

**POLICIES,  
PROCEDURES,  
PRACTICE GUIDANCE  
AND TOOLS**



## **Acknowledgment of Aboriginal people and communities in Victoria**

The Victorian Government proudly acknowledges Aboriginal people as Australia's First Peoples and as the Traditional Owners and custodians of the land and waterways upon which we depend. We acknowledge Victoria's Aboriginal communities and culture and pay respect to their Elders past and present.

Aboriginal culture is founded on a strong social and cultural order that has sustained up to 60,000 years of existence. Victorian Aboriginal communities and peoples are culturally diverse, with rich and varied heritages and histories pre- and post- invasion. The impacts of colonisation — while having devastating effects on the traditional life of Aboriginal Nations — have not diminished Aboriginal people's connection to country, culture or community.

The Victorian Government recognises the long-standing leadership of Aboriginal communities in Victoria to prevent and respond to family violence, supported through self-determination and self-management, to improve outcomes for Aboriginal people and families, whilst also acknowledging the devastating impacts and accumulation of trauma across generations as a result of colonisation and the dispossession of land and children.

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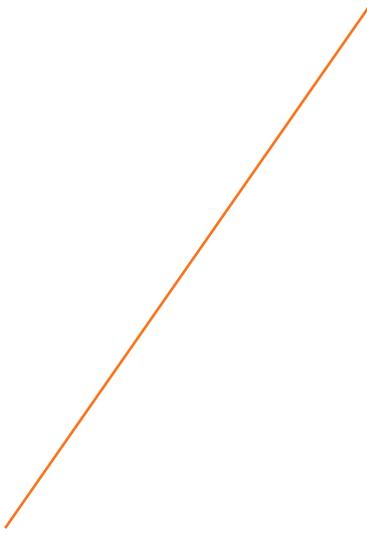
### **Accessibility**

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### **Content Coordination**

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In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people.



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# POLICIES, PROCEDURES, PRACTICE GUIDANCE AND TOOLS

Organisations must update their policies, procedures, practice guidance and tools to ensure they are MARAM aligned.

This template prompts you to consider the interactions service users may have with your organisation so you can identify **existing** and **required** policies, procedures, practice guidance and tools that support a MARAM-aligned response.

Each example starts with a possible scenario and the applicable MARAM responsibilities.

It then suggests the possible interaction with policies, procedures, practice guidance and tools. It contains links to existing resources which can be used to embed best MARAM practice.

These tables are examples only, and the policies, procedures, practice guidance and tools listed may not be exhaustive. Your organisation may also have other interactions with victim-survivors and perpetrators in the course of your work not reflected here, or other scenarios where family violence is identified and for which procedures need to be followed. If it is considered a useful tool, you may wish to consider creating a similar table for your organisational practice.

# EXAMPLE 1

An employee suspects family violence is taking place (service-user could be a victim-survivor or a perpetrator).

- Responsibility 1
- Responsibility 2

Policies	Procedures	Practice Guidance	Tools
<ul style="list-style-type: none"> <li>• A public-facing policy on the organisation’s role in family violence prevention and response, including legal obligations</li> <li>• Staff policy setting out responsibilities where family violence is suspected</li> <li>• Updating privacy policies to specify disclosures of family violence and information sharing requirements</li> <li>• Child protection policy covering obligations under the <a href="#">Children, Youth and Families Act 2005 (CYFA) (s. 182)</a> if relevant</li> <li>• Inclusive practice policies</li> <li>• Screening policy addressing who, when, where and how screening should take place where family violence is identified.</li> </ul>	<ul style="list-style-type: none"> <li>• How to identify family violence</li> <li>• How to respond if family violence is indicated or disclosed</li> <li>• Recording obligations if family violence is suspected or identified.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding family violence and identifying family violence indicators and risk factor – <a href="#">MARAM practice guide: responsibility 2</a></li> <li>• Respectful, safe and sensitive engagement – <a href="#">MARAM practice guide: responsibility 1</a></li> <li>• Guidance on avoiding collusion with possible perpetrators.</li> </ul>	<ul style="list-style-type: none"> <li>• Observable signs of trauma or indicators of family violence – <a href="#">MARAM practice guide: responsibility 2: Appendix 1</a></li> <li>• Data dictionary to support consistent use of family violence terminology in accordance with the <a href="#">Victorian Family Violence Data Framework</a>.</li> </ul>

# EXAMPLE 2

The service user is screened for family violence.

- Responsibility 1
- Responsibility 2
- Responsibility 5
- Responsibility 6

Policies	Procedures	Practice Guidance	Tools
<ul style="list-style-type: none"> <li>• Information sharing policy and compliance with legislative requirements (for FVIS, CISS and other legal permissions for information sharing)</li> <li>• Record keeping policy covers personal data, risk information, consent (including what the consent covers and the time period), and records of information shared</li> <li>• Consent policy, as consent may be required to share information from an adult victim survivor. Clear policy on when consent is not required and criteria for seeking victim survivor's views</li> <li>• Emergency response policy (for cases of imminent risk).</li> </ul>	<ul style="list-style-type: none"> <li>• Screening procedure covers who is responsible, how to screen, where to screen, how to record information obtained, what to do next</li> <li>• Procedure on using translator services (where needed) covers how to access translators, any restrictions on the use of translators (for example, phone interpreters from interstate where language communities are small)</li> <li>• How to refer for risk assessment</li> <li>• How to seek emergency intervention</li> <li>• How to share information (and details of legislative schemes applicable to the organisation which may include FVIS, CISS and other information sharing legislation)</li> <li>• How to seek secondary consultations internally and externally and reference to any memorandum(s) of understanding in place.</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance on when to use screening tool, how to screen and what response is required – refer to MARAM practice guide: responsibility 2, appendix 2 – <a href="#">Responsibility 2: Appendix 2 - Guidance on Use of Screening Tool</a></li> <li>• Using structured professional judgement to determine risk – <a href="#">MARAM practice guide: responsibility 2</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• Screening and identification tool – refer to MARAM practice guide: responsibility 2, appendix 3 – <a href="#">Responsibility 2: Appendix 3 - Adult Screening and Identification Tool</a></li> <li>• Flow chart for response options and safety plan – refer to MARAM practice guide: responsibility 2, appendix 4 – <a href="#">Responsibility 2: Appendix 4 - Response Options and Safety Plan</a></li> <li>• <a href="#">Consent form</a> (note this is example consent form for FVIS Scheme; consider other legislative obligations)</li> <li>• <a href="#">Record of referrals made</a> (note this is an example under the FVIS Scheme – consider other legislative obligations).</li> </ul>

# EXAMPLE 3

Screening identifies that family violence is taking place. The victim survivor agrees to a risk assessment and risk management.

- Responsibility 1
- Responsibility 3 and 4 (note 7 and 8 for a specialist service)
- Responsibility 5
- Responsibility 6
- Responsibility 9
- Responsibility 10

Policies	Procedures	Practice Guidance	Tools
<ul style="list-style-type: none"> <li>• Risk assessment and management policy setting out responsibilities, levels of risk held within the organisation and at different positions, organisational expectations about risk assessment</li> <li>• As above for information sharing (for all legislative obligations including FVIS and CISS Scheme) and secondary consultations</li> </ul>	<ul style="list-style-type: none"> <li>• How to refer to risk assessment internally, and when and how to undertake risk assessments</li> <li>• Prioritising the undertaking of risk assessments based on level of risk identified at screening stage</li> <li>• Managing risk, including regular review of risk assessments</li> <li>• Completion of safety plans</li> <li>• When and how to share information and seek secondary consultations</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance on structured professional judgement, when to undertake an assessment, how to undertake an assessment including risk assessments for children as victim survivors in their own right – refer to <a href="#">MARAM practice guide: responsibility 3</a>.</li> <li>• Risk management, completion of safety plans, what to include, engaging with the victim survivor and risk management for children as victim survivors – refer to <a href="#">MARAM practice guide: responsibility 4</a>.</li> <li>• Risk assessments and risk management planning for children as victim survivors in their own right (including through the protective parent)</li> <li>• Secondary consultations and referrals: what they are, when to seek them and how – refer to <a href="#">MARAM practice guide: responsibility 5</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• Victim survivor focused (a) adult assessments tools and (b) child assessment tools). Refer to MARAM practice guide: responsibility 3, appendices 5, 6 and 7 for non specialists, and <a href="#">MARAM practice guide: responsibility 7: appendix 11</a>.</li> <li>• Safety plan for adults and safety plan for children and young people – refer to MARAM practice guide: responsibility 4, appendix 9–10 for non-specialists and <a href="#">MARAM practice guides: responsibility 8: appendix 14</a>.</li> </ul>

- Policy on multi-agency practice for ongoing risk management.

- Procedures on working with external partners as part of multi-agency collaborative and coordinated practice
- Case conference procedures for leaders (specialist family violence service) and contributors.

- Information sharing: what it is how, what legislation applies, how to share information, when to share information, legislative rules on record keeping and consent – refer to [MARAM practice guide: responsibility 6](#).
- Multi-agency practice: what it is how, how to engage with other services, how to work collaboratively and coordinate with external services for risk management – refer to MARAM practice guides: responsibilities [9](#) and [10](#).

# EXAMPLE 4

**External consultations or referrals are required. Information sharing (both as sharers and requestors is required) in order to inform risk assessment.**

- Responsibility 5
- Responsibility 6
- Responsibility 9
- Responsibility 10

Policies	Procedures	Practice Guidance	Tools
<ul style="list-style-type: none"> <li>• Information sharing policy and compliance with legislative requirements (for all possible legislative obligations including the FVIS and CISS Scheme)</li> <li>• Record keeping policy to comply with specific legislative requirements for each scheme</li> <li>• Consent policy consent to share information from an adult victim survivor under FVIS Scheme</li> <li>• Consulting with external partners – policy on how to approach and record referrals and consultations – and agreeing memorandum(s) of understanding.</li> </ul>	<ul style="list-style-type: none"> <li>• How to do secondary consultations: what procedure to follow, what data needs to be recorded, what consents are required, who to consult with dependent on issue identified</li> <li>• Information sharing: who shares information, how to share information, where to record requests and information received/ shared, how to record consent, data reporting requirements</li> <li>• Operational guidance or memorandums of understanding with key external partners establishing referral pathways and minimum expectations.</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance on how to information share and secondary consult, when to do so, and who to contact – MARAM practice guide: responsibilities 5 and 6</li> <li>• Guidance setting out primary external partnerships and any operational guidance in place.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Consent forms</a> (note this is a FVIS example)</li> <li>• <a href="#">Record of referrals made</a> (note this is a FVIS example)</li> <li>• Contact list of external key partners</li> <li>• Information sharing request templates for frequently contacted external organisations.</li> </ul>

## EXAMPLE 5

Ongoing risk management is required for victim survivor service users involving external services.

- Responsibility 9
- Responsibility 10

Policies	Procedures	Practice Guidance	Tools
<ul style="list-style-type: none"> <li>• Policy on ongoing risk management, what this means, how it should be achieved</li> <li>• Coordinated risk management policy to cover contribution and, if appropriate, leading.</li> </ul>	<ul style="list-style-type: none"> <li>• Key steps in ongoing risk management, reviewing safety plans, consulting with external stakeholders, keeping in contact with the service user</li> <li>• How to contribute to coordinated risk management, schedule meetings, arrange backfill cover, record data.</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance on why ongoing risk management is important and how this can be achieved – MARAM practice guide: responsibilities <a href="#">9</a> and <a href="#">10</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• Referral pathways map</li> <li>• Contact list of external key partners.</li> </ul>

## EXAMPLE 6

A staff member discloses they are a victim of family violence in need of employer support

Policies	Procedures	Practice Guidance	Tools
<ul style="list-style-type: none"> <li>• Human resources policy that outlines access to family violence leave</li> <li>• Family violence policy that identifies responsibilities of staff and managers on identification and referral of family violence risk within the organisation</li> <li>• Policies about how the organisation will support/assist in ensuring exclusions or other elements of a family violence intervention order can be ensured.</li> </ul>	<ul style="list-style-type: none"> <li>• Procedures for managers to record family violence in HR records for the purpose of safety and access to family violence leave</li> <li>• Procedures to refer employees to support services, such as EAP.</li> </ul>		<ul style="list-style-type: none"> <li>• Workplace safety plan tool.</li> </ul>

# EXAMPLE 7

**Note: inclusive practice is pervasive and should be reflected in all policies, procedures, practice guidance and tools identified. The examples included are non-exhaustive.**

Policies	Procedures	Practice Guidance	Tools
<ul style="list-style-type: none"> <li>• Child-focused policies that recognise children as victim survivors in their own right</li> <li>• Inclusive employment policy, ensuring a diverse workforce</li> <li>• Aboriginal engagement policy</li> <li>• Use of interpreter policy</li> </ul>	<ul style="list-style-type: none"> <li>• Procedures ensure children are visible and included in all screening, risk assessment and risk management procedures (whether dealing with children directly or indirectly)</li> <li>• Procedures cover how to engage interpreters and ensure practice is culturally and linguistically appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance on how to engage with children and young people directly and through the protective caregiver</li> <li>• Guidance on how to sensitively ask demographic questions</li> <li>• Guidance on appropriate terminology and language for sensitive engagement.</li> </ul>	<ul style="list-style-type: none"> <li>• Child victim survivor risk assessment tool (<a href="#">MARAM practice guides, appendix 7</a>)</li> <li>• Risk assessment practice considerations across the community (<a href="#">MARAM practice guides, appendix 13</a>).</li> </ul>

