

QDVSN MEETING ISSUES PAPER
FOR DISTRIBUTION TO OTHER NETWORKS
KEY ISSUES ARISING FROM QDVSN MEETING IN CAIRNS
8th and 9th February 2012

In the spirit of enhancing information sharing and collaboration between our networks, Queensland Domestic Violence Services Network (QDVSN) decided to distribute to other related and like networks and services, relevant issues arising from the QDVSN meetings. In addition, QDVSN recognizes that our networks are frequently responding to and discussing the same issues, and the strength that lies in coordinating and sharing information.

After each QDVSN meeting, the QDVSN Secretary can forward to your network/service the key relevant issues arising from the QDVSN meeting. If you do not feel it is useful for your network/service to receive this information, please do not hesitate to let us know. In addition, if your network/service would like to similarly disseminate information relating to your network/service, we would certainly welcome this.

Violence Against Women (VAW) Conference Update

Amanda W updated the group on the conference planning. Conference set for 7th, 8th and 9th August 2012 at the Victoria Park Golf Course. Price is \$500 per person. Conference Organiser, Fiona Stait, now in place. Department made it clear to Amanda LR that they would not entertain a change of purpose for the original funding. There was a good discussion about liability issues and potential profit. Conference price has been based on 300 attendees. Most people agreed that they would be happy to pay sooner rather than later, for employees to attend the conference thereby giving us some seed money for the conference.

Amanda LR suggested that Workforce Development Network (WDN) members at the meeting might like to lobby their respective WDNs for subsidies for VAW conference.

Amanda W also advised there would be a conference cocktail party when a history of violence against women could be shown. Annie suggested showing the 'Elsie' DVD as a historical record of the first women's shelter. Discussion about photos being collected and compiled into a powerpoint presentation.

DV Month

All agreed to participate in the Candle Lighting Event again this year which will take place on Wednesday 2nd May, with candles to be lit at 6pm. Diane will mention the event to her national DV line colleagues too.

16 Days of Activism

Agreed to hold events again in 2012.

Violence Prevention Team Link-up – Sue Coxon, Margaret Milne, Christine Kwasny and Diane Masters

Gabrielle asked if there was any feedback from the department on the recent review of shelters and DV services. Sue reported that the review outcomes are under consideration. Copies of the headline recommendations were distributed to QDVSN members who raised concern that the report did not reflect sector feedback about the overall need for additional resources to be invested in the sector in

order to achieve a more holistic service system response to DFV issues. Sue agreed to take these concerns back to department.

Christine and Di presented information to the group concerning the output funding. Department feels that output funding is far less prescriptive than old style funding, being simply here is X amount of dollars, can you provide X amount of client hours for that amount? Outputs catalog is on the website.

The group raised issues of discrepancies in what we are being told depending on the region we come from and wondered if the department would share their formula. Christine advised that in order to calculate their own estimated annual hours of direct service delivery against each funded output, the service should consider the following:

- How many staff positions, or part thereof, are providing direct service delivery (expressed as equivalents of full time positions)
- How many hours of the week is each staff position involved in activities that are direct service delivery
- How many weeks per annum are available for direct service delivery for each staff position.

The 'Hours count' table in the Outputs Catalogue may assist in ascertaining the number of hours of direct service delivery, which includes time spent directly with clients/services users and/or the community, and time spent on behalf of a client or which can be attributed to a client. Christine added that whilst the activities listed under the heading of 'Indirect time' in the table are not counted in hours of direct service delivery, they are all included in establishing the cost of a service and incorporated in the funding provided. The department acknowledges that these activities are integral to service delivery however they are not included in the count of hours of expected direct service delivery.

Christine stated that if organisations needed to make changes to reporting measures they could be looked at but if they are finding that the service provision is looking very different ie. well up or down on figures agreed, then the only thing that can be done there is to apply to vary the service agreement. They acknowledge that the OASIS system may not provide the best capture of how organisations are doing against their plan as OASIS simply divides everything by four and of course there can be seasonal variations to workload eg. more community education in DV month. It is important therefore, that if the figures are 10% different, to complete the comments section on OASIS to explain.

Amanda W updated the VPT on the progress of the conference.

QDVSN raised the issue that many services were needing to upgrade their databases to better capture information for service delivery and reporting. The 'Ship to Shore' database was mentioned and QDVSN wondered if it was going to be rolled out to be used as a reporting model for DV services? Sue reported that a new reporting model for DV services was not under consideration by the department at this point in time. Any future developments in this area would be informed by initiatives such as the National Plan where the issue of national data collection was under consideration. Sue had not heard this was the case, and even if it was likely to happen, it would not be for some considerable time.

Sue confirmed that this was the last year of the Act as One campaign. This year it is being localized with regions getting more heavily involved in promoting events and the message. Money for advertising has been allocated by region. Grants are not yet finalized, but unsuccessful grantees have been notified.

There was also a discussion about the resources that services are required to prepare as part of their funding agreement. Annie said she felt that resource development was part of CDFVR's role. Sue advised that she is looking into how the clauses in funding agreements are being interpreted and advised that the department did not want duplication of resources.

Service updates

Many services updated that they had now, or were very shortly, about to go live with Support Links referrals. There was a discussion about the pros and cons of Support Links, but most felt that it was good as long as capacity issues could be managed effectively.

Mackay

Recruiting another women's counselor, but otherwise staff are settled and busy. Work on the integrated response has progressed, with each sub-group meeting regularly and extending community collaboration opportunities. Betty Taylor is coming next month to run accredited training on crisis intervention and working with users of violence. Working more closely with the Women's Centre on various projects, including an Indigenous Women's forum and a more general women's support group. The women's education program is ready for its first ten week cycle.

CDFVR

Completed research report on Intimate partner abuse in Qld and evaluation of Breaking the Cycle. The data form has now been circulated and training DVD in the process of being prepared. The Indigenous Family Violence Prevention Forum will be held on 9th and 10th May 2012. The forum will have a different format with workshops on the first day and discussion and keynote speakers on 2nd. The theme is *Culture and healing – The hard yarns*. Currently working on factsheet for Aboriginal and Torres Strait Islander Women. The next Re@der is about sexual assault. New factsheet for Young People and DVD of National Plan discussion are now available. First Research Seminar for 2012 is Myrna Dawson on 5th April 2012. Three units of training to be delivered in Mackay on 6th, 7th and 8th March 2012. Units are Recognise and respond to domestic and family violence; Provide crisis intervention and support to those experiencing DFV; and Working with users of violence to effect change. As well as their forum, and as part of their regional response to Act as One campaign, CDFVR will be holding a morning tea on the Mackay Campus and a movie for community members to attend in DV Prevention Month.

Cairns

Recruiting for two positions – court support and community education. Negotiating with NQ Women's Legal Service to house a solicitor one day a week. Amanda informed the group about an incident in the aggrieved room at Cairns Court with a volunteer and her inappropriate use of 'restraint' with a child whose Mother was in court. This has raised issues of who is actually 'in charge' of the volunteers and also their training. Key stakeholder meetings are being arranged to look into this issue.

BDVAS

Amanda Whelan advised that BDVAS now being auspiced by MICA.

SCOPE

Safety Upgrade brokerage funding is inadequate. In order to make women safe the service had to go over budget. The department is now asking for a breakdown of expenditure, which SCOPE is happy to supply as this will make it very evident that even to install minimal safety upgrades (security lights, locks, safety security screens) they will not be able to stay within budget. So far Centacare is covering

the deficit. The service is collaborating with the department on the 'Act as One' campaign for DV Month.

Broadening of CDFVR's role

Annie updated the group on the meetings held in December and January with the DV and Sexual Assault sector regarding the potential to broaden CDFVR's role. Annie presented QDVSN with a position paper and a proposal. There was a brief discussion and all were in favour of the proposal made by CDFVR.

Regional Client Responsibility

Diane raised the issue of how DV services and DVConnect could best service joint clients. For instance, could clients sit and wait for transport in the DV services? Could DV services provide any transport or outreach? Diane said it would be useful if DV services could conduct an assessment before they ring DV Connect, to save DV Connect's time. There was a good discussion about this and it was agreed that DVConnect really needs to draw up an MOU with services individually. This is useful because it is then something that managers can talk to staff about and ensure all staff know what we do and don't do for DVConnect and vice versa.

Women's Legal Service – Lorna Goldring

Lorna gave information to the group that if they didn't know, Women's Legal Service is considering no longer convening WDVCAN. Lorna informed the group that WLA have combined with the DV Unit to form a new team now called Violence Prevention and Women's Advocacy. The new team will be larger, have additional solicitors and be better able to respond to the needs of clients. Some of the group commented that having LAQ at court was resulting in more contested orders. Lorna felt that if we wanted to expand on this issue, she would be happy to feed it back to the solicitors of the team for their view.