

## How is The Orange Door working with other services?

The Orange Door makes it easier for other professionals and community organisations to know where to refer people when family violence and child wellbeing issues have been identified. The Orange Door is a source of information and advice for both the public and other professionals. The Orange Door works with the person (including children and young people) and where relevant the whole family, and any services or professionals already involved, to assess and manage risk and connect people to the services they need.

Bringing together workers from specialist family violence services, child and family services, services that respond to men who use violence and Aboriginal services and organisations has been the initial focus during establishment of The Orange Door.

The Orange Door works closely with a wide range of statewide and local services who helped design, develop, establish and deliver The Orange Door.

Family Safety Victoria (FSV) is supporting The Orange Door to build more formal connections and relationships with a broader range of services.

Service System Navigators (SSN) are employed by FSV in each area where The Orange Door is operating. The SSNs are based at The Orange Door. They form an integral part of The Orange Door workforce in each area.

Working in partnership with local services and agencies, they:

- understand service capacity
- proactively develop service interfaces and working arrangements
- identify and resolve service system interface issues that may arise in each local area.

## Is The Orange Door part of Child Protection?

No. The role of Child Protection and The Orange Door are separate.

Meeting the needs of children and young people, and making sure they are safe in the family is a shared responsibility between individuals, the family, the community and government. Child Protection intervenes to the degree necessary to promote the protection of children from significant harm resulting from abuse and neglect within the family unit, including cumulative harm.

Child Protection can accept reports and intervene for children, including unborn children, and young people aged 0 to 17 years old. Child Protection can remain involved with young people up to 18 years old if a Children's Court Order is in place.

Child Protection:

- investigate and assess reports of alleged child abuse and neglect
- refer children, young people and families to services that assist in supporting the ongoing safety and wellbeing of children and young people, which may include The Orange Door where appropriate
- take matters before the Children's Court if the child's safety cannot be ensured within the family.

See [further information about Child Protection](#) on the Department of Health and Humans Services (DHHS) website.

Some professionals such as doctors, teachers and police are legally mandated to report suspected child abuse and neglect. Any person, who believes that a child or young person is in need of protection, can make a report to their local Child Protection service.

Refer to the DHHS [Reporting child abuse<sup>1</sup>](#) information to find out more about making a report.

## How is The Orange Door working with Courts?

The Royal Commission into Family Violence (RCFV) identified opportunities for greater engagement between services assisting people experiencing family violence and Courts. These opportunities include the development of stronger connections between Courts and The Orange Door at both the statewide and local level.

Statewide guidance developed by FSV and the Magistrates' Court of Victoria sets out the minimum expectations of how Courts and The Orange Door work together. This guidance supports the relationship between the Magistrates' Court and The Orange Door across the jurisdictions exercised by Victorian Magistrates, which includes the Specialist Family Violence Courts.

The Orange Door has a role in:

- facilitating the provision of advice and information to assist with matters that are before Courts (i.e. risk assessment and planning to inform decision-making)
- facilitating consultation with Courts to support affected family members
- making linkages to appropriate support services for individuals and families.

The Magistrates' Court of Victoria has a role in:

- facilitating the provision of advice and information to assist The Orange Door in a timely manner
- facilitating consultation with The Orange Door to ensure there is wrap-around support for women, children and young people at Courts who do not have existing supports in place
- facilitating linkages between The Orange Door and already established justice and other support agencies operating in Courts.

FSV and the Magistrates' Court of Victoria have been working in partnership to establish a pilot between the Court's recently established Family Violence Contact Centre and The Orange Door. The pilot is due to commence in March 2019 at The Orange Door in Barwon. The Family Violence Contact Centre makes it easier for people to make enquiries about family violence matters at Magistrates' Court including how to apply for an intervention order, to find out about support services available at court and obtain details about case progress. The pilot with The Orange Door will test the best ways to connect people using the Family Violence Contact Centre to other parts of the service system so they get access to a wider range of support.

The objective of the pilot is:

- to establish contact and referral pathways between the Family Violence Contact Centre and The Orange Door
- establish communication processes between The Orange Door and the Family Violence Contact Centre with the ability to obtain, share and seek advice and support for people in a coordinated way
- help inform a statewide approach and business as usual practice.

In addition, FSV is working with partners towards improving access to justice for people with lived experience of family violence, men who use violence and vulnerable families by establishing The Orange Door as a remote witness location for court hearings and improving the interface between legal services and The Orange Door.

## How is the rollout of The Orange Door aligned with the rollout of Specialist Family Violence Courts?

There are three Specialist Family Violence Courts in areas where The Orange Door is operating (Bayside Peninsula and North Eastern Melbourne), with Courts at Moorabbin, Frankston and Heidelberg. The Orange Door

---

<sup>1</sup> <https://services.dhhs.vic.gov.au/reporting-child-abuse>

and the Specialist Courts work together to provide more integrated service responses to the community at critical points of need. However, the two models are mutually reinforcing, but are able to stand alone. The Orange Door and the Specialist Family Violence Courts are being rolled out a different pace across the state.

## **Are police stationed at The Orange Door?**

No. Victoria Police are not stationed at The Orange Door.

The Orange Door has a close working relationship with the police and works with them to:

- establish information feedback loops to ensure that when police make a referral, they know if and how The Orange Door or other service has responded
- share information to ensure risk management and safety plans are based on accurate and up-to-date police information, and
- undertake joint risk management and case coordination for high-risk or recidivist cases.

As part of their formal relationship with The Orange Door, Victoria Police is part of the membership of each of the Local Leadership Groups in areas where The Orange Door is operating. This membership provides Victoria Police the opportunity to contribute to the ongoing strategic leadership of The Orange Door.

FSV continues to work with partners across government and the sector to maximise the benefit of joined up reform.

## **What is the relationship between The Orange Door and Multidisciplinary Centres?**

Multidisciplinary Centres (MDCs) co-locate Victoria Police, DHHS Child Protection practitioners, Centres Against Sexual Assault (CASA), community health nurses and in some cases Victorian Institute of Forensic Medicine (VIFM) services to respond to victim survivors of sexual assault and child sexual abuse.

There are currently seven MDCs located across Victoria, with four in areas where The Orange Door is operating: Barwon, Bayside Peninsula, Inner Gippsland and Mallee.

MDCs provide a specialist approach to supporting victim survivors of sexual assault that may occur within or outside family relationships. Specialist family violence service providers have been co-located in some MDCs to extend this approach to support people with lived experience of family violence.

The Orange Door provides a broader approach across the spectrum of prevention, early intervention and response to family violence, and children and families needing additional support with the care and wellbeing of children, complementing MDCs and sexual assault services, which provide crisis response and ongoing support for victim survivors of sexual assault.

## **What is the relationship between The Orange Door and universal services?**

Universal services, like health services and schools, can refer people to The Orange Door. The Orange Door provides secondary consultation to service providers and professionals to enhance their own service delivery to people experiencing family violence and families and children.

Local Hub Establishment Forums, which include representatives from community health, hospitals, schools, mental health services, child health services and legal services supported the establishment of The Orange Door in each area and their representatives continue to be involved in area planning and service improvement.

## **What is the relationship between The Orange Door and legal services?**

Development of a more formalised interface with legal services will be completed by the end of 2019.

Existing relationships, in areas where The Orange Door is establishing, that support access to legal assistance continue and are being built upon as part of the development of a better and more responsive system.