

INTRODUCTION TO THE SURVEY

Family violence is the leading contributor to preventable death, illness and disability for Victorian women aged 15-44 years and has serious implications on the health, education, employment and economic security of women, children, families and communities (VicHealth 2011). Statistics show that women who experience violence access mainstream services more than non-abused women and health care providers are well placed to assist with the health and psychosocial needs of women who access their services (WHO 2013).

HOW DOES THIS SURVEY DIFFER FROM THE FAMILY VIOLENCE WORKPLACE CENSUS?

The aim of this survey will help identify staff family violence knowledge and training gaps in order to make recommendations about the immediate types and frequency of family violence training activities needed in the Eastern Metropolitan Region. This survey is for staff at all levels in an organisation.

WHO SHOULD COMPLETE THIS SURVEY?

This survey is designed so that people from different areas within an organisation can participate. It is designed to broadly capture responses from people whose core business is not family violence, such as child care, local government, mental health, community services, counselling etc....

The survey has three sections to respond to:

- Client engagement
- Staff supervision responsibilities
- Management responsibilities

Please respond to the questions that are relevant to your current role, you can answer multiple sections as appropriate.

This on-line training needs survey will take **10 minutes** of your time to complete. Please complete before June 30th 2017.

CONFIDENTIALITY, USE AND DISCLOSURE OF INFORMATION

Information provided will be kept confidential, and only de-identified data will be used for the purposes previously described.

Your participation in this project is much appreciated, and will assist in ensuring that appropriate and sufficient training and support are provided to staff.

NEED MORE INFORMATION?

If you would like any further information about the project, please contact:

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Kylie Osborne - Projects & Planning Coordinator - Outer East Primary Care Partnership 9879 8385 kylie.osborne@oepcp.org.au

ACKNOWLEDGEMENT

We'd like to thank the *North West Metropolitan Region Primary Care Partnership* for allowing us to use their survey as the basis for this work.

* 1. In which EMR - Local Government Area/s do you work mostly (choose as many as apply).

Please do not continue with this survey if you do not work in the EMR.

- Booroondara
- Manningham
- Maroondah
- Monash
- Knox
- Whitehorse
- Yarra Ranges

* 2. Type of Service (choose as many as apply)

- Community Health
- Local Government
- Hospital
- Mental Health
- Drug & Alcohol
- Aged Care
- Family Violence
- Child & Youth
- Disability
- Housing / Homelessness
- Early Childhood
- Education
- Allied Health
- Child Protection
- Corrections / Court
- Financial Services
- Family and Community Services
- Counselling Services
- Community Development
- Legal Service

Other (please specify)

3. Your Name (optional)

* 4. Workplace Information

Organisation

Organisation Email

Team

Role/Position

Discipline

Years in Current Role

Years of Practice

Training & Confidence

* 5. Have you attended training / forums related to Family Violence in the past 3 years?

Yes

No

Other (please specify)

* 6. If you have attended training please indicate if any of these training/forums included:

- Safe & Secure
- "Family Violence Induction" Forums / "Introduction to Family Violence" Forums
- Members & Practitioners Forum
- Strengthening Collaboration Forum
- CRAF
- Working with Men who use Violence (NTV Training)
- Intervention Order Support Services (IOSS) Information Session
- Accessible Information Workshop
- I have not attended any training

Other training completed or that you would like to complete (please specify)

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* 7. The Royal Commission into Family Violence identified a number of specific communities impacted by family violence. Rate your confidence in working with:

	Not at all	Somewhat	Moderately	Very	Extremely
Aboriginal & Torres Strait Islander women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Older women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culturally and Linguistically diverse (CALD) people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LGBTIQ people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Male victims	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women who have been in prison	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women in the sex industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adolescents who use family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting people through the court process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Same sex couples	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

* 8. Rate your confidence with:

	Not at all	Somewhat	Moderately	Very	Extremely
Supporting people through the court process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

* 9. At work do you have contact with men who choose to use violence?

Yes

No

Comments?

* 10. Rate your confidence with:

	Not at all	Somewhat	Moderately	Very	Extremely
Talking about FV with MEN who choose to use violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talking about FV with FATHERS who choose to use violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

* 11. Do you believe you need training or support in the area of 'engagement and communication' with people who are experiencing / have experienced Family Violence?

	Yes	No
Children	<input type="radio"/>	<input type="radio"/>
Adolescents	<input type="radio"/>	<input type="radio"/>
Women	<input type="radio"/>	<input type="radio"/>
Men	<input type="radio"/>	<input type="radio"/>

Additional Comments

* 12. Do you believe you need training or support in the area of 'engagement and communication' with men who use violence?

Yes

No

Additional Comments

* 13. Are you aware that you can access secondary consultation to specialist FV services?

Yes

No

N/A

Other (please specify)

* 14. What is the frequency with which you would access a secondary consultation to a specialist FV service?

Very Frequently

Frequently

Sometimes

Rarely

Never

N/A

Please provide details:

Client Interactions

Please answer if **YOU ENGAGE WITH CLIENTS** in your current role.

CASE STUDY

Alice is in her mid 40's and has presented to your service on a number of occasions appearing withdrawn and complaining of unexplained chronic pain. She has seen a number of health professionals with no clear diagnosis. Her partner and her brother-in-law accompany her to each appointment, but wait in the waiting room for her.

Respond to the questions below as if Alice has been referred to you for support.

15. Please rate how competently, while working with Alice, you would

	Not at all	Somewhat	Moderately	Very	Extremely
Ensure that your conversation with Alice is private and confidential	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have confidence in utilising interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjust your manner to build rapport and help to relate to Alice effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be aware of signs/indicators of Family Violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask Alice directly if she feels safe at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide a space where Alice can discuss her concerns in a non-confrontational and non-judgemental manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use open questions to elicit further information from Alice as required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Read Alice's body language and other non-verbal cues to identify concerns or rapport issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

16. If Alice discloses that she is experiencing Family Violence, please rate how competently you would

	Not at all	Somewhat	Moderately	Very	Extremely
Engage with Alice about her safety in her current relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assess if police need to be contacted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If Alice discloses that she has a child, how competently would you feel about asking Alice about the safety of her child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know what to do if you felt that Alice's child's safety was a risk?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand your organisation's internal referral pathways for Family Violence disclosures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Describe the family violence system and how to access family violence services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtain Alice's consent for referrals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If Alice does not want to make a referral to Family Violence Services being able to still provide support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undertake safety planning with Alice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assess Alice's other social support needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make a referral to other social support services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know when to consult with your team leader/manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have a relationship with a specialist Family Violence worker who you can consult with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

Client Interactions

Please only respond if **YOU ENGAGE WITH CLIENTS** in your current role.

17. Do you routinely ask all clients who access your service if they have experienced family violence and/or have safety concerns?

- Yes
- No
- Additional Comments

18. What tool do you currently use for Family Violence risk & safety assessment?

- Family Violence Assessment & Management Framework (CRAF)
- SCTT
- Not using a formal tool
- Organisation specific tool
- Other? Please provide details.

19. If the perpetrator and victim are both accessing your organisation are you aware of how to manage this?

- Yes
- No
- Additional Comments

20. Do you believe you need training or support in identifying and responding to Family Violence?

Yes

No

Additional Comments

Supervising Staff

Please only answer this section if **YOU SUPERVISE STAFF** in your current role.

21. Please rate your level of knowledge/confidence in

	Very Poor	Poor	Moderate	High	Very High
An understanding of the indicators of family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervising a staff member who consults with you about a client who has disclosed Family Violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervising staff to undertake safety planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervising a staff member who consults with you about a child who is a victim of family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your role and responsibilities if police need to be contacted due to family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your role and responsibilities if both the victim and perpetrator are accessing your organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Very Poor

Poor

Moderate

High

Very High

Your role and responsibilities if Child Protection needs to be contacted due to family violence

Your role and responsibilities if a staff member informs you that they are personally a victim of family violence

Your role and responsibilities if a staff member informs you that they are personally a perpetrator of violence

The referral pathways for referring client victims and perpetrators of family violence

When you need to consult/inform management of family violence disclosures

Additional Comments

22. Do you believe you need training in supporting staff who have clients experiencing family violence?

Yes

No

Additional Comments

23. Do you believe you need training to support staff who disclose they are victims/perpetrators of family violence?

Yes

No

Additional Comments

Management Responsibilities

Please only answer if **YOU HAVE MANAGEMENT RESPONSIBILITIES** in your current role.

24. Please rate your level of knowledge/confidence in

	Very Poor	Poor	Moderate	High	Very High
An understanding of the indicators of family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An understanding of how your organisation responds/would like to respond to disclosures of family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developing a CLIENT policy and procedure for identifying and responding to family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing and evaluating a CLIENT policy and procedure for identifying and responding to family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developing a STAFF policy and procedure for identifying and responding to family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing and evaluating a STAFF policy and procedure for identifying and responding to family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capturing data on family violence disclosures in your organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing partnership opportunities in the family violence sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

25. Do you think training on building awareness of family violence aimed at management would be useful?

Yes

No

Additional Comments

26. Do you think training on responding to family violence aimed at management would be useful?

Yes

No

Additional Comments

27. Do you think that training aimed at management to develop and implement family violence policies and procedures would be useful?

Yes

No

Additional Comments

Training Type

This section is for **ALL RESPONDENTS** to complete.

* 28. Which type of training do you believe would be useful to improve the identification and response to family violence

	Not at all	Somewhat	Moderately	Very	Extremely
All staff training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discipline specific training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training undertaken with other organisations with networking opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management training in developing and implementing family violence policies and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training based on individual staff member's professional development needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

29. Do you have any additional comments in relation to training and identifying & responding to Family Violence?

Thank you for your participation.

This project is proudly supported by the [Outer East Health & Community Support Alliance](#) and [Inner East Primary Care Partnership](#).