

EVERYBODY MATTERS

INCLUSION AND EQUITY
BLUEPRINT 2019–2022



Aboriginal Acknowledgement

The Victorian Government 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 a disciplined social and cultural order that has sustained 60,000 years of existence. We acknowledge the significant disruptions to social and cultural order and the ongoing hurt caused by colonisation. We acknowledge the ongoing leadership role of Aboriginal communities in addressing and preventing family violence. We recognise *Dhelk Dja–Safe Our Way: Strong Culture, Strong Peoples, Strong Families* as the key Aboriginal-led Victorian agreement that commits the signatories – Aboriginal communities, Aboriginal services and government – to work together and be accountable for ensuring that Aboriginal people, families and communities are stronger, safer, thriving and living free from family violence.

Throughout this document the term 'Aboriginal' is used to refer to both Aboriginal and Torres Strait Islander people.

Acknowledgement to Victim Survivors

Due to its far-reaching impacts in the community, when we speak about family violence it is likely that a significant percentage of the audience have been directly impacted or have some personal experience of family violence. The Victim Survivors' Advisory Council (VSAC) has emphasised the importance of acknowledging all victim survivors who have experienced or are currently experiencing family violence, including those who have been killed as a result of family violence. We acknowledge that it is for victim survivors that we undertake this work.

Family Violence Support

If you have experienced violence or sexual assault and require immediate or ongoing assistance, contact 1800 RESPECT (1800 737 732) to talk to a counsellor from the National Sexual Assault and Domestic Violence hotline. In Victoria, for confidential support and information, contact Safe Steps' 24/7 family violence response line on 1800 015 188. If you are concerned for your safety or that of someone else, please contact the police in your state or territory, or call 000 for emergency assistance. If you are concerned about your own behaviour, contact the Men's Referral Service on 1300 766 491 – a free, confidential telephone helpline that offers counselling, advice and support to men who have anger, relationship or parenting issues.

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1. INTRODUCTION

Launched in April 2019 by the Minister for Prevention of Family Violence, the ***Everybody Matters: Inclusion and Equity Statement*** (the Statement) is a 10-year commitment that supports *Ending Family Violence: Victoria's Plan for Change*. The vision of the Statement is to build:

An inclusive, safe, responsive and accountable family violence system for all.

Applying an intersectionality framework, the Statement outlines a pathway towards a more inclusive family violence system by investing in systemic change and building our knowledge, capabilities and specialisation to achieve a system that is responsive to all Victorians.

The Statement is a key response to the Victorian Royal Commission into Family Violence (Royal Commission) which called for more accessible, inclusive and non-discriminatory service provision, including for people from diverse communities (figure 1).

The Statement was developed following a comprehensive consultation process undertaken by Family Safety Victoria (FSV). Consultation began in late 2017 and involved people with lived experience of family violence, practitioners, community leaders, government representatives and the Diverse Communities and Intersectionality (DCI) Working Group.

The DCI Working Group brings together representatives from the community sector, Victim Survivors' Advisory Council, and government. Through the development of the Statement, we heard directly from people with lived experience and sector stakeholders about what is needed to achieve an inclusive, responsive, safe and accountable system for all, and what success will look like in ten years.

Three successive Inclusion and Equity Blueprints (Blueprints) covering 2019–2022, 2022–2025 and 2025–2029 will provide the framework to implement the Statement.

INCLUSION AND EQUITY BLUEPRINTS

The Blueprints target government as their key audience, particularly departments and agencies with responsibilities for family violence reforms and implementation of associated Royal Commission recommendations. However, many actions within each Blueprint will be achieved through partnerships between government and community service organisations.

The first Inclusion and Equity Blueprint 2019–2022 provides a foundation for system and organisational change ensuring everyone has equitable and inclusive access to family violence services no matter who they are or where they turn to for help.

Figure 1: Diverse communities (refer Appendix 4)



A text description of the diagram is at Appendix 4.

It will work to embed an intersectional approach that identifies and removes the systemic and structural barriers of discrimination across the service system. This will enable a system that is inclusive and responsive, and which places individuals and Victoria’s diverse population at the centre of our work. The actions in the Blueprint have been designed to complement those in the second *Family Violence Reform Rolling Action Plan (RAP) 2020–2023*. The RAP is the next step towards finalising the implementation of all 227 recommendations of the Royal Commission into Family Violence. The RAP focuses on the second phase of key initiatives and actions of the Victorian Government’s 10-year agenda to end family violence.

While the **Blueprint focuses predominantly on early intervention and response** aspects of the family violence system, it also acknowledges the importance of a commitment to equitable and inclusive engagement of Victoria’s diverse population in primary prevention programs.

The Blueprint provides some high-level information about planned primary prevention action with a specific inclusion and equity focus; further detail can be found in the **Free from Violence strategy action plans** and forthcoming resources from Respect Victoria.

This first Blueprint lays the foundations to achieve the Statement’s 10-year vision by concentrating on actions under each of the three strategic priorities of the Statement (see figure 2). Those implementing the Blueprint will seek to achieve a number of outcomes over the three years – all of which will contribute to achieving our long-term vision of an inclusive, safe, accountable and responsive service system for all Victorians.

The development of this first Blueprint has been overseen by the DCI Working Group and the Inclusion and Equity Family Violence Cross-Government Working Group – comprising representatives from across government who are responsible for implementing recommendations from the Royal Commission into Family Violence.

The Blueprints are not static – they will be agile and evolve to reflect the changing nature of the family violence reform environment. This will allow that the Blueprints remain relevant and responsive to emerging needs and evidence, including feedback from people from diverse communities, in particular those with lived experience of family violence. **All actions listed in this Blueprint are Victorian Government funded initiatives at the time of publication.**

The Blueprint is also a mechanism to enable government to invest in and closely monitor the effectiveness of the range of family violence supports and responses for diverse communities to ensure the sustainability of intended outcomes.

DHELK DJA THREE-YEAR ACTION PLAN

The actions listed in the Blueprint complement the first Dhelk Dja Three-Year Action Plan 2019–2022 which outlines strategic actions and investments over the next three years to bring the vision of *Dhelk Dja: Safe Our Way – Strong Culture, Strong Peoples, Strong Families* to life. The Dhelk Dja vision is for a future where Aboriginal people are culturally stronger, safer and self-determining, with families and communities living free from family violence (Appendix one). To avoid duplication of activities, **initiatives that are listed in the Dhelk Dja Action Plan have not been listed in the Blueprint unless they are working with more than one diverse community group.**

INCLUSIVE LANGUAGE

Wherever possible, inclusive language has been used throughout this Blueprint. Inclusive language consists of terms free from prejudice, discrimination and stereotyped views of individuals or groups of individuals. Inclusive language provides a sense of recognition, belonging and common identity. It allows people to be listened to and treated with dignity, feel welcome and able to approach services. Above all, inclusive language is respectful and promotes acceptance of and values all individuals. Definitions of the inclusive language used in this Blueprint are included at Appendix three.

Figure 2: Overview of the 2019–2022 Blueprint

VISION	STRATEGIC PRIORITIES	THREE YEAR OUTCOMES	INDICATORS	ACTIONS
AN INCLUSIVE, SAFE, RESPONSIVE AND ACCOUNTABLE SYSTEM FOR ALL VICTORIANS	1 BUILDING KNOWLEDGE	<p>There is increased evidence and research on experiences of family violence, service system responses to victimsurvivors and perpetrators of family violence, and systemic barriers to engagement for people from Victoria's diverse communities</p>	<p>Mechanisms implemented to share data and research across Government and the broader service sectors</p> <p>Improved data on diverse communities to better inform service design and delivery</p> <p>Increased involvement of people with lived experience in the design and delivery of services and programs*</p> <p>Increased trials and evaluations of new approaches to interventions to build the policy evidence base</p>	<ul style="list-style-type: none"> ■ Implement the Family Violence Data Collection Framework ■ Gather baseline data on the family violence workforce demographics ■ Showcase inclusive practice examples, informed by an intersectionality framework ■ Trial targeted initiatives for people from diverse communities who use violence ■ Support the establishment of Victim Survivor Advisory Groups ■ Gather the voices of lived experience through The Orange Door evaluation ■ Commission research to analyse perpetrators of family violence and their service pathways ■ Explore systemic barriers to accessing services for people from diverse communities ■ Research and pilot projects to understand the drivers of violence against people from diverse communities ■ Work with Elder Abuse Prevention Networks to complete action research to understand the drivers of Elder Abuse
	2 BUILDING CAPACITY AND CAPABILITY	<p>Specialist family violence services have increased awareness of intersectionality</p> <p>Specialist and broader family violence workers have increased knowledge about intersectionality and its relevance to their work</p> <p>The family violence workforce better reflects the diversity of Victorian communities</p>	<p>Increased workforce capacity to embed culturally safe, inclusive and intersectional practices</p> <p>Increased inclusive practice training and ongoing professional development for staff</p> <p>Strengthened capabilities across service sectors to support people from diverse communities</p> <p>Increased workforce diversity*</p>	<ul style="list-style-type: none"> ■ Enhance organisations and workers understanding of intersectionality through the implementation of MARAM and the Intersectionality Capacity Building Project ■ Implement disability and women exiting prison practice lead initiatives ■ Support 26 organisations to achieve Rainbow Tick Accreditation ■ Implement a suite of LGBTIQ family violence capacity building initiatives ■ Support initiatives to reduce barriers to enter the workforce and encourage people from diverse communities to join the workforce ■ Build the capacity of interpreters through family violence training ■ Rollout e-learning modules on intersectionality ■ Develop training packages for faith leaders to understand the nature of family violence and sexual assault in multicultural and faith communities ■ Build the prevention workforce understanding of intersectionality
	3 STRENGTHENING TARGETED SERVICES	<p>Targeted service provision is more accessible to people from diverse communities experiencing or choosing to use violence. Targeted services are accessible through standalone or coordinated responses</p>	<p>Increased coordination and collaboration across the system*</p> <p>Capacity building initiatives implemented to further strengthen targeted services</p> <p>Enhanced targeted initiatives for people from diverse communities</p>	<ul style="list-style-type: none"> ■ Work with targeted services across diverse communities to inform the development of the MARAM perpetrator practice guidance ■ Enhance The Orange Door linkages with targeted services ■ Implement learnings and recommendations from the evaluation of the Family Violence perpetrator intervention trials programs ■ Review and evaluate Victoria's first LGBTIQ specialist family violence service offering ■ Implement initiatives across multicultural communities in regional Victoria to prevent and recognise family violence ■ Provide targeted funding for primary prevention activities led by multicultural organisations ■ Fund statewide telephone support service for people experiencing elder abuse ■ Fund LGBTIQ Family Violence applicant and respondent practitioners at selected courts ■ Strengthen the capacity of the disability and social services workforce to design and deliver prevention of family violence activities

* indicators in the Family Violence Outcomes Framework

2. STRATEGIC PRIORITIES AND ACTIONS

THE STATEMENT

The Everybody Matters 10-year Statement sets out three strategic priorities to achieve the vision and directions required to realise a more inclusive, safe, responsive and accountable family violence service system:

- Strategic Priority One – Building knowledge
- Strategic Priority Two – Building capacity and capability
- Strategic Priority Three – Strengthening targeted services

The strategic priorities require all of us to make a commitment to innovation, collaboration and placing the voices of individuals and diverse communities at the centre of our work. The priorities address the gaps that have been identified by the Royal Commission into Family Violence in creating a system that is inclusive and responds to all people; and focus on shifting the responsibility for ending family violence from the individual experiencing and/or using family violence to government, the service system and whole of community. This will enable people with lived experience of family violence to receive the support they need to feel safe and meet their wider needs; and change the way the service system works with people who use violence to support their behaviour change and accountability for their actions.

THE BLUEPRINT

In this first three-year Blueprint, **actions are outlined against each strategic priority.**

These actions focus on reflecting the long-term partnership required between government, organisations within the entire service system—including prevention, early intervention and response—to bring about change. **These actions are essential to achieving the three-year outcomes which in turn leads to achieving the longer-term vision of the Everybody Matters Statement.**

The Blueprint prompts government and the broader family violence service system to incorporate an intersectional lens into its work. This is essential in identifying and addressing the intersecting forms of systemic oppression and inequity reflected in our system, and in driving attitudinal and structural change in the long-term. The service system is multi-layered. No individual action will reduce the inherent discrimination or bias held within the service system, and the social and cultural context in which family violence is generated.

Actions in this Blueprint have a strong focus on diverse communities. An intersectional approach provides us with a framework to better understand what the systemic barriers are and how these barriers manifest. The Blueprint seeks to balance the first stages of applying an intersectionality lens to the reforms, while maintaining a focus on the specific needs and experiences of diverse communities.

Over the next three years, intersectionality will be further embedded across the family violence reforms as capability increases. As a result, future Blueprints will better identify, and address intersecting systemic issues faced by individuals who identify with multiple diverse communities and experience intersecting barriers to accessing services.

The Blueprint complements other work occurring across the family violence and sexual assault reforms, such as The Orange Door network and the redeveloped **Family Violence Multi-Agency Risk Assessment and Risk Management Framework** (MARAM). MARAM aims to embed an intersectional approach in all risk assessment and management tools and in operational practice guidance. The suite of family violence risk identification, screening and assessment tools under the MARAM Framework includes questions specifically relating to risks for diverse communities. Further, training on the redeveloped framework emphasises the gendered and intersectional nature of family violence, contributing to a strengthened understanding of the specific experiences of people from diverse groups.

MONITORING OUR PROGRESS

A monitoring plan for the Blueprint will be implemented in year two (2020–21). Through the monitoring plan, implementation of the actions in this Blueprint will be tracked. The monitoring plan will cover the many actions already underway. Through monitoring progress, evidence will be gathered about what works and how implementation occurs across different sectors and workforces. This evidence will inform the development of future Blueprints and the activities therein.

The monitoring plan will further define indicators for activity, intermediate outcomes, longer-term outcomes and impact. The plan will also identify appropriate measures, data sources, data collection tools and analytical approaches. FSV will seek input from other government departments, the specialist family violence sector, the broader family violence sector, representative organisations from diverse communities, and people with lived experience.

There are significant monitoring and evaluation efforts underway across government covering many elements of the family violence reforms. This monitoring plan will—to the greatest extent feasible leverage existing data collection mechanisms, and aim to contain the administrative burden on implementing agencies.

Everybody Matters and this Blueprint contribute towards achieving the ten-year vision of *Ending Family Violence: Victoria's Plan for Change*. The Theory of Change that underpins *Everybody Matters* identifies the domains and outcomes within *Ending Family Violence* to which these activities contribute. The vision of an inclusive, safe, responsible and accountable system – as stated in *Everybody Matters* – is reflected across the system domain of the Whole of Victorian Government Family Violence Outcomes Framework. Outcomes include:

- The family violence system is accessible, and services and programs are available and equitable – prevention activities occur across all key settings and the support system is easy to navigate and services are available to people when and where they need them, at all times of the day and night
- The family violence system is person-centred and responsive – services are personalised, flexible, culturally relevant and reflect individual and family voices, need and circumstances, particularly for diverse communities and those with complex needs
- The family violence system is integrated – services work together and share information to provide a coordinated quality response to people and families, informed by dynamic risk assessment and sensitive to people's diverse needs. The system supports effective and evidence-based prevention efforts.

Monitoring against indicators within the Blueprint (figure 2, above) is expected to support reporting against the Family Violence Outcomes Framework. This will enable ongoing, systematic measurement of the impact of these interventions across government funding agencies and portfolios.

The Blueprint will be implemented by relevant departments and agencies, particularly those with responsibility for family violence reform and implementation such as:

- FSV
- Department of Families Fairness and Housing (DFFH)
- Department of Justice and Community Safety (DJCS)
- Magistrates' Court of Victoria (MCV)
- Victoria Police (Vic Pol)
- Department of Education and Training (DET)
- Department of Premier and Cabinet (DPC)
- Respect Victoria (RV).

STRATEGIC PRIORITY 1: BUILDING KNOWLEDGE

Building knowledge focuses on research and enhancing data collection to fill gaps in current knowledge across the breadth of the system from prevention to response.

Understanding the drivers of violence, and unique experiences of people who access the service system—from early intervention to response—will be vital in measuring effectiveness and impact to inform ongoing innovation. It will enable us to direct family violence funding in a more effective way to the responses that make a difference in achieving access and inclusion for all.

For too long the voices and lived experience of family violence for people from diverse communities have not been central to systemic change. We know that there is a significant gap in research and data collection around inclusion, access and the service system, and that this needs to be addressed in order to enhance the service system response.

IN THREE YEARS...

There is increased evidence and research on experiences of family violence, service system responses to victim-survivors and perpetrators of family violence, and systemic barriers to engagement for people from Victoria's diverse communities.

Addressing these gaps will take time. During this first Blueprint, the focus of actions is to better understand the current state of affairs, invest in improved data collection, and invest in developing research and evidence. This ensures we have a greater understanding of who is and isn't accessing the service system. This information will be used in future Blueprints and across the family violence sector reform to ensure evidence-informed systems change and interventions.

INDICATORS	ACTIONS	LEAD AND PARTNERS	STATUS	DURATION ¹
Mechanisms implemented to share data and research across Government and broader service sectors	1.1 Showcase inclusive practice examples, informed by an intersectionality framework, and share learnings from the development of the Intersectionality Capacity Building Project.	FSV and DJCS	●	2020–21
	1.2 Identify and map current interventions, practice resources and tools for adolescent family violence including enhancing understanding of identifying and responding to adolescent family violence in diverse communities.	FSV	●	2019–21
	1.3 Utilise program data and research to explore the systemic barriers to accessing services for and experiences of people from multicultural communities, older people, people from LGBTIQ communities and people with disabilities.	OPFVC, MA, Respect Victoria, DFFH & FSV (partners)	●	2019–21
Improved data on diverse communities to better inform service design and delivery	1.4 Undertake the 2019 Census of Workforces that Intersect with Family Violence (Census) as part of action 3.2 in the <i>Strengthening the Foundations: First Rolling Action Plan 2019–2021</i> and future Census to establish a baseline for the workforce demographics across the sector.	FSV	●	2019–22
	1.5 Implement the Family Violence Data Collection Framework (FVDCF) created by DPC. The FVDCF is a non-mandatory tool to help service providers and agencies standardise the collection of administrative information, improve data collection practices and subsequently advance the existing evidence base concerning family violence in Victoria. It is not intended to resolve all data quality and limitations across the reform; instead, implementation of the FVDCF will improve data collection activities to support the collection of more robust demographic data. It is the responsibility of government departments, agencies and service providers to determine how each data collection standard can fit into their data collection guidelines and infrastructure.	FSV, DFFH, DJCS, Vic Pol	●	2019–21

● In progress ● Not commenced

¹ The timelines listed in the Blueprint cover financial years, and specify when the activity is expected to be completed.

INDICATORS	ACTIONS	LEAD AND PARTNERS	STATUS	DURATION ¹
Improved data on diverse communities to better inform service design and delivery cont...	1.6 Adopt an intersectional approach to data collection and outcomes measurement to better understand overlap, discrimination, marginalisation and over-representation as it relates to service use. This includes embedding systemic outcomes measurement through the family violence outcomes framework and a dedicated outcomes framework in children and families service reform. The frameworks will include indicators and measures relating to lived experience and the needs and circumstances of diverse communities.	DFFH (Children, Families, Communities & Disability Division), FSV	●	2020–22
Increased collaboration with people with lived experience in the design and delivery of family violence services	1.7 Develop a whole of Victorian Government family violence research program, including a research agenda, that is underpinned by lived experience, and intersectional approach and Aboriginal self-determination.	FSV, RV (leads) DJCS, DFFH, OPFVC	●	2020–21
	1.8 Undertake the second evaluation of The Orange Door network including reporting on client experience and access.	FSV, DFFH	●	2020–22
	1.9 Support the establishment and continuity of Victim Survivors' Advisory Groups and people from diverse communities (as identified in figure 1.) with lived experience of family violence across government, and share learnings to inform service improvement and development.	FSV, MA	●	2019–21
Increased trials and evaluations of new approaches to interventions to build the policy evidence base	1.10 Undertake new evaluation and research initiatives that identify the impact of primary prevention programs and the attitudes and beliefs which underpin the drivers of family violence and all forms of violence against women.	OPFVC, DFFH	●	2019–21
	1.11 Develop a purpose-built data platform to support Victorian Government primary prevention planning.	RV (lead) CSA (partner)	●	2019–20
	1.12 Fund and evaluate Elder Abuse Prevention Initiatives	DFFH (lead), OPFVC (partner)	●	2020–21

● In progress ● Not commenced

INDICATORS	ACTIONS	LEAD AND PARTNERS	STATUS	DURATION ¹
Increased trials and evaluations of new approaches to interventions to build the policy evidence base <i>cont...</i>	1.13 Trial and evaluate the integrated model of care for responding to suspected elder abuse initiative that builds capacity to improve prevent and respond to elder abuse.	DFFH	●	2021–22
	1.14 Commission research to analyse perpetrators of family violence and their service pathways. The research will explore the interplay between perpetrator characteristics, offence trajectories, offending patterns and interactions with health and social services and criminal justice agencies.	DFFH (lead), DJCS, Vic Pol	●	2020–21
	1.15 Rollout the Department of Justice and Community Safety’s (DJCS) Family Violence Perpetrator Intervention Grants initiative by funding five projects to pilot and evaluate innovative and emerging models of best practice in perpetrator interventions. The grants will deliver funding to programs that target women and gender diverse perpetrators, male perpetrators with complex needs, perpetrators who are fathers and Aboriginal men who use violence.	DJCS	●	2019–21
	1.16 Implement seven cohort trials for people who use violence and statewide case management including dedicated services for people from Aboriginal and LGBTIQ communities.	FSV	●	2020–22
	1.17 Build upon existing research and pilot projects on the drivers of violence against women with disabilities, people from LGBTIQ communities, Aboriginal communities and older Victorians.	OPFVC, MA, RV, DFFH (partner)	●	2019–21
	1.18 Monitor and evaluate the Multicultural Affairs Family Violence Work Package against the Family Violence Outcomes Framework, as well as to test its broader effectiveness and impact for multicultural communities.	OPFVC	●	2021–22
	1.19 Complete the Courts’ Family Violence Reform evaluation which will examine access and equity of the services provided, particularly within the Specialist Family Violence Courts (SFVC) model.	CSV/MCV	●	2019–23

● In progress ● Not commenced

STRATEGIC PRIORITY 2: BUILDING CAPACITY AND CAPABILITY

The onus is on government and the service system to change processes and practices to improve access and equity for all. This will shift the service system culture from one that can perceive individual identity as the barrier, to one where there are no systemic barriers for anyone, anywhere to access an appropriate service response.

Building capacity at an organisational level and building workforce capability across the broader family violence system – including in government, specialist family violence and universal services – is vital to achieving the vision of an inclusive, safe, responsive and accountable system for all Victorians. It is a complex process that requires awareness raising, increased knowledge and skills, and improved understanding. During the initial three-year period investment will focus on this foundational awareness and knowledge across the specialist workforce; the essential precursor to organisational and system capability building.

IN THREE YEARS...

Specialist family violence services have increased awareness of intersectionality. Specialist and broader family violence workers have increased knowledge about intersectionality and its relevance to their work.

The family violence workforce better reflects the diversity of Victorian communities.

Strengthening the Foundations: First Rolling Action Plan 2019–21 (Strengthening the Foundations) is the first of three Rolling Action Plans that will work towards achieving the long-term vision for workforces that intersect with family violence, as outlined in *Building from Strength: 10-Year Industry Plan for Family Violence Prevention and Response* (Building from Strength). The implementation of Strengthening the Foundations will be critical in supporting the sector to achieve this strategic priority.

INDICATORS	ACTIONS	LEAD AND PARTNERS	STATUS	DURATION ¹
Increased workforce capacity to embed culturally safe, inclusive and intersectional practices	2.1 Enhance organisations understanding of intersectionality, recognition of family violence and structural inequality and barriers to service access across diverse communities through the Family Violence Multi-Agency Risk Assessment and Framework (MARAM) and Practice Guides. Implementing the MARAM Practice Guides and tools to build specialist services' capacity to embed an intersectionality framework across all levels of organisations and promote recognition of the broad range of experiences and spectrum of risk across the community.	FSV	●	2019–22
	2.2 Develop and implement the first Inclusion Action Plan for The Orange Door network to ensure The Orange Door areas are accessible and accommodating for the entire community including the diverse communities identified through the Royal Commission (figure 1).	FSV	●	2020–21
	2.3 Implement the new disability family violence practice leader initiative to improve family safety outcomes for children, young people and adults with a disability.	FSV	●	2019–22
	2.4 Develop and implement the Intersectionality Capacity Building Project to support all levels of organisations from leadership to practitioner to enhance their understanding of intersectionality and embed this into practice.	FSV	●	2019–21
	2.5 Support all State Government-funded family violence service providers to undertake the HOW2 LGBTIQ Program. Support 26 service providers, including six Aboriginal services to undertake Rainbow Tick accreditation.	FSV	●	2019–21
	2.6 Fund the Family Violence Justice Project Worker to raise awareness of the circumstances and complex needs of women who have been in prison and have experienced family violence. The role will assist family violence services to be more accessible.	FSV	●	2019–21

● In progress ● Not commenced

INDICATORS	ACTIONS	LEAD AND PARTNERS	STATUS	DURATION ¹
Increased workforce capacity to embed culturally safe, inclusive and intersectional practices <i>cont...</i>	2.7 Deliver a coordinated suite of LGBTIQ family violence capacity building initiatives in mainstream family violence and sexual assault service sectors, including The Orange Door network, to improve service access, inclusiveness and responsiveness for people from LGBTIQ communities experiencing or using violence.	FSV, DFFH	●	2020–22
	2.8 Support local LGBTIQ community groups to be entry points into the formal service system by helping the organisations to recognise and respond to people from LGBTIQ communities experiencing or using family violence, particularly in rural and regional Victoria, in line with the MARAM framework.	FSV, DFFH	●	2019–21
	2.9 Develop training packages on family violence and sexual assault for faith leaders and communities, in collaboration with the Multifaith Advisory Group.	MA	●	2019–21
	2.10 Strengthen the primary prevention workforce capability and capacity to prevent family violence against Aboriginal people, older people and people from LGBTIQ communities through initiatives such as the Prevention in Action Across Our Communities project.	OPFVC, RV, DFFH	●	2019–21
	2.11 Support learning and development activities that strengthen primary prevention practitioners understanding of and practice in intersectionality.	OPFVC	●	2019–21
	2.12 Design and develop accredited family violence training in TAFEs and increase the family violence specialist trainer pool.	DET	●	2020–22
	2.13 Continue implementation of the whole school approach to Respectful Relationships in Victorian schools and the delivery of Respectful Relationships professional learning to early childhood educators to promote and model respect, positive attitudes and behaviours and strengthen referral and response to family violence.	DET	●	2016–21

● In progress ● Not commenced

INDICATORS	ACTIONS	LEAD AND PARTNERS	STATUS	DURATION ¹
Increased workforce capacity to embed culturally safe, inclusive and intersectional practices <i>cont...</i>	2.14 Working with Our Watch, develop a whole- of-institute approach to prevention in TAFEs using an intersectional lens on gender equality.	DET	●	2019–21
Increased inclusive practice and ongoing professional development for staff	2.15 Build the capacity of interpreters through specialised family violence training.	FSV, MA	●	2019–22
	2.16 Roll out e-learning modules on intersectionality to enable non-centralised professional development opportunities to a wider audience.	MCV	Completed	2019–20
	2.17 Establish five Specialist Family Violence Courts across Victoria, including providing Magistrates and court staff with training on intersectionality.	CSV/MCV	●	2019–23
Strengthened capabilities across service sectors to support people from diverse communities	2.18 Support a demonstration project to improve access to refuge accommodation for people from LGBTIQ communities.	FSV	●	2019–21
	2.19 Develop and implement new processes that enable seamless service provision for people experiencing homelessness and family violence through improved communication, collaboration and utilisation of resources available to FSV and Specialist Homelessness Services.	FSV, DFFH	●	2019–22
	2.20 Build stronger partnerships between multicultural and ethno-specific organisations and specialist family violence service providers to enable stronger referral pathways to better support multicultural people, through the Multicultural Family Violence COVID-19 package.	FSV, OPFVC	●	2020–21
	2.21 Rollout the Family Violence Practitioner Pilot which seeks to strengthen and embed local relationships and engagement with multicultural communities in Shepparton.	CSV/MCV	●	2019–21

● In progress ● Not commenced

INDICATORS	ACTIONS	LEAD AND PARTNERS	STATUS	DURATION ¹
Strengthened capabilities across service sectors to support people from diverse communities <i>cont...</i>	2.22 Review and develop a recommended framework for strengthening the support and coordination system for primary prevention of violence against women and family violence in Victoria, incorporating arrangements to embed effective design and delivery for diverse communities.	RV	●	2020–21
Increased workforce diversity	2.23 Develop and implement the Workforce Strategy and Action Plan for The Orange Door network – strategy focus 1.4: Using attraction and recruitment strategies, including developing career pathways into The Orange Door network, that promote employment opportunities for people from diverse communities.	FSV	●	2019–21
	2.24 Implement the actions in the Strengthening the Foundations: First Rolling Action Plan 2019–2022, focus area 3 – recruiting and retaining specialist workforces, including: <ul style="list-style-type: none"> – Action 3.8: Reduce workforce entry barriers to increase workforce diversity, working towards achieving a workforce that reflects the diversity of the community. – Action 3.10: Develop and implement initiatives to address workforce supply challenges in regional areas. 	FSV	●	2019–21
	2.25 Implement place-based approaches to recruiting multi-disciplinary teams that reflect the demographics of the community.	MCV	Completed	2019–20

● In progress ● Not commenced

STRATEGIC PRIORITY 3: STRENGTHENING TARGETED SERVICES²

Our aim is to shift the service system culture from one that can perceive identity as the barrier to accessing services to one of shared responsibility for recognising and addressing discrimination and structural barriers to service access by offering choice to all. This does not erase the need for targeted services; instead, they contribute to a holistic and contextual approach in systems responses providing cultural knowledge and understanding of clients from diverse communities.

Whether they are stand-alone or integrated within family violence services, targeted services complement and build the capacity of the service system to achieve inclusion and equity. Their nuanced and tailored work across the spectrum of family violence—primary prevention, early intervention and response—is critical in offering choice without fear of discrimination to all clients.

IN THREE YEARS...

Targeted service provision is more accessible to people from diverse communities experiencing or choosing to use violence. Targeted services are accessible through standalone or coordinated responses.

To create these shifts, we know there needs to be a stronger focus on supporting and strengthening targeted responses and developing pathways for improved collaboration.

² As defined in the *Everybody Matters: Inclusion and Equity Statement*, targeted services are those specific family violence services with an expert knowledge of a particular diverse community and the responses required to address the unique needs and barriers faced by the group. Targeted services may include community-specific services, such as ethno-specific, LGBTIQ and disability services that focus on primary prevention programs or early intervention.

INDICATORS	ACTIONS	LEAD AND PARTNERS	STATUS	DURATION ¹
Increased coordination and collaboration across the system	3.1 Work with targeted services across diverse communities to inform the development of the MARAM perpetrator practice guidance.	FSV	●	2019–21
	3.2 Enhance The Orange Door network linkages with targeted services through employing Service System Navigators and establishing service interfaces with key sectors to strengthen referral pathways.	FSV	●	2019–22
	3.3 Continue to implement the Family Violence Information Sharing Scheme to enable information sharing entities from across specialist and universal system to work collaboratively to assess and manage family violence risk.	FSV	●	2019–22
Capacity building initiatives implemented to further strengthen targeted services	3.4 Strengthen the capacity of the disability and social services workforce to prevent violence against women with disabilities through the Workforce Development Program on Gender and Disability 2018–2021.	OPFVC	●	2019–21
	3.5 Implement learnings and recommendations from the evaluations of the Family Violence Perpetrator Intervention trials programs that relate to diverse communities.	FSV DJCS	●	2019–22
	3.6 Implement initiatives across multicultural communities (including in regional such areas Geelong and Shepparton) to prevent family violence, including the two-year Safer and Stronger Communities Pilot. The Pilot will improve early identification of family violence in multicultural communities and build the capacity of staff and selected communities to design and delivery primary prevention activities with an intersectional lens.	MA (lead), OPFVC & RV (partner)	●	2019–21
	3.7 Review and evaluate Victoria’s first LGBTIQ specialist family violence service offering.	DFFH, FSV	●	2020–2021

● In progress ● Not commenced

INDICATORS	ACTIONS	LEAD AND PARTNERS	STATUS	DURATION ¹
Enhanced targeted initiatives for people from diverse communities	3.8 Provide funding for LGBTIQ Family Violence applicant and respondent practitioners at the Magistrates' Court of Victoria to ensure an inclusive service where LGBTIQ people have the information, advice and support they require when they come into contact with the court due to family violence.	MCV	Completed	2019–20
	3.9 Undertake an evaluation of the LGBTIQ Family Violence applicant and respondent practitioners initiative to determine its effectiveness.	MCV	Completed	2020–21
	3.10 Develop and implement social marketing behaviour change campaigns in conjunction with key stakeholders and build upon existing research on core social and cultural drivers of family violence and violence against women, addressing specific diverse populations including older Victorians, LGBTIQ communities and people from Aboriginal communities.	RV, DFFH	●	2019–22
	3.11 Provide targeted funding for primary prevention initiatives led by multicultural, ethno-specific and faith-based organisations to address the drivers of family violence for people from migrant and refugee communities.	OPFVC	●	2019–21
	3.12 Fund the state-wide service to provide a free confidential telephone helpline, referral and support services including advocacy and legal advice for elder abuse.	DFFH	●	2019–22
	3.13 Implement specialist family counselling and mediation services for older people and their families who present at The Orange Door network with suspected cases of elder abuse.	DFFH	Completed	2019–20

● In progress ● Not commenced

3. APPENDICES

APPENDIX 1: RELATED STRATEGIES AND FRAMEWORKS

The work outlined in this Blueprint will contribute to delivering the objectives of other key Victorian Government strategies and frameworks including:

DEPARTMENT	STRATEGY/Framework	OBJECTIVES/OUTCOMES
Corrections Victoria DFFH policy	<i>Enhancing Safety: Family Violence Strategy for the Victorian Correction System 2018–2021</i>	<ul style="list-style-type: none"> ■ Guide the way that the Victorian corrections system responds to family violence. ■ Recognising that prisoners and offenders are over-represented as victim survivors and perpetrators of family violence. ■ Reducing re-offending and supporting victim survivors of family violence.
DHHS	<i>Absolutely Everyone: Victorian State Disability Plan 2017–2020</i>	<ul style="list-style-type: none"> ■ Focuses on key areas to drive change such as adopting a universal design approach, changing attitudes, increasing access to affordable housing, public transport, schools and jobs. ■ Ensuring that people with a disability are able to make the most of the NDIS through a series of actions. ■ These include working with communities to identify and address barriers to participation.
DHHS	<i>Victorian Carer Strategy 2018–2022</i>	<p>Aims to support carers, with a focus on five priority areas to ensure carers:</p> <ul style="list-style-type: none"> ■ are healthy and well ■ are engaged in education, employment and community ■ can access respite and other supports they need when they want them ■ have less financial stress ■ are recognised, acknowledged and respected.
DHHS	<i>Korin Balit-Djak – Aboriginal health, wellbeing and safety strategic plan 2017–2027</i>	<ul style="list-style-type: none"> ■ Increase access to Aboriginal community-led family violence prevention and support services. ■ Better engagement and supports for Aboriginal elders. ■ Advance self-determination in Aboriginal housing and homelessness. ■ Promote and embed Aboriginal trauma-informed healing, recovery and resilience initiatives.

DEPARTMENT	STRATEGY/Framework	OBJECTIVES/OUTCOMES
DHHS	<i>Roadmap for Reform: strong families, safe children</i>	<ul style="list-style-type: none"> ■ Strengthening communities to better prevent neglect and abuse. ■ Delivering early support to children and families at risk. ■ Keeping more families together through crisis. ■ Securing a better future for children who cannot live at home. ■ Create services that are co-ordinated and work together to meet the needs of vulnerable families and children.
DHHS	<i>Wungurilwil Gaggapduir – Aboriginal Children and Families Agreement and Strategic Action Plan</i>	<ul style="list-style-type: none"> ■ Redesign child and family and services including out of home care, so they are child-focused, family-centred, strengths-based, celebrate culture and enable families to stay safe and together. ■ Capture, build and share Aboriginal knowledge, learning and evidence to drive children and family services' investment and to inform practice.
DHHS	<i>Victoria's 10 Year Mental Health Plan</i>	<ul style="list-style-type: none"> ■ Launched in 2015, the Plan outlines the Victorian Government's guide to drive better mental health outcomes for all Victorians. Some intended outcomes of the Plan include better results for people with mental illness, such as more social and economic participation, reduced contact with the criminal justice system and better access to safe, responsive services that join up to work as a whole. Following this Plan, a whole-of-Victorian government suicide prevention framework, an Aboriginal social and emotional wellbeing framework and a mental health workforce strategy has also been released.
DHHS	<i>Victorian Disability Advocacy Futures Plan 2018–2020</i>	<p>The plan guides the government to:</p> <ul style="list-style-type: none"> ■ make improvements to the Victorian Disability Advocacy Program ■ decide how best to invest funding ■ respond to the community's call for better access to advocacy ■ determine a longer-term approach to disability advocacy in Victoria from 2021.
DHHS	<i>Victorian Public Health and Wellbeing Plan 2019–2023</i>	<ul style="list-style-type: none"> ■ The Plan is released every four years and is a requirement of Victoria's <i>Public Health and Wellbeing Act 2008</i>. ■ The Plan sets out a comprehensive approach to deliver improved public health and wellbeing outcomes for all Victorians ten priority areas (including preventing all forms of family violence), four focus areas and 12 strategic actions.

DEPARTMENT	STRATEGY/Framework	OBJECTIVES/OUTCOMES
DHHS	<i>Ending Family Violence: Victoria's Plan for Change</i>	<ul style="list-style-type: none"> ■ Family violence and gender inequality are not tolerated. ■ Victim survivors, vulnerable children and families, are safe and supported to recover and thrive. ■ Perpetrators are held accountable, connected and take responsibility for stopping their violence. ■ Preventing and responding to family violence is systemic and enduring.
DHHS	<i>Family Violence Outcomes Framework</i>	<ul style="list-style-type: none"> ■ Sets the outcome statements for the four domains in <i>Ending Family Violence: Victoria's Plan for Change</i>, outlining Victoria's priorities in preventing and responding to family violence, why these priorities matter and what constitutes success in achieving these outcomes.
DHHS	<i>Free from Violence: Victoria's strategy to prevent family violence and all forms of violence against women</i>	<ul style="list-style-type: none"> ■ Strengthen the infrastructure, systems and structures for a sustained and much larger primary prevention platform in Victoria to address violence before it starts. ■ Address the underlying social norms, attitudes and behaviours that drive gender inequality, family violence and all forms of violence against women. ■ Build the evidence-base and innovative practice through research and evaluation, including the evidence-base of violence against women with disabilities, Aboriginal, culturally and linguistically diverse and LGBTIQ communities and older Victorians. ■ Scale up proven and promising practices in prevention in a range of settings where Victorians work, live, learn and play. ■ Engage and communicate with the community on the need to address gender inequality and discrimination.
DHHS	<i>Safe and Strong: Victorian Gender Equality Strategy</i>	<ul style="list-style-type: none"> ■ Create attitude and behaviour change to reduce violence against women and deliver gender equality in wide range of settings such as workplaces, community groups, sports associations and the media. ■ Deliver founding reforms, including legislative changes, governance structures, employment practices, budget, policy changes to drive gender equality reform.
DHHS	<i>Victorian Family Violence Data Collection Framework</i>	<ul style="list-style-type: none"> ■ The framework is a tool for government and non-government service providers and agencies who collect administrative data in the context of family violence. ■ The framework helps service providers and agencies standardise the collection of administrative information, improving data collection practices and subsequently advancing the existing evidence base concerning family violence in Victoria.

DEPARTMENT	STRATEGY/Framework	OBJECTIVES/OUTCOMES
DFFH	<i>Family Violence Reform Rolling Action Plan 2020–2023</i>	Second of the three rolling action plans to guide delivery of the government’s 10-year plan to build a Victoria free from family violence.
DPC	<i>Victorian. And proud of it – Victoria’s Multicultural Policy Statement 2017</i>	Celebrate Victoria’s multiculturalism and ensure all Victorians are: <ul style="list-style-type: none"> ■ safe and secure ■ healthy and well ■ able to participate fully ■ connected to culture and community ■ have equal rights and responsibilities.
FSV	<i>Building from Strength: 10-Year Industry Plan for Family Violence Prevention and Response</i>	<ul style="list-style-type: none"> ■ Delivers on recommendations made by the Royal Commission into Family Violence. ■ Focused on prevention and response. ■ Ensuring the workforce of the future is equipped to prevent and respond to all forms of family violence, and the individuals that experience or use it. ■ Enhancing the system to be accountable and work collaboratively towards shared outcomes, including supporting long-term recovery. Its continuous development is built on robust data and evaluation and harnessing technology.
FSV	<i>Dhelk Dja: Safe Our Way – Strong Culture, Strong Peoples, Strong Families 2018–28</i>	<ul style="list-style-type: none"> ■ Aboriginal-led Victorian Agreement that commits Aboriginal communities, Aboriginal services and government to work together and be accountable for ensuring that Aboriginal people, families and communities are stronger, safer, thriving and living free from family violence. ■ Articulates the long-term partnership and directions required at a statewide, regional and local level to ensure that Aboriginal people, families and communities are violence-free, and built upon the foundation of Aboriginal self-determination.
FSV	<i>Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM Framework)</i>	<ul style="list-style-type: none"> ■ Delivers on recommendations made by the Royal Commission into Family Violence. ■ Embedded in the <i>Family Violence Protection Act 2008</i> as a legislative instrument, consolidates the direction and authorising environment for family violence risk assessment and management in Victoria, including through evidence-based risk factors, formalised responsibilities and practice principles. ■ Supports consistent and collaborative practice across prescribed Framework organisations, including through secondary consultation and referral to strengthen organisational capacity and service responses to people experiencing family violence across diverse communities.

DEPARTMENT	STRATEGY/Framework	OBJECTIVES/OUTCOMES
FSV	<i>Strengthening the Foundations: First Rolling Action Plan 2019–2022</i>	<ul style="list-style-type: none"> ■ Delivers on recommendation made by the Royal Commission ■ Provide an implementation roadmap to achieving the vision of <i>Building from Strength</i> ■ Lay the foundations for building a supported, valued, skilled and diverse workforce ■ Incorporate emerging evidence and responding to the changing family violence, primary prevention and broader systems.
FSV	<i>The Nargneit Birrang Framework 2019</i>	<ul style="list-style-type: none"> ■ The Framework is a strategic response for Aboriginal services and communities in Victoria to guide service design, implementation and evaluation. ■ The Framework is also for Victorian government to act as a Blueprint for funding guidelines, compliance, indicator measures and evaluation.
Respect Victoria	<i>Respect Victoria Strategic Plan 2019–2022</i>	<ul style="list-style-type: none"> ■ Respect Victoria is the independent statutory body focused on the primary prevention of all forms of family violence and violence against women for all Victorians, working closely with the Office for Women in the Department of Premier and Cabinet within the framework of Free from Violence: Victoria’s strategy to prevent family violence and all forms of violence against women. ■ Respect Victoria has a strong commitment to diverse communities and to intersectionality as a core operating principle. Its efforts to progress these issues will be promoted and reported through a range of complementary documents.
Victoria Police	<i>Policing Harm, Upholding the Right: Victoria Police Strategy for Family Violence, Sexual Offences and Child Abuse 2018–2023</i>	<p>Victoria Police plays an integral role in reducing, and ultimately preventing the harm caused by perpetrators of family violence, sexual offences and child abuse, by holding perpetrators to account and improving the safety and wellbeing of all victims.</p> <p>The four strategic priorities contained within the strategy are:</p> <ol style="list-style-type: none"> 1. service delivery improves the safety and wellbeing of victims 2. perpetrators are actively managed and held to account 3. child safety is front of mind 4. a capable and safe workforce.
Victorian Public Sector Commission	<i>Getting to Work: Victorian Public Sector Disability Employment Action Plan 2018–2025</i>	<ul style="list-style-type: none"> ■ The Victorian Government has committed to increasing the number of people with a disability in the public sector. Getting to Work sets a target of 6 per cent representation by 2020 and 12 per cent by 2025. These targets apply to the Victorian Public Service and will expand to the broader public over time. To achieve these targets, the plan has 21 actions over three focus areas: 1. Build awareness through access to information, 2. Attract and recruit people with a disability and 3. Support employees with a disability.

APPENDIX 2: LIST OF TERMS AND ACRONYMS

Adolescent family Violence	Violence used by young people against family members.
CSV	Court Services Victoria
Broader family violence system	Government departments and agencies Police, Courts and the justice system All family violence and child and family services working in prevention, early intervention and response
DCI Working Group	Diverse Communities and Intersectionality Working Group
DFFH	Department of Families, Fairness and Housing (formerly part of the Department of Health and Human Services [DHHS])
DH	Department of Health (formerly part of the Department of Health and Human Services [DHHS])
DHHS	Department of Health and Human Services (since 1 February 2021, this Department was split into DH and DFFH)
DJCS	Department of Justice and Community Safety
DPC	Department of Premier and Cabinet
CSA	Crime Statistics Agency
Elder Abuse	“Any harm or mistreatment of an older person that is committed by someone with whom the older person has a relationship of trust. In the context of family violence, this may be abuse by any person who is a family member (such as their partner or adult children) or carer. Elder abuse may take any of the forms defined under ‘family violence.’” Source: MARAM Practice Guides: Foundation Knowledge
FSV	Family Safety Victoria
FVOF	Family Violence Outcomes Framework
FVDCF	Family Violence Data Collection Framework
JCV	Judicial College of Victoria
LGBTIQ	Lesbian, Gay, Bisexual, Trans and gender diverse, Intersex, Queer and Questioning
MA	Multicultural Affairs
MARAM	Family Violence Multi-Agency Risk Assessment and Management Framework

MCV	Magistrates Court of Victoria
NDIS	National Disability Insurance Scheme
OPFVC	Office for the Prevention of Family Violence and Coordination
Primary Prevention	<p>Primary prevention of family violence is distinct from secondary or tertiary prevention, which are also known as early intervention and response respectively. Primary prevention aims to stop all forms of family violence and violence against women from happening in the first place by focusing on the underlying causes or drivers of the violence.</p> <p>An effective primary prevention approach will support and complement early intervention and crisis response by reducing pressure on these parts of the system.</p>
RCFV	Royal Commission into Family Violence
RV	Respect Victoria
Specialist family violence service system	<p>Family violence support services and counselling</p> <p>Perpetrator services</p> <p>Adolescent family violence services</p> <p>Refuge and crisis accommodation</p> <p>Family violence advocacy and capacity building</p>
Specialist Sexual Assault Services	<p>Sexual Assault Support Services</p> <p>Sexually Abusive Behaviour Treatment Services</p>
SFVC	Specialist Family Violence Courts
Targeted services	<p>Services that provide specialist family violence support for targeted community groups (such as LGBTIQ, ethno-specific, people with a disability).</p> <p>May also include targeted community services in primary prevention or early intervention.</p>
Universal services	Services available to whole of population such as health care (including hospitals), schools and childcare centres
VCAT	Victorian Civil and Administrative Tribunal
Vic Pol	Victoria Police
VSAC	Victim Survivors' Advisory Council
WoVG	Whole of Victorian Government

APPENDIX 3: INCLUSIVE LANGUAGE

Women are disproportionately affected by gender-based violence, including family violence. The perpetrators of this violence are overwhelmingly men. While gender inequality is the root cause of the violence against women, family violence can, and does, occur within a range of relationships. It is characterised by a pattern of abusive behaviour involving a perpetrator's exercise of control and power over the victim.

Family violence can take many forms. It can occur within extended families, kinship networks, intergenerational relationships and through family-like or carer relationships. Intimate partners, family members and non-family carers can perpetrate violence against people they are caring for. Young people can use violence or be victims of violence within their family.

At the centre of all instances of family violence are individual and structural power imbalances. To address this, we need to create a society based on inclusion and equity.

Access is about ensuring that information, spaces, services and programs are available to everyone and are responsive to their needs.

Diversity and diverse communities:

Throughout this document the term 'diverse communities' has been used. This term draws from the terminology used in the Royal Commission into Family Violence (RCFV) Report³ and recommendations. By diverse communities we mean:

- Aboriginal communities
- people in the sex industry
- people with disabilities
- faith communities
- people living in rural and regional communities
- older people
- young people
- women in or exiting prison or forensic institutions such as specialist mental health hospitals and services
- male victims
- LGBTIQ communities
- people experiencing mental health issues
- people from culturally and linguistically diverse communities.

³ Royal Commission into Family Violence Summary Recommendations 2016, p.32 https://www.parliament.vic.gov.au/file_uploads/1a_RFV_112ppA4_SummaryRecommendations.WEB_DXQyLhqv.pdf

The RCFV found people from diverse communities can experience family violence differently and can face multiple and intersecting systemic barriers and to accessing services. For some people in these groups, “family violence is less visible and less well understood than family violence in other parts of the Australian community”⁴. However, the term ‘diversity’ is not intended to be an othering term. Everyone has multiple layers to their identities. In recognising these multiple layers, we hope to ensure people from all communities across Victoria have equitable access to the services they need when they need them.

Equity means that available information, spaces, services and programs should deliver outcomes that people need and want. This requires services to be able to consider and respond to the intersecting forms of disadvantage and discrimination to truly cater to all diverse needs.

Intersectionality describes how systems and structures interact on multiple levels to oppress, create barriers and overlapping forms of discrimination, stigma and power imbalances based on characteristics such as Aboriginality, gender, sex, sexual orientation, gender identity, ethnicity, colour, nationality, refugee or asylum seeker background, migration or visa status,

language, religion, ability, age, mental health, socioeconomic status, housing status, geographic location, medical record or criminal record. These compound experiences of family violence and create additional barriers for a person to access the help they need.

In late 2018 to early 2020, FSV led the Intersectionality Capacity Building Project to develop resources to increase the capacity and capability of family violence and universal service workforces to adopt and embed an intersectionality framework across family violence, sexual assault, and child and family wellbeing in order to foster inclusion and equity. The intersectionality framework and resources developed through the project was undertaken in collaboration with over 30 sector stakeholders and key Victorian Government departments and agencies over a five-phase targeted consultation process.

Intersectionality is a framework that seeks to understand how power intersects and conspires within systems and structures. This power creating overlapping forms of discrimination or disadvantage for either an individual or group based on social characteristics such as, but not limited to gender, sex, sexual orientation, ethnicity, language, religion, class, socioeconomic status, gender identity, ability or age.

4 Royal Commission into Family Violence Report and Recommendations 2016, volume V, 9.1 <http://rcfv.archive.royalcommission.vic.gov.au/Report-Recommendations.html>

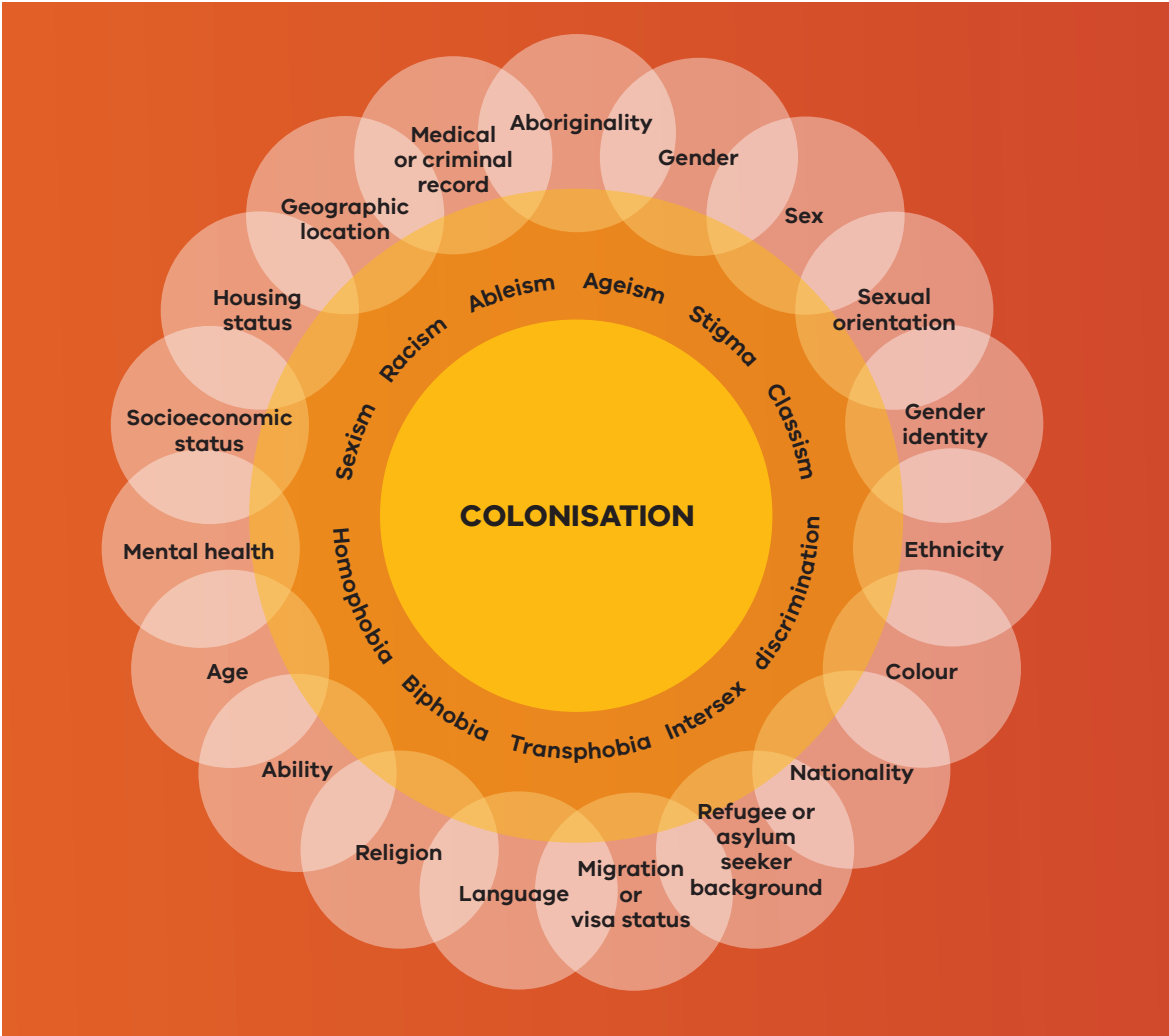
Intersectionality also helps us understand our own individual circumstances, our position of power and our experiences within those systems, structures and institutions that organise our society. By truly understanding our own position of power, we will be able to critically reflect and work towards removing the systemic barriers faced by people who have been marginalised.

Experiences of inequality, particularly where it intersects, compounds the risk of experiencing family violence and creates additional barriers for a person to access the help they need. Intersectionality recognises that all people are complex and no one person has the same lived experience as another person. Intersectionality seeks to identify how we can challenge and/or advocate to change systemic discrimination and inequality to ensure all individuals can fully participate in society.

An intersectionality framework builds upon the foundations of our understanding of the gendered nature of family violence and sexual assault. It is a lens through which we can view how different forms of inequality and discrimination intersect and collide to influence experiences of family violence, sexual assault and child and family wellbeing issues, and impact on seeking help and access to services.

A system that adopts **inclusion** as an active process recognises the impact of marginalisation, values diversity and works to eliminate barriers. Adopting an active process of inclusion creates welcoming environments in which everyone can access services and the services available are responsive to diverse needs. Adopting an active process of inclusion means ensuring diversity of thinking, experiences, and skills are valued and utilised. An inclusive system is demonstrated by attitudes, behaviours, policies and practices that enable full and **equal** participation for everyone. It is achieved where programs, services and funding are flexible and responsive to diversity and where diverse communities are empowered as active participants at all levels of planning, decision-making and delivery.

Diagram 1: Understanding intersectionality in Australia



APPENDIX 4: TEXT-EQUIVALENT DESCRIPTIONS OF GRAPHICS AND DIAGRAMS USED IN THIS DOCUMENT

FIGURE 1: DIVERSE COMMUNITIES

- Aboriginal communities
- People in the sex industry
- People with disabilities
- Faith communities
- People living in regional and rural communities
- People experiencing mental health issues
- Older people
- Young people
- Culturally and linguistically diverse people
- Women in or exiting prison or forensic institutions
- Male victims
- LGBTIQ communities

FIGURE 2: OVERVIEW OF THE 2019–22 BLUEPRINT

Vision: An inclusive, safe, responsive and accountable system for all Victorians.

Strategic Priorities from the *Everybody Matters: Inclusion and Equity Statement*:

- Strategic Priority One: Building Knowledge
- Strategic Priority Two: Building Capacity and Capability
- Strategic Priority Three: Strengthening Targeted Services

Three-year outcomes:

- There is increased evidence and research on experiences of family violence, service system responses to victim-survivors and perpetrators of family violence, and systemic barriers to engagement for people from Victoria's diverse communities
- Specialist family violence services have increased awareness of intersectionality
- Specialist and broader family violence workers have increased knowledge about intersectionality and its relevance to their work
- The family violence workforce better reflects the diversity of Victorian communities
- Targeted service provision is more accessible to people from diverse communities experiencing or choosing to use violence.
- Targeted services are accessible through standalone or coordinated responses.

Indicators

- Mechanisms implemented to share data and research across Government and the broader service sectors
- Improved data on diverse communities to better inform service design and delivery
- Increased collaboration with people with lived experience in the design and delivery of family violence services

- Increased trials and evaluation of new approaches to interventions to build the policy evidence base
- Increased workforce capacity to embed culturally safe, inclusive and intersectionality practices
- Increased inclusive practice training and ongoing professional development for staff
- Increased workforce diversity
- Increased coordination and collaboration across the service system
- Capacity building initiatives implemented to further strengthen targeted services
- Enhanced targeted initiatives for people from diverse communities
- Commission research to analyse perpetrators of family violence and their service pathways
- Explore systemic barriers to accessing services for people from diverse communities
- Research and pilot projects to understand the drivers of violence against people from diverse communities
- Work with Elder Abuse Prevention Networks to complete action research to understand the drivers of Elder Abuse
- Enhance organisations and workers understanding of intersectionality through the implementation of MARAM and the Intersectionality Capacity Building Project

Actions

- Implement the Family Violence Data Collection Framework
- Gather baseline data on the family violence workforce demographics
- Showcase inclusive practice examples, informed by an intersectionality framework
- Trial targeted initiatives for people from diverse communities who use violence
- Support the establishment of Victim Survivor Advisory Groups
- Gather the voices of lived experience through The Orange Door network evaluation
- Implement disability and women exiting prison practice lead initiatives
- Support 26 organisations to achieve Rainbow Tick Accreditation
- Implement a suite of LGBTQ family violence capacity building initiatives
- Support initiatives to reduce barriers to enter the workforce and encourage people from diverse communities to join the workforce
- Build the capacity of interpreters through family violence training and ongoing professional development
- Rollout e-learning modules on intersectionality

- Develop training packages for faith leaders to understand the nature of family violence and sexual assault in multicultural and faith communities
- Building prevention workforce capacity in intersectionality
- Work with targeted services across diverse communities to inform the development of the MARAM perpetrator practice guidance
- Enhance The Orange Door network linkages with targeted services
- Implement learnings and recommendations from the evaluation of the Family Violence perpetrator intervention trials programs
- Review and evaluate Victoria's first LGBTIQ specialist family violence service offering
- Implement initiatives across multicultural communities in regional Victoria to prevent and recognise family violence
- Provide targeted funding for primary prevention activities led by multicultural organisations
- Fund statewide telephone support service for people experiencing elder abuse
- Fund LGBTIQ Family Violence applicant and respondent practitioners at selected courts

- Strengthen the capacity of the disability and social services workforce to design and deliver prevention of family violence activities

DIAGRAM 1: UNDERSTANDING INTERSECTIONALITY IN AUSTRALIA

- People's social identities and experiences of systems of oppression intersect with colonisation.
- Systems of oppression include ableism, ageism, stigma, classism, intersex discrimination, transphobia, biphobia, homophobia, sexism and racism.
- People's identities include Aboriginality, gender, sex, sexual orientation, gender identity, ethnicity, colour, nationality, refugee or asylum seeker background, migration or visa status, language, religion, ability, age, mental health, socioeconomic status, housing status, geographic location and medical or criminal record.

Everybody Matters: Inclusion and Equity Statement

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In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people. 'Indigenous' or 'Koori/Koorie' is retained when part of the title of a report, program or quotation.

