

# Responding to family violence

## Capability framework figures

Figure 1: Structure of the *Responding to family violence capability framework*

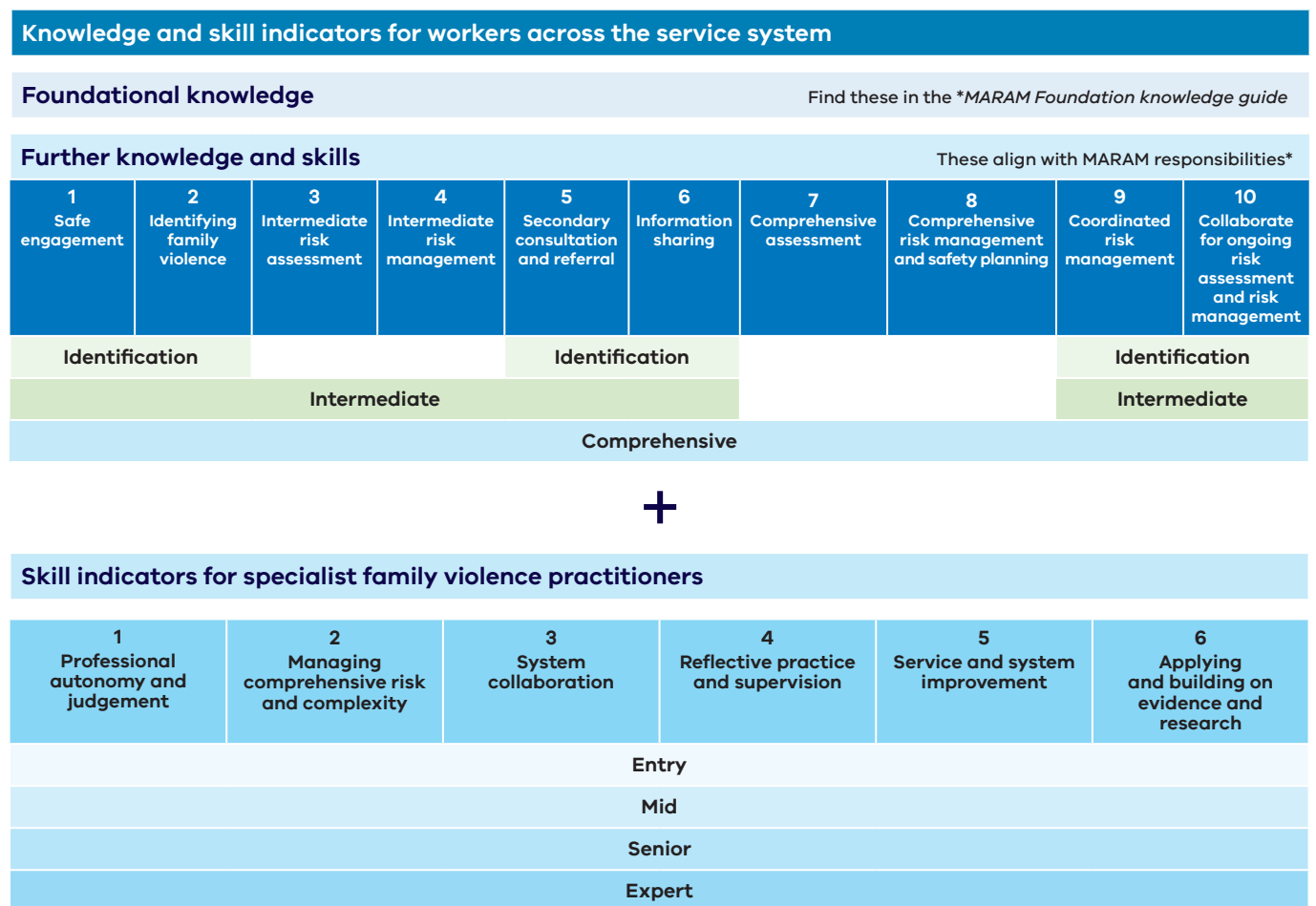


Figure 2: Capabilities for all workers across the service system

Practice levels: ■ MARAM Foundation Knowledge ■ Identification level ■ Intermediate level ■ Comprehensive level

1 Safe engagement	2 Identifying family violence	3 Intermediate risk assessment	4 Intermediate risk management	5 Secondary consultation and referral
Identification		Intermediate		Identification
Comprehensive				
Knowledge Indicators in addition to the MARAM Foundational Knowledge Guide				
		Understand the methods and considerations for assessing the risk posed to a child or young person.	Understand the circumstances that can change or escalate risk from the person using violence.	
Universal				
Create and maintain an environment that is safe, accessible and culturally responsive for interactions, engagements and disclosures.	Recognise perpetration tactics and the dynamics of power and control in family violence to support accurate risk assessment and avoid misidentification.	Use intermediate tools appropriate to service user to assess family violence risk. Apply MARAM practice guidance and other organisational resources.	Use relevant MARAM practice guides, tools and templates to develop safety plans that respond to the level of risk.	Assess the need for extra support. Seek secondary consultation and appropriate referrals for an immediate risk management response.
	Safely and effectively gather information through engagement and interactions with clients to identify family violence in line with MARAM.	Identify changes in risk over time. Update risk management strategies to stay responsive to the dynamic nature of family violence.		Engage in cross-sector consultations to support referral pathways that are timely, responsive and appropriate to the risk level and client's needs.
	Respond to immediate threats in line with MARAM and action appropriate protective measures.			
Victim survivor				
Partner with victim survivors when interacting with the service system to support their autonomy, agency and empowerment.	Identify observable signs of trauma that would suggest a person may be experiencing family violence.	Gather information from services working with the adult using family violence. Use these to assess risk for the victim survivor.	Create and put in place risk management plans that reflect the victim survivor's preferences and needs. Ensure these respond to the risk level and personal circumstances.	Provide information about the services available to support victim survivors in referral.
Recognise and address victim survivors' barriers to disclosure, service access and engagement.			Work with victim survivors to develop safety plans that address their individual experiences, needs and risk levels.	
Children and young people				
Determine and apply an engagement approach for a child or young person that is safe, appropriate and reasonable for their age, developmental stage, culture, community and situation.	Recognise and respond to children and young people as victim survivors in their own right, with their own unique needs.	Undertake a risk assessment with children and young people as victim survivors in their own right. Recognise their unique risks, protective factors, wellbeing needs and safety.	Use relevant MARAM practice guides, tools and templates to develop risk management and safety plans that respond to the level of risk.	Develop and enable referral pathways that support children and young people's safety, wellbeing and cultural needs.
People using family violence				
Maintain safe, non-collusive interactions with people using family violence. Seek secondary consultation when necessary.	Identify behaviours and narratives that indicate a person is or might be using family violence.	Gather and use information from adults using family violence about their use of violence in a way that does not increase risk to their partners, children, family and community.	Engage with the person using family violence to develop a safety plan that addresses their behaviour, promotes accountability and holistically respond to the safety needs of their partners, children, family and community.	Engage in secondary consultation for insights and strategies for working with people using family violence to promote their accountability, behaviour change and the safety of victim survivors.

Figure 2: Capabilities for all workers across the service system

Practice levels: ■ MARAM Foundation Knowledge ■ Identification level ■ Intermediate level ■ Comprehensive level

6 Information sharing	7 Comprehensive assessment	8 Comprehensive risk management and safety planning	9 Coordinated risk management	10 Collaborate for ongoing risk assessment and risk management
Identification				Identification
Intermediate				Intermediate
Comprehensive				
Knowledge Indicators in addition to the MARAM Foundational Knowledge Guide				
	Understand the experience and presentation of risk and protective factors for the victim survivor.	Understand the impact of family violence on a victim survivor to inform risk management options. This includes for children and young people.		
<b>Universal</b>				
Apply the relevant privacy and information sharing laws and regulations relevant to their role.	Use comprehensive tools appropriate to the service user to assess family violence risk. Apply MARAM practice guidance and other resources.	Assess and respond to dynamic family violence risk. Ensure safety strategies and plans respond to the current risk factors and level of risk.	Work with a range of professionals and services to supports a coordinated risk management approach.	Participate in ongoing consultation and work with wide range of organisations and stakeholders as part of shared responsibilities.
Apply the principles and legislation related to safety, accountability, confidentiality, information sharing, consent and privacy.	Lead the coordination, development, monitoring and review of comprehensive risk management plans.	Lead multi-agency collaboration efforts to ensure a coordinated and holistic approach to risk management and safety planning.	Lead and coordinate case management including serious risk management monitoring and collaborative action planning across organisations.	Build and maintain partnerships with sexual assault and harmful sexual behaviour services, along with other sectors to enhance risk management through shared knowledge and expertise.
Consider ways to enhance victim survivors' safety when skilfully managing information sharing, mandatory reporting and privacy requirements.				Lead ongoing collaboration and connection between services, sectors and systems. Educating and building the understanding, through collaborative management of family violence risk.
<b>Victim survivor</b>				
	Identify information relevant to the adult using family violence's circumstances when undertaking comprehensive risk assessment with a victim survivor.	Use advanced risk management techniques to develop and put in place effective safety plans tailored to victim survivors.	Supports victim survivors in service responses by actively helping them to navigate systems and advocating to address service gaps.	
<b>Children and young people</b>				
Work with relevant services to share information in a way that supports children and young people's safety, wellbeing and cultural needs.	Undertake comprehensive risk assessment strategies that consider children and young people's age, wellbeing developmental stage, and cultural needs. Ensure their voices are heard.	In risk management and safety planning, holistically respond to children and young people in ways that address their emotional safety, psychological safety, physical safety and wellbeing.	Where there are concerns for children's and young people's safety or wellbeing, consult, coordinate, report or refer to relevant services for risk management.	Work with child and youth-focused services to ensure a holistic approach to risk assessment and management. Ensure this addresses children and young people's safety, wellbeing and cultural needs.
<b>People using family violence</b>				
Share information with relevant services to contribute to a coordinated system response. This may include services that provide interventions and support aimed at behaviour change.	Undertake a comprehensive risk assessment. Communicate and plan with professionals supporting the victim survivor.	Apply the 'person in their context' approach to consider the person using family violence's circumstances. Use this to work out appropriate risk management actions.	Work with specialist services to manage family violence risk in ways that aligns with the victim survivor's needs and preferences	Collaborate with services that the person using family violence may be engaged with. Actively build and maintain relationships with them for information sharing, secondary consultations and tailoring risk assessment and management.

Figure 2: Capabilities for all workers across the service system continued

Practice levels: ■ MARAM Foundation Knowledge ■ Identification level ■ Intermediate level ■ Comprehensive level

1 Safe engagement	2 Identifying family violence	3 Intermediate risk assessment	4 Intermediate risk management	5 Secondary consultation and referral
Identification		Intermediate		Identification
Comprehensive				
<b>Young person using violence</b>				
Determine and apply an engagement approach for a young person that is non-collusive and safe, appropriate and reasonable for their age, developmental stage, culture, community and personal situation.	If a young person is identified as, or discloses, using violence, refer to appropriate specialist services.	Conduct a risk assessment with a young person using violence, considering any experience of family violence, the young person's age, developmental stage, cultural and therapeutic needs, wellbeing and safety.	Put in place risk management actions that respond to the wellbeing and safety of the young person (if they have experienced family violence). Ensure they are appropriate for their age, and developmental stage. Ensure the actions address their behaviour and the safety of the victim survivor.	Work with other services to undertake a holistic and therapeutic response to young people using violence.
<b>Aboriginal cultural responsiveness</b>				
Uphold the principles of self-determination when working with Aboriginal people.	Apply an understanding about Aboriginal people and communities' experiences of oppression, violence from past and ongoing colonisation including the impacts of intergenerational trauma.	Apply a culturally informed lens to risk assessment. Ensure this respects and considers Aboriginal people's cultural contexts and histories.	Use the principles of self-determination and Aboriginal-led responses to guide culturally responsive risk management. Apply an approach that is strengths-based and trauma-informed.	For Aboriginal clients, seek cultural consultation or cultural supervision to improve risk identification, assessment and management.
<b>Structural discrimination</b>				
Adapt service delivery to meet the diverse needs of those affected by family violence. Consider intersections that may include systems of patriarchy, racism, colonisation, ableism, ageism, classism, biphobia, homophobia and transphobia.	Apply an intersectional lens to identifying family violence risk.	Apply an understanding of structural inequality and discrimination. Use this to assess family violence risk, access to safety and how the perpetrator may exploit these factors.	Integrate an understanding of structural oppression and discrimination into risk management strategies. Be sure to address the unique experiences and needs and circumstances of people.	Develop and enable referral pathways that are accessible and respond to the needs and strengths of people experiencing structural oppression and discrimination.
<b>Trauma-informed practice</b>				
Adapt engagement strategies in ways that consider how trauma can influence interactions and behaviours.	Identify the impacts of trauma that may need a therapeutic response. Consider the types of therapeutic services that may be appropriate for referral.	Recognise the impact of trauma on a victim survivor's responses by applying an approach to risk assessment that is sensitive, supported and trauma informed.	See other skill indicators.	Assess therapeutic readiness to inform appropriate referrals and guide secondary consultations.

Figure 2: Capabilities for all workers across the service system continued

Practice levels: ■ MARAM Foundation Knowledge ■ Identification level ■ Intermediate level ■ Comprehensive level

6 Information sharing	7 Comprehensive assessment	8 Comprehensive risk management and safety planning	9 Coordinated risk management	10 Collaborate for ongoing risk assessment and risk management
Identification				Identification
Intermediate				Intermediate
Comprehensive				
<b>Young person using violence</b>				
Safely manage information sharing where a young person is identified as, or discloses using violence, is also a victim survivor.	Undertake a comprehensive risk assessment that is appropriate for their age and developmental stage.	Undertake a coordinated risk management strategies that consider the young person's circumstances, age, developmental stage, cultural needs and wellbeing.	Collaborate across agencies to monitor and respond to dynamic risk caused by the young person's use of violence. Develop tailored risk management strategies that address their needs and circumstances.	Participate in ongoing work with services to conduct ongoing assessment and manage the level of risk caused by the young person using violence.
<b>Aboriginal cultural responsiveness</b>				
Apply principles of self-determination to information sharing. Engage with Aboriginal-led organisations to ensure you provide culturally responsive support and services.	Undertake comprehensive risk assessment strategies that are culturally responsive and respectful. Ensure they consider Aboriginal people's experiences, strengths and histories.	Integrate culturally responsive practices into risk management and safety planning. Use these to address the experiences and needs of Aboriginal people.	Coordinate with Aboriginal-led organisations to carry out culturally responsive risk management activities. Ensure Aboriginal people get support from services that understand their cultural needs.	Build and maintain collaborative relationships with Aboriginal-led organisations on issues relating to service delivery and program delivery.
<b>Structural discrimination</b>				
Ensure information sharing practices consider the effects of structural oppression. Ensure they do not reinforce discrimination or increase risk.	Undertake comprehensive risk assessment practices that are inclusive and culturally competent. Consider a victim survivor's unique needs, strengths and experiences with structural inequality and discrimination.	Develop and put in place coordinated risk management practices that consider the strengths and needs of victim survivors. Use these to actively address the effects of structural oppression and discrimination.	Coordinate with organisations that specialise in working with people who experience structural oppression and discrimination when managing family violence risk with clients.	Build and maintain strong, equitable partnerships with specific family violence organisations. This includes those that work with diverse communities.
<b>Trauma-informed practice</b>				
See other skill indicators.	See other skill indicators.	If appropriate, use advanced trauma-informed interventions to promote wellbeing and resilience building.	See other skill indicators.	Work with victim survivors to engage activities and programs that assist them to recover, rebuild their lives and thrive.

**Figure 3: Capabilities for specialist practitioners**

Skill indicators for Specialist Family Violence Practitioners					
1 Professional autonomy and judgement	2 Managing comprehensive risk and complexity	3 System collaboration	4 Reflective practice and supervision	5 Service and system improvement	6 Applying and building on evidence and research
Works with supports provided, follows best practice policies, procedures and guidelines and seeks supervision and support as required.	Conducts comprehensive risk assessments, implements risk management plans and seeks support from more senior staff as required.	Engages with other service providers and professional networks and supports ongoing collaboration.	Manages self and workload, engages in supervision and critical reflection and supports and improves practice.	Identifies areas for service improvement based on feedback and data and engages in quality improvement activities under supervision.	Understands the importance of evidence-based practice and engages with relevant contemporary research to inform daily work.
Demonstrates some professional autonomy and judgement in case management and decision making.	Conducts comprehensive risk assessments and manages somewhat complex cases.	Builds professional networks within the sector, coordinates with several agencies and shares information and resources.	Provides advice, support and feedback under guidance and engages in supervision and critical reflection to support practice.	Contributes to system improvements and uses feedback to inform this work.	Applies and contributes to evidence-based practices and integrates research findings into daily work.
Manages complex cases with professional autonomy and uses discretion and judgement.	Conducts and manages complex and high-risk cases and provides specialist advice.	Establishes partnerships and agreements and drives inter-agency collaborations.	Develops practice skills in others using supervision frameworks and engages in supervision and critical reflection to enhance practice.	Takes part in organisational improvement initiatives involving several stakeholders and analyses and reports on the effectiveness of these.	Critically analyses, contributes to and distributes research findings and uses findings to inform organisational practice and policy.
Operates with high levels of professional autonomy and leads, influences and informs standards for practice in the organisation.	Leads the management of complex and high-risk cases, provides specialist advice and advises on best practices at the organisational level.	Informs and influences systemic change initiatives and leads collaborations across the sectors and systems.	Provides experienced practice leadership and supervision, sets practice direction and engages in supervision as part of ongoing development.	Informs and advocates for system-wide improvement strategies and coordinates with stakeholders to strengthen system responses.	Leads the critical evaluation of contemporary and emerging evidence, drives its implementation, development and dissemination and uses this to shape policy and practice standards.

Practice levels:  Entry level  Mid level  Senior level  Expert level

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