



## ISSUES PAPER

(for distribution to other networks)

### KEY ISSUES ARISING FROM THE QDVSN MEETING

BRISBANE, FEBRUARY 28 – MARCH1, 2013

*In the spirit of enhancing information sharing and collaboration between our networks, Queensland Domestic Violence Services Network (QDVSN) decided to distribute to other related and like networks and services, relevant issues arising from the QDVSN meetings. In addition, QDVSN recognises that our networks are frequently responding to and discussing the same issues, and the strength that lies in co-ordinating and sharing information.*

*After each QDVSN meeting, the QDVSN secretary can forward to your network/service the key relevant issues arising from the QDVSN meeting. In addition, if your network/service would like to similarly disseminate information relating to your network/service, we would certainly welcome this.*

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Discussed, particularly in light of Supportlink, how much consultation we would like to see happen around State-wide strategic issues such as the implementation of Supportlink? Discussed the different levels and impacts Supportlink has had on services funded or not funded for Faxback.

Discussed how to advocate for Supportlink in relation to capacity issues for services, such as through letters of support from other services in the network.

- **Action: Have a commitment to have a strategic focus when State-wide issues/pilots/projects are introduced to individual services with the intention of consulting or (at least) info-sharing when possible with the rest of the group. Ultimately, decisions will allow for individual service needs, approaches and restrictions.**

Discussed impact:

- Has strengthened and deepened relationship with QPS
- Some feel it de-personalised relationships that were previously strong
- Getting inappropriate referrals
- Getting excellent referrals in some regions
- Getting some good stats
- Much more effective than Faxback system
- More in touch with high level and complex violence issues

- SupportLink: Department asking for data - VPT have spoken to Bruce on occasion to discuss funding and working group issues. Bruce has regularly talked to VPT about data especially the number of DV cases. VPT clarified that they will contact individual services if there are any major concerns raised through client feedback, and acknowledged the limitations of this data in response to concerns raised by the services.

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2. Discussed different ways of gathering data and what messages we are getting from various regions. The problematic nature of data, consistency and using different data base systems was also highlighted. Discussed formula for calculating outputs. 5 ½ - 6 hours a day over 42 weeks a year.

**Action: LA to share the specific Counting Rules from their meeting with Department regarding Outputs for HOF, and how to report.**

Continue to discuss advocating for the need for a shared client/data management tool for the DV Sector - funded by? Discussed ChilliDB as a possibility.

- **Action: Working group (Gabrielle, LA, Estrella). Suggested an on-line demo, Gabrielle to discuss with Chilli. Gabrielle to contact LA and Estrella to start working group.**

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3: QDVSN Representative/Convenor - meet with Refuge Networks	Discussed the benefit of strengthening relationships in each region, and offer to attend their meetings as a guest to talk about mutual areas of interests and also how VCMS is going to work. Also discussed same for Sexual Assault Network. <b>Action: QDVSN Secretariat (LA) will make contact and extend the offer/invitation.</b>
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4: 16 Days of Activism - Feedback on events	Activities were presented. Learning and challenges were discussed. i.e. hard to get people to attend events. Discussed the issue of International Day Against Violence Against Women and Children becoming seen nationally as White Ribbon Day. The White Ribbon concept has become a day. Discussed developing a working group to work towards this being focus of next 16 days of activism. <b>Action: Pauline will email Julie Oberon to ask about IDAVAW resources. Working group to be developed - Bernie to drive.</b>
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5: Children's Counselling - permission from both parents?	The only time consent needs to be obtained is if it is mentioned in a family law court order/ family plan... Discussed different frameworks for children's counselling. <b>Action: Jude to share email from Julie Gilfoyle, with permission. Brigitte will email to the group her guidelines (Centacare?) for consent issues and children's counselling.</b>
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6: QDVSN Subgroups -	QDVSN overall - Desire to get back into lobbying and activism.
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Advocacy, Actions, Lobbying	<p>Discussed the importance of consistency across changes of governments and how we may advocate for this as a group. Safeguarding the welfare sector.</p> <p>Action: Develop a working group that is specifically focused on drawing on the QDVSN Position Paper and the key issues we want to deal with in the state as well as nationally. This working group would also link in with other networks as well as drawing on the National Centre for Excellence to work towards improving services for women, children and young people. Start with the information that needs to be put to the Recommissioning process. Work towards QDVSN having a united voice alongside other networks. Working Group Members - Amy, Linda-Ann, Gabrielle and Pauline.</p>
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8. VCMS - Brian introduced self and the VCMS process. Starting training this afternoon at WAVSS. Doing face to face with South East Services and remotely with regional and remote services. All homelessness services will be able to see services information and Services will have access to all Homelessness Vacancies. Usability for services is on an as needs basis as a Resource Tool to use. Will cover every homelessness service including DV Shelters across the state. It is not designed to provide other services with vacancy information. The service coordination protocol will be distributed as training rolls out. If there are issues with the system VPT will continue to work towards resolving them. If we cannot find vacancies then we contact DV Connect who will use hotel/motel accommodation if needed or identify a local hotel/motel and liaise with DVConnect re expenditure; funded through their brokerage. In response to issues raised by QDVSN members, VPT suggested that we start using the system, document the issues, and then come together to develop a protocol or agreed arrangement about how it will work with DV Connect. Need from regional services information about services to put into VCMS. Currently no funding to develop a State-wide or national client management system.

Action: QDVSN requested that VPT organise a meeting between services and DV Connect to clarify how refuge referral arrangements will work so we can develop more standardised and consistent responses across the State. VPT to organise for the finalised Pathways Report be forwarded to the group.

Discussed Risk Assessment and Referral Protocol - VPT clarified that services will not be responsible for paying for transporting and or motelling as we are not funded brokerage. These issues will need to be discussed at the proposed DVConnect/QDVSN meeting and reflected in the

Draft Referral Protocol. However, services would be expected to provide in-kind costs such as providing a space for the client to wait while accommodation is being arranged and dropping client off at bus stop, etc. Department is very clear about CHART and Risk Assessment being the process services will have to take to provide the best outcomes for clients. QDVSN group enquired about support for Hardware to implement these processes and VPT stated there will be no support to provide upgrades for services to make it happen. Chart (on-line assessment and referral tool) - development has commenced and will start face to face training to services in using this process – training in use of the tool as well as practice framework for screening and assessment and how clients are prioritised. Would like to workshop with services what the current processes are for assessment. Moving sector from individual service response to thinking about a service system. The QDVSN group did raise the issue of housing women with wrong or

no Visas. Sue has noted to take to the Homelessness team to raise the issue in the context of low or no barriers to service access.

- Round Table on Social Inclusion - Minister decided late last year that she wanted a process for talking to Social Inclusion funded Services through a Round Table process to get perspective from services. Terms of reference and membership are still being finalised. Membership may include peak bodies, and VPT are mindful that there is no Peak Body for the Violence Prevention Sector and the VPT have fed that back up. There will be other avenues of having a say as Social Inclusion Services.

**Action - invite Helen Ferguson to QDVSN meeting. She is keen to know what is happening ...**

- New Legislation: VPT main interest in voluntary intervention orders. Justice had lag in setting up their systems which has delayed this analysis. QDVSN members fed back that we are seeing more applications, sometimes having to educate police although seeing some positives, raised issue of inconsistency across courts and magistrates. QDVSN raised issue of approved service providers for men's groups, maintaining standards.
- eDV (Electronic lodgement of applications for DVO) - a business case currently. Justice and police have different systems that don't talk together. Legislative issues that have to be sorted first. If the business case is approved, NGO's will have access to lodge DVO applications electronically as well. VPT have suggested Regional DV Services/Court Support Services and Refuges have access to this application. VPT flagged that any issues of potential concern - hardware/ software issues need to be identified. JAG are looking at engaging a business analyst on board in a few weeks using funds from Integrated Criminal Justice (IJS) working group who will be engaging QDVSN and other networks to discuss issues and service requirements/details etc.

**Action - VPT to provide written information for members about the project and will organise a teleconference with QDVSN members. Asked us to think about concerns/ issues/ problems, and what questions will analyst need to ask.**

- National Centre of Excellence - CDFVR QLD contribution to the National Centre for Excellence. Part of their work will be devoted to National work as well as the other things they do now such as the Annual Indigenous Family Violence Prevention Forum, resources and community education. The Death Review Unit located in the Coroner's Office will continue, and will be working closely with CDFVR in their capacity as support to the coroner.

Recommissioning: VPT highlighted the broad statements around value for dollar and targeting services where it is needed. Anticipate three phases: 1. Youth. 2. Women's (DV, Sexual Assault and Women's Health. 3. Homelessness. The Recommissioning crew are putting together a plan/ proposal/ mapping. Key message for VPT and the DV Sector is listening to what is going to happen in the youth sector to get an idea of what may happen with us. VPT stated that we may find that recommissioning may only apply to Youth but this seems unlikely. For services due for service agreement renegotiation (Caboolture and Ipswich) VPT are still anticipating long term funding agreements (3 years) will be renegotiated in September but can make no promises as this is the Minister's decision. Currently there is no timeline as yet but was clear that the VPT clarified that there is no funding for further perpetrator programs at this time.

- recommissioning would not be happening for the Women's sector in the July to December period - it will be later. When more is known they will inform the sector.

- National Plan - The QDVSN group raised that there is not a lot of QLD representation on the NPIP. VPT acknowledged that it is important to have the opportunity for feedback loop from the National Plan implementation panel to the sector and back again. Department sits on this panel and are responsible for developing the jurisdictional implementation plan. The obligation to consult the sector was acknowledged. Sue was asked “how does the QLD plan (For our Sons and Daughters) fit in?” Sue replied that it was a policy of the previous government so no longer has any standing.
- What is the plan for QLD? There is no plan to rework the QLD plan as yet, but principles and Preamble in the DFV legislation are useful. The Queensland Jurisdictional Plan supporting the National Plan that the Department is required to develop will provide an opportunity to outline priorities in relation to Domestic and Family Violence (and violence against women more broadly).
- VPT said that we need to start thinking more broadly about women’s services. Other National Plan work - involved in project around women with disability and violence/ sexual violence. Also looking at perpetrator work, as well as registration of interstate orders. Data Collection working Group for National Data collection; deadline 2022.
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