

# **Program Guidelines for Staying Home Leaving Violence Program**

**Vulnerable Children & Families Directorate  
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In this document, the Staying Home Leaving Violence program is abbreviated to 'SHLV' or 'the Program'.

## **Purpose**

The purpose of these guidelines is to assist service providers to understand the broad parameters of the Staying Home Leaving Violence program within the framework of Community Services' contracting system.

## **1. Legislative Framework**

Community Services is a division of the Department of Family and Community Services (FACS). The primary legislation that underpins FACS' provision of funding to non-government organisations through SHLV is the *Children and Young Persons (Care and Protection) Act 1998* and the *Community Welfare Act 1987* and the regulations associated with these acts. Other legislation that impacts on Community Services' management of its funded programs includes the *Public Finance & Audit Act 1983*, and the *Privacy & Personal Information Protection Act 1998*.

## **2. Policy directions and commitments**

The SHLV program contributes to a number of NSW Government policy directions and commitments as outlined in various plans.

NSW 2021 is the NSW Government's plan that guides policy and budget decisions. SHLV services are funded as a means of achieving:

- Goal 13 of the state plan - NSW 2021 – commits the State government to actions that “better protect the most vulnerable members of our community and break the cycle of disadvantage”; and
- Goal 1 of the FACS–Community Services divisional plan for the period 2012 - 2015 is that “fewer children and young people are vulnerable to abuse and neglect”.

### **NSW Domestic and Family Violence Reform “It Stops Here”**

During the five year period from 2014, relevant NSW Government agencies will implement a number of reforms to the NSW domestic and family violence (DFV) service system [“It Stops Here”](#). These reforms are intended to result in a coordinated, consistent whole of government approach to the identification, assessment and response to domestic and family violence in NSW. Implementing these reforms will bring NSW into alignment with the COAG *National Plan to Reduce Violence Against Women and their Children 2010-2022*. SHLV service provision is an integral element of the reformed DFV service response.

## **FACS Community Services Program Reform**

Over the next two years, Community, Early Intervention and Intensive Programs will be undergoing reform with a focus on local need and outcome measurement. There will be many opportunities for your organisation to be a part of that reform process. Program reform will focus on how services delivered to children, young people and families can have a greater impact and reduce the incidence and prevalence of behaviours that put children and young people at risk.

Over the next two years, these program guidelines will be revised and will require you to address impacts and connections with NSW Government reforms including:

- NSW Child Protection reforms “Safe Home For Life”
- NSW Homelessness reforms including “Going Home Staying Home”
- FACS localisation, including the requirement to participate in district plans
- NSW Family and Domestic Violence reforms “It Stops Here”
- Development in other programs

These reforms may lead to changes occurring during the contractual period. In this case, the existing agreement may be renegotiated with services to reflect new policy and program requirements.

## **Cultural issues in the provision of Community Services-funded services**

As a Community Services-funded organisation, you are responsible for ensuring that the services you provide are ‘culturally capable’. This means that your organisation takes account of cultural, linguistic and religious issues in the design and delivery of services so that services are appropriate to the characteristics and circumstances of children, young people and their families. Some practical aspects of culturally capability include:

- The employees of the service reflect the cultural diversity of the Service’s target population.
- Your service has clear policies and strategies in place for working with families from culturally diverse backgrounds.
- Employees are able to provide information to clients and to use resources that are linguistically and culturally appropriate.
- Training is provided for service staff in culturally reflective casework practices that are appropriate for refugee and migrant communities.
- Your staff have access to interpreter services where this is necessary to support a client.

Funded organisations will source interpreter services independent of Community Services. They will also be required to report on their use of interpreter services through the annual Community Services acquittal/accountability process.

### 3. Program description

SHLV is a specialised domestic and family violence program aimed at promoting victim's housing stability, and preventing their homelessness. The SHLV service model is based on intensive case work which is long-term, needs based and integrated with key agencies such as the Police, Women's Domestic Violence Court Advocacy Services, health services, Housing NSW and relevant NGOs.

SHLV allows for comprehensive assessment of risk for women and children affected by domestic and family violence. SHLV safety planning and case management strategies support a process of enabling domestic and family violence victims to achieve the following:

- to remain separated from a violent partner by addressing common barriers to leaving violent relationships,
- to have stable accommodation,
- to maintain support networks,
- to maintain security in employment/training for women, and
- to maintain security in education/childcare for their children.

SHLV is intended to complement existing services, to operate in collaboration and coordination with existing services.

SHLV aims to prevent the occurrence of post-separation abuse. This refers to experiences of domestic and family violence (D&FV) following the separation of the intimate partners. Research indicates that the period following separation from an abusive relationship can put victims at higher risk of violence.

Risk management within SHLV includes a process of careful safety planning, implementation of safety modifications, the provision of safety equipment within a victim's home and the provision of SOS Duress Alarms where appropriate and available. A significant proportion of safety planning in this context involves negotiating safe responses to violence and abuse. This involves a process of assessing the strategies previously used by victims to respond to abuse, and aims to educate and introduce responses that maximise the victim's safety and protection in the event of further abuse.

Clients (victims separated from the abuser) assessed as very high risk with little prospects of remaining safe within their own home, will be informed of the results of the lethality assessment. SHLV will provide such women with options for keeping safe, including options about relocating to safer accommodation. If clients in this situation continue to make the informed choice to remain in their home, they will continue to be supported by SHLV, following careful assessment and consideration of worker safety.

Child protection concerns will be documented and communicated with adult clients, and will be responded to in accordance with the Mandatory Reporter Guidelines and the Children and Young Persons (Care and Protection) Act. The SHLV support period is not fixed. It is flexible and needs-based.

The prevention of homelessness requires the projects receive referrals as soon as possible following a domestic violence incident. Referral pathways are established through collaborative networks with Women's Domestic Violence Court Advocacy Service, NSW Police Force, Housing NSW and other service providers, such as, accommodation support services. It is anticipated these referral pathways will be streamlined across the State and improved via the implementation of the NSW Domestic and Family Violence Reforms.

#### **4. Program scope and boundary**

Domestic and family violence includes any behaviour, in an intimate or family relationship, which is violent, threatening, coercive or controlling, causing a person to live in fear. It is usually manifested as part of a pattern of controlling or coercive behaviour. For details regarding the definition adopted by this program refer to the glossary.

This program intervenes following the identification of DFV in a family. Identification usually occurs via Police, Health services, child protection agencies, and support services such as family support programs.

Our D&FV programs provide adult and child victims with support to escape and recover from the abuse. Our programs provide ongoing practical and emotional support – The Integrated Domestic and Family Violence Services Program (IDFVSP) provides this support both to victims living through the abuse, and victims who have escaped the abuser. SHLV only provides services once the victim has separated from the abuser, as this is where the SHLV strategies are effective. The time of separation from an abuser is understood as a time of very high risk for adult and child victims.

#### **5. Program Results and Outcomes**

SHLV aims to improve outcomes for women and children escaping domestic and family violence over the long term by influencing the factors that affect their ability to escape. It does this by ensuring that each project under SHLV contributes to the primary SHLV results:

- Clients are free from domestic and family violence in their own home, and remain so over time.

- Domestic and family violence victims experience long term stability in housing, income, education and healthy relationships.

The intermediate results of Staying Home Leaving Violence are:

- Effective partnerships are developed between the project and key stakeholder to facilitate women's ability to stay home
- Appropriate D&FV victims are referred to SHLV
- D&FV victims take up referral and choose to become SHLV clients
- Safety audit is conducted and safety plan devised
- SHLV clients pursue the matter in court
- Clients are knowledgeable in the use of the exclusion order and any other applicable court order
- Clients maintain safety following an ADVO breach
- Clients have a documented case history to assist police and court procedures
- Exclusion orders sought by clients are granted
- Clients remain in their own home, or a home of their own choice throughout the SHLV support period
- Clients maintain stable accommodation and control of their finances
- Clients receive information and support to enable them to make choices to enhance their safety and wellbeing
- Safety upgrades and training improve home security and family incident response

## **6. Service group objectives**

In Community Services' funded programs system, SHLV forms part of the Targeted Earlier Intervention for Vulnerable Children, Young People & Families service group. The programs in this service group are all geared to meeting the needs of children, young people and/or families who have identified vulnerabilities. The shared, broad, objective of these programs is to prevent the further escalation of issues that contribute to this vulnerability.

The table below illustrates where this program is located within the Community Services funded programs continuum of services.

## Community Services' Continuum of Service

Universal		Targeted							Statutory Intervention						
Prevention and Early Intervention									Child Protection			OOHC			
Community Builders	Families NSW	Aboriginal Child Youth & Family Strategy	Aboriginal Child & Family Centres	Integrated Domestic & Family Violence Services Program	Staying Home Leaving Violence	Child, Youth & Family Support	Getting it Together	Brighter Futures	Youth Hope	Strengthening Families	Statutory Child Protection Casework	Intensive Family Support/ Intensive Family Preservation	Intensive Family Based Services	OOHC Casework	OOHC Reform

### 7. Evidence base

The SHLV program has its origins in research funded by the then Department of Community Services and carried out by the Centre for Gender Related Violence Studies (CGRVS) and the Australian Domestic and Family Violence Clearinghouse (ADFVC), with women who had left an abusive relationship. The report of this study<sup>1</sup> considered factors that made it possible for women to leave the abusive relationship while remaining safely in their own home.

The recommendations of the report led directly to the establishment of pilot SHLV services in three separate locations. Two pilots were funded by Community Services and one funded by the Commonwealth. Formal evaluation of the pilot services led to expansion in the number of SHLV services statewide.

A review of the SHLV program in 2011<sup>2</sup> reported strong support for the program from women who had avoided homelessness, were living in stable accommodation and reported that they felt safe as a result of receiving SHLV services. The

<sup>1</sup> Edwards, R (2004) *Staying Home Leaving Violence: Promoting Choices for Women leaving Abusive Partners*, Australian Domestic & Family Violence Clearinghouse

<sup>2</sup> Edwards, R (2011) *Staying Home leaving Violence: Listening to women's experiences*, Social policy Research Centre, UNSW



important role played by local Police officers in the success of SHLV service provision was also confirmed.

## **8. Target group**

The target population for SHLV is women aged over 18 years who have separated from a violent partner or family member and who choose to remain in their own home.

Women who are separated from a violent partner who continue to experience post-separation abuse are considered a priority target group within SHLV. Exposure to domestic violence during and after separation has direct negative and potentially long term impacts on women and their children.

Children of these women are also supported by the program. The program targets women who choose to remain in the family home or another home of their choice. Geographic location of SHLV programs will further define target populations.

Priority will be given to women who may have a higher than average incidence of experiencing family or domestic violence or where members of that population may find it more difficult to access support. They include:

- D&FV victims from an Aboriginal and Torres Strait Islander background<sup>7</sup>
- D&FV victims affected by socio-economic disadvantage
- D&FV victims from Culturally and Linguistically Diverse backgrounds
- D&FV victims affected by social exclusion
- D&FV victims who have a disability
- D&FV victims who are caring for a child with a disability
- D&FV victims aged 16 – 18 years for referrals only

## **9. Service types/activities funded**

The core service provided through SHLV is case management. Case management involves one worker as a key worker for a particular client. It incorporates direct client service, and coordination of the client's access to a range of other support services.

Case management is a collaborative, client-focused approach aimed at meeting individual needs. Case management involves providing assistance to clients with a complex range of needs, who require access to a broad range of services and different forms of assistance. Most clients need and use a wide range of services including housing, income, health, employment, education and training. A case manager is responsible for ensuring clients maintain access to the services identified as appropriate to meet case plan goals. There is limited control any one

agency or worker has over client outcomes; therefore coordination of services is a major focus of case management, including shared responsibility between service providers, other agencies and clients for client outcomes.

Due to the staged implementation of the NSW Domestic and Family Violence Reforms, some service activities within this program will be impacted and may need to be altered throughout the contract period. These changes will seek to improve the response to victims of DFV.

## 10. Performance measures and Service results

SHLV service providers enter into a contract with Community Services to achieve certain results for clients. These results will be monitored using the following performance measures:

<b>Staying Home Leaving Violence Program</b>	
<b>SHLV Results</b>	<ul style="list-style-type: none"> <li>• Clients are safe and free from violence in their own home, and remain so over time<sup>3</sup></li> <li>• Domestic and Family Violence (D&amp;FV) victims experience long term stability in housing, income, education and healthy relationships</li> </ul>
<b>Interim Results</b>	<ul style="list-style-type: none"> <li>• Effective partnerships are developed between the project and key stakeholder to facilitate women’s ability to stay home</li> <li>• Appropriate D&amp;FV victims are referred to SHLV</li> <li>• D&amp;FV victims take up referral and choose to become SHLV clients</li> <li>• Safety audit is conducted and safety plan devised</li> <li>• SHLV clients pursue the matter in court</li> <li>• Clients are knowledgeable in the use of the exclusion order and any other applicable court order</li> <li>• Clients maintain safety following an ADVO breach</li> <li>• Clients have a documented case history to assist police and court procedures</li> <li>• Exclusion orders sought by clients are granted</li> <li>• Clients remain in their own home, or a home of their own choice throughout the SHLV support period</li> <li>• Clients maintain stable accommodation and control of their finances</li> <li>• Clients receive information and support to enable them to make choices to enhance their safety and wellbeing</li> </ul>

<sup>3</sup> Client outcomes regarding housing stability and their levels of safety within the home will be tracked over a 3-year period.

	<ul style="list-style-type: none"> <li>• Safety upgrades and training improve home security and family incident response</li> </ul>
<b>Client Group for this Project</b>	<ul style="list-style-type: none"> <li>• Women over 18 years (and their children), who have separated from a violent partner or family member but choose to remain in their own home<sup>4</sup>.</li> </ul>
<b>Sub-groups for this Project</b>	<ul style="list-style-type: none"> <li>• D&amp;FV victims from an Aboriginal and Torres Strait Islander background<sup>5</sup></li> <li>• D&amp;FV victims from disadvantaged communities<sup>6</sup></li> <li>• D&amp;FV victims from Culturally and Linguistically Diverse backgrounds</li> <li>• D&amp;FV victims from rural and remote communities</li> <li>• D&amp;FV victims who have a disability</li> <li>• D&amp;FV victims who are caring for a child with a disability</li> <li>• D&amp;FV victims who are older women</li> <li>• D&amp;FV victims aged 16 – 18 years for referrals only</li> <li>• Excluded person for referrals only</li> </ul>

## SHLV Activity Overview

SHLV provides comprehensive risk assessment and risk management plans, case plans and education regarding the dynamics of D&FV and keeping safe to victims of domestic and family violence. The projects develop partnerships with key stakeholders to ensure effective services are delivered to clients, including appropriate legal responses, assessment, counselling and group work services and income maintenance. They also increase the capacity that stakeholders have to enable D&FV victims to stay home safely and raise awareness of alternative accommodation options for the excluded person.

## SHLV Activities

1. The service employs professionally trained case manager(s) who provide:
  - Individual lethality and comprehensive risk assessment and safety planning for women separated from a violent person and remaining in her own home, or home of her choice;
  - Security upgrades of the victim's home (using brokerage funding and SOS Duress Response);
  - The development of a case plan to meet client needs;

<sup>4</sup> The Program's intention is to support clients to remain in their own home, or a home of their choice. This prevents clients being forced to make an unplanned escape from their home, in an emergency situation.

<sup>5</sup> According to Ferrante et al (1996:37), Aboriginal women living in remote and regional areas were 45 times more likely to be victims of domestic violence than non-Aboriginal women, and 1.5 times more likely to experience violence in metropolitan areas. M, Heenan & Neame A. (June 2004) "Responding to sexual assault in rural communities". Australian Institute of Family Studies, Briefing No 3 June 2004

<sup>6</sup> Disadvantaged communities are those which lack access to fundamental material and social resources and/or are socially excluded. Fundamental material and social resources include things like adequate housing, health care, employment, education, support or financial resources. Individuals are socially excluded if they do not participate to a reasonable degree in certain activities of the community due to reasons beyond their control.

- Case work and advocacy to address legal, financial, counselling, group work, tenancy, emergency relief and other support needs, including ensuring early links (via facilitated referral) to agencies that address these needs;
- Support and resourcing of clients at family court proceedings, where necessary;
- Court support and advocacy (in collaboration with the Women’s Domestic Violence Court Advocacy Service) in relation to applications for Apprehended Domestic Violence Orders that include Exclusion orders, i.e. Orders 2, 3 or 4;
- Liaison and partnership with the Housing NSW, Police and Women’s Domestic Violence Court Advocacy Service.

The service will assess the needs of young women aged 16 – 18 years escaping D&FV, and will facilitate their needs being met by the appropriate service providers<sup>7</sup>.

2. Use of formal referral and/or case management agreements with partner agencies.
3. Contribution to raising awareness of women’s right to stay home and have the violent person
4. removed; and facilitation of community partnerships that enable this.

### **Performance Measures for this Service Model or Project**

#### **How much?**

- Total number of women and children supported per year by SHLV service
- Number of referrals received by the project
- Number of referrals made to specialist services
- Number of clients supported through Police and ADVO application process
- Number of clients who seek exclusion orders

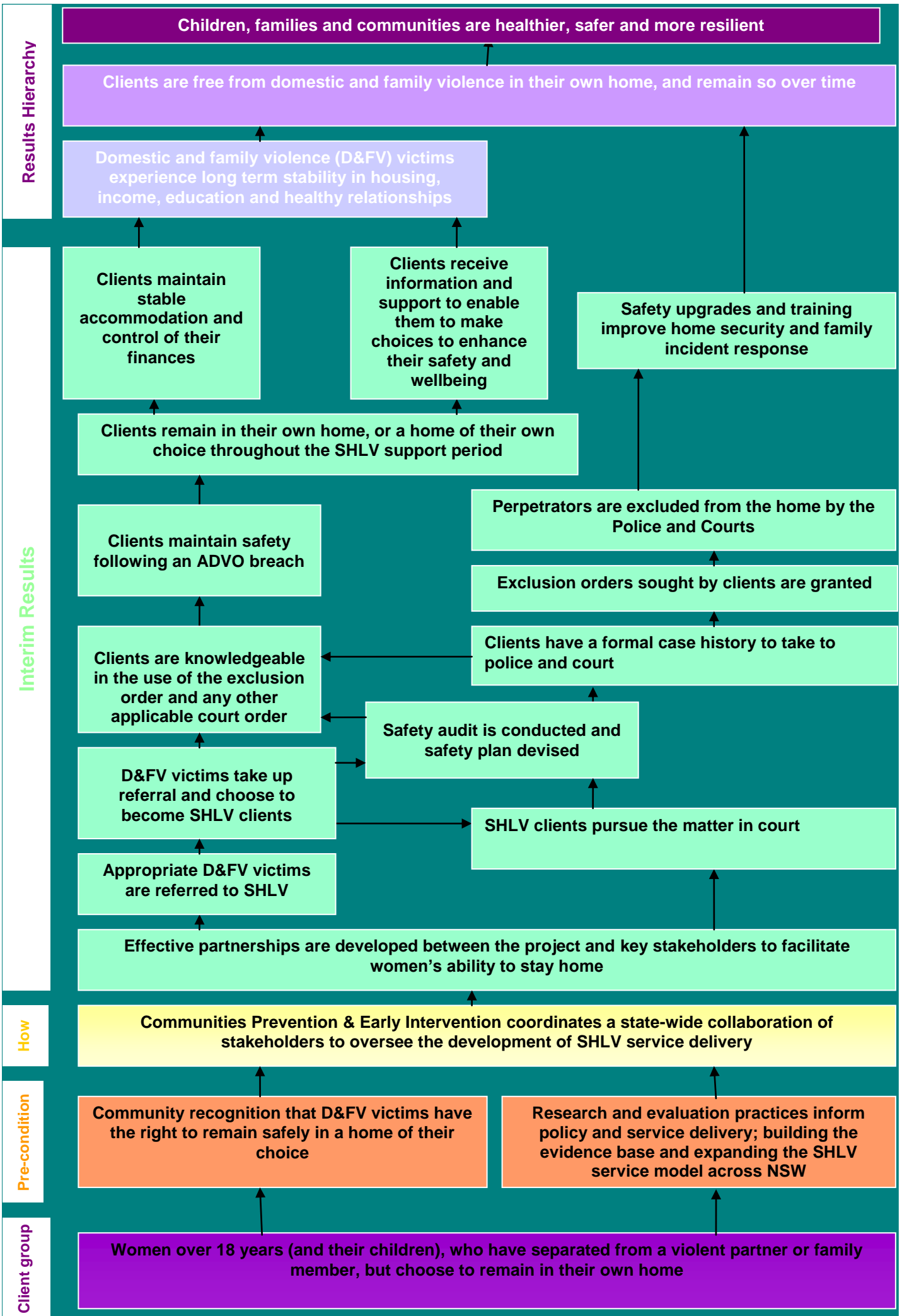
#### **How well?**

- Number of partner agencies participating in formal referral and case management agreements.
- Number and % of clients who meet their case plan goals
- Number and % of clients from each of the nominated sub-groups compared to the percentage profile of these groups within the community served by the project
- Number and % of clients who report satisfaction with the SHLV service
- Number and % of clients who report that the support has increased their sense of safety within the home

#### **Is anyone better off?**

- Number & percentage of women remaining in their own home, or other home of their choice for a period of 3 years, from the beginning of the SHLV support period
- Number & percentage of adult SHLV clients who commence or maintain employment or education throughout the support period
- Number & percentage of children of SHLV clients who maintain same school or childcare of their choice.

<sup>7</sup> Women aged less than 18 years who are escaping DFV have increased vulnerabilities regarding housing, income and family breakdown. SHLV may not be the most appropriate model of service for such women therefore after careful assessment of their situation, SHLV will facilitate a referral for such women to more appropriate agencies.



**This narrative provides a background to the Staying Home Leaving Violence (SHLV) Program, and explains some of the statements set out in the Results Logic Diagram.**

**What is SHLV?**

- Domestic and Family Violence includes any behaviour, in an intimate or family relationship, which is violent, threatening, coercive or controlling, causing a person to live in fear. It is usually manifested as part of a pattern of controlling or coercive behaviour. This definition is adopted from the NSW Domestic and Family Violence Framework. The full definition is provided in the glossary on page 18.
- SHLV is a specialised domestic violence program aimed at promoting victim's housing stability, and preventing their homelessness. The SHLV service model is based on intensive case work which is long-term, needs based and integrated with key agencies such as the Police, Courts and NSW Women's Domestic Violence Court Advocacy Services. SHLV allows for comprehensive assessment of risk for women and children affected by domestic violence. SHLV safety planning and case management strategies support a process of enabling D&FV (domestic and family violence) victims to; remain separated from a violent partner by addressing common barriers to leaving violent relationships, namely; stable accommodation, maintaining support networks and secure employment and education/childcare for women and their children.
- The SHLV service model is based on intervention and prevention principles. This is achieved by the referral pathways developed in collaboration with Police and other service providers.

**Why develop a results logic diagram?**

The Staying Home Leaving Violence (SHLV) pilots were an outcome of the Staying Home Leaving Violence research project, a study completed in 2004 by the Australian Domestic and Family Violence Clearinghouse with the University of NSW Centre for Gender Related Violence. The Pilot's were modelled on the findings of the research. The result logic diagram will provide a conceptual framework for developing performance measures and service specifications for the programs.

SHLV aims to prevent the occurrence of post-separation abuse. This refers to experiences of D&FV following the separation of the intimate partners. Research indicates that the period following separation from an abusive relationship can put victims at higher risk of violence. SHLV focuses on outcomes for women who are separated from the abusive person.

Risk management within SHLV includes a process of careful safety planning, implementation of safety modifications, and the provision of safety equipment within a victim's home. A significant proportion of safety planning in this context involves negotiating safe responses to violence and abuse. This involves a process of assessing the strategies previously used by victims to respond to abuse, and aims to educate and introduce responses that maximise the victim's safety and protection in the event of further abuse. When tested by the pilots, this resulted in safer outcomes for SHLV clients.

## **Explanation of statements in the SHLV results logic diagram**

Using Mark Friedman's results based accountability framework, the results listed refer to the desired conditions of well-being; the ends we want for the client group. The majority of the results focus on program accountability, as opposed to population accountability, due to the small and specialised nature of the program. The highest level result "Children, families and communities are healthier, safer and more resilient" is consistent with the DOCS high level population result. It is not however the intention of SHLV to provide services to women and children only, single women are also included in the SHLV client group.

Reference to "deemed safe" to stay within their own home, is not intended to exclude women who are assessed as being at high risk. Clients assessed as very high risk with little prospects of remaining safe within their own home, will be informed of the results of the lethality assessment. SHLV will provide such women with options for keeping safe, including options about relocating to safer accommodation. If women in this situation continue to make the informed choice to remain in their home, they will continue to be supported by SHLV, following careful assessment and consideration for worker safety. The term separated is used in the client group definition to refer to victims who are no longer in an intimate relationship with the violent person.

DFV is one of 3 key reasons that people enter homelessness services. The experience of DFV increases a victim's risk of homelessness; SHLV aims to reduce this risk by assisting victims to improve their housing stability by improving safety within the home. Key results in the diagram refer to victims remaining safely within their own homes over time. Client outcomes regarding housing stability and their levels of safety within the home will be tracked over a 3-year period. A key element of SHLV is to introduce and promote risk management initiatives that are sustainable, including the facilitation of income support provisions, to allow DFV victims to remain in their housing of choice, long term. The programs intention is to support clients to remain in their own home, or a home of their choice. This prevents clients being forced to make an unplanned escape from their home, in an emergency situation.

The SHLV support period is not fixed. It is flexible and needs-based.

Clients maintain control of their finances: This refers to women receiving support and information regarding their options for maintaining their income and increasing the likelihood of financially sustaining their housing. This includes assistance to commence, or stay in employment and/or education, or advocacy to sustain income benefit levels from Centrelink.

Clients maintain safety following an ADVO breach: This refers to clients responses to a breach of their ADVO, and the aim that via the SHLV support process, clients are supported to report breaches to the Police, and where necessary the SHLV project staff advocate on behalf of the client to have the breach responded to appropriately by the Police.

## 11. Data collection strategies

NGOs funded through SHLV are required to report to Community Services on the work they do with families. Reporting takes place through a web-based data reporting system, and generally covers the period of the standard Australian financial year (ie. 1 July to 30 June).

SHLV shares a reporting system with another Community Services program – the Integrated Domestic and Family Violence Strategy (ID&FVS).

Reports are made in two formats: electronic forms that are completed and submitted online (covering project data and referrals and client data), as well as paper-based surveys (gathering client feedback and feedback on education and training sessions the NGO has provided).

The information that is reported to Community Services will be used for four purposes:

- To assess each service’s effectiveness in delivering the outcomes specified in the contract;
- To measure the service’s contribution to SHLV program objectives, FACS goals and the goals of the NSW state plan: NSW 2021;
- As part of the Program’s evaluation; and
- To provide feedback to service providers on their performance.

The detailed reporting requirements for the SHLV are set out in a separate document – the *SHLV Performance Monitoring System Service Provider Guidelines* (November 2013).

### Type of Services

Below outlines the key activity types and service levels that will form the basis for contracting – refer to service delivery schedule.

Location of service (LGA):		
Type of Service	Type of Activity	Quantity per Year
<b>Staying Home Leaving Violence</b>	Case coordination	# of adult clients
	Case management	# of adult clients
	Education activities	# of sessions # of organisations
	Brokerage	By client/initiative
	Direct services to child	# of child/ren



## 12. Partnership framework

SHLV services are provided by a mix of NSW Government agencies and NGOs. A list of providers is available on the [community services website](#).

SHLV providers are required to operate within a formal partnership that includes Housing NSW, Women's Domestic Violence Court Advocacy Services and the NSW Police Force. Each project has a governance body such as an advisory committee that has authority over key decisions involving resources, strategic planning and review.

FACS enters into agreements with other government agencies to facilitate collaboration within the service system. An example of this is the 2013 Memorandum of Understanding between Family and Community Services and the Department of Attorney General and Justice regarding the regulation of minimum standards for men's domestic violence behaviour change programs.

Under this agreement, when providing referrals to domestic violence behaviour change programs, Community Services funded Service Providers will only refer domestic violence perpetrators to behaviour change programs that meet the [minimum standards](#). A list of approved providers can be found at: [http://www.domesticviolence.lawlink.nsw.gov.au/domesticviolence/minimum\\_standards\\_mdvbcp.html](http://www.domesticviolence.lawlink.nsw.gov.au/domesticviolence/minimum_standards_mdvbcp.html)

## 13. Glossary

### **ABN**

See

[http://www.ato.gov.au/businesses/pathway.asp?pc=001/003/021&mfp=001&mnu=59#001\\_003\\_021](http://www.ato.gov.au/businesses/pathway.asp?pc=001/003/021&mfp=001&mnu=59#001_003_021)

### **Activities**

Activities are the specific tasks that need to be performed to deliver the project strategies.

### **Case Management**

Case management is client centered. Case management involves one worker as a key worker for a particular client. It is a two-pronged approach incorporating direct client service, based on sound assessment and support planning, and coordination of access to, and delivery of, a range of other support services.

Case management is a collaborative, client-focused approach aimed at meeting individual needs. Case management involves providing assistance to clients with a complex range of needs, who require access to a broad range of services and different forms of assistance. Most clients need and use a wide range of services including housing, income, health, employment, education and training. A case manager is responsible for ensuring clients maintain access to the services

identified as appropriate to meet case plan goals. There is limited control any one agency or worker has over client outcomes; therefore coordination of services is a major focus of case management, including shared responsibility between service providers, other agencies and clients for client outcomes.

### **Case Coordinated Client**

A person becomes a case coordinated client when you provide them services on multiple occasions, but you do not develop case plans for them and do not have case management responsibility for them.

A person is a case coordinated client when your project:

- follows up with the person about their situation or their access to services/support,
- advocates with another service/s on the person's behalf.

Referring a person to another service/s does not on its own make a person a case coordinated client.

### **Community Assets**

The positive strength, qualities, merits, benefits and character embedded in a community.<sup>8</sup>

### **Communities, Prevention and Early Intervention**

The Communities, Prevention and Early Intervention provides policy advice, delivers programs, strategies and projects and negotiates with key human services and justice agencies to improve outcomes for children, young people, women experiencing violence and families of NSW. This work is done from a whole-of-government perspective and focuses on improving outcomes at a population level by working with government, non-government, community sector and business.

### **Community Capacity**

When applied to the concept of community capacity building, it implies the power, knowledge, resources and skills (such as health, confidence etc.) to do certain things<sup>9</sup>.

### **Community Capacity Building**

The primary objective of community capacity building is to strengthen the ability of a community to respond to or address problems or challenges from within its own resources. It is focused on identifying and using the assets and strengths of a community and what families value, as opposed to other approaches in which the emphasis is on the needs and deficits<sup>10</sup>.

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<sup>8</sup> [Newcastle Making Headway ToolKit](#)

<sup>9</sup> Chaskin et al 2001, in the Community Strengthening Framework

<sup>10</sup> Communities and Early Years, common terms and Community Strengthening Framework.

## **Community Development**

Community development is a term used to describe any activity which seeks to redress social inequalities by improving the physical, social and/or economic conditions under which people making up a community live<sup>11</sup>.

## **Culturally and Linguistically Diverse (CALD)**

Individuals from a CALD background are those who identify as having a specific cultural or linguistic affiliation by virtue of their place of birth, ancestry, ethnic origin, religion, preferred language, language(s) spoken at home, or because of their parents' identification on a similar basis<sup>12</sup>.

## **Community Services (Community Services)**

The NSW Community Services (Community Services) is the leading NSW Government agency responsible for community services. The Department helps children, young people and families across a continuum of care. Its core work focuses on child protection, starting with early intervention strategies to help build stronger families. In particular, it helps those who are vulnerable and most in need.

## **Deprivation**

Deprivation exists when a lack of resources prevents people from accessing the goods and activities that are essential<sup>13</sup>.

## **Community Services Plan**

[http://www.community.nsw.gov.au/docs\\_menu/about\\_us/about\\_the\\_community\\_services/cs\\_plan.html](http://www.community.nsw.gov.au/docs_menu/about_us/about_the_community_services/cs_plan.html)

## **Domestic and Family Violence**

Includes any behaviour, in an intimate or family relationship, which is violent, threatening, coercive or controlling, causing a person to live in fear. It is usually manifested as part of a pattern of controlling or coercive behaviour.

An intimate relationship refers to people who are (or have been) in an intimate partnership whether or not the relationship involves or has involved a sexual relationship, i.e. married or engaged to be married, separated, divorced, de facto partners (whether of the same or different sex), couples promised to each other under cultural or religious tradition, or who are dating.

A family relationship has a broader definition and includes people who are related to one another through blood, marriage or de facto partnerships, adoption and fostering relationships, sibling and extended family relationships. It includes the full range of kinship ties in Aboriginal and Torres Strait Islander (ATSI) communities,

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<sup>11</sup> Communities and Early Years. Common terms document.

<sup>12</sup> [http://nps718.dhs.vic.gov.au/ds/disabilitysite.nsf/sectionthree/cald\\_strat?open](http://nps718.dhs.vic.gov.au/ds/disabilitysite.nsf/sectionthree/cald_strat?open) (Department of Human Services Multicultural Strategy Unit, 2002).

<sup>13</sup> [http://www.sprc.unsw.edu.au/reports/ARC\\_Exclusion\\_FinalReport.pdf](http://www.sprc.unsw.edu.au/reports/ARC_Exclusion_FinalReport.pdf)

extended family relationships, and constructs of family within lesbian, gay, bisexual, transgender, intersex or queer (LGBTIQ) communities. People living in the same house, people living in the same residential care facility and people reliant on care may also be considered to be in a domestic relationship if their relationship exhibits dynamics which may foster coercive and abusive behaviours.

The behaviours that may constitute domestic and family violence include:

- physical violence including physical assault or abuse
- sexual assault and other sexually abusive or coercive behaviour
- emotional or psychological abuse including verbal abuse and threats of violence
- economic abuse; for example denying a person reasonable financial autonomy or financial support
- stalking; for example harassment, intimidation or coercion of the other person's family in order to cause fear or ongoing harassment, including through the use of electronic communication or social media
- kidnapping or deprivation of liberty, as well as unreasonably preventing the other person from making or keeping connections with her or his family or kin, friends, faith or culture
- damage to property irrespective of whether the victim owns the property
- causing injury or death to an animal irrespective of whether the victim owns the animal<sup>14</sup>

### **Early Intervention**

Programs and practices that intervene with individuals, families or families at an early stage in the occurrence of a problem or issue in such a way that there is a high probability that the intervention will resolve the problem or issue and stop it from becoming worse.<sup>15</sup>

### **Evaluation**

An evaluation is a systematic process of collecting and using information to assess the value of a program or a project. Evaluations provide an analysis of how well a program/project performed and whether it achieved its targeted results.

### **Evidence Based**

Evidence based is an approach to policy development and implementation which uses rigorous techniques to develop and maintain a robust evidence base from which to develop policy options. Evidence for policy has three components. First is hard data (facts, trends, survey information), the second component is the analytical reasoning that sets the hard data in context. Third, an evidence base comprises stakeholder opinion on an issue or set of issues.<sup>16</sup>

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<sup>14</sup> Department of Family and Community Services, *It Stops Here*. Page 12.

<sup>15</sup> A meta-analysis of the impact of community-based prevention and early intervention action. Gauntlett, E et al. 2000. Department of Family and Community Services. Policy Research Paper no 1

<sup>16</sup> <http://www.defra.gov.uk/science/how/evidence.htm>

## **Right to Information (formerly Freedom of Information - FOI)**

[http://www.community.nsw.gov.au/docs\\_menu/about\\_us/right\\_to\\_information.html](http://www.community.nsw.gov.au/docs_menu/about_us/right_to_information.html)

## **Goods and Services Tax (GST)**

[http://www.ato.gov.au/businesses/pathway.asp?pc=001/003/022&mfp=001&mnu=60#001\\_003\\_022](http://www.ato.gov.au/businesses/pathway.asp?pc=001/003/022&mfp=001&mnu=60#001_003_022)

## **Indicators**

An indicator is a measure that helps quantify the achievement of a result<sup>17</sup>.

## **Inputs**

The resources, both human and other, used to produce program outputs<sup>18</sup>.

## **Independent Commission Against Corruption (ICAC)**

<http://www.icac.nsw.gov.au/>

## **Integrated Family Violence Service**

Provides an integrated response to victims of family and domestic violence, including children. It provides a co-ordinated response between government and non-government agencies and is guided by a unified approach to service delivery, policies and systems to achieve a common set of goals

May involve two or more of the following agencies in partnerships which are formalized either through dedicated funding of the service model or through agreements, protocols or memoranda of understanding – or a combination of these mechanisms – the Police, Courts, Hospitals, Child Protection workers, Women's Refuges, health and domestic violence support services

## **Interim Results**

Objectives are what you think should happen in order for a result to be achieved. They are concrete statements that describe the things a project is trying to achieve and need to be clear and concise, measurable, relevant and achievable.

## **LGA**

Local Government Area.

## **Memorandum of Understanding (MOU)**

A MOU defines the expectations, terms and conditions of the working relationship between two parties.

## **Non-Profit Organisation**

For the purpose of grants administration in NSW, a non-profit organisation is one which is not operating for the profit or gain of its individual members, whether these

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<sup>17</sup> Friedman, 2005. Trying hard is not good enough., Page 19

<sup>18</sup> (Department of Finance. *Doing Evaluations A Practical Guide*. Commonwealth of Australia, 1994)

gains would have been direct or indirect. A non-profit organisation can still make a profit, but this profit must be used to carry out its purposes and must not be distributed to owners, members or other private people. (NSW Dept of Premier and Cabinet) There is also a provision for the transfer of assets to a similar not-for-profit organisation should the organisation cease operations.

### **Non-government organisations (NGOs)**

Refers to not for profit non government bodies. Local government councils are not NGOs.

### **NSW Government Procurement Policy**

<http://www.procurepoint.nsw.gov.au/>

### **Outcome**

An outcome is another word for result.

### **Performance Measure**

A performance measure is a measure of how well a program, agency or service system is working.<sup>19</sup>

### **Performance Monitoring Framework (PMF)**

The Performance Monitoring Framework describes the approach that will be used for monitoring the performance of projects funded under the Integrated Domestic and Family Violence Services Program.

### **Priority Groups (Sub-Groups)**

Priority groups are disadvantaged segments of the target group who lack access to fundamental material and social resources and/or are socially excluded. Fundamental material and social resources include things like adequate housing, health care, employment, education, support or financial resources. Individuals are socially excluded if they do not participate to a reasonable degree in certain activities of the community due to reasons beyond their control.

### **Resilience**

Resilience is the positive adaptation of an individual or community within the context of significant adversity.

### **Results**

Results are the changes and improvements that you expect to happen as a result of the project. In the words of Mark Friedman “A result is a condition of wellbeing for children, adults, families”.

### **Results Based Accountability (RBA)**

RBA is a structured approach to thinking and taking action that starts with defining the results we want to achieve and works backwards to the means of getting there.

### **Results Logic Diagram**

The Results Logic Diagram is a diagram that helps clarify the aims of a program and shows the link between the activities to be conducted and the short, medium and long term expected results.

### **Strategies**

A strategy is a statement of how you intend to achieve the objectives of the project and consists of a coherent collection of activities.

### **Whole of Government**

This is a term that has generally come to mean any aspect of Government agency activity, ranging from planning through to service delivery, in which a number of agencies participate to achieve a common goal or result. The underlying rationale of the whole of government approach arises from the recognition that individual or community needs are complex and can seldom be fully addressed through the efforts of one agency alone. The core objective of whole of government approaches is, therefore, to improve the effectiveness and efficiency of Government service provision through the co-ordinated provision of Government resources.