



Support & Safety Hub

Interim Operational Guidance between The Orange Door and Victoria Police

October 2018

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Aboriginal Acknowledgement

The Victorian Government proudly acknowledges Victorian Aboriginal people as the first peoples and Traditional Owners and custodians of the land and water on which we rely. We acknowledge and respect that Aboriginal communities are steeped in traditions and customs built on an incredibly disciplined social and cultural order. This social and cultural order has sustained up to 50,000 years of existence. We acknowledge the ongoing leadership role of the Aboriginal community in addressing and preventing family violence and join with our First Peoples to eliminate family violence from all communities.

Preamble

The public branding of the Support and Safety Hubs is The Orange Door. The Orange Door and Support and Safety Hub terms are used interchangeably across policy and communication materials.

The intent of the guidance is to ensure practical supports are in place for the Police and Hub workers, and that there is a shared understanding of roles and expectations from establishment.

This operational guidance (guidance) was developed by Family Safety Victoria (FSV) and Victoria Police to support the relationship between the Orange Door and the Police from the initial establishment of The Orange Door in 2018. The guidance has been developed in the context of the first six months of service commencement. Key learnings and future reform implementation will further inform how the Police and The Orange Door work together to ensure that women, children, and young people are safe and that perpetrators are kept in view.

For queries relating to the application of this guidance, contact:

Kerin Leonard

Director, Support and Safety Hubs Statewide Policy and Design

Service Design and Reform, Family Safety Victoria

Email: Kerin.Leonard@familysafety.vic.gov.au

Introduction

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence and to delivering on the vision described in *Roadmap for Reform: Strong families, Safe children*.

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (Hubs) across Victoria to provide a new way for women, children and young people experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services.

The Orange Door (Support and Safety Hubs) will be accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. The Orange Door will also focus on perpetrators of family violence, to keep them in view and connect them to services that assist in holding them accountable for their actions and changing their behaviour.

Ending Family Violence: Victoria's Plan for Change released in November 2016, sets out the Victorian Government's commitment to establish a network of Support and Safety Hubs across all 17 Department of Health and Human Services (DHHS) areas by 2021. The Orange Door will be central to Victoria's approach to addressing both family violence and ensuring child safety and wellbeing. The Orange Door will also form a critical part of the broader service system response.

The *Support and Safety Hubs: Statewide Concept* (Statewide Concept) released in July 2017 describes the intent, scope, key functions and roles of The Orange Door and how The Orange Door will contribute to the vision and aspirations of Victoria's Plan for Change and Roadmap for Reform. It outlines what The Orange Door will deliver across the state as part of the future service system; the approach government is taking, and a number of principles for the design of The Orange Door.

FSV will oversee the establishment of The Orange Door network and provide local leadership, facilitation, oversight and infrastructure management in collaboration with Local Hub Establishment Groups and local Hub Leadership Groups who will lead the implementation and management of The Orange Door in each area.

The Victorian Government has committed to the initial establishment of The Orange Door in five launch areas in the DHHS areas of Mallee, Barwon, Bayside Peninsula, Inner Gippsland and North-East Melbourne in 2018, with establishment in all 17 DHHS Areas by the end of 2021.

Family Safety Victoria

FSV was established in July 2017 to drive key elements of Victoria's family violence strategy and coordinate support for families to help them care for children and young people. FSV's priority is the safety and wellbeing of women, children and young people.

FSV will lead policy development and deliver key reforms including:

- establishing The Orange Door across the 17 DHHS areas in Victoria transforming services, making it easier to get help for those at risk or experiencing family violence and for families needing support for the care, development and wellbeing of their children
- enhancing existing specialised services for victims of family violence including children, so that the right assistance is available at the right time
- implementing information sharing regime and risk assessment and management, supported by a Central Information Point (CIP) connecting police, the courts and services to keep victims safe

- delivering the 10-Year Family Violence Industry Plan and house the new Centre for Workforce Excellence, to build workforce capacity and capability in partnership with the sector
- building an understanding to embed responsiveness to diverse communities across the family violence reforms
- leading engagement with sector, victim survivors, diverse communities and the Victorian community as a whole across all reforms and initiatives we deliver.

About the operational guidance

Purpose of the operational guidance

This operational guidance (guidance) describes the approach for interactions between The Orange Door and Victoria Police. It recognises the shared responsibility of The Orange Door and Victoria Police to promote the safety for all members of the community experiencing family violence. The Orange Door will focus on women, children, and young people experiencing family violence, and families in need of support with the care and wellbeing of children. The Orange Door will also focus on perpetrators of family violence, and in doing so, keep them accountable and in view.

For the purpose of this guidance document it is recognised that in the majority of cases victims of family violence are women and children, and that those who perpetrate violence against victims are men. This language is consistent with the Victoria Police Code of Practice for the Investigation of Family Violence. This will not preclude other local and statewide services using alternative language to represent this gender difference (for example, men who use violence).

The purpose of this guidance is to outline the operating procedures and processes agreed at a statewide level between FSV and Victoria Police to support local functions and operations of The Orange Door from commencement.

This guidance will outline:

- pathways for reports by Victoria Police for victims and perpetrators of family violence and referrals for vulnerable families to The Orange Door
- pathways for The Orange Door to make reports to Victoria Police
- roles and responsibilities of Victoria Police and The Orange Door
- joint risk management
- information sharing processes to support the relationship between Victoria Police and The Orange Door
- requests by The Orange Door for police assistance
- processes to resolve issues

The guidance aims to:

- ensure that the experience of accessing the appropriate range of supports and assistance is as seamless as possible for women, children and young people
- ensure that perpetrators of family violence are kept in view and held to account
- ensure that there is a shared approach to providing support for people that interact with Victoria Police and The Orange Door.

How this guidance relates to existing policies and practices

The guidance should be read in the context of relevant legislation and operational principles in relation to family violence, and children and young people. This also includes relevant organisational policies for Victoria Police and FSV in relation to family violence, and children and young people.

This guidance does not replace or override responsibilities of Victoria Police and The Orange Door. The organisations will continue to operate within existing legislation and relevant policy and practice frameworks that are in place.

This guidance is to be considered in accordance with:

- *The Children, Youth and Families Act 2005*

- *Family Violence Protection Amendment Act 2017*, (particularly the addition of Parts 5A and 5B relating to information sharing)
- *The Child Wellbeing Safety Act 2015*
- the principles detailed in the *Overarching Relationship Principles Memorandum of Understanding (dated November, 2014)* to which both the Department of Health & Human Services and Victoria Police are signatories

This guidance is strengthened when also read in conjunction with the:

- *Family Violence referral protocol between the Department of Health & Human Services, Family Safety Victoria, Department of Justice and Regulation and Victoria Police 2018* which documents the L17 report pathways between Victoria Police and The Orange Door and other relevant services
- *Victoria Police Code of Practice for the Investigation of Family Violence 2016*
- *Support and Safety Hubs Statewide Concept*
- *Support and Safety Hubs Service Model*
- *Support and Safety Hubs Partnership Agreements*
- *Support and Safety Hubs Operating Guidelines*
- Memorandum of Understanding between FSV, Victoria Police, Courts, DHHS, Corrections for co-location of employees recruited as CIP Data Custodians for information sharing arrangements for CIP operations – 2018
- Privacy Agreement for the use of the L17 Family Violence portal
- Orange Door Client Relationship Management system Use and Access Agreement.

The Orange Door and Victoria Police are committed to making support easier and safer for all victims of family violence, and families in need of support with the care and development of children and young people and, to ensure perpetrators of family violence are held accountable for their actions.

The Orange Door and Victoria Police will continue to develop increased understanding of their roles and responsibilities, and work collaboratively to deliver effective and coordinated responses.

Review of operational guidance

This document outlines statewide requirements and provides guidance to support the commencement of The Orange Door service delivery across the five launch sites. It is recognised that this guidance needs to be developed iteratively, informed by the lessons learned in the first six months of The Orange Door implementation as well as further policy and practice work led by FSV in partnership with key stakeholders across government and the service system.

It is intended that the next iterations of statewide guidance will be in place by the end of 2018 and will incorporate key learnings, practice innovation, IT enhancements and legislative changes, impacting on the operational arrangements between The Orange Door and Victoria Police.

Overview

Role of Victoria Police

The *Victoria Police Code of Practice for the Investigation of Family Violence (2016)* and Victoria Police Manual governs the police response and investigation of family violence, outlining their role in breaking the cycle of violence and supporting an integrated system response in partnership with other agencies. Police have a critical role in:

- maximising the safety and support of victims
- investigating incidents and presenting offenders to court
- applying for family violence intervention orders, and
- assisting in the prevention and deterrence of family violence in the community.

Action taken by police on family violence incidents reported to them is based on an assessment of the risks and threats using the Victorian Police Risk Assessment and Risk Management Report (referred to as an L17 report). Police are able to refer perpetrators and victims of family violence, including children, to support services and/or report to Child Protection by completing an L17 report which is electronically routed through the web-based L17 Portal to the appropriate service/s.

Victoria Police Family Violence Investigation Units

The Family Violence Investigation Units (FVIUs) are staffed by detectives with specific family violence training. FVIUs are responsible for:

- investigating serious and complex family violence investigations
- managing high and medium risk victims and perpetrators of family violence
- identifying and responding to priority community victims and perpetrators
- investigating historical (cold case) offences, and
- supporting general duties police and other specialist units.

There are 31 FVIUs across the state with at least one in each police division.

Victoria Police role in Risk Assessment and Management Panels (RAMPs)

A Risk Assessment and Management Panel (RAMP) is a formally convened meeting, held at a local level, of nine key agencies and organisations that contribute to the safety of women and children experiencing serious and imminent threat from family violence. Across Victoria there are 18 RAMPs that each meet once a month to share information and take action to keep women and children at the highest risk from family violence safe.

Each RAMP is jointly chaired by a senior member of Victoria Police and a senior manager from a specialist family violence agency

Role of The Orange Door

The Orange Door is a new way for women, children and young people experiencing family violence, and families who need support with the care, wellbeing and development of children and young people to access coordinated support from social, health and justice services. The Orange Door seeks to be culturally safe and respectful of Aboriginal people, meet the diverse needs of the Victorian community and be accessible for people of all ages.

The Orange Door brings together the access points for family violence services, family services and perpetrator/men's services. It brings together existing referral points for victims and perpetrators of family violence (including police L17 referral points), and children and families in need of support (Child FIRST).

The Orange Door, when fully established, provides:

- a more visible contact point so that people know where to go for support
- an approach across the spectrum of prevention, early intervention and response
- help for people to identify family violence and child and family safety and wellbeing issues
- advice based on the latest risk assessment tools and best available information
- specialist support and tailored advice for victims, families and children, and perpetrators
- a strong focus on perpetrator accountability
- a system-wide view of service capacity, client experience and outcomes.

The Orange Door represents a shift in our approach, and is a critical part of the whole-of-system reform. The functions of The Orange Door will scale up over time and will also play a role in improving the service system because of the unique perspective they will develop on community needs, and service capacity, capability and responsiveness.

Referrals pathways

Victoria Police reports to The Orange Door

Victoria Police can refer the following people to The Orange Door (where operational):

- victims who have experienced, are experiencing, or are at risk of family violence, with the exception of male adult victims who are referred to the Victim Support Agency.
- perpetrators of family violence and,
- families in need of support with the care and development of children

The Orange Door will initially be operational during business hours (9am-5pm Monday-Friday). After-hours telephone support will continue to be provided by existing statewide services (safe steps, Men's Referral Service, Victims of Crime Helpline, Sexual Assault crisis line and Child Protection after hours phone line).

To make a referral to The Orange Door

Completing an L17 Report

Victoria Police members who attend a family violence incident will complete an L17 report which is generated electronically and indicates the need for assistance for a women, children or young person experiencing family violence and perpetrators. The web-based L17 Portal identifies the appropriate service(s) to receive the L17 report (based on automated pathways for family violence and child vulnerability) and forwards the L17 report to the relevant service(s) electronically.

L17 reports for victims of family violence

The Orange Door will receive all Victoria Police L17 reports for adult females and all children who are victims of family violence. L17 reports made overnight will be screened by The Orange Door workers on the next consecutive business day.

Where immediate assistance is required (e.g. for crisis accommodation), Victoria Police should directly contact The Orange Door during business hours (Monday - Friday 9am-5pm), or safe steps outside business hours (including weekends and public holidays).

The Orange Door and safe steps have processes in place to ensure that there is effective handover of any referrals and adequate information sharing.

The Orange Door will not receive L17 reports for adult male victims. These L17 reports will continue to go to the Victims Support Agency (VSA).

L17 reports for perpetrators of family violence

The Orange Door will receive Victoria Police L17 reports for perpetrators of family violence during weekdays. L17 reports made overnight will be screened by an Orange Door worker on the next consecutive business day. The Men's Referral Service (MRS) will receive L17 reports of perpetrators that are made over the weekend and on public holidays. The Orange Door and MRS have processes in place to ensure that there is effective handover of any referrals and adequate information sharing.

The Orange Door will work with all identified perpetrators (men, women or adolescents). In cases where women are identified in an L17 police report as perpetrators of intimate partner violence against a male partner, The Orange Door workers will review the woman's history with particular regard for whether she is the primary aggressor or the victim of family violence. The Orange Door response will consider the context of violence in her relationship and how best to proceed with the referral.

L17 reports for children and young people

Police members make an independent assessment of risk to any child or young person who is present or who has been affected by an incident of family violence.

Any and all decisions regarding children must be made in accordance with, and considering, mandatory reporting requirements and the best interest principles of the *Children, Youth and Families Act 2005*. If police believe that a child or young person is in need of protection due to actual or likely sexual or physical abuse, or concerns of harm or neglect, they must report these concerns to Child Protection. The Orange Door will work with children and families where concerns do not meet the threshold for mandatory reporting.

Child Protection will receive L17 referrals from police where they have assessed that a child is in need of protection related to family violence. In most cases, this will be alongside L17 referrals to The Orange Door for both or either another adult victim and perpetrator of family violence. The L17 referral and portal will provide visibility to workers in The Orange Door and Child Protection intake teams that these referrals have been made, and it is expected that practitioners reviewing or actioning these referrals make contact with each other to coordinate actions for these cases.

The Orange Door can also receive other referrals from Victoria Police for families in need of support with the care, development and wellbeing of their children for non-family violence related issues. This can include families struggling with mental health, drug and alcohol, financial and/or other social issues that may impact on their parenting. These referrals can be made by telephone, email or by providing The Orange Door contact details to the families in need.

L17 reports for Aboriginal people

The Orange Door supports Aboriginal self-determination to ensure that Aboriginal communities are active participants in decision making and have a choice over where and how they receive services. The Orange Door is building partnerships with Aboriginal services, many of which have developed specialised culturally appropriate responses to victims of family violence and vulnerable families and children.

The *Koori Family Violence Police Protocols (KFVPP)* provide guidance to local police in responding to family violence and describes the appropriate pathways for Victoria Police L17 reports for Aboriginal people. Where they are in place, these protocols have been effective and will continue to be used by police with the establishment of The Orange Door. This means that in Mildura and Robinvale, Victoria Police L17 reports for an Aboriginal victim of family violence continue to go directly to an Aboriginal service. In other areas, community preference and capacity for Aboriginal services to provide tailored Orange Door access points and receive Victoria Police L17 reports will need to be determined at a local level and be incorporated within any existing or planned KFVPPs. Where a Victoria Police L17 report for an Aboriginal person has been received by The Orange Door, the person will be offered the option to work with an Aboriginal worker from The Orange Door and/or an Aboriginal service.

Contacting The Orange Door directly

Where Victoria Police identifies the need for urgent assistance for a victim of family violence, children and families, or a perpetrator of family violence, they are able to contact The Orange Door directly during business hours.

Safe steps should be contacted by Victoria Police for victims of family violence after business hours, weekends or public holidays by telephone to arrange any immediate supports required. In addition, the safe steps contact details should also be provided to victims where it is believed after hours crisis support may be required in future.

In some circumstances (i.e. if there are no immediate concerns for the victim survivor or children's safety and welfare) Victoria Police may provide the parties involved with the contact details of The Orange Door.

Request for police assistance by The Orange Door

Emergency assistance

The Orange Door workers should seek emergency assistance by calling Triple Zero (000) and requesting a police response where this is needed, for example:

- any situation where life or injury is threatened
- any event which might cause danger to persons or property
- a disturbance or breach of the peace such as a family violence incident or anti-social behaviour.

In reporting to police or requesting police assistance, priority consideration should always be given to the safety of those who have been victims or are at-risk of harm.

Reporting family violence to Victoria Police

In the course of their engagement with clients, The Orange Door workers may become aware of unreported incidents of family violence or may come in contact with someone who is at immediate risk of violence or further violence. This may include circumstances where:

- a victim discloses family violence or a risk assessment indicates they are in need of immediate support
- a victim is at risk of violence and unable to leave the location safely without police assistance
- a perpetrator poses a risk or makes a threat against a victim or others
- there has been a breach of the conditions of an intervention order.

The Orange Door workers will encourage and assist victims (or potential victims) to make decisions about reporting incidents of violence and breaches of intervention orders to police. Workers should provide victims with a safety plan and targeted information, advice and support relevant to their situation. A safety plan will assist victims to identify and recognise their safety needs and may encourage them to report incidents to police for their safety.

Where a perpetrator poses a risk or makes a threat against a person, The Orange Door workers should, contact the person to inform them of their concerns for their safety. Workers then should consider the need to report any matters of concern to police in consultation with the affected person. The worker will use their professional judgment, supported by their team leader and or practice leader, to determine the need to contact the affected person or police.

If appropriate, The Orange Door workers can report an incident to police on behalf of victims. However, reporting is to be centred on support rather than mandatory reporting. In the instance where a worker wishes to make a report to police on behalf of a victim, consent should be obtained from the victim first unless there is a high risk of harm or where the victim is a child or is unable to give consent. This is critical to ensure that victims are able to exercise their agency and to establish client-provider trust.

If there are reasonable grounds to believe that a child is in immediate danger, The Orange Door workers should call the police emergency line on triple zero (000). Where workers believe that a sexual offence has been committed by an adult against a child (aged under 16), they have an obligation to report that information to police. Where there is risk to a child, workers may also need to consult with the senior child protection practitioner to discuss the appropriate course of action.

In reporting incidents to police, The Orange Door workers should provide police with the following information:

- the victim's name, location and contact details
- the perpetrator's name and location (where known)
- a brief description of the incident, including timeframes
- if children are present
- known weapons/firearms.

The use of 000 should be used by The Orange Door workers for life/property threatening or time critical emergencies.

Reporting other incidents to Victoria Police

The Orange Door workers must respect the confidentiality of information obtained from clients in the course of their work. However, they must also consider the need to keep clients, themselves and other workers safe from harm.

Police must be informed by calling triple zero (000) if a person reveals they intend to commit a serious crime, particularly if reporting is the only way to prevent harm to other people. The Orange Door workers are to advise police by calling triple zero (000) of the threats made and the circumstances pertaining to the threat. Where there is not an immediate threat, the worker should seek advice from their team leader and or practice leader.

Additionally, under the *Family Violence Protection Amendment Act 2017*, The Orange Door workers must disclose information about clients to police, where it is requested, to help identify and manage risks for victims of family violence.

Staff safety

The Orange Door workers should work safely while providing effective services for clients. There will be instances where workers are required to deliver services for clients who present in an aggressive manner. Workers must comply with The Orange Door *operational guidance for responding to client incidents* and the incident management approach and standards consistent with their employing agency. If there is a threat of harm or an assault has occurred to staff, all workers are strongly encouraged to make a report to police, by calling 000 where there is an immediate threat to safety, or reporting non-emergency incidents to the local police station. Where time permits the worker is encouraged to seek advice from their team leader and or practice leader.

Workers can consult with their local FVIU when managing perpetrators with aggressive behaviours to help determine the most appropriate course of action. This may include police and The Orange Door workers undertaking joint visits to households where risk posed by a client or perpetrator is high or not yet known.

Information sharing

The effectiveness of the working relationship between The Orange Door and Victoria Police will be underpinned by robust information sharing. Information to support the functions of The Orange Door (such as triage, and risk and needs assessment and management) will rely on the sharing of information with other agencies such as Victoria Police, and other sources like the Central Information Point (CIP).

Sharing of information and privacy between The Orange Door and Victoria Police will operate in accordance with a suite of relevant laws and frameworks in relation to information sharing, and will only be shared in appropriate circumstances. This includes:

- *Privacy and Data Protection Act 2014* (including the Information Privacy Principles)
- *Health Records Act 2001* (including the Health Privacy Principles)
- *Children, Youth and Families Act 2005*
- Part 5A of the *Family Violence Protection Act 2008* (Part 5A) (including the Family Violence Information Sharing Regulations 2018 and Family Violence Information Sharing Guidelines)
- *Part 5B of the Family Violence Protection Act 2008*.

The Orange Door will have access to the CIP to request critical information about perpetrators from Victoria Police, Courts, Corrections, and the DHHS. This will make it easier for workers to assess the risk perpetrators pose to victim survivors, and to provide timely support.

Initially, the CIP will have limited operating capacity. In the future, the CIP will have the capacity to flag information about a perpetrator (i.e. important dates such as expiration of an intervention order and prison sentences) that has been a previous subject of a request, allowing for The Orange Door workers to be able to update risk management and safety plans.

Legislation

Family Violence Information Sharing Scheme

The Family Violence Information Sharing Scheme (the Scheme) has been created by the new part 5A of the *Family Violence Protection Amendment Act 2017* (the Act). The Scheme authorises a select group of information sharing entities (ISEs) to share information with one another for family violence risk assessment and risk management purposes. Most workers within The Orange Door, including the Senior Child Protection Practitioner Community Based (SCPPCB), are part of this group of ISEs.

Both The Orange Door and Victoria Police are organisations prescribed as ISEs. Application of this scheme will depend on the particular circumstances of the individual.

In addition, the legislation removes the requirement that a serious, imminent threat to an individual must be present before information can be legally shared. This applies generally, and not just in the context of family violence.

Information Sharing in The Orange Door

Part 5B of the Act, was introduced to facilitate information sharing in The Orange Door. Part 5B simplifies the sharing of confidential information within The Orange Door in a way that gives precedence to safety and wellbeing over privacy. Part 5B supplements existing legislation allowing information sharing in particular circumstances.

Part 5A and Part 5B operate concurrently, but cover different (albeit overlapping) workforces, and apply in different circumstances. Part 5A applies to statewide workforces in relation to family violence, while Part 5B applies to The Orange Door workforce in relation to Orange Door services.

Feedback to Victoria Police

Once a Victoria Police L17 report is made to The Orange Door, it is important that feedback is provided on the outcome of the report. The Orange Door will provide feedback to police FVIU so that police are aware of actions taken by The Orange Door in response to an L17 report. Feedback to the police will be directed through the DHHS L17 portal. The Orange Door workers will have access to the portal to be able to view, track and redirect reports, update client information, provide missing information and record the outcomes of referrals.

The Orange Door workers will provide feedback on the Victoria Police L17 report, identifying and noting the following:

- if contact has been established
- whether the client has been provided with an Orange Door service
- whether the client has been referred or allocated to an external service and information about the service that has received the referral.

If there is an escalation in family violence, The Orange Door workers should contact the FVIU to discuss these concerns.

Joint risk management and coordination

Police expertise and experience in assessing and addressing the risk posed by perpetrators will provide essential input into the work of The Orange Door for specific cases. Where police assess as necessary, they will liaise with The Orange Door workers to inform ongoing risk assessment and case coordination. This will build on existing coordination between police and specialist services.

Victoria Police and The Orange Door can undertake joint risk management on cases that are agreed by both parties as requiring a coordinated and targeted approach. This includes high-risk or complex cases, particularly where a perpetrator is a recidivist offender. In these circumstances, police and The Orange Door workers might participate in discussions or case conferencing to determine the safest and most appropriate response that prevents escalation of risk. This could occur via telephone, videoconference and/or face-to-face meetings between police and The Orange Door workers. Through this approach, additional risks and issues may be assessed, additional or new information may be shared and response planning will be collaborative and more targeted.

Where The Orange Door workers are unable or it is unsafe to make contact with an individual, The Orange Door workers may request police assistance to undertake joint visits or to conduct face-to-face assertive outreach to encourage uptake into support services. Joint visits provide an opportunity to reduce police callouts and proactively engage individuals who are hard to reach and need support. Further, they can provide a safe approach to support women experiencing family violence where the perpetrator remains in the home.

It is expected that the Advanced Family Violence Practice Leader will liaise with the police Detective Sergeant in charge of a FVIU to discuss and arrange these visits where required.

Dispute resolution

Victoria Police and The Orange Door workers will work proactively with each other to resolve disputes that may arise in relation to the operation of The Orange Door. Every effort should be made to resolve issues informally, at a local level, and in accordance with the organisational policies of both parties, and this guidance.

Where an issue cannot be resolved, if the issue pertains to The Orange Door, the issue should be raised with The Orange Door Manager.

The local Leadership Groups for The Orange Door, which include members of Victoria Police, FSV and The Orange Door CSOs, can support the local resolution of any emerging issues. This group should be notified of all issues that may have policy implications. It is the responsibility of the Victoria Police member of the Hub Leadership Group to advise the Divisional Superintendent of Victoria Police of any disputes and their resolution.

Learning and continuous improvement

The operation and practice of The Orange Door will be informed by emerging needs and evidence and firmly embedded with the principle of continuous improvement. The design and implementation of The Orange Door will continue to develop and be informed by community needs, co-design, and practice learnings.

Initially, existing governance arrangements within FSV and Victoria Police will continue to provide the forum to support and contribute to further service improvements and practice learnings from The Orange Door operations, and continue to strengthen the working relationship between The Orange Door and Victoria Police.

Glossary

Central Information Point

The Central Information Point (CIP) was recommended by the Royal Commission into Family Violence (RCFV) to provide timely information to support effective risk assessment and management of family violence, in particular for medium to high risk cases. The Orange Door workers are able to request a CIP report about an individual that they hold a reasonable belief is perpetrating or at risk of perpetrating family violence. The CIP brings together the most critical information about people who are believed to be perpetrating family violence against another individual. The CIP is in a pilot phase with its capability building incrementally over time.

Client Record Management system

The Orange Door has a purpose built information system, the Client Relationship Management System (CRM), to capture, store and record client information. The Orange Door CRM is used to record client case records and information, and support wider reporting and monitoring of client and service level outcomes and date.

The Orange Door workers

The Orange Door workforce is made up of practitioners from the partner services that form The Orange Door, and DHHS and FSV staff.

The L17 Portal

Victoria Police members who attend family violence incidents can make referrals for the individual's involved to support services through the Victorian Police Risk Assessment and Risk Management Report 'L17' (L17 referral) mechanism.

The Portal provides an electronic means for Victoria Police to make referrals and reports, ending the practice of sending and receiving faxes.

Risk Assessment and Management Panels

Risk assessment and management panels (RAMPs) are formally convened meetings held at a local area level, bringing together nine key agencies and organisations that contribute to the safety of women and children experiencing a serious and imminent threat from family violence. Across Victoria there are 18 RAMPs that each meet once a month to share information and take action to help keep women and children at the highest risk from family violence safe.

Victoria Police

Victoria Police is the primary law enforcement agency of Victoria, Australia. It was formed in 1853 and now operates under the *Victoria Police Act 2013*.

Victoria Police provides policing services to the Victorian community across 54 Police Service Areas (PSAs), within 21 divisions and four regions North West Metro, Southern Metro, Eastern and Western. These regional boundaries correspond with those of other Victorian government departments, enhancing cross-department service delivery, particularly in the area of emergency management.

safe steps

safe steps Family Violence Response Centre is Victoria's statewide first response service for women, young people and children experiencing family violence. They have a 24-hour telephone service providing crisis counselling, referral, information and support and are the central contact point for women's Refuges in Victoria.

Victim Support Agency

The Victim Support Agency (VSA), within the Department of Justice and Regulation, is the Victorian Government Agency helping people in Victoria manage the effects of violent crime. VSA represents people affected by crime, coordinating a whole-of-government approach to services for victims. The agency operates the Victims of Crime Helpline, and funds statewide services to provide victims with practical assistance, counselling and support through the justice system.

Men's Referral Service

The Men's Referral Service is a men's family violence telephone counselling, information and referral service operating in Victoria, New South Wales and Tasmania and is the central point of contact for men taking responsibility for their violent behaviour. They also provide support and referrals for women and men seeking information on behalf of their male partners, friends or family members, and workers in a range of agencies seeking assistance for their clients who are men.

Aboriginal self-determination

Aboriginal self-determination means Aboriginal people making decisions about matters that affect their lives and communities. It means that Aboriginal Victorians need to be at the centre of decision making and be supported to make informed choices. For The Orange Door, this means Aboriginal people being able to determine (with all the information they need, and knowing and valuing who they are) what they want and how to go about getting it. Aboriginal services and communities will be part of the co-design process for The Orange Door, helping to ensure that all aspects of The Orange Door respect the needs of Aboriginal Victorians.

Koori Family Violence Police Protocol

The Koori Family Violence Police Protocol (KFVPP) is an agreement between local Aboriginal communities and Victoria Police that document the local police response to family violence in Aboriginal communities. The Protocol aims to strengthen the police response to, and reduce the number of, family violence incidents in the Aboriginal community.

Hub Leadership Group

A Hub Leadership Group has been formed in each of the launch areas to:

- provide strategic direction
- be accountable for integrated practice and service delivery
- oversee operations and performance of Hub, based on the statewide policy and design
- keep FSV, DHHS and other stakeholders (as relevant) informed of issues and risks.

Membership of the Hub Leadership Groups includes:

- senior executives from each CSO and Aboriginal service partnering in The Orange Door
- FSV senior executives and an implementation manager for the area
- senior government representatives from key departments and agencies (Victoria Police and DHHS)
- The Orange Door Manager.