

# FAMILY VIOLENCE & COVID-19 UPDATE 2

1 April 2020

Rachel Cameron, our Specialist Family Violence Advisor, is available for secondary consultations and information and support regarding family violence - [rachel.cameron@svha.org.au](mailto:rachel.cameron@svha.org.au), extension x3855 or mobile 0417 220 353, **now located in Bolte Wing, first floor.**

Family violence services are adapting and changing their practices in the current environment to comply with social distancing and isolation measures, largely moving to phone and online support.

The following is point-in-time information gathered about family violence intake and Men's Behaviour Change Programs.

## Intake Services for Victim Survivors

### The Orange Door (NEMA):

- Providing phone and teleconferencing service, Monday-Friday 9am-5pm. Face-to-face appointments ceased.
- No longer accepting walk-ins, rather encouraging contact through NEMA free call number: 1800 319 355.
- Maintaining regular intake, assessment and planning services, including access to crisis accommodation and brokerage.

### EDVOS:

- EDVOS continues to be available by phone (03) 9259 4200 or email: [edvos@edvos.org.au](mailto:edvos@edvos.org.au), opening hours Monday-Friday 9am-8pm, Saturday 9am-5pm.
- EDVOS continues to offer services using telephone, text and teleconferencing facilities. They have added screening questions for COVID-19 to support risk assessment and safety planning.
- Whilst staff have enacted good social distancing practices, face-to-face work is only occurring on the rare occasions it is absolutely necessary and can be delivered in line with government recommendations.
- Ongoing practices are being developed in collaboration with the sector.
- They continue to support the sector with secondary consultations and co-case management using remote technology.

### Safe Steps:

- **Safe Steps 24-hour telephone service is still running as usual.**
- Ability to place families in crisis accommodation or refuge may become more limited as accommodation services manage their response to the coronavirus.

### **InTouch (Multicultural support):**

- Case managers will continue to provide support to clients via phone and teleconferencing.
- Introducing a triage system for intake and all new clients will continue to go through the intake and risk assessment processes.
- Case managers who would normally provide face-to-face outreach support at four courts across Melbourne will continue to do so via phone.
- Still available to support the sector with secondary consultations and co-case management.
- Developing a specific 'online hub' that is designed to:
  - empower victim-survivors to be informed about resources and services they can access, and to continue to be able to self-refer to InTouch,
  - support colleagues in the sector and other service providers, to continue to facilitate referrals and request secondary consultations.

### **Thorne Harbour Health (LGBTIQA+ support):**

- All face-to-face counselling and case management appointments are being moved to telephone or Zoom online video communication. Outreach services are temporarily suspended.
- Still providing risk assessments, safety planning and referrals for clients where appropriate. After hours appointments will continue to be provided. Partner contact will also continue to support and maintain people's safety.
- Also accepting and processing Flexible Support Package applications from external agencies. Agencies should be aware that processing times may be impacted but they will do their best to limit any delays.

### **iHeal queerspace (LGBTIQA+ support):**

- All services (non-crisis support and services to survivors of intimate partner and family violence) now online and telephone only.

### **Djirra (Aboriginal support):**

- No update

## **Men's Behaviour Change Programs**

### **DPV Health:**

- Men's Behaviour Change Programs are still running.
- More phone contact is being provided for men, especially for case management clients.
- Risk assessment and regular engagement are increasing with perpetrators.
- For clients presenting at service, social distancing is being observed.

### **Uniting:**

- Not taking new referrals for Men's Behaviour Change Programs at this stage.
- No longer providing Men's Behaviour Change Programs in groups. Undertaking individual work with men predominantly by phone.
- Continuing with assessments via phone for anyone waiting for assessment.
- With family safety contact, workers have an increased focus on safety screening.

**Relationship Matters:**

- On hold until further notice.

**Relationships Australia Vic:**

- No update.

**Motivation for Change (CALD):**

- Face-to-face group sessions have been suspended for now.
- One-on-one case management support to men will continue via phone.

**ReVisioning (LGBTIQ+):**

- Postponed for the time being. Each participant will continue to receive support from facilitators on a weekly basis for check-in and safety planning.