

## Who works at The Orange Door?

### Which organisations are part of The Orange Door?

The Orange Door brings together different workforces to create an integrated team and a consolidated intake point in each area for women's family violence services, services for men who use violence and children and family services.

The Orange Door team consists of workers from organisations that:

- receive police referrals for women and children with lived experience of family violence'
- receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- provide the Child FIRST service
- are Aboriginal services or organisations that deliver family violence and integrated family services
- deliver other relevant services as appropriate, such as those delivered by community-based Child Protection.

The Orange Door team includes a mix of staff employed by Family Safety Victoria (FSV) and staff employed by Community Service Organisations (CSOs), Aboriginal services and organisations, and the Department of Health and Human Services (DHHS). The size of each team varies to reflect local resources and demand.

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

### Why does The Orange Door workforce consist of practitioners from multiple disciplines?

The Orange Door is a response to the key finding by the Royal Commission into Family Violence (RCFV) which found a lack of coordination and information sharing between relevant agencies including specialist women's family violence services, child and family services and men's services. The RCFV found that coordination is critical to supporting and managing risk to women, children and young people experiencing family violence, and to families in need of support with the care, development and wellbeing of children and young people.

The Orange Door workers are employed by different community and Aboriginal services and organisations with specific skills and expertise in working with families, young people and children, women and children experiencing family violence, or men who use violence. The workers have been brought together to form a multi-disciplinary team. This provides the foundation for drawing on the specialist knowledge of different team members to inform risk and needs assessment, and coordinated service responses.

The Orange Door environment provides a real opportunity for workers to learn from each other and support them to enhance their knowledge and skills in delivering a more integrated service to women, young people, children and families.

### How are workers being supported to deliver The Orange Door service?

FSV provides induction training for The Orange Door workers to build awareness of the different practice frameworks used in specialist family violence services for women, services for men who use violence, and child and family services, as well as develop their familiarity with integrated practice approaches.

Building on the initial induction training, ongoing professional development is provided for The Orange Door teams, with a focus on developing skills for integrated practice. The Hubs Leadership Groups work with relevant education, training and professional bodies to ensure workers also have opportunities to further develop their skills and knowledge in formal and informal ways.

The Orange Door workers are particularly skilled in working collaboratively with other specialist workers to develop comprehensive assessments and integrated service plans designed to address the various needs of individuals and families. Workers in The Orange Door draw on and develop their specialist knowledge in the course of their day to day work, and share their expertise with other members of the team. They are also supported by Team Leaders and Advanced Family Violence Practice Leaders, Aboriginal Practice Leaders and Integrated Practice Leaders who form part of The Orange Door team.

It is expected that all workers in The Orange Door are given the opportunity to participate in professional development opportunities provided by their employing agencies. This continued opportunity to stay engaged and connected with their employing CSO is fundamental in ensuring workers continue to enhance and maintain their foundational specialist expertise in working with children and families, women and children experiencing family violence or with men who use violence.

Training in the Family Violence Information Sharing (FVIS) Scheme, the Child Information Sharing (CIS) Scheme and an introduction to the Multi Agency Risk Assessment and Management Framework (MARAM) has been provided to professionals within The Orange Door. In-depth MARAM training will be available in the coming months. Further information about the FVIS Scheme, CIS Scheme and MARAM training and access to e-learning modules is available from: <https://www.vic.gov.au/familyviolence/family-safety-victoria/information-sharing-and-risk-management/training.html>

*Building from Strength: 10-Year Industry Plan for Family Violence Prevention and Response* aims to sustainably shift the way we prevent and respond to family violence and violence against women.

At its core is the creation of a system where specialist family violence and primary prevention sectors work together with community services, health, justice, education and training sectors to respond to the complexity and harms of family violence and violence against women, and to prevent it from occurring in the first place.

*Building from Strength* sets out a long-term vision for a workforce that is supported, valued, skilled and diverse. It outlines directions and immediate priority actions to lay the groundwork for sustained and enduring change. Building from Strength will be supported by three Rolling Action Plans which will set out the implementation roadmap. The first of these Rolling Action Plans will be released in 2019.

## **What is the role of Community-based Child Protection?**

Community-based Child Protection support partnerships between Child Protection, The Orange Door and Integrated Family Services (IFS) and has a service delivery function.

The Community-based Child Protection roles based in The Orange Door are the Senior Child Protection Practitioner (community-based) and the Child Protection Team Manager (CPTM). Both these positions play a significant role in supporting The Orange Door practitioners and Child Protection colleagues, to provide earlier and more effective intervention for children, young people and their families.

## **What is the role of Family Safety Victoria in The Orange Door?**

Family Safety Victoria (FSV):

- employs a team of support staff in each area
- supports the partner organisations in The Orange Door to work together
- monitors performance and reporting
- facilitates problem solving in relation to operational issues
- manages the facilities and infrastructure.

A manager of The Orange Door is employed by FSV to provide strategic and operational management and oversight for The Orange Door in each area. The manager and locally-based support staff employed by FSV facilitate operations, partnerships and connection to government and the broader service system.

A Service System Navigator is employed by FSV to establish and maintain practice interface agreements with key services across the local service network and to resolve system access and navigation issues, including to strengthen access and responsiveness to diverse communities.

FSV does not deliver services to The Orange Door clients. The Orange Door draws on the expertise and experience of the CSOs that deliver its functions, supported by FSV.

Each CSO maintains responsibility for employing and managing its staff, but has a shared responsibility with its partners to deliver an experience for The Orange Door clients that is streamlined and coordinated. FSV does not directly supervise members of The Orange Door team who are employed by CSOs.