Form. The nominated OA will then need to register for the department’s eBusiness application so that they can access the departmental eBusiness domain to validate registration requests.

Registration is online through the departmental eBusiness environment. Access is as outlined in user guides available on the Funded Agency Channel.

### Authorising eBusiness User Registrations

When a user requests a new eBusiness account, or requests access to an application within eBusiness, the OA for their service will be asked to verify the request via an automated email.

## User registration process

Users access the Portal through the eBusiness environment, located at https://eus.webapp.dhs.vic.gov.au/EUSPortal/. Users without an eBusiness login will need to register for eBusiness and request access to the Family Violence Application within eBusiness.

### Registering for eBusiness

To protect privacy and security of the very sensitive information contained in the portal, the eBusiness user registration process requires that each user register individually. eBusiness registration cannot be done by anyone other than the person who intends to use eBusiness. It is critical that each and every user complete eBusiness registration. It is the only means by which users will receive a password and be able to access the Portal. A guide is available to instruct users on registering for eBusiness: see the L17 Family Violence Portal eBusiness registration guide - For Family Violence and Child First Services.

A number of users will already have an eBusiness username and password as they are registered for other department applications, such as the Victorian Housing Register Application. These users will need to log into the eBusiness Portal and register for access to the Portal.

### Registering for the Portal

Once users have an approved eBusiness account, they will need to request access to the Portal application through the eBusiness environment.

A guide is available to instruct users on requesting access to the L17 Portal within eBusiness: see the L17 Family Violence Portal eBusiness registration guide - For Family Violence and Child First Services

#### User roles

Service leaders and/or the OA for the organisation will need to inform DFFH of the role and service details of each user.

For a list of roles and permissions, refer to [section 17 Roles and Responsibilities](#_Roles_and_Responsibilities).

### Logging in

Once a worker has registered to use the Portal, access is through logging onto the internet and opening eBusiness. Users will click on the Portal from their list of applications and the Portal will open.

### Adding new users

If services wish to add new users, they should complete the above mentioned process.

### Updating user information

Users can update their eBusiness information in My Profile within eBusiness. If services wish to update existing user details they will need to log a request with the IT service centre on 1300 344 727, or email [IT.ServiceCentre@dhhs.vic.gov.au](mailto:IT.ServiceCentre@dhhs.vic.gov.au)

### Removing users

It is critical that users are offboarded in a timely manner to restrict unauthorised access and protect the sensitive data contained in the L17 Portal.

The Organisation Authority is responsible for requesting the IT service centre remove a user immediately upon becoming aware of their access no longer being needed. This is done by either calling 1300 344 727or emailing [IT.ServiceCentre@dhhs.vic.gov.au](mailto:IT.ServiceCentre@dhhs.vic.gov.au)

In the case of an allegation of a breach of privacy, an audit and formal investigation may be conducted, in consultation between the organisation and the department’s L17 Portal business owner.

### Reactivating users

Users are automatically deactivated after 60 days without logging in to the L17 Portal. To reactivate a user, the Organisational Authority must email [systemsadministration@support.vic.gov.au](mailto:systemsadministration@support.vic.gov.au) with the users name and request reactivation.

Requests directly from a user without Organisational Authority approval will not be considered, to ensure security of the sensitive data within the Portal.

# Training

Training has been provided to all workers prior to the release of the portal. User guides and practice guidance has also been provided. An online training program became available in early 2017 allowing participants to complete training using eLearning modules from their work location. Further training specific to practice will be considered as changes are made to the Portal.

# Privacy

As previously noted, information in the portal is highly sensitive. Organisations accessing the portal must abide by relevant state and federal privacy legislation, in particular:

* *Health Records Act 2001 (Vic)*
* *Privacy and Data Protection Act 2014 (Vic).*
* *Privacy Act 1988 (Cth).*

The department imposes privacy obligations on funded service providers contractually through Service Agreements. The aim is to ensure that client information is collected and handled consistently for the system, regardless of whether the service is undertaken by the department or a department-funded organisation. The key objectives are to:

* protect privacy
* promote transparency
* collect and handle personal and health information responsibly
* support the provision of coordinated responses.

Compliance with Portal privacy requirements does not require organisations to develop new privacy processes and procedures. Rather, it should build on the privacy framework, and accompanying practices, developed by organisations in response to Victorian and Commonwealth privacy legislation.

Before sharing information or conducting a statewide or historical search of the L17 Portal, users must be satisfied that there is an appropriate legal basis to collect, use or disclose relevant confidential information found in the L17 Portal. Refer to the *Searching for statewide and historical records in the Family Violence Records (L17) Portal Practice Guidance* for further information.

For further information refer to the Privacy Impact Assessment on the L17 Family Violence Information Portal – Phase 1.

Victoria Police operate in the portal under existing agreements and memorandums of understanding. as noted in Section 3 of this document.

## Portal user terms and conditions

The Portal Terms and Conditions of Use is designed to provide service users with general information about privacy issues. See Appendix 2.

## Implications of privacy

To avoid the risk of a breach of privacy, it is proposed that organisations should:

* be familiar with which legislations are relevant to its service and their impact on the service.
* make relevant legislation and their implications known to all employees
* ensure that all employees are aware of user terms and conditions

# Data

The Department will store and maintain data in the Portal.

# Maintaining and supporting the Portal

## Systems administration

The Portal will be maintained and supported by the department. The department’s system administrators, which include Departmental staff members or contractors engaged by the Department to maintain the system administration purposes, will deal with system problems or respond to issues raised by services using the Portal. All these staff are bound by confidentiality and may only access the portal for a specific purpose.

## Operational Support

If a worker requires any assistance with practice issues, they should email [L17Portal@dffh.vic.gov.au](mailto:L17Portal@dffh.vic.gov.au) or call the helpdesk on 1300 344 727. This line will operate from 9am – 5pm.

It is expected that the user will ask their supervisor/manager for help in the first instance.

## IT Help Desk

If a user has an IT problem they should email the department’s IT Service Centre at [IT.ServiceCentre@dhhs.vic.gov.au](mailto:IT.ServiceCentre@dhhs.vic.gov.au) or call 1300 344 727.

The IT Service Centre logs the request and forwards it to the relevant area for follow up. The following information must be provided to ensure that the problem experienced is understood and can be responded to:

* Service name
* date and time the problem occurred
* reference ID/L17 unique ID
* a description of the issue/what the system is doing
* information on what the user expects the system to be doing
* steps taken immediately before encountering the problem
* screen shots of any error messages
* additional screen shots may be emailed to the IT Service Centre when logging problems – but don’t forget to also include the above information.

The IT Service Centre may contact the user for more information. It is important that all system issues are logged. Multiple calls about the same problem usually provide additional information and can ensure the issue is resolved quickly. The Help Desk will respond to the caller when the request has been actioned. It is expected that the user will ask their supervisor/manager for help in the first instance.

## Information management and technology

The department’s Enterprise Technology Branch (ETB) is responsible for the ongoing management, maintenance and support of the Portal as follows:

#### Data management of the database

* data cleansing
* arranging data integrity audits
* rectifying data anomalies (for example duplicate records, merging, unmerging)
* liaising with businesses and users on data issues
* assisting users to resolve data problems
* developing and maintaining a process for data management.

#### Maintenance of data standards

* maintaining documentation.

#### Program and department management reporting development and support

* maintaining of reports
* providing ad-hoc reporting and query services
* supporting users to use reports.

#### Management of exception issues

* developing and maintaining a process for data access in exception circumstances
* providing support and services to access data in exception cases.

#### Auditing of access and security (note: may also involve another area in the department)

* developing and maintaining a process for auditing of data access
* escalating issues to appropriate authorities in cases of security breaches
* working with the department Security Manager to ensure compliance with department security standards.

#### Application management, support and development

* providing a consultancy service for system enhancement and development
* designing, building and testing minor modifications
* scoping, specifying and costing major development
* managing the modification and enhancement process on behalf of stakeholders
* managing and providing user acceptance testing for application changes
* signing off new system releases/upgrades
* version and release management.

#### Identify and propose solutions

* implementing regular reviews of application functionality and usability
* version control and maintenance of documentation
* coordinating requirements across participating programs.

#### User support

* providing support to users
* maintaining logs of user support calls
* providing analysis of fault and fix activities and levels

## Governance for commissioning changes

Service Delivery Support**,** Service Agreements and Quality Systems**,** Community Operations and Practice Leadership will arrange any enhancements required to the Portal and collaborate with services in relation to any changes.

## Planned and unplanned outages

### Planned outages

From time to time planned outages may occur to enable maintenance or upgrade to the Portal. All users will receive an alert on the Portal homepage as early as possible to advise them of scheduled outages. Services will also receive an email advising them of the outage. Wherever possible, planned outages will be timed to minimise user impact by timing these to lower volume windows.

### Unplanned outages

Where an unexpected system fault causes an unplanned outage, services will receive an email advising them of the outage. Based on this, it is important that services implement appropriate contingency plans in the event of server failure, which would hinder access to the L17 Portal.

# Reports

Services are able to export details of L17’s referred to their Service from the referral list, until the Portal delivers a full range of reports.

Victoria Police are able to export details of L17’s from the List View, including services who received the referral and referral outcomes.

The Department of Premier and Cabinet has requested reporting from the portal at a non-client identifiable level. These arrangements are yet to be developed.

# Monitoring

DFFH can access and use the services data for evaluation and monitoring purposes, including auditing.

# Business continuity, interruptions and disaster recovery

Business continuity and disaster recovery are two strategies services need to safeguard their business activities and systems as the operation of the Portal may be interrupted from time to time. In the event of an interruption to the Portal, the Department will use it’s reasonable commercial endeavours to minimise the disruption. The Department will be responsible for the data received from Victoria Police but will not be responsible for any loss of data, arising from interruptions to the Portal after the data has been received and acknowledged to police.

Services are responsible for putting business continuity plans in place to address its own data recovery and business continuity requirements.

## Responsibilities

The department’s Enterprise Technology Branch (ETB) is responsible for disaster recovery. Organisations are responsible for their own business continuity.

## High availability

The Portal has been built with high availability. Data is held in a cloud in Victoria and will switch to designated remote support sites as a back-up if Victoria fails. Both clouds are highly secure and fully comply with privacy and security standards.

## Disaster recovery

The application has full disaster recovery capability. This means that in the event the live production system goes down, the application can switch to disaster recovery and users will be able to continue working in the system. Users will be notified by BTIM when system switch back occurs.

### Disaster recovery questions

There are some questions services may have regarding disaster recovery.

#### What if the system goes down?

If the Portal goes offline services are advised to notifiy the IT Service Centre. Enterprise Technology Branch (ETB) will assess the risk or damage and inconsultation with the Service Delivery Support decide whether or not to switch into disaster recovery mode. If this occurs organisations will then be advised on the status of the system in disaster recovery mode.

#### What about a disaster in a service organisation?

A service should contact the department if for some reason it believes disaster condidtions are occuring within its organisation. If this is the case Enterprise Technology Branch (ETB) will contact the organisation with information about the disaster, the potential effect of the disaster and any updates.

#### How long will the Portal be in disaster recovery mode?

How long depends on the disaster condition or the damage the production site sustained.

#### What can Services do while the Portal is in disaster recovery mode?

Services are asked to operate their servies as they would have when using facsimiles while the Portal is in disaster recovery mode.

#### Will the data that services add to the Portal when it’s in disaster recovery mode, be automatically transferred back into the production system when it is restarted?

Yes. There will be no need for double data entry.

## Business continuity plan

A business continuity plan has been developed to recognise risks and threats to the system and provide effective responses that protects the interests of the Portal and services operating within the Portal in the event of a disaster. The method or tool to do this is a business continuity plan (BCP).

In the event that neither the production or disaster recovery version of L17 portal is available, organisations will need to continue to operate and deliver services. This is called business continuity and a BCP needs to be developed by each organisation.

### Developing a BCP

The purpose of BCP is to inform managers of standing arrangements to maintain critical business activities during an unplanned interruption to services. A business continuity framework is provided in Appendix 1 for organisations to use as a guide. The guide may not necessarily fit with every organisation but is a starting point.

The major steps recommended to follow in developing a BCP are:

* identify risks
* identify outage impacts and allowable outage times
* develop continuity priorities
* plan for tasks to address the priorities so client service can continue.

By implementing these four steps an organisation will be equipped with the information needed to identify and develop a BCP.

# Terminating use of the Portal

The organisation using the Portal or the department may initiate or trigger termination for a range of reasons listed below. This section outlines the circumstances in which termination of the Portal may occur and proposes resulting actions to be taken.

## Definition of termination

Termination of the Portal is the act of removing a services access to the Portal and its related resources. This means:

* services will no longer be able to access the Portal.

## Conditions for termination of the Portal

Termination of the Portal may occur where:

1. An organisation no longer receives L17 referrals from police.
2. The organisation ceases to exist as a legal entity.
3. The Portal is no longer provided by the department.

## How termination is implemented

There are three actions that must be addressed:

* Communicate termination
* Enact termination
* Determine what needs to happen to the data

Each of these conditions for terminating the Portal will need to be addressed.

## Communicating termination

The need for termination of access to the Portal may be communicated by either the department or the service. This will depend on which party first identifies, or initiates, termination. Typically this will be the outcome of a change in the overall service arrangements for responding to L17s as Orange Doors and other arrangements evolve, or related to a funding and service agreement.

Noting that changes arising may be system design or funding and service agreement generated, the methods of communicating the requirement to terminate are otherwise to be:

### Service initiated termination

In writing to the governance body in the department one month prior to termination.

### Department initiated termination

In writing to the service connected to the Portal one month prior to termination.

## Enacting termination

The termination shall be enacted when the service’s access to the Portal is terminated by the department on a specified date after notice is given, or immediately if such a requirement pre-dates the time when the need for termination was required.

## What happens to the relevant L17 data?

The following points outline what will happen to stored data in different termination circumstances:

* When an organisation ceases to exist, but merges or becomes another entity, its data will be available in the Portal of the merged or new entity, subject to the revised funding and service arrangements.
* When an organisation ceases to exist altogether data will remain in the Portal.
* Stored data can be provided to the service by the department in a digital consumable format (for example a pdf format or a format useable in Excel), subject to privacy and related considerations.

## Summary of process and actions for terminating use of the Portal

It should be noted that the department in all cases would carry out termination of Portal access.

Table 1 below provides a summary outline of the different communication processes and data pathways for each termination condition.

Table 1: Summary of conditions and actions for terminating use of the Portal

|  |  |  |
| --- | --- | --- |
| Condition for terminating use | Communicating termination | Data pathway |
| 1. A service ceases to provide services to victims and perpetrators of family violence. | Department or  service initiated. | Data will be stored in the portal |
| 2. A service merges with another service or becomes another entity. | Service initiated. | If service continues to provide  services and use the Portal, then  data will be accessible to the  merged or new entity in a digital  consumable format, subject to  privacy. |
| 3. The Portal is no longer provided by the department and a new department application is provided to the service. | Department  initiated. | All the Service’s data is capable  of being transferred to the new  application provided by the  department, subject to privacy. |
| 4. The Portal is no longer provided by the department and no new department application is provided to the service. | Department  initiated. | Key data may be extracted and  provided to the service by the  department in a digital consumable  format, subject to privacy. |

# Roles and Responsibilities

There are six broad groups of stakeholders involved in L17 referrals and responses:

* Victoria Police
* DFFH, Community Operations and Practice Leadership (COPL)
* Family Safety Victoria
* DJCS
* The Orange Doors (Support and Safety Hubs)
* Community Service Organisations including specialist family violence services and Aboriginal Community Controlled Organisations

## Victoria Police

Only Victoria Police can initiate an L17. The details are recorded by Victoria Police and sent via the Portal to service/s. No other party can initiate an L17.

Victoria Police can view a limited data set in the Portal List view.

## DFFH

* IT support (system and business administration) - Includes IT support staff, Cenitex and business administrators in Implementation Support for the purpose of hosting and managing the Portal.
* Child Protection - Includes Child Protection Practitioners in daytime and after-hours intake services.

## FSV

* Drives the key elements of Victoria’s family violence strategy and coordinates support for families to help them care for children and young people.
* Works with key stakeholders to develop policy and implement system wide processes to make it easier for people to access specialist family violence system responses
* Develops practice guidance for Portal users in organisations, including The Orange Doors, which are funded to undertake family violence intake

## DJCS

* Victims Support Agency - Receives male AFM referrals from Victoria Police, via the Portal, and integration with Resolve (the Victims Support Agency case management system).

## The Orange Doors

The Orange Doors, also known as Support and Safety Hubs, provide a visible contact point in the local community so people know where to go for support for family violence and/or to request support for child and family wellbeing issues. Orange Doors are being progressively established in each of the DFFH Areas, replacing separate intake services with an integrated model across family violence, Child FIRST and Aboriginal services, strengthening the connection and coordination of access to support.

## Community Service organisations

Community Service Organisations, including specialist family violence services, who receive referrals from Victoria Police work collaboratively across the system as per the requirements of the Family Violence Multi-Agency Risk Assessment and Management Framework, to triage L17 referrals and ensure appropriate responses are provided to victim-survivors and people who use violence These services include:

* local intake victim-survivor support services
* local intake perpetrator support services
* Child FIRST

In addition, Safe Steps and Men’s Referral Service provide a statewide and after-hours intake response.

### Aboriginal Community Controlled Organisations (ACCOs)

* If a client has requested an Aboriginal specific response, and there is yet to be an Orange Door established in their locality, and there is an ACCO within their local community with access to the Portal, the referral will be automatically routed to the ACCO.
* As Orange Doors continue to be established across the State, there are varying partnerships arrangements in place between local ACCOs and their local Orange Door.
* ACCOs (with access to the Portal) also receive on-referrals from mainstream specialist family violence services or community service organisations

## L17 roles and access rights

|  |  |  |
| --- | --- | --- |
| Role | Role availability | Access rights |
| **Victims Support Agency Worker** | Workers of local specialist victim-survivor and perpetrator support services and ACCOs | * View L17 List & L17 details – service view * Triage & assign L17s * Add Actions * Export PDF * Statewide Historic Client Search |
| **Child Protection, Child FIRST and Orange Door Worker, local family violence intake worker** | Workers of victim-survivor and perpetrator support services within an Orange Door, Child FIRST agency or Child Protection providing a family violence response | * View L17 List & L17 details – service view * Triage & assign L17s * Add Actions * Export PDF * Statewide Historic Client Search |
| **Victims Support Agency Team Manager (Access to match other services in progress)** | Team Managers of victim-survivor and perpetrator support services | * View L17 List & L17 details – service view * Triage & assign L17s * Add & delete Actions * Export PDF * Export information from Service referral list * Statewide Historic Client Search |
| **Child Protection, Child FIRST and Orange Door Team Manager** | Team Managers of victim-survivor and perpetrator support services within an Orange Door; Child FIRST agency or Child Protection providing a family violence response | * View L17 List & L17 details – service view * Triage & assign L17s * Add & delete Actions * Export PDF * Export information from Service referral list * Statewide Historic Client Search |
| **RAMP Co-ordinator** | Limited to the 17 statewide RAMP Co-ordinators and Deputy RAMP coordinators | * View only state-wide L17 referrals * Export PDF * Statewide Historic Client Search |
| **Business Administrator** | Limited to DFFH Administration staff | * Administration functions * User searches * Export PDF * Audit logs * Statewide Historic Client Search (as required) |
| **System Administrator** | Limited to DFFH and DH IT staff | * Administration functions * User searches * Export PDF * Audit logs |
| **Victoria Police** | Victoria Police Family Violence Advisors and Family Violence Team Supervisors/Sergeants | * View only state-wide referrals in List view * Export information from referral list |

## Data available to Victoria Police in List view

| Field | Field content |
| --- | --- |
| **Referral Number** | * This is the unique identifier assigned to a referral by the portal. This is service specific: i.e. The Referral Number will be different for each service receiving a referral for the same L17 |
| **AFM** | * Name of Affected Family Member (AFM), with first and last name together. |
| **AFM/Respondent Relationship** | * Relationship between AFM & Respondent |
| **Assessment of Future Risk** | * Police assessment of likelihood of future risk |
| **Children Involved** | * Check-box to indicate whether children were involved in the family violence incident |
| **Incident date** | * Date that the family violence incident occurred |
| **Family Violence Report Reference number** | * The Victoria Police L17 Referral reference number. * This is different to the **Referral Number** which will be different for every service |
| **Outcome** | * The Final Outcome recorded by the service |
| **Police Classification** | * The 1 -20 classification that Victoria Police has given the family violence incident |
| **Police Count** | * In order for the multi-value indicator functionality (i.e. the red triangle notifications) to work for the **Police Members** columns, you must have **Police Count** selected in Columns Displayed |
| **Police Members** | * The name/s of the police member/s who attend the incident and prepared the L17 report |
| **Police Risk Rating Count** | * In order for the multi-value indicator functionality (i.e. the red triangle notifications) to work for the **Police Classification** columns, you must have **Police Risk Rating Count** selected in Columns Displayed |
| **Police Spoken to Respondent** | * Check-box to indicate whether Victoria Police have spoken to the Respondent |
| **Station** | * The Police Station that attended the incident |
| **Recommended High Risk Client** | * Recommendation by Victoria Police to consider client for High Risk management |
| **Referred By** | * Who made the referral. This is Victoria Police or any service operating within the portal who has made a referral to another service |
| **Referral Date** | * The date and time that the L17 has entered the L17 Family Violence Portal |
| **Referral Type** | * AFM, Respondent or Child |
| **Reopened** | * Check-box to indicate the L17 referral has been reopened by the service |
| **Respondent** | * Name of Respondent, with first and last name together |
| **Respondent Mental Health** | * Check-box whether or not Respondent has Depression /Mental Health issue |
| **Service** | * The service that has received the L17 referral |
| **Status** | * The **Status** of the L17 referral. See [Referral status](#_Referral_status), for more information on the meaning of each **Status**. |

# Portal functionality

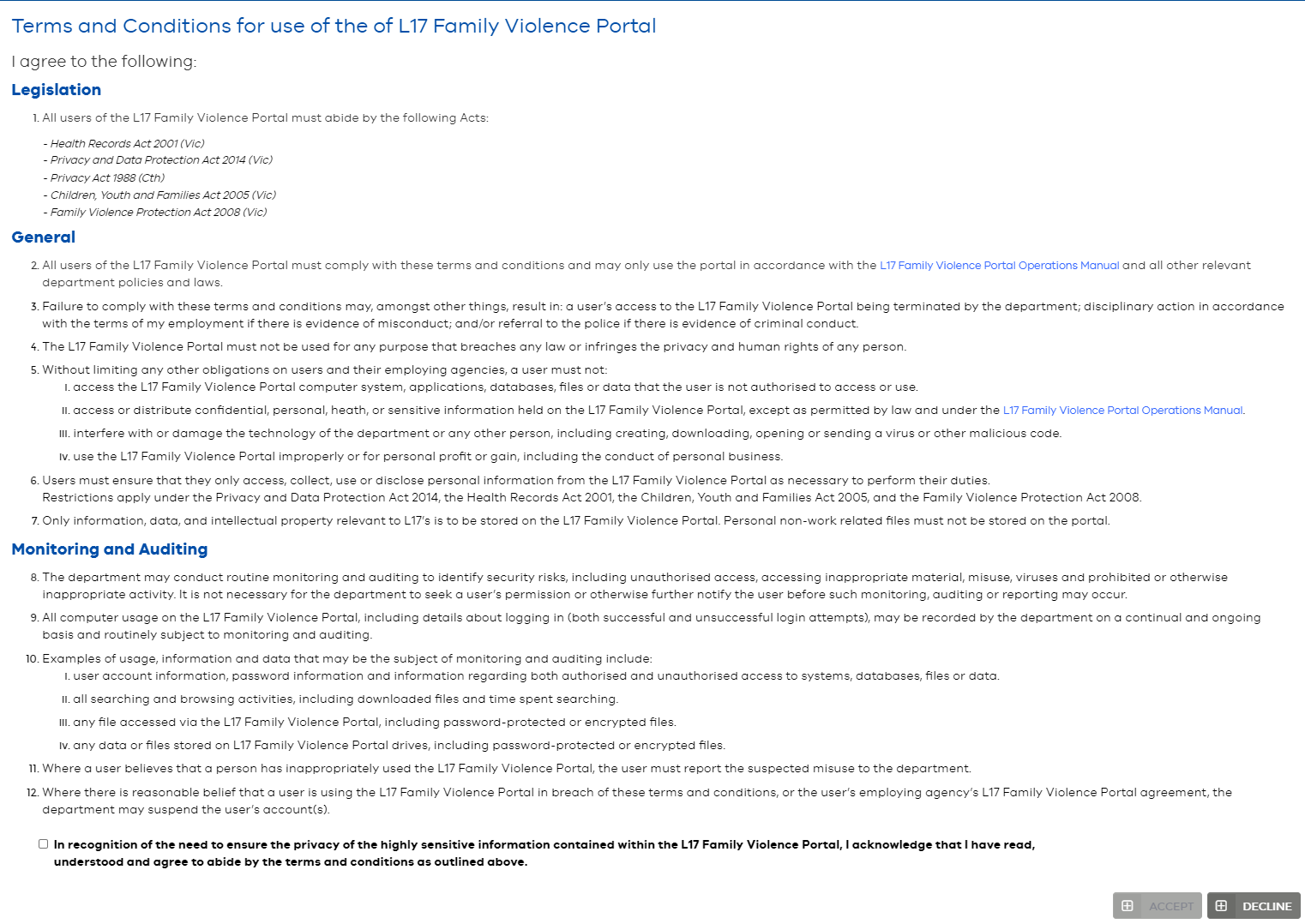
Refer to the L17 Portal User Guide - For Child Protection and Family Violence and Child First Services for details on:

* Referral list
* Customising the referral list view
* L17 views based on Police referral type
* Referrals from police and referring on within the portal
* Triaging
* MARAM Risk assessment and management
* Statuses
* Editable fields
* Sharing of safety information better services
* Actions
* Attachments
* Generating original and updated PDF’s
* Exporting

# Glossary

| Term | Definition |
| --- | --- |
| AFM | Affected Family Member - defined in s.4 *Family Violence Protection Act* and means the family member whose person or property is the subject of an application for an order. Within the L17 Referral context, it is an interchangeable term for the person identified as the victim (of crime), regardless of whether a family violence intervention order has been sought or granted. |
| L17 | Victorian Police Risk Assessment and Risk Management Report “L17” |
| Children | A person who is under the age of 18 years |
| MARAM Risk Assessment | Users undertake MARAM aligned risk assessment as set out under the MARAM Framework and Practice Guides. |
| Respondent | Defined in s.4 of the Family Violence Protection Act and means the person against whom an application for an intervention order has been made, an intervention order has been made against or a family violence safety notice has been issued. Within the L17 Referral context, it is an interchangeable term for the person identified as the primary aggressor in the family violence incident, regardless of whether a family violence intervention order has been sought or granted. |
| Service | An organisation that provides specialist family violence services, child specific services or community support. |
| System administrator | The system administrator is the departmental person who is responsible for making configuration changes to the L17 Portal. |
| Data | Data, means any information including Personal and Health information, in any form that is collected, used, disclosed or stored in the Portal. |
| Service Agreement | Service Agreement means each present and future agreement between DFFH and the organisation which provides for the payment of funding by the Secretary or the Director of Housing to the organisation, and for service delivery by the organisation, and includes any variation of such agreement. |
| User | A user is a person registered, with a valid access account, by the Department to use the Portal. |
| Worker | Any agent or officer who provides services to a client, including but not limited to after-hours services in response to the needs of victims and perpetrators of family violence. |
| DJCS | Department of Justice and Community Safety |
| DFFH | Department of Families, Fairness and Housing |
| BTIM | Business Technical Information Management Branch within DFFH and DH |

# Appendix 1: Terms and Conditions for the use of L17 Family Violence Portal



# Appendix 2: Referral Arrangements

## New processes introduced since the development of the Family Violence Referral Protocol 2018

### Introduction

The *Family violence referral protocol between the Department of Health and Human Services, Family Safety Victoria, the Department of Justice and Regulation and Victoria Police 2018* (the Referral Protocol) outlines how these parties and the service organisations they fund work together to make it easier for people to get the help they need and to support coordinated ways to respond to family violence and better support families.

The Referral Protocol will be reviewed and updated during 2021. Pending that review the below details changes that have occurred since 2018 that are now in operation in responding to Family Violence.

**Procedures for referrals by police, DFFH, FSV and DJR funded services to each other**

#### 3.1. Police L17 referrals and the L17 Portal

In July 2019 the new Victoria Police Risk Assessment framework) VPSAFvR was rolled out state-wide. This risk assessment uses a scoring tool for police operational purposes and to determine if a formal or informal referral should be made based on the score. Victoria Police members can override the score and make a formal referral if the score is below the mandatory formal referral threshold.

Where a formal referral has been missed during the process outline in Chapter 3.1, Victoria Police members are able to request L17 Portal administrators make a formal referral.

From December 2019 the L17 Portal displays updated information from Victoria Police when referral information, including contact details, narrative or information around involved persons have changed.

**3.2 Multi-Agency Risk Assessment and Management Framework**

On the recommendation of the Royal Commission into Family Violence the Family Violence Risk Assessment (CRAF) was reviewed and redeveloped into the Multi-Agency Risk Assessment and Management Framework (MARAM) and embedded into the *Family Violence Protection Act* *2008* (FVPA). Organisations with access to the Portal are prescribed as ‘Framework organisation’ under the FVPA and must align their policies, procedures, practice guidance and tools to the MARAM Framework.

#### 3.3. The Orange Doors (Support and Safety Hubs)

* The Orange Doors, also known as Support and Safety Hubs, provide a visible contact point in the local community so people know where to go for support for family violence and/or to request support for child and family wellbeing issues. Orange Doors are being progressively established in each of the DFFH Areas, creating an integrated intake model.

The Orange Doors **do not** replace referrals to;

* Safe Steps (emergency after hours),
* Men’s Referral Service (weekend male respondent referrals)
* Victims Support Agency, Department of Justice and Community Safety (male AFM referrals)
* Child Protection Intake.

The L17 Portal is integrated with the Orange Doors’ platform, the Customer Relationship Management (CRM) for referrals and referral outcomes. Orange Door workers can also to log into the L17 portal directly to manage referrals and access the State-wide Historical Search.

#### 3.4. Disclosure, use, protection and disposal of information

The L17 Portal has been updated to show further information to L17 Portal users dependent on the role of the agency and access to information within legislation.

These changes include

* Revealing the respondent tab (respondent details) to agencies that have receive AFM and Child referrals.
* State-wide Historical Search.  
  This search allows Child Protection, Child FIRST and Orange Doors L17 Portal users to search on all Family Violence incidents where an L17 was completed by Victoria Police from August 2004.

#### 3.5. Referrals by police for male victims of family violence

Since 2020, Victims Support Agency no longer receive encrypted emails containing referral information from the portal. The L17 Portal integrates with the Victims Support Agency system Resolve to send referrals and receive referral outcomes. This in in addition to direct access to the L17 Portal.

#### 3.6. Summary of L17 Referral Pathways

|  |  |  |
| --- | --- | --- |
|  | Business hours | After hours |
| Female Victim-Survivor | The Orange Door | Safe Steps |
| Male Victim-Survivor | Victims of Crime Helpline | |
| Children (including unborn) and young people | Child Protection - If the child or young person is in need of protection | |
| The Orange Door - If neither a report to Child Protection is required nor a formal referral to a specialist family violence service but Victoria Police hold significant concerns for the wellbeing of the child or young person  If a family violence report is made the details of the children or young people are included. | |
| Male Perpetrators | The Orange Door | Men’s Referral Service |