

DOMESTIC VIOLENCE PROACTIVE SUPPORT SERVICE

MARCH 2003-MARCH 2004

DEMONSTRATION MODEL

Auspiced By: The Woman's Centre in collaboration with Canterbury Domestic Violence Liaison Committee

Project funded through: Clubs NSW Community Development Support Expenditure (CDSE)

Evaluation funded through: Canterbury City Council

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- The Canterbury Domestic Violence Liaison Committee for initiating the project and enabling an effective interagency approach for better referral access to services.
- The people who used the service especially those who gave their time for interviews making comments and recommendations to improve service delivery
- The police at the Campsie Local Area Command for their efficient use of the yellow card system and in particular the Domestic Violence Liaison Officer, Joe Ibrahim, whose commitment has ensured effective liaison with the Domestic Violence Proactive Support Service for fast contact with clients.
- The Woman's Centre for auspicing and managing the service so effectively
- The Domestic Violence Support Worker, Ms Jenny Ashwood who has assisted clients and provided valuable information about the service
- The Women's Centre Coordinator, Ms Kristin Dawson, for the oversight and advise regarding the evaluation.

ABBREVIATIONS:

ADVO	Apprehended Domestic Violence Order
CDSE	Community Development Support Expenditure
DVLO	Domestic Violence Liaison Officer
DVPASS	Domestic Violence Proactive Support Service
DVSW	Domestic Violence Support Worker
LAC	Local Area Command
TIO	Telephone Interim Order
YLO	Youth Liaison Officer

CONTENTS

1. Introduction	4
2. Project Plan	4
3. Project Description	6
• The Yellow Card	6
• Client Contact Information and Referral	7
• Partnerships - Working with Police	7
• Changes to Protocols	8
• Budget and Funding	9
• Management	9
• Community Networks	9
4. Case Studies	9
5. Strengths and Weaknesses of the Project	11
6. Recommendations	11
7. Conclusion	12
8. Appendixes	
○ Memorandum of Understanding	13
○ Protocol: Domestic Violence Support Project	15
○ Job Description: Domestic Violence Support Worker	18

INTRODUCTION

The Domestic Violence Pro-Active Support Service (DVPASS) is a collaborative project between Campsie Local Area Command (LAC) and the Canterbury Domestic Violence Liaison Committee.

The Woman's Centre is auspicing and managing the project on behalf of the Canterbury Domestic Violence Liaison Committee, who submitted an application in 2002 to the Community Development Support Expenditure (CDSE) Program from Clubs NSW. The project was initially funded for twelve (12) months from March 2003 to March 2004 and a Domestic Violence Support Worker (DVSW) was employed for 14 hours per week.

A second submission to Clubs NSW in 2003 extended the project for a further twelve (12) months from February 2004 to February 2005 with an additional six (6) hours for the worker, increasing the hours to twenty (20) per week.

Purpose of the project is to provide support for victims of domestic violence especially in the period between police intervention and court appearance. For a variety of reasons, there is a high fall out of follow through for Apprehended Domestic Violence Orders (ADVO) and women and children are left unprotected because of this. There also is a high rate of repeat offenders and repeat victims, which may be reduced if effective intervention occurs at an earlier time.

The service aims to:

- ❖ Decrease the possibility of women and children falling through the net after Police intervention
- ❖ Increase their knowledge of and access to services that will alleviate the impact of domestic violence.
- ❖ Provide them with relevant and appropriate information on "Breaking the Cycle of Violence"

The service will achieve this by:

- ❖ Seeking the consent of the victim on the yellow card for proactive referral to The Woman's Centre for support from the DVSW
- ❖ Providing a timely response to the victim
- ❖ Monitoring and evaluating the DVPASS to ensure satisfactory outcomes for victims, Campsie LAC and The Woman's Centre.

PROJECT PLAN

Objective No 1: To respond to referrals from police, which comply with the protocol and referral guidelines for the Domestic Violence Information Card (yellow card).

Strategies:

- Ensure yellow cards obtained by police attending domestic violence incidents are either faxed to The Woman's Centre or collected by DVSW from Campsie Police Station 3 times a week.
- Ensure clients who have consented to be contacted receive a phone call within 48 hours.

Performance Indicators:

- Police are using the yellow card at domestic violence incidents
- DVSW receives referrals from the Police within 48 hours
- DVSW contacts clients within 48 hours of receiving yellow card

Objective No 2: To facilitate access to services by women and children following Police intervention.

Strategies:

- Inform clients of services available in the area to suit their special needs
- Ensure tailored information packages are sent to those requesting them
- Ensure appropriate referrals are made and facilitated for clients

Performance indicators:

- Number of information packages sent to clients
- Number of clients referred to external agencies
- Number of clients seeking assistance through the DVSW or The Woman's Centre
- Number of clients attending referral services
- Number of CALD clients giving consent to be called by DVSW
- Number of non consenting clients who later initiate contact with the service

Objective No 3: To develop a positive working relationship with the Campsie Local Area Command Domestic Violence Liaison Officer and other police to ensure effective operation of Domestic Violence Pro-Active Support Service.

Strategies:

- Regularly meet with Domestic Violence Liaison Officer.
- Assist police with enquiries regarding domestic violence

Performance Indicators:

- Number of meetings with DVLO
- Receive positive feedback from police and Domestic Violence Liaison Officer
- Reduction in number of complaints to police re domestic violence matters

Objective No 4: To develop a positive working relationship with the other service providers to whom clients will be referred.

Strategies:

- Liase with relevant welfare and service organisations
- Inform organisations of the new services offered through DVPASS

Performance indicators:

- Increase in the number of clients accessing services after domestic violence interventions from Police
- Receive positive feedback from referral organisations

Objective No 5: Provide education to police on matters relating to the use of the yellow card in domestic violence incidents

Strategies:

- Attend Campsie Local Area Command training days
- Develop education programs with Domestic Violence Liaison Officer
- Develop education programs with Ethnic Liaison Officers from Campsie Local Area Command.

Performance indicators:

- Improve understanding by police of domestic violence issues
- Increase work performance of police officers involved in domestic violence incidents

Objective No 6: To facilitate the use of interpreters or workers with specific language skills from local agencies for clients who do not speak English

Strategies:

- Raise awareness of support services for CALD clients in area
- Utilise bilingual workers in local agencies for interpreting

Performance indicators:

- Number of clients needing interpreters
- Number of multicultural brochures given out by police

Objective No 7: To provide direct assistance and support to victims of domestic violence.

Strategies:

- Refer clients to court support and other services
- Maintain regular phone contact with clients and organise interviews when necessary
- Provide documentation and support information that will assist them with combating domestic violence

Performance indicators:

- Clients are satisfied with the information and referrals received
- Increase in number of clients attending court for ADVO and TIO
- Reduction in the number of repeat domestic violence incidents for individual clients

Objective No 8: To monitor and evaluate the program

Strategies:

- Collect and maintain statistics and records
- Undertake regular client and agency satisfaction surveys
- Attend regular supervision and sub-committee meetings
- Produce a quarterly newsletter to be distributed to relevant organisations

Performance indicators:

- Statistics are analysed and used for evaluation and planning
- Receive feedback from referral agencies, clients, DVLO and Campsie LAC regarding effectiveness of the DVPASS.

PROJECT DESCRIPTION

The Domestic Violence Information Card (The Yellow Card)

- Police attending domestic violence incidents ask the victims if they would like to have the DVSW call them during the week.
- If the victim is willing they are asked to sign the yellow card giving their consent to the follow up phone call.
- Victims are asked to provide a phone number and an appropriate time for the phone call.
- Victims of non-English speaking background are provided with an information leaflet in various languages explaining what the service provides and how they can access the service.
- The police officer takes the yellow card and passes it on to the Domestic Violence Liaison Officer at the Local Area Command.
- The Domestic Violence Liaison Officer ensures that the Domestic Violence Support Worker receives the cards at least three times per week.
- It is the role of the Domestic Violence Liaison Officer to check that the number of yellow cards received from police officers equals the number of domestic

violence incidents attended and follow up with officers not using the yellow card system.

Client Contact, Information Provision and Referral

- The Domestic Violence Support Worker rings all clients who have given consent and signed the yellow cards within 48 hours or at the time indicated by the client.
- During this call the DVSW will ascertain what the client requires and arrange an interview if necessary. There are a range of options that can be provided by the DVSW:
 - An information package specifically tailored to the client's needs
 - Ongoing support through follow up phone calls
 - Referral to relevant local agencies
 - Letters of support or other documentation which will increase access to appropriate services
 - Advice regarding the process for taking out an ADVO or TIO
- If an interview is warranted it is organised at The Woman's Centre or some other agency. To protect the worker, interviews are never conducted at the victim's home.
- If referral to another agency is appropriate the DVSW will call that service and arrange an appointment time as quickly as possible. Follow up with the referral agency confirms that the client has attended and received the appropriate service.
- If consent is not given or the yellow card is not signed by the victim, the DVSW will not make contact. However, in a number of cases, victims have utilised the service at a later date indicating that they felt they could not sign the card in front of the perpetrator.
- If the phone call is not answered, no message is left for the protection of the victim. It is best that the DVSW rings from a silent number so the phone call can not be traced through "caller ID". This should be the case whether the DVSW is calling from home or the workplace.

Partnerships - Working with the Police

- A Memorandum of Understanding (see Appendix No 1) has been established between the Police Domestic Violence Liaison Officer (DVLO) at Campsie Police Station & Canterbury Domestic Violence Liaison Committee through The Woman's Centre. This document outlines the role and responsibilities of each of the parties to the agreement and sets broad meeting and review schedules.
- The DVLO at Campsie Local Area Command is a full time position with appropriate backup and is fully supported by senior staff. This enables the DVLO to attend appropriate community meetings and fully support the project.
- The DVLO provides briefings for general duty officers and training days are attended by the DVSW from the project. Both workers are always available to police personnel.

Protocols

Location:

- The project is located in a well managed and structured community based agency.
- This location is less threatening for victims than a police station and clients feel safer talking to a civilian.

Policy and Procedure:

- The DVSW is required to adhere to the policy and procedures of the community based agency auspicing the project. These include: Occupational

Health and Safety, Code of Ethics, Privacy and Confidentiality, Access and Equity.

Case Records:

- A contact form (see Appendix 4) is filled in for each client contacted
- Each client is given a file number beginning with DV1 to be placed on the outside of the file and on each progress sheet.
- Progress notes are kept which show date of client contact, referrals made, information and resources given, and action taken. These notes are to be signed at the end of each entry
- Progress notes are filed in an expanding folder and kept in a secured filing cabinet.
- An index card showing the client name, contact details and file number is completed and placed in an index holder and kept in the secured filing cabinet.
- The yellow consent card (see Appendix 4) is attached to the contact form.

Statistics and Data Collection:

- Monthly statistics are to be collected, analysed and reported to the Canterbury Domestic Violence Liaison Committee and the Police.
- Data collection strategies for all the performance indicators should be developed.

Job Description:

Responsibilities of the Domestic Violence Support Worker are:

- Initiate contact with victims of domestic violence following referrals from police (ideally within one or two days of contact with the police). This was done by telephoning the victims and providing them with information or referral to agencies that could assist them.
- Provide brief, short term counselling and support to victims of domestic violence.
- Liaise with referring police and the Domestic Violence Liaison Officer (DVLO) regarding the outcomes of the intervention.
- Develop and maintain a working relationship with support agencies in Canterbury and refer victims appropriately.
- Provide incidental education to the police regarding the nature of the project and to act as a resource on issues of domestic violence
- Document appropriate case notes regarding intervention and outcomes for clients.

See Appendix 3 for full Job Description

Changes to the Protocols:

Appendix No 2 is a copy of the original protocols developed for the service. However as the project has developed several conditions of work have changed because they do not support the nature of the project. These are:

- The DVSW does not have restricted hours of work – this is because clients request phone calls over a range of times. The worker often makes phone calls from home in the evenings. It would be impossible to maintain the 48 hour standard of turn around for initial contact if the worker did not have flexible hours.
- The standard of maintaining a workload of only 6-8 ongoing cases is unrealistic. It has been found that the workload varies from time to time but has not become too overwhelming. It should be noted that regular

supervision sessions should monitor workload and make appropriate changes where necessary.

Management:

- The management of the project is with the Canterbury Domestic Violence Liaison Committee. This committee meets monthly and comprises all the agencies which work with domestic violence issues in the community.
- To expedite the management of the project a sub-committee has been formed to ensure that decisions are made promptly. This sub-committee consists of the Coordinator of The Woman's Centre, the DVLO, the DVSW and the Regional Violence Prevention Specialist from the NSW Attorney General's Department.
- The day to day management is the role of the Coordinator who is responsible to the Board of Management of The Woman's Centre.

Financial Management:

- As with most community based projects, the amount of funds requested was not what was received. The project was funded in December 2002 for the amount of \$20,000.
- This amount was spent in the following ways:

○ Wages and on Costs for a 14 hr/wk worker	\$14,733.40
○ Workers Comp Ins	\$ 257.83
○ Admin and Program Costs	\$ 4,009.00
○ Supervision and Training	\$ 1,000.00
Total	\$20,000.24

Community Networks:

- It is the role of the DVSW to develop and maintain effective communication with all referral agencies in the community. This is not difficult because most of them are involved in the Canterbury Domestic Violence Liaison Committee and are part of the support for the DVSW.

CASE STUDIES

Case Study No 1:

The first case study concerns an Aboriginal women with two children, one 7 years and the other 16 years, who had been subjected to violence and stalking by her ex husband for a substantial period of time. She felt let down by both the Police and the legal system due to the lack of action over this issue.

She came in contact with the Domestic Violence Support Worker because she made a complaint about her husband and filled in a yellow card. The Domestic Violence Liaison Officer at Campsie passed on the information and she was contacted within three days by the Domestic Violence Support Worker.

The DVSW provided the following services:

- Information about the police and what they could do and not do
- Information about going to court to obtain an AVO
- Regular phone calls to ensure the client felt safe and supported through the process
- Referral to a range of agencies such as Burwood Court Support, Legal Aid, ATSIC and Jannawi Family Services.
- Assistance in writing letters to get an aboriginal housing loan

Outcomes for the client:

- The client went to court and obtained an AVO
- The client made contact with each of the referral agencies over a six month period and the children began to attend the Jannawi Family Service.
- The client started to attend literacy classes at the local TAFE in preparation for employment.

While Jannawi remained the primary support agency for the women, she remained in contact with the DVSW who would undertake practical matters for her.

The two main factors about the program which assisted the DVSW with this case were:

- The regular meetings with the Canterbury Domestic Violence Liaison Committee made it easier to refer clients because the close relationships formed between agencies ensured referrals were appropriate and timely.
- The close relationship between the DVLO and DVSW ensured timely information for the client about court dates and proceedings.

The only improvement the DVSW could suggest is that the yellow card has room for information about whether children are involved in the matter.

Case Study No 2:

The second case study concerns a women who had been in a domestic violence situation for 8 years. There were no children involved in the relationship and the violence arose due to her husband's drinking problem. She came into contact with the program after the police were called to her address in response to a specific incident and she filled in a yellow card.

She was contacted by the DVSW the following day and she decided that she would receive ongoing support from the DVSW rather than take up referral options.

The DVSW provided the following services:

- Development of a safety plan which included a contract between herself and her husband re his behaviour if he was drunk; information about her options for dealing with violent situations; options for action if the situation did not improve.
- Contact phone calls twice a week and regular follow up.

Outcome for the client:

- The client had gained some control over her situation
- The client had a basis on which she could talk to her husband and discuss their situation
- The client was able to take up her option to ask her partner to leave when he did not fulfil his part of the contract.

The main elements which contributed to a positive outcome in this case was "time and support" for the client. It was a complex case and ongoing professional supervision provided assistance to the DVSW in relation to this case.

There were no specific improvements that the DVSW would suggest in the regard to the DVPASS project.

STRENGTHS AND WEAKNESSES OF THE PROJECT

Strengths And Weaknesses Of The Project

Strengths:

- Strong partnerships between community agencies have provided a solid infrastructure to the project and ease of referrals.
- The Woman's Centre has provided a high quality management environment in which the service can operate successfully with appropriate policy and procedures in place
- The DVSW is a civilian and based in a community agency. The service is approachable and appropriate for the need.
- The DVSW is an ex-police officer, knows police and legal procedures and has an excellent relationship with the DVLO.
- The working hours are flexible and involve weekends and evenings so that clients can be contacted within the appropriate time frame.
- The Campsie LAC completely support the project through the provision of a full time DVLO and backup personnel.

Weaknesses:

- Personnel at the Campsie LAC may need further training and support in the use of the yellow card.
- There is a lack of sufficient funds to ensure the continuation of the project. More coordination and casework hours need to be provided.

RECOMMENDATIONS

It is recommended that:

1. The Domestic Violence Proactive Support Service continues to be funded at 20 hours per week for a further 2 years. This will enable time for collation of essential data regarding the following outcomes:
 - Increase in number of victims attending court to process ADVOs.
 - Decrease in number of repeat domestic violence offences due to successful early intervention
 - Reduction in number of DV complaints
 - Reduction in time for DVLO spent in talking to victims regarding legal processes associated with attending court for ADVOs.
2. The Canterbury DV Liaison Committee should consider conducting a further evaluation into the effectiveness of the program in meeting its primary goals when appropriate data has been collected.
3. The Canterbury DV Liaison Committee consider developing a client database for the collation of demographic information such as sex, age, marital status, children, country of origin, relationship to perpetrator, disability, income etc.
4. The Woman's Centre could consider collating data about:
 - Number of clients wishing the DVSW to be their primary support
 - Number of non consenting clients who initiate contact with the service
 - Time lapse from incident to referral and referral to client contact
 - Level of complexity of cases taken on by the DVSW
5. The Campsie LAC could consider collating and releasing data such as:
 - Number of DV complaints made per month

- Number of multicultural brochures given out by police
 - Number of ADVO's applied for by police on behalf of victims
 - Number of ADVO's granted
 - Number of victims not going through with ADVO application
 - Number of repeat complaints by victims
 - Number of victims going through the court system who have been in contact with the DVSW
6. The Canterbury Domestic Violence Liaison Committee could consider developing connections into a range of emerging communities in the LGA, for example the Vietnamese and Greek communities.
 7. As a matter of policy, the NSW Police Department could consider domestic violence as a crime for the purpose of recording and collecting data.
 8. The DVSW and DVLO consider increasing the amount of informal training and feedback provided to the Campsie LAC regarding the project and the use of the yellow card.
 9. The Campsie Local Area Command could consider further support for the DVLO position as the workload increases, including additional hours or backup and professional supervision.
 10. The NSW Police Department consider:
 - implementing appropriate models of Domestic Violence Proactive Support Services across the state in conjunction with the yellow card scheme.
 - securing both pilot and recurrent funding for these projects
 - translating the yellow card into a range of other languages or developing a multi-lingual brochure for police to distribute to victims
 - adding additional information to the yellow card regarding the number of children involved in the domestic violence incident and the country of origin of the victim.
 - investigating changes in police attitude to and knowledge of domestic violence as a result of partnership with DVPASS in their area

CONCLUSION

It is clear from the information received that this model has been successful in meeting a range of outcomes for victims of domestic violence. The project has ensured the productive and effective use of the yellow card scheme.

This project if implemented correctly ensures sustainability and builds community networks through the development of successful partnerships. It also increases community awareness of domestic violence and early intervention services.

The main benefit of the program is its ability to ensure families experiencing domestic violence are provided with choices and supported in accessing services which build their resilience and capacity to change their circumstances.

APPENDIX NO 1:

Memorandum of Understanding

Between:

Police Domestic Violence Liaison Officers (DVLO's) at
Campsie Police Station

&

Canterbury Domestic Violence Liaison Committee
through The Woman's Centre, Campsie.

The terms and conditions of the agreement are as follows:

- The memorandum is made in relation to the "Domestic Violence Yellow Referral Cards" and will commence on notification of the employment of the Domestic Violence Support Worker, in March 2003.
- Neither party is bound by the conditions and either party can withdraw their support at any time by providing at least (7) days notice.
- An initial trial period of 6 months is recommended with a view to extending the project for at least another 6 months, should both parties agree at the expiration of this period.
- A meeting will be held each month, on a date suitable to both parties, to discuss the progress of the program. At least (1) person from each party will attend these meetings.
- At the end of (6) six months, both parties will meet and discuss the option of continuation and the application for further funding for the project.
- Both parties will co-operate in an evaluation of the project at the various stages.

The agreement:

- DVLO's will ensure adequate training/ information is provided to General Duties Police to commence the program.
- A trained and qualified domestic violence support worker will be provided for a total of 14 hours per week to commence and implement the program.
- Police will forward completed cards to DVLO's who will in turn fax copies of the yellow cards to The Woman's Centre at least 3 times per week.
- DVLO's will endeavour to fax referrals within a 48 hour time frame, where possible.
- The DV Support Worker will endeavour to contact clients within a 48 hour time frame, where possible, if there is an overflow these are to be referred on to the Burwood Community Welfare Services.
- Accurate statistics will be maintained by both parties, on measures indicative of the success of the program. (i.e.: Number of referrals, ongoing support, inaccurate referrals etc).

..... DVLO Campsie

.....Convenor of Canterbury DV
Committee

Campsie

& Co-ordinator of The Woman's Centre

APPENDIX NO 2:

PROTOCOL DOMESTIC VIOLENCE SUPPORT PROJECT

This project has been funded by Clubs NSW through the CDSE Program for 12 months from March 2003 to March 2004.

The Woman's Centre is auspicing and managing the project on behalf of the Canterbury Domestic Violence Liaison Committee, through whom the application was made.

Purpose of the Project:

The project addresses the need for support for victims of domestic violence especially in the period between police intervention and court appearance. For a variety of reasons, there is a 50% fall out of follow through for Apprehended Violence Orders and women and children are left unprotected because of this. There also is a high rate of repeat offenders and repeat victims, which may be reduced if effective intervention occurs at an earlier time.

Implementation:

A domestic violence support worker is employed for 14 hours per week to follow through referrals from Campsie Police. An agreement is set up between Campsie Police and The Woman's Centre (on behalf of the Canterbury Domestic Violence Liaison Committee). The position of the DV worker is a case management position.

Procedures:

1. Police on attending a domestic violence incident ask the female victim if she would like to have the support worker call her during the week. If she is willing, she signs a consent card that is passed on to the Campsie Police DVLO. The DV support worker collects the consent forms from the DVLO and calls the victim within 48 hours.
2. The DV support worker in her first call to the victim checks out with her what she needs and arranges for an interview which is to be held at either The Woman's Centre or the Police Station, or if necessary, at some other agency. For the protection of the worker, the interview is never to be conducted at the victim's home.
3. The DV support worker is to become familiar with resources that are available in the community which may assist the victim in attending to the impact of the violence on her and her children. The worker is also to develop a good relationship with the network of services in the area, and through the Canterbury Domestic Violence Committee.
4. The worker is to maintain records and statistics which apply to case management.

Case Records:

- Registration form – a copy of the registration form currently used by The Woman’s Centre.
- File No – each client is to be given a file number beginning with DV1 to be placed on the outside of the file and on each progress sheet. This is to enhance confidentiality.
- Progress notes are to be kept which shows date of client contact, referrals made, information/resources given and action coming from client’s expressed needs. These notes are to be signed at the end of each entry.
- Progress notes are to be filed in a large folder with dividers between clients and kept in a secured filing cabinet at the Centre.
- At the time of registration, an index card showing name and contact details, with the file number, is to be completed and placed in the index holder in the specified section of the filing cabinet.
- An activity sheet is placed at the beginning of each client record which gives quick ready reference to interventions.
- The yellow card from the police is to be attached to the registration form and placed in the client file.
- A case closure form is to be completed when the case is closed, showing outcomes, number of sessions and referrals.

Statistics/Data Collection:

- A monthly statistics form is to be filled in which outlines number of cases attended, demographics, referrals made and attended, AVO’s followed through, number of clients who consent who are not contactable.

Evaluation:

- The project is to be rigorously evaluated in order to support ongoing funding. This will entail a collection of statistics, some satisfaction surveys of clients, of the police and other appropriate people. The centre will endeavour to obtain the services of a professional evaluator to assist in the process.

Confidentiality:

- The worker is to abide by the policy of The Woman’s Centre in regard to the maintenance of confidentiality. This includes the obtaining of consent from the client before any contact is made with the referring agency.

Burnout Prevention:

- As the hours of work over the week is short, it is important that there is some containment of numbers of clients and hours of availability. The worker is to be available within the agreed hours for phone contact. Weekend work or work outside the hours of 8 am to 8 pm are not allowed. The hours are to be worked flexibly within the 28 hours per fortnight and flexi time is not to exceed 7 hours in a one month period.
- The worker is to meet on a fortnightly basis with the Coordinator for a maximum of one hour, to discuss issues relating to the position, to receive support in regard to clients and to monitor workload and time.
- The Coordinator is to be available as requested for debriefing or advice when a situation is complex and a cause of concern for the worker.

- The worker is to abide by the Occupational Health and Safety Policy of the centre.

APPENDIX NO 3

CANTERBURY DOMESTIC VIOLENCE COMMITTEE INC

Domestic violence worker
14 hours per week.
S.A.C.S Award, Grade 3, Year 4 - \$18.51 per hour

You will need to demonstrate the following essentials:

- Relevant tertiary qualifications including domestic violence training
- Understanding of issues relating to DV
- Knowledge of networks/ processes required for women in domestic violence
- Good communication skills, networking and community liaison skills,
- Competence in spoken and written English.
- Current NSW Drivers Licence, own vehicle
- Minimum of two years experience in domestic violence work.

We would like you to have the following desirable:

- A language other than English

JOB DESCRIPTION

DOMESTIC VIOLENCE SUPPORT WORKER

Position Title: Domestic Violence Support Worker
Award: The Social and Community Services (SACS) Award
Grade: Community Services Worker Grade 3 Year 4
Employer: The Woman's Centre (*Southern Sydney Women's Therapy Centre Inc.*) on behalf of the Canterbury Domestic Violence Committee

Responsible to: The Canterbury Domestic Violence Liaison Committee via the Co-ordinator of The Woman's Centre and advisory committee

Hours of Work: 14 hours per week

Duration: 1 year contract with possibility of extension, dependent on evaluation and funding. Position funded through Clubs NSW

The worker is employed by The Woman's Centre on behalf of the Canterbury Domestic Violence Committee, and is under the care and supervision of the management of the Centre.

The worker, for her protection and the protection of her clients is to work within the guidelines, policy and procedures of The Woman's Centre.

Position Summary

The purpose of this position is to improve the co ordination of services for women and children impacted by domestic violence in the Canterbury area. This is to occur by linking women and children who have experienced recent police intervention after a domestic violence incident with a variety of services which will meet their needs.

In particular it seeks to decrease the possibility of women and children falling through the net after a police intervention, and increasing their knowledge of and access to services that will alleviate the impact of domestic violence. This is a case management position.

This position requires the development of strong working relationships with:

- Police at Campsie and other associated police stations
- Agencies represented on the Canterbury Domestic Violence Committee
- The Department of Community Services
- Refuges
- DV and legal services

Person Specification

- Understanding of issues relating to domestic violence
- Knowledge of processes required for intervention in domestic violence cases
- Case management skills
- Networking and community liaison skills
- Organisational and communication skills
- Experience in working with a variety of cultural groups
- Understanding of issues for multicultural communities and processes required to increase accessibility to services for a variety of communities
- Current NSW Drivers Licence and own vehicle

CANTERBURY DOMESTIC VIOLENCE SUPPORT WORKER

Specific Accountabilities

Client Case Management

1. To respond to referrals which comply with the set protocol and referral guidelines from identified police in the Canterbury Area, in accordance with caseload capacity.
2. To facilitate women and children's access to services after police intervention.
3. To work with the clients to assist them to understand the dynamics of domestic violence and provide them with resources which inform.
4. To facilitate the use of interpreters, or workers with specific community languages from local agencies for women who do not speak English.
5. To provide a record of case management in accordance with The Woman's Centre policy and procedures.
6. To manage a maximum caseload of 6-8 families.

Networking And Development Of Partnerships

1. To develop a positive working relationship with the Domestic Violence Liaison Officer and other police within the Canterbury LGA.
2. To provide incidental education to the police on the dynamics of domestic violence and assist them in the appropriate referral of clients.
3. To develop a positive working relationship with the other service providers to whom clients will be referred.
4. To consult with the Canterbury Domestic Violence Committee through the advisory sub committee on the development and implementation of the program.

General Accountabilities

1. Provide a written report in brief format on progress of the project for feedback to the Canterbury Domestic Violence Committee meetings.
2. Collect and collate statistics as required by the Centre relating to the position.
3. Assist in ongoing and final evaluation of the project and its documentation.
4. Adhere to the Centre's Occupational Health & Safety Policy to ensure the health and safety of all in the organisation, including other staff, clients, volunteers, students and visitors to the Centre.

5. To participate in professional supervision and training required so as to facilitate professional support and quality service delivery.
6. To participate in Woman's Centre team support where possible and within the limitations set by the hours of work.
7. To fulfil administrative requirements of the position such as completion of time sheets, travel claims etc. in accordance with The Woman's Centre policy and procedures.

Performance Indicators

- Police know about the referral protocol and the presence of the DV Support worker in the area.
- There is a steady increase of appropriate referrals to the worker from the police.
- Women and children are successfully referred through to other services
- There is an increase in the number of victims accessing services after domestic violence interventions from police
- Information is distributed to women who have been affected by domestic violence
- Women with particular language needs are connected with ethno-specific workers in local agencies.
- A case load of 6-8 families is maintained.