



**Family &
Community Services**
Community Services

Program Guidelines for Integrated Domestic Family Violence Strategy

**Vulnerable Children & Families Directorate
May 2014**

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In this document, the Integrated Domestic Family Violence Strategy is abbreviated to 'IDFVS' or 'the program'.

Purpose

The purpose of these guidelines is to assist service providers to understand the broad parameters of the Integrated Domestic Family Violence Services 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 IDFVS 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 IDFVS 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. IDFVS 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 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. ID&FVS services will be included in these reforms.

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

The IDFVS program is a multi-agency, integrated and coordinated response to domestic and family violence among high risk target groups and in targeted communities. It aims to improve outcomes for adults and children affected by domestic and family violence, through:

- Increased access to service provision, and better co-ordination of services to adult and child victims
- More proactive and co-ordinated responses by a range of agencies including justice agencies and support services
- Improved co-ordination and integration of the local service systems responding to domestic and family violence
- Community education and awareness raising.

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

Key principles that inform the IDFVS program are:

- **Rights** – human right to live free of violence
- **Safety** – of women and children is paramount; children need both protection from harm and opportunities for development
- **Strengths-based**– domestic and family violence services build on strengths of women and children and enhance capacity for informed decision making
- **Diversity** – services recognise broad demographic base of domestic and family violence (DFV) and individuality of experiences
- **Responsibility** – perpetrator is responsible for violence and should be held accountable; community as a whole has responsibility for eradicating and preventing domestic and family violence.

Service delivery principles for the IDFVS program are:

- **Justice system response** – to be effective and swift recognising the criminal basis of DFV and the importance of the service system working in partnership with justice agencies
- **Holistic approaches** – integrating criminal justice interventions and support interventions, understanding the dynamics of DFV and the cyclical nature that is common in many relationships where DFV is identified
- **Power imbalance** – and the gendered nature of DFV between those using violence (predominantly men) and those experiencing violence (predominantly women and children) to be recognised and addressed in service responses
- **Access and equity** – services employ strategies to ensure access by the broad range of victims and provision of services in a fair and equitable manner
- **Client centred delivery and support** – facilitated access; children as clients in their own right; accountability interventions for perpetrators and flexible delivery
- **Advocacy** – services aim to advance individual rights of victims and act at a broader community level

- **Continual improvement** - planned and factored into the service, including mechanisms for ongoing monitoring and review; client outcomes from client's perspective.

For services addressing the needs of Aboriginal persons and families:

- **Cultural knowledge** - acceptance, respect and valuing of Aboriginal culture

For services addressing the needs of culturally and linguistically diverse (CALD) clients and communities:

- **Cross cultural competencies** – of staff and system design.

The key feature of services funded through this program is integration. This is achieved by coordinating the work/contributions of different government agencies and non-government organisations, including the Police, courts, child protection workers, women's refuges, men's education and behaviour change programs, health and domestic violence support services.

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 IDFV programs provide adult and child victims with support to escape and recover from the abuse. Our programs provide ongoing practical and emotional support – IDVSP 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.

The IDVSP program works with the victims of family and domestic violence, including children and young people, as well as perpetrators to the extent that this is compatible with the safety and wellbeing of victims and other family members.

DFV services intervene following the identification of DFV in a family. Identification occurs usually via Courts, Police, Health services or child protection agencies.

Our DFV programs provide adult and child victims with support to escape and recover from the abuse. Our programs provide ongoing practical and emotional support – IDVSP provides this support both to victims living through the abuse, and victims who have escaped the abuser.

Child clients of IDFVS are considered as clients in their own right and direct services are provided to children. Direct services to children are negotiated and agreed by the parent client of the service. These services can include but are not limited to:

- emotional and practical support
- safety planning
- risk assessment using the mandatory reporting guidelines
- therapeutic support (where specialisation exists within the service)

5. Program Results and Outcomes

The Integrated Domestic Family Violence Services program aims to improve outcomes for its target population over the long term by influencing factors that contribute to the high level result.

At a population level, the Integrated Domestic and Family Violence Services Program seeks to contribute to reduced rates of domestic and family violence through:

- Lowering community tolerance to domestic and family violence, and
- Providing access to support services for adult and child victims.

In order to achieve the program results, the Integrated Domestic and Family Violence Services program focuses on achieving the following interim results:

- Clients are empowered to keep themselves and their family safe
- Clients pursue prosecutions with support from the program
- Clients meet their case plan goals
- Clients are provided with case plans following evidence-based risk and needs assessment of their family situation
- Domestic & family violence victims are accepted into the program as clients and their children are provided a direct service
- Perpetrators are referred to domestic violence behaviour change programs that meet the minimum standards, where available.
- The local community's understanding of and response to domestic and family violence improves
- The local community is informed about domestic and family violence, including legislation, rights and reporting

Please refer to the IDFVS Results Logic page 11 and 12 for more information.

6. Service group objectives

In Community Services' funded programs system, IDFVS 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 focus of the IDFVS program on service integration and coordination of the work of multiple agencies and organisations reflects awareness that domestic and family violence is a multi-faceted issue that cannot successfully be tackled by any one government agency or NGO acting alone.

Recent research¹ commissioned by the then Department of Community Services in 2010 supports the strong emphasis on service integration/ collaboration that is the basis of the IDFVS service model. This review notes the advantages that arise from bringing together the relevant government agencies and NGOs – including criminal justice, child protection, corrections, housing, and health – to address the complex issues that manifest associated with violence against women.

¹ Australian Domestic and Family Violence Clearinghouse (2010) *Understanding Domestic Violence and Integration in the NSW Context: a Literature Review*

8. Target group

The broad client group for Integrated Domestic Family Violence Services is people affected by domestic and family violence.

Services are provided for all victims of domestic and family violence, including children, whether male or female. Where a victim has children under their care, the service response must take into account the impacts of domestic and family violence on children and young people and either provide direct services or develop a strategy to address the children's needs.

IDFVS service providers may also provide services to perpetrators of domestic and family violence, whether that is through information and referral or brokerage.

Service providers are required to provide priority access for people with the following characteristics:

- D&FV victims from an Aboriginal and Torres Strait Islander background
- 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

9. Service types/activities funded

The core service provided through the IDFVS program is integrated case management. This is a response to family violence that goes beyond the coordination of policies, systems and information-sharing to the provision of case management services within a unified and multi-agency service structure.

IDFVS are intended to be provided in a way that is 'seamless' to the client. Case managers work with the client to assess needs and risk, plan service delivery and monitor the results by 'tracking' the client's progress.

Services could be provided by single, multidisciplinary teams, or by multiple agencies under the supervision of the case manager. Case managers have access to 'brokerage' funds for purchase of services from other service providers, where necessary.

The IDFVS program provides a range of service activities listed on pages 10 - 13.

10. Performance measures and service results

The Integrated Domestic Family Violence Services Program uses the Results Based Accountability (RBA) approach to performance measurement drawing on the results and interim results specified in the Integrated Domestic Family Violence Services Program Results Logic Diagram.

The Integrated Domestic Family Violence Services Program service model has a Service Activity Description that describes its results, interim results and performance measures. The model will seek information on project demographics, the quantity of activity, the quality and its outcomes.

IDFVS service providers enter into a contract with Community Services to achieve certain results for clients. These results will be monitored using the performance measures listed on pages 10-13.

Integrated Domestic Family Violence Services (IDFVS) Program	
IDFVS Results	<ul style="list-style-type: none"> Lowering community tolerance to domestic and family violence, and Providing access to support services for adult and child victims
Interim Results	<ul style="list-style-type: none"> Clients are empowered to keep themselves and their family safe Clients pursue prosecutions with support from the program Clients meet their case plan goals Clients are provided with case plans following evidence-based risk and needs assessment of their family situation Domestic & family violence victims are accepted into the program as clients and their children are provided a direct service Perpetrators are referred to domestic violence behaviour change programs that meet the minimum standards, where available. The local community's understanding of and response to domestic and family violence improves The local community is informed about domestic and family violence, including legislation, rights and reporting
Client Group	<ul style="list-style-type: none"> People affected by domestic and family violence, within the service boundaries of the IDFVS project
Sub-groups for this Project <i>(select only those which apply to the specific project)</i>	<ul style="list-style-type: none"> D&FV victims from an Aboriginal and Torres Strait Islander background D&FV victims affected by socio-economic disadvantage D&FV victims from Culturally and Linguistically Diverse backgrounds D&FV victims affected by social exclusion

	<ul style="list-style-type: none"> • D&FV victims who have a disability • D&FV victims who are caring for a child with a disability
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IDFVS Program Activity Overview

IDFVS projects provide multi-agency responses to domestic and family violence, which aim to improve outcomes for those affected by violence through:

- a) Service provision to better co-ordinate responses to adult and child victims
- b) Proactive and co-ordinated responses in partnership with a range of agencies including justice agencies and support services
- c) Improved co-ordination and integration of the local service systems responding to domestic and family violence
- d) Local community education and awareness raising activities

IDFVS Program Activities

Service delivery	<ul style="list-style-type: none"> • Employ a professional manager and one or more caseworkers to provide the services • Establish and administer a brokerage fund of not more than ten per cent of the total grant to purchase client services (other than legal services), where necessary • The service may be co-located with government other agencies
Case management services	<p>These include:</p> <ul style="list-style-type: none"> • The development of Aboriginal and CALD-specific service delivery strategies • A comprehensive risk and needs assessment of each client (adult and child) that assists in prioritising clients and responding to their needs • Crisis support and information to assist with the effective engagement of clients with a range of relevant supports • Case co-ordination and/or involvement in case tracking to ensure seamless client service provision, including referral on to other services • Referral pathways to domestic violence behaviour change programs that meet the minimum standards, to improve perpetrator accountability and victim safety, and where possible, to reduce future offending • Client support and referrals to improve safety and sustain engagement with court processes • Group support for clients where appropriate • Case review and closure procedures that collect outcome data, assist with caseload management and ensure clients are aware of their status.

Education activities	<ul style="list-style-type: none"> • With other organisations within the service system that work with people experiencing domestic and family violence to assist them to more appropriately respond to and refer clients to other services, including within the justice system • With the community in order to broaden both their understanding and response to people experiencing domestic and family violence • Undertake a service development role by promoting the service model as an example of best practice to government and non-government agencies.
Service system development	<ul style="list-style-type: none"> • Collaborate with nominated partner agencies to develop a strategic approach to reducing domestic and family violence in the area, incorporating the identification of effective engagement strategies and referral protocols for all the designated client groups, including provision for self-referral. Particular attention should be paid to the development of formal referral protocols with the NSW Police Force and/or Women’s Domestic Violence Court Advocacy Services • Contribute to service sector development initiatives to ensure that available services are effectively co-ordinated and contribute to the strategic, whole of government objective of reducing domestic and family violence. This would include participation in local service planning and service system meetings.
Integrated governance	<ul style="list-style-type: none"> • Establish a governance structure for the Service which consists of: <ul style="list-style-type: none"> ➤ A management group consisting of, as a minimum, CS, NSW Health and the NSW Police Force, plus the auspice agency ➤ A service planning group comprised of the broader network of local service providers and stakeholders in the area.

Performance Measures

How much?

- Number of referrals made and received by the project
- Total number of adults and children supported by the project per year
- Number of service provider education sessions and participants
- Number of community education sessions and participants

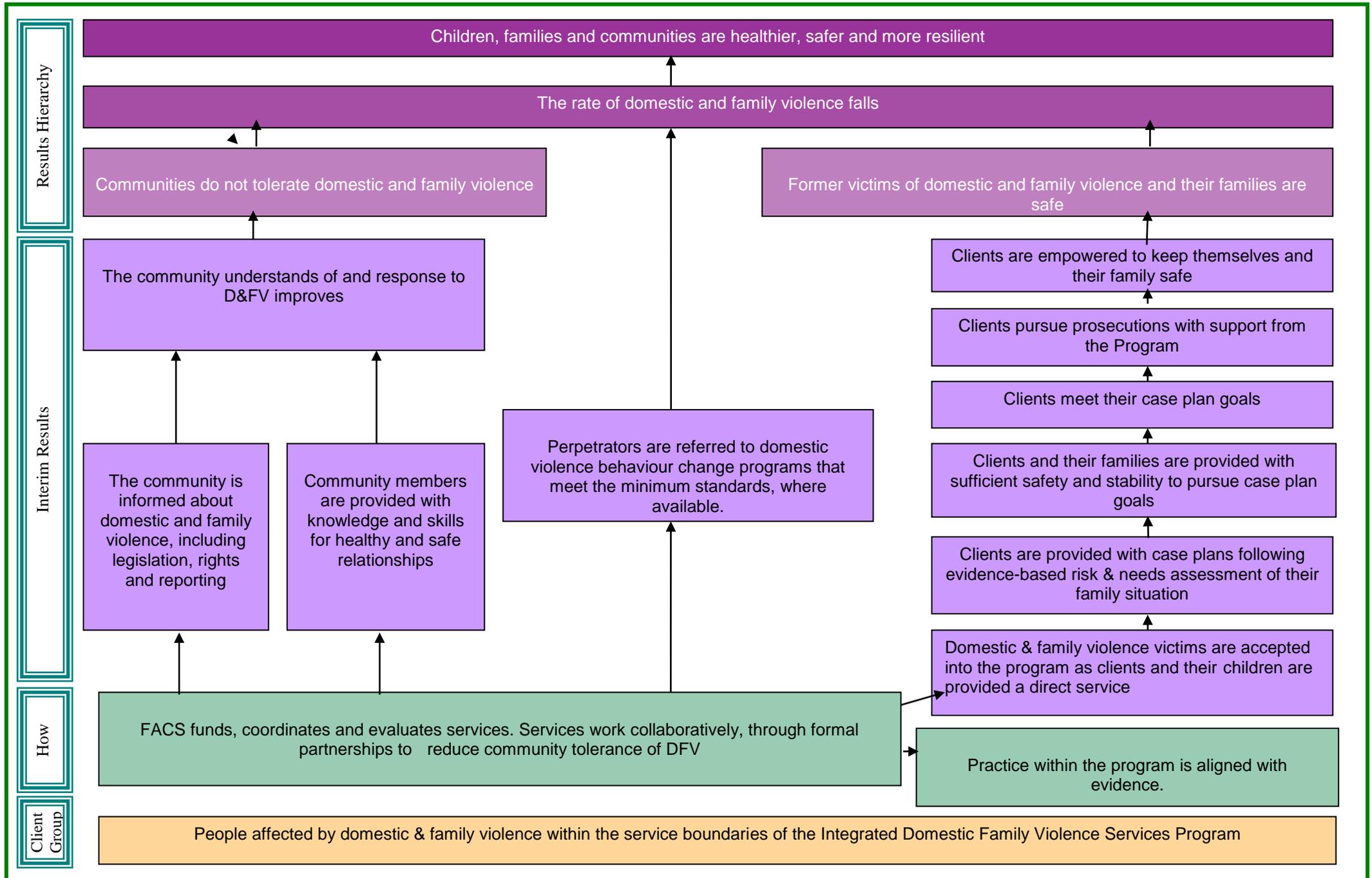
How well?

- Number of partner agencies 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 & % of clients who report satisfaction with the service provided

Is anyone better off?

- Number of clients who, a year after initial contact with the service, report that they and their children feel safe as a result of the assistance provided
- Number and % of community members surveyed who are aware of NSW laws relating to domestic & family violence and/or who understand the impact of the various forms of domestic & family violence on victims and children.

INTEGRATED DOMESTIC FAMILY VIOLENCE SERVICES: RESULTS LOGIC DIAGRAM



Integrated Domestic Family Violence Services (IDFVS) Program Results Logic Diagram

This narrative provides background information and an explanation of the statements set out in the Integrated Domestic Family Violence Services (IDFVS) Program Results Logic Diagram.

What is a Results Logic Diagram?

A Results Logic Diagram is an analytical tool used to show the causal linkages between program components and intended results for client groups or population groups. A Results Logic Diagram includes a results hierarchy in which lower order results are preconditions for achieving higher order results.

What is the Integrated Domestic Family Violence Services Program?

The Integrated Domestic Family Violence Services are multi-agency responses to domestic and family violence, which attempt to improve outcomes for those affected by violence through:

1. Increased access to service provision, and better co-ordination of services to adult and child victims
2. More proactive and co-ordinated responses by a range of agencies including justice agencies and support services
3. Improved co-ordination and integration of the local service systems responding to domestic and family violence
4. Community education and awareness raising.

Explanation of statements in the IDFVS Program Results Logic Diagram

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 16.

Results

The Results Based Accountability (RBA) Framework developed by Mark Friedman² defines results as conditions of well-being for children, adults, families or communities. The Framework distinguishes between population-level results (to which many agencies may contribute, along with external factors like demographic and economic trends) and performance measures for specific programs.

The rate of domestic and family violence falls

This is clearly a population-level result to which the IDFVS Program can only contribute; there are many other factors involved outside of the control of the Program, including other

² Mark Friedman is a United States consultant who has over 30 years experience in public administration and public policy.

initiatives aiming to achieve this same result. Nevertheless, ultimately the intention of the IDFVS Program is to see DFV decline.

Communities do not tolerate domestic and family violence

The interim results below this result show how it is intended that the Program should reach it:

- The community is informed about domestic and family violence, including legislation, rights and reporting
- Community members are provided with knowledge and skills for healthy and safe relationships.

Former victims of domestic and family violence and their families are safe

The interim results below this result progress through key elements in the process from engagement of victims, through to ensuring their immediate safety needs are met, supporting them through the court process and ultimately enabling them to keep themselves and their families safe.

How

This is a description of the means by which it is intended to achieve the results. In this case, it is through the IDFVS Program, which is a multi-agency, co-ordinated response to prevent the escalation of domestic and family violence. The Program covers targeted locations across NSW. As an integrated model its results are expected to extend into the criminal justice system, hence the inclusion of Police and Women's Domestic Violence Court Advocacy Services as core partners. It also seeks to promote good practice principles to D&FV services outside the Program.

Client group

This is the group of people targeted by the IDFVS Program.

11. Data collection strategies

Agencies funded through IDFVS 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 (i.e. 1 July to 30 June).

IDFVS shares a reporting system with another Community Services program – the Staying Home Leaving Violence (SHLV) program.

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 IDFVS 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 IDFVS are set out in a separate document – the *IDFVS Performance Monitoring Service Provider Guidelines*

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
Integrated Domestic Family Violence Service	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

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

IDFVS providers are required to operate within a formal partnership that includes Community Services, NSW Health, 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](http://www.domesticviolence.lawlink.nsw.gov.au/domesticviolence/minimum_standards_mdvbcp.html). A list of approved providers can be found at http://www.domesticviolence.lawlink.nsw.gov.au/domesticviolence/minimum_standards_mdvbcp.html

Each service provider will establish a local service planning group comprising representatives of the local service network, including justice agency representatives.

13. Glossary

Activities

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

Case Management

Case management is client centred. 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 that person is provided multiple services from your organisation that are more intense than information and referral only. This may include but is not limited to advocacy, assisted referral, brokerage, court support. Assistance may be provided all in one day or over a longer period of time.

Referring a person to another service/s does not on its own make a person a case coordinated client. You do not develop case plans for case coordinated clients and you do not have case management responsibility for them.

Communities Prevention and Early Intervention (CPEI)

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, families. 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.

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.³

Department of Family and Community Services, 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.

Domestic and Family Violence

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, 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

³ http://nps718.dhs.vic.gov.au/ds/disabilitysite.nsf/sectionthree/cald_strat?open (Department of Human Services Multicultural Strategy Unit, 2002).

- 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.⁴

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.⁵

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.⁶

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.

Indicator

An indicator is a measure that helps quantify the achievement of a result.⁷

Non-Government Organisations (NGOs)

These are not-for-profit non-government bodies. Local government councils are not NGOs.

NSW Government Procurement Policy

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

NSW State Plan

The Government of New South Wales is committed to improving the services it delivers to the community and the NSW State Plan is the blueprint for how the Government intends to achieve these improvements over the next 10 years.

⁴ Department of Family and Community Services, It Stops Here. Page 12.

⁵ 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

⁶ <http://www.defra.gov.uk/science/how/evidence.htm>

⁷ Friedman, 2005. Trying hard is not good enough., Page 19

Objectives

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.

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.⁸

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.

⁸ Friedman, 2005. Trying hard is not good enough, Page 2

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.