

QDVSN MEETING ISSUES PAPER
FOR DISTRIBUTION TO OTHER NETWORKS
KEY ISSUES ARISING FROM QDVSN MEETING ON THE GOLD COAST
22nd & 23rd October 2009

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.

QDVSN events (standing item)

Gabrielle wondered if we could put on a forum for all of our workers. Agreed to progress at the planning day. The issue around who should or should not pick up responsibility for White Ribbon Day was also raised. Heather suggested that for the 16 days of activism we might do an event each day run by an individual regional service and on the 16th day do a statewide event. Also wondered about pooling resources for generic advertising etc. CDFVR committed some funds to produce an advertisement for QDVSN to use across the state.

Women's Advocate role and possible breach of DVPO

Advice from the Cairns Magistrate's Court was that if a respondent had a no contact order and, as a woman's advocate the partner was contacted by obtaining her details from the respondent (as many behaviour change programs around the state request), then this is technically a breach should the woman choose to press charges. The group discussed the merits of the woman's advocate role and the philosophy behind this of attempting to ensure her safety. Nevertheless, it was agreed that although the legislation did not have this situation in mind as constituting harassment, it is a problem. It was agreed that this needs to be raised with the legislation review group, VPT and also with DVCAN.

Wesnet update

Pauline recommended that we take a look at *Virtual Wesnet* because its purpose is to get members into forums and exchange information and support each other across Australia.

DV Death Review Action Group – Diane / Donna (standing item)

The media forum was very successful. Anna Bligh announced a few months ago that Qld Government would put together a panel. This has been set up and Donna and Heather are on this. Since then there has been seven more deaths. Heather advised the group that the panel's terms of reference is to oversee a researcher who is conducting research on the 60 deaths in the past five years and also to recommend to government a model for a panel. Therefore we need to be clear that this is NOT a Death Review panel. DVDRAG are going to release a media communiqué about the issue.

Victim Assist – Natalie Parker

Powerpoint presentation from Natalie. Victim Assist pays for costs of goods and services to help victims of crime recover. Broader range of victims of crime now included eg. Family of victims who have died, witnesses of crime such as child witnesses of DV. New scheme commences on 1st

December 2009. Needs to be an act of violence in Qld against the person and an injury resulting from it. Requires a police report or, for special victims eg children or those with a power imbalance, a medical report or counsellor's report. \$75,000 maximum for primary victim and for related victims \$100,000 per family but capped at \$50,000 per person. Email victimslinkup@justice.qld.gov.au and natalie.parker@justice.qld.gov.au

Service updates

DVConnect

Diane reported back that they have been asked to carry on the Sexual Assault line to the end of next year (Dec 2010). Women's Line does court support for women in the Holland Park Court once per week.

SCOPE

Robyn mentioned that there had been huge changes in staff at SCOPE at the moment. Looking at outreach program to see where SCOPE should be concentrating services.

Townsville

Developed banner pens with two slogans on and note pads. Men's Program worker is leaving but hopefully have found a good replacement. Celebrated 10 years of Mt Isa office and Shirley Slann's employment. Just produced report "15 years of the DV Service" written with Pauline's retirement in mind.

Toowoomba

Jen has been busy implementing systems at the service. Working with Warwick DV Strategy group in creating a shelter for very short stays. This will be launched in November. Integrated Response group hasn't been operational for about 18 months but Jen is busy reinvigorating this. Working on a project to filter respondent men to their ATA group.

IWSS

Stephanie advised of lots of staffing changes. Increase recently in referrals to DV program of women on student visas with husbands who are secondary visa applicant and experiencing DV from the husband. This is having an impact on them being able to continue with their studies and comply with their student visa. Involved with CWRG who are celebrating 30 years next month and have developed a reprint of the resources "Questions women often ask about Refuge". This has been translated into 12 languages. Will be launched on 4th November 2009. Applied for DV Month funding to translate information brochures.

BDVAS

Amanda has been in conversations with Ipswich Service regarding boundaries and service provision. Taken on chairing the Inala DV Strategies Group. Been through extensive transitional period at the service but now fully staffed. Dale Marino, a long serving team member, is leaving. Belinda Cox appointed to the Senior Practitioner position.

CDFVR

Heather mentioned that they are coming to the end of their service agreement which means that the University will only allow positions to be contracted until April 2010 which makes it difficult to recruit. Each year CDFVR try to have one forum in Brisbane and this year will be having the Australian Law Reform Commission forum. Quarterly CDFVR Re@der sent out. Nearly completed

design of RPL process for the Accredited course - a number of people have signed up for this so it can be evaluated.

WAVSS

Sylvia advised that although high number of managers transitioning in the last 4 years, staff are resilient and continue on. Beaudesert outreach program is ever increasing. Upgraded backyard with funding from a local law firm, which is now a lovely kids area. Painted Paper Bag project was very successful and will probably do this again next year. Increased demand from RAILS to help women with statutory declarations. Police coming to them for 1st year police training now.

Emerald

In Sue's absence Donna updated that Rockhampton Centacare is coordinating Centacare's contribution to the Rockhampton project but Emerald Centacare want to be involved but have not been to date. Sue will be at Emerald until end of 2011.

Cairns

Amanda was invited to present at the Australasian Council of Women and Policing's Conference in Perth in August and was also a Conference Rapporteur. Amanda encouraged others to think about attending these police conferences (although cost is a huge issue) as they are a great opportunity of spending time with women officers and sharing ideas. The www.dvcairns.org website has been maliciously cloned (www.dvcairns.com) by a disgruntled man who has boasted about what he has done on the forum "Dads on Air". Great difficulties in getting the fake website taken down. The software used to clone the site is readily available on line and it is simple to use. Important to buy domain names that relate to your organisation to stop them being bought and used by others maliciously.

Gold Coast

Donna talked about a bequest of money with which they bought a house many years ago and that due to DoCS who set up supervised visits 600 metres from the house, the venue is now unsafe as anyone put in there could be at risk. The service has to sell the house and make adjustments with the trust and this will cost \$57,000.

Caboolture

Estrella reported that they are looking at evaluating the service model. Have applied with the QPS for a high intervention project worker position. Pine Rivers has started a DV Working Group. CCR is 'waning' but going to have a planning day in February to try and revive it. The service has two years funding for 21 hours per week from federal government to run perpetrator programs. The model has changed - not group work, running more one-to-one counseling sessions. This model will be evaluated to see if this should be maintained.

Ipswich

Gabrielle reported that they have a full management committee, two members of which are male. She spoke of the upcoming concert on 31st October, which has taken a lot of organizing but the police and council have been very supportive. Put in application for Respectful Relationships program with FACSIA. Hosting *Love Bites* training.

Mackay

Jude updated the group about the co-location which is gathering pace. The building is being started next month and by the end of next month a practice model to work with the other service in the building will be devised. There are three new workers and the community development position is

being shared. DV network group is going well. Lost the long term court assistant worker and this provided an opportunity to rethink relationships with police and others. Time of positive change.

Management Issues (Standing item)

Pay Equity / New Award pay rates

Supplementary funding – no service received 100% funding and many could not get response as to how their funding was worked out. (See VPT agenda item below.) Discussion about the modern awards and whether the state government will hand over powers to the federal government. There were also worries about whether state funding would be pegged at the lower federal SACS award levels. Parity issues for staff where dual (or more) funded service programs were also raised.

Gabrielle talked about reducing service provision to reflect funding rather than trying to do everything as this will help to send a political message. Amanda W stated that they had negotiated a reduced FTE and service provision in their service agreement this year. Might be opportunity through Futures Forum to feedback via QCOSS on these issues.

Gabrielle mentioned they had been approached by ChilliB and others reported they had too. There were concerns about the cost of this program.

Fire Regulations

Pauline mentioned that her Admin officer raised that there has been massive changes to the fire regulations. All workers have to have fire training, including use of extinguishers and records kept.

VPT Link up

Role of VPT in 2009 – Sue Coxon

Team of 9 people, part of Child and Family Program area. Sit with Family Support, Intervention Services including RAI services and Individual Support and Public Intoxication Program. More aligned with child safety now. Responsible for providing program level advice to regional staff, ensuring CSOs are well informed about the intent of D&FV programs and coordinate D&FV Prevention Month. High proportion of current work is spent around implementation of *For Our sons and Daughters: A Queensland Government Strategy to Reduce Domestic and Family Violence 2009-2014*. This includes input into the review of the domestic and family violence legislation, Rockhampton trial, Rural and Remote models for D&FV intervention and progressing research commissioned by the department.

Rockhampton IR

Case Coordination Team currently has two people – police and specialist DV worker recruited from community sector. Child Safety Services close to appointing their person. Negotiated funding process for NGOs to deliver court support, men's perpetrator program and intensive case management services. Start date for trial is 20th November 2009. Comprehensive learning and development strategy around the trial. Betty Taylor going up to do DV training in February 2010. Looking at training for child safety staff also. Stephanie raised the issue that there is no Regional DV service in Rockhampton and wondered how the dept sees the role of RDV Services in the model? Has there been thought to involve the Emerald Regional Service? Sue advised that it is focused on Rockhampton court. VPT been involved in designing resources for the CCT and evaluation tools. Heather asked if there will be an external evaluation. Sue advised that an evaluation will be led by Terrence O'Brien in the evaluation area.

Domestic and Family Violence Safety Upgrades

One of the aims of these was to try and encourage magistrates to use ouster conditions. Three trial sites plus Rockhampton which is slightly different because it is not tied to ouster conditions. Minister has signed off the funding and draft service plan developed by VPT. VPT is leading the review of the initiative so review will be important. Diane asked if the department considered that Men's Line might have played a role in terms of brokerage. Sue advised that they felt it might be a big impost on the service for three trials. Diane was surprised that they had not been told about it. VPT to liaise with DVConnect regarding this service's role within the trial with respect to ongoing information and support to perpetrators.

General Issues

QDVSN wondered if there is a planned timeline for consultation process for legislative review. Sue advised that the Implementation Team is leading this and they are in the process of working out their timelines. Hoping to tie in with the DVCAN conference which is mooted for April 2010.

Pathways

Sue spoke to Gabe Scattini, the report is still not released but is being fast tracked to have it released and there is a lot of behind the scenes work around this. Plan is there will be meeting with CWRG by Homelessness and would like a tele-link with QDVSN before the end of the year. Looking at concept of practice forums early next year. Three forums, one dedicated to looking at broader reform agenda around homelessness models involving women's refuges, RDVS and DVConnect to unpack issues outlined in the report trying to find solutions. Stephanie highlighted that it would be important to have IWSS involved in the forums.

OASIS – Liz Boyd

OASIS is operational for financial reporting now. Old measures for PPRs were used in the pilot but had no way of capturing multi-service types like the regional DV services. These are ready and are hoping to go in within the next 6 weeks and have user testing. Need to redesign OASIS for those running as an integrated service agreement ie. One service number but multiple service plans. Hoping to be ready for early next year. Tried to make the system as low impact a possible ie. just need internet connection and PC. Service centre training happening in November and December which will allow individual services to receive 'training' on particular issues.

Laura Hickey and Deb Tokar – supplementary funding

QDVSN members asked about the supplementary funding for the wages increases. Advised that this is a "contribution" to wages while "restructuring". Estimated at a program level based on departmental knowledge. Cannot have the formula as it is an internal departmental document. Donna raised a parity issue in that sexual assault services had full implementation of first stage of funding, why seen differently to specialist DV services? WOG moderation process used in working out the allocation, Deb not privy to detailed info around this. Will explore for us. Need QDVSN to write an email enquiring about this.

Di Masters and Karen Jones – financial reporting

Di and Karen advised that they gave advice to all CSOs around process when renegotiating the service agreements. There has been different take up with this. CSO has to negotiate financial reporting to one service number with Grants section and there have been some problems around this. Tried to roll out just prior to 30th June 2009. Gabrielle asked if services have to wait until the service agreements are being re-negotiated or can they be fast tracked. Advised that we need to ask regional officers to see if they have capacity to do that with you.

Australian Law Reform Commission (ALRC) Grassroots paper on issues for women

Heather highlighted that there are a whole range of things happening on Family Law issues in general including research and review projects - result of an action in *Time for Action* which states that the ALRC should investigate the interaction between FL, DV and Child Protection laws to ensure safety of women and their children. CDFVR will convene a forum in Brisbane on 4th December and Professor Rosalind Croucher will be there to hear first hand from service providers and activist about the issues in this area. Zoe Rathus, Rachel Field and Amanda Lee-Ross will be speaking also and then an open forum for one and a half hours. Had a huge interest in this so when registrations come out, sign up quickly.

Women's Safety Upgrades

SCOPE, Gold Coast and Townsville were approached by department to do 12 month pilot called Safety Upgrades Initiative. Calling Rockhampton the 4th site as part of their work as well. Letters recently from dept, re funding. Were invited to tender, the three groups spoke a few times about what tendering for and exchanged draft submissions so each knew what the other was doing. Each tender was quite different. \$220,000 per site. Have to do 10 case studies. The Dept has it's imperatives to have it start by end of November. In terms of practical recruitment process this is unrealistic. Also, the process at court is to try and get more ouster conditions through court but challenge is that expectation is to improve responses from magistrates but they are always very clear about magisterial independence. Budget for salaries \$125,000, \$5000 brokerage to respond to respondents eg motel accommodation for 72 hours, rest for safety upgrades for the women.

KPMG Report

Review of Sexual Assault services report has been released now. SA services are contracted to end of December and expect that there will be a further 1 year contract while Qld health look at, and respond to, the recommendations from the report. Currently 19 NGOs and 9 health service based services. Report strongly recommends hub and co-located service models placed within the health service districts.