

About The Orange Door

What is The Orange Door?

The Orange Door is a new way for women, children and young people who are experiencing family violence or families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported.

The Orange Door holds perpetrators to account by planning interventions to address the risk they pose and challenging their controlling, violent and abusive behaviour.

The Orange Door provides an integrated intake pathway to women's and children's family violence services, services for men who use violence and family services.

The Orange Door keeps the whole family in view, with expert support tailored to each family member's needs.

The Orange Door provides:

- a more visible contact point so that people know where to go for support
- specialist support and tailored advice for victim survivors, families and children, with a strong focus on perpetrator accountability, based on the best available information and risk assessment tools
- a coordinated and integrated service response where practitioners draw on specialist expertise
- a connection to a wide range of supports across the spectrum of prevention, early intervention and response.

The Orange Door is a key part of the ongoing reform of the family violence and the children and families service systems. These reforms aim to strengthen responses for victim survivors of family violence and create better outcomes for children and families, while also addressing perpetrator behaviour, holding them to account and improving access to interventions that support behaviour change.

Why does Victoria need The Orange Door?

The Royal Commission into Family Violence (RCFV) and the Roadmap for Reform recommended the establishment of Support and Safety Hubs (now known as The Orange Door) because:

- people often didn't know where to go for help
- service responses could be fragmented and uncoordinated, with people having to repeatedly tell their story
- children and families were not always getting the right support at the right time – services were overwhelmed, and family violence was a major driver of child vulnerability
- efforts across the service system to hold perpetrators to account and keep them in view were insufficient, leaving victim survivors with the burden of managing risk
- there was too little effort in preventing harm and intervening at the earliest possible opportunity
- practitioners undertaking risk assessments were not supported by the best available information or tools to adequately address the diversity of people's experiences of family violence and children's wellbeing
- the type of response people received was often dependent on their point of entry to the service system and the capacity of that entry point to respond effectively.

Where is The Orange Door located?

The Orange Door is operating in the Bayside Peninsula, Barwon, Inner Gippsland, Mallee and North Eastern Melbourne areas. The Orange Door provides support to residents across these catchment areas with primary premises in Frankston, Geelong, Morwell, Mildura and Heidelberg.

In the future, The Orange Door will operate in all 17 DHHS areas across Victoria.

What is happening in areas where The Orange Door isn't operating yet?

Existing services will continue to be delivered in areas before The Orange Door opens.

People and services across the state have been supported by increased investment in family violence initiatives. The Victorian Government has significantly strengthened the existing specialist family violence services to enable better responses to current demand. This includes boosting case management and therapeutic responses for victim survivors, providing flexible packages of support, and increasing housing options, and face to face after hours responses for victim survivors of family violence.

Across the state, family violence and family services are also being supported to better connect and support clients through:

- the Child Information Sharing Scheme and the Family Violence Information Sharing Scheme which remove barriers for prescribed organisation to share information relevant to risk
- Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM) and the requirement for organisations to align their policies, procedures, practice guidance and tools with MARAM, supported by tools and guidance to develop shared understanding.

Until The Orange Door is available in an area, people can access the following services:

For family violence services:

Find your local access points at: www.orangedoor.vic.gov.au

For family services contact Child FIRST:

Find your local access point at services.dhhs.vic.gov.au/referral-and-support-teams

Does The Orange Door replace the whole service system?

No. The Orange Door replaces the existing intake points that currently:

- receive police referrals (L17s) for women and children who are victim survivors of family violence
- receive referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- provide the Child FIRST service.

The Orange Door does not replace specialist services providing casework, support and accommodation.

The Orange Door is not the only way to access services and support.

Will The Orange Door change in the future?

The Orange Door model will continue to evolve over time. FSV is taking a developmental approach to the implementation of The Orange Door which means that we can learn and be responsive to evidence of what's working and what could be improved. The Government's vision for The Orange Door is set out in the *Support and Safety Hubs: Statewide Concept* (2017).