



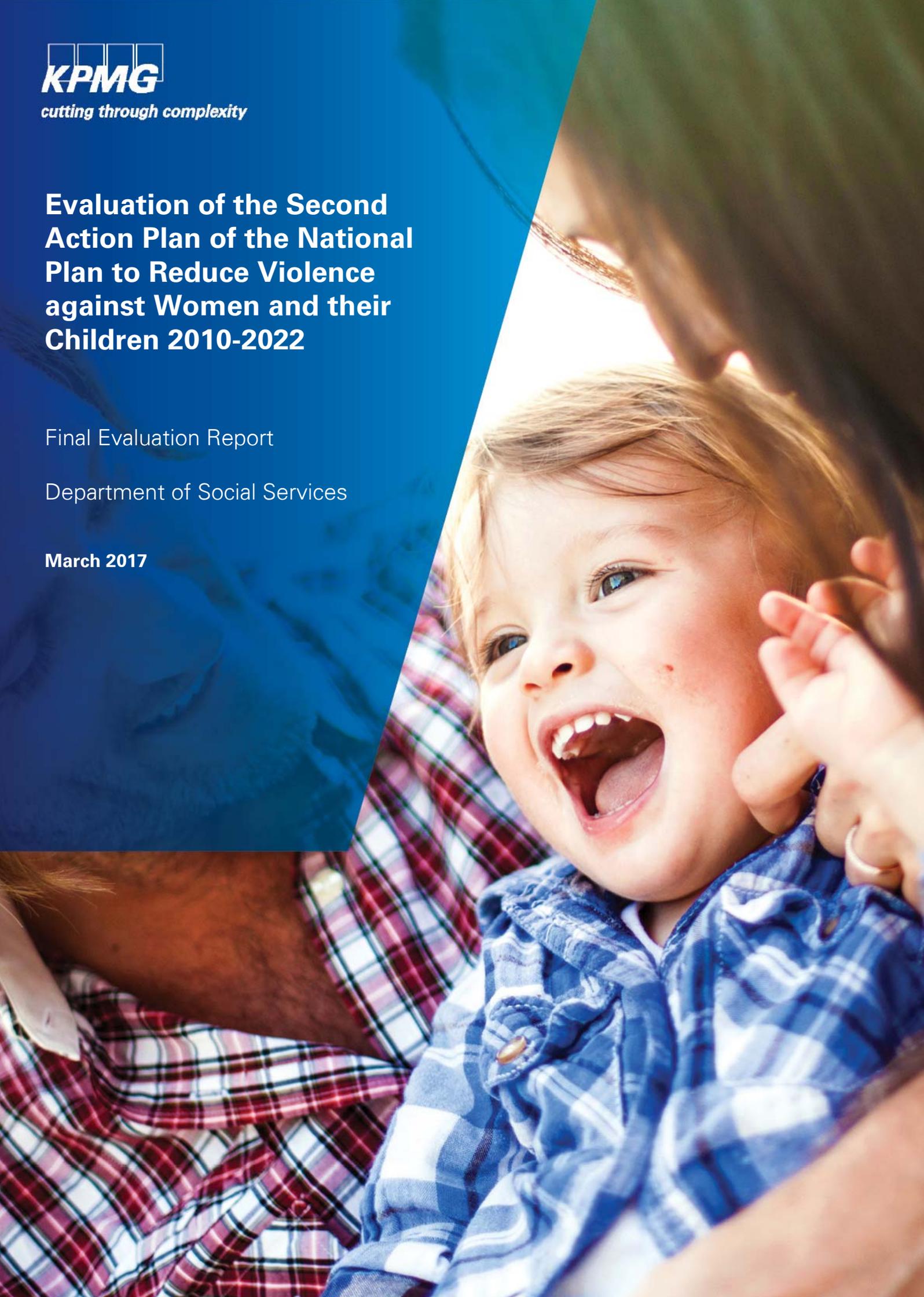
cutting through complexity

Evaluation of the Second Action Plan of the National Plan to Reduce Violence against Women and their Children 2010-2022

Final Evaluation Report

Department of Social Services

March 2017



Disclaimer

Inherent limitations

This report is given subject to the written terms of KPMG's engagement. This report has been prepared as outlined in **Scope of the Evaluation** section. The services provided in connection with this engagement comprise an advisory engagement which is not subject to Australian Auditing Standards or Australian Standards on Review or Assurance Engagements, and consequently no opinions or conclusions intended to convey assurance have been expressed.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, Department of Social Services' management and personnel consulted as part of the process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

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The findings in this report have been formed on the above basis.

Third party reliance

This report has been prepared at the request of the Department of Social Services in accordance with the terms of KPMG's contract dated 11 November 2015 and a subsequent contract dated 21 October 2016. Other than our responsibility to the Department of Social Services, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way from reliance placed by a third party on this presentation. Any reliance placed is that party's sole responsibility.

Glossary of Terms

Table A: Glossary of terms and abbreviations

Acronyms	Meaning
ADVO	Apprehended Domestic Violence Order
ANROWS	Australia's National Research Organisation for Women's Safety
ABS	Australian Bureau of Statistics
ACT	Australian Capital Territory
AWAVA	Australian Women Against Violence Alliance
COAG	Council of Australian Governments
CALD	Culturally and Linguistically Diverse
DCRF	Data Collection and Reporting Framework
DJAG	Department of Justice and Attorney General
DVCSIA	Domestic Violence Court Support Information Advocacy Program
DVOs	Domestic Violence Orders
DVRCV	Domestic Violence Resource Centre Victoria
DVSAT	Domestic Violence Safety Assessment Tool
EVAAs	Eliminating Violence Awards
FDV	Family and Domestic Violence
DFVRT	Family and Domestic Violence Response Team
FVLSAC	Family Violence Legal Service Aboriginal Corporation
HPE	Health and Physical Education
ImpEG	Implementation Executive Group
IAS	Indigenous Advancement Strategy
ISSR	Institute of Social Science Research
KPIs	Key Performance Indicators
NATSISS	National Aboriginal and Torres Strait Islander Survey
NAPCAN	National Association for Prevention of Child Abuse and Neglect
NCAS	National Community Attitudes Survey
NCRS	National Crime Recording Standard
NSW	New South Wales
NPY	Ngaanyatjarra Pitjantjatjara Yankunytjatjara
NT	Northern Territory
PIRS	Perpetrator Interventions Research Stream
PSS	Personal Safety Survey
PAR	Police Assisted Referrals Program
PACT	Protecting Aboriginal Children Together

Acronyms	Meaning
PSBA	Public Safety Bureau Agency
QLD	Queensland
QPRIME	Queensland Police crime recording system
RAI	Referral for Active Intervention
SA	South Australia
SRTs	Strategic Research Themes
TAS	Tasmania
VIC	Victoria
LEAP	Victoria Police crime recording system
VicHealth	Victorian Health Promotion Foundation
WA	Western Australia

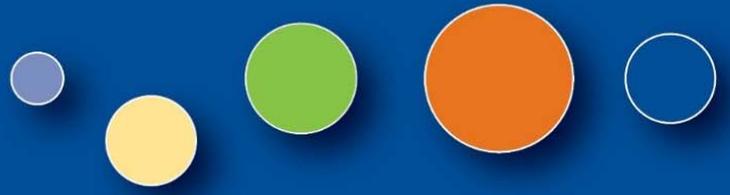
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March 2017

This report contains 152 pages

Appendices comprise 25 pages



EXECUTIVE SUMMARY



Executive Summary

Evaluation of the Second Action Plan of the National Plan to Reduce Violence against Women and their Children (2010-2022)

KPMG was engaged by the Department of Social Services to undertake an evaluation of the Second Action Plan 2013-2016 – the second of four plans in the *National Plan to Reduce Violence against Women and their Children 2010-2022 (the National Plan)*.

Scope

The scope of the evaluation of the Second Action Plan covers four main aspects:

- evaluation of the work undertaken by governments against the five priorities and the 26 actions outlined in the Second Action Plan;
- review of the extent to which National Plan flagship programs have contributed to the improvement of service responses for women who have experienced violence and in building the evidence base;
- measurement of the contribution of the Second Action Plan in progressing the six National Outcomes of the National Plan; and
- identification of emerging issues and areas requiring increased focus in the Third Action Plan.

Method

The evaluation has largely been a process based evaluation focusing on progress with the 26 actions that were outlined in the Second Action Plan. This is primarily due to the lack of an evidence base upon which the impact or effectiveness of particular programs or interventions can be assessed. Extensive consultation was undertaken as part of the evaluation with government and non-government stakeholders. A survey of service providers was also completed between November and December 2015. Details of the method for conducting the evaluation are outlined in Appendix 2 and a full list of stakeholders consulted and the survey instrument are contained in Appendix 3.

A summary of the key components of the evaluation method is outlined below.

The process evaluation has been based on an assessment of what was committed to by the Australian Government and state and territory governments and what was actually implemented under the Second Action Plan priorities and actions – progress has been assessed for each action under the Plan as follows:

	Complete – action completed and implemented by all jurisdictions
	Mostly complete – action implemented in most jurisdictions
	Partially complete – action underway and completed across some jurisdictions
	Partially complete – action underway and completed across a few jurisdictions
	Incomplete – action not fully progressed across most jurisdictions

The evaluation has also involved:

- analysis of the impact or effectiveness of the priorities and actions based primarily on stakeholder views from the consultations and survey results (with ratings from not at all effective to extremely effective);
- review of the usefulness and appropriateness of the evidence base already developed in assessing progress with achieving the outcomes and priority areas in the Plan; and
- assessment of the contribution of the Second Action Plan to achievement of the higher level outcomes in the National Plan based on the indicators outlined in the Department of Social Services' Evaluation Plan for the National Plan.

Progress and Effectiveness under the Second Action Plan

The first part of the evaluation considered the work undertaken by Governments in progressing the five priorities and the 26 actions that are outlined in the Second Action Plan.

Priority	Focus Area
1	Driving whole of community action to prevent violence (7 actions)
2	Understanding diverse experiences of violence (5 actions)
3	Supporting innovative services and integrated systems (7 actions)
4	Improving perpetrator interventions (4 actions)
5	Continuing to build the evidence base (3 actions)

Overall Assessment

The evaluation found that most of the priorities and actions have been implemented as intended across jurisdictions. Overall, the identified priority areas and action areas were also considered to be having a positive impact by stakeholders. Priority 5, **continuing to build the evidence base**, was viewed as being the most successful in terms of the progress with and effectiveness of the actions undertaken to date. This was followed by Priority 1, **driving whole of community action**, with most stakeholders considering that the various actions under this priority were effective in driving cultural and attitudinal change to prevent violence against women and children.

Priority 4, **improving perpetrator interventions** was the area that was considered to have been the least effective followed by Priority 2, **understanding the diverse experiences of violence** with most stakeholders indicating that not enough had been done to account for the needs of high risk groups like Aboriginal and Torres Strait Islander women, women from culturally and linguistically diverse backgrounds and women with a disability.

The Evidence Base

While there have been significant improvements in the collection of data on the incidence and prevalence of violence against women, some issues remain with the consistency and representativeness of the main data sources used to measure progress under the Plan and there are still differences between jurisdictions. However, the Australian Bureau of Statistics (ABS) has led the collection and dissemination of data on police incidents, assaults and homicides and is working with other parts of state and territory justice systems to

improve data. The lack of data related to high risk groups including women with a disability and Aboriginal and Torres Strait Islander women is also seen as a major gap.

The National Community Attitudes towards Violence against Women Survey (NCAS) and the Personal Safety Survey (PSS) continue to be the major mechanisms by which data is collected respectively, on attitudes towards and the prevalence of family, domestic and sexual violence.

Evaluation of Flagship programs

As part of the evaluation of the Second Action Plan, a review was also undertaken of the extent to which National Plan flagship programs have contributed to the improvement of service responses for women who have experienced violence and in building the evidence base.

ANROWS

The evaluation found that Australia's National Research Organisation for Women's Safety (ANROWS) has largely delivered on its stated mission and goals of delivering high quality innovative and relevant research in the area of violence and sexual assault against women and children. Stakeholders were generally positive about the work of ANROWS in terms of the quality and relevance of the research undertaken. The work on perpetrator interventions was seen as addressing a major gap and was particularly welcomed by service providers. The main issue raised was the need to ensure the research was provided in an easily digestible form with a number of stakeholders indicating the length of current documents was preventing them from being more read and utilised extensively.

1800RESPECT

An evaluation of 1800RESPECT was undertaken in 2013 by the Department of Social Services. It found continued growth in demand was putting pressure on the capacity of 1800RESPECT to respond and was also putting pressure on call answer times. This was addressed through the introduction of the first response triage function in August 2016.

An independent evaluation of 1800RESPECT will be completed in 2017.

Our Watch

KPMG conducted a social media analysis of the six media platforms currently operated by Our Watch including Facebook, Twitter, Youtube, Instagram, LinkedIn and Google+. Overall, the analysis showed that Our Watch's social media accounts are regularly updated and attract a high level of engagement from third party users.

Analysis of one of the social media platforms, in particular, Facebook, indicates that it has especially high third party engagement of 4.1 per cent which is impressive given that average engagement rate for Facebook is 0.5 to 1 per cent.

The Line

Similar results were seen for The Line social marketing campaign which is aimed specifically at promoting healthy and respectful relationships among young people. The campaign has made extensive use of social media and the social media analysis undertaken by KPMG demonstrates high levels of engagement on Facebook and Instagram compared to other entities like VicHealth and Lifeline.

Contribution of the Second Action Plan in progressing National Outcomes

Governance Arrangements

The National Evaluation Plan also sets out some key evaluation questions in relation to the governance arrangements for the National Plan. The evaluation of the Second Action Plan identified that:

- while stakeholders had difficulty in attributing changes and impacts directly to the Second Action Plan, the directions being pursued by states and territories are broadly consistent with the directions outlined in the National Plan and that there have been benefits in adopting a national approach;
- governance, advisory and communication mechanisms were generally considered by stakeholders to be operating effectively; and
- there were numerous examples of work by governments and non-government organisations (NGOs) collaborating at the local level to address the issue of violence against women and children and creating linkages with civil society and other groups in particular sporting groups.

Contribution to High Level Outcomes in the National Plan

The evaluation found that the Second Action Plan has built on the foundations of the First Action Plan and made significant progress against the six National Outcomes. However, a long-term and sustained approach will be required to develop and implement evidence based policy and continue improvements in the sharing of information and quality of services offered to women and their children who have been impacted by violence.

National Outcome 1 – Communities are safe and free from violence

The latest NCAS 2013 results showed some improvement from the previous survey in 2009 in the community's understanding of violence with the proportion of people who agree that controlling a person's social life is a form of domestic violence increasing from 83 per cent in 2009 to 85 per cent in 2013. However, there has been a decline across other key indicators of community intolerance of violence against women. For example in 2013, 96 per cent of survey respondents thought that forcing a partner to have sex was a form of violence, a reduction of 1 per cent compared with results in 2009.

National Outcome 2 – Relationships are respectful

The most recent NCAS presented some poor indicators for increased awareness of respectful relationships education among young people. Up to 18 per cent of young people believe that men should be in charge of a relationship and there was a 4 per cent increase between 2009 and 2013 in the proportion of people who believe that a woman cannot be raped by someone she is in a relationship with.

National Outcome 3 – Aboriginal and Torres Strait Islander communities are strengthened

There is currently no data available on the proportion of Aboriginal and Torres Strait Islander women who consider that family violence and sexual assault are problems for their communities or the proportion of Aboriginal and Torres Strait Islander women who are able to have a say within their communities.

The 2008 National Aboriginal and Torres Strait Islander Social Survey (NATSISS) showed little improvement in the proportion of Aboriginal and Torres Strait Islander women who experience violence with a decrease from 24 per cent in 2002 to 23 per cent in 2008. The 2014-15 NATSISS was released in 2016. There is an urgent need for evaluations of trials or programs

that have been implemented in some jurisdictions to assess overall effectiveness and help build the evidence base about what works in Aboriginal and Torres Strait Islander communities.

National Outcome 4 – Services meet the needs of women and their children experiencing violence

The evaluation revealed improvements in service integration across a number of jurisdictions. However, the needs of some cohorts of women are not being met as well as they could be including Aboriginal and Torres Strait Islander and CALD women and women with a disability. Of particular concern is the latest finding in the NCAS which indicates that there has been a reduction in the proportion of people who would know where to get help regarding a domestic violence problem, from 62 per cent in 2009 to 57 per cent in 2013.

National Outcome 5 – Justice responses are effective

The most recent PSS indicated that of the sample of women interviewed, 41 per cent of women had experienced violence since the age of 15, 34 per cent had experienced physical violence and 19 per cent had experienced sexual violence. The most recent PSS also indicated 72 per cent of the women who experienced physical or sexual assault in the twelve months prior to the survey in 2012 did not report the incident to police. It is likely that a significant proportion of women are still concerned about taking their incident to the police and going through the court system.

National Outcome 6 – Perpetrators stop their violence and are held to account

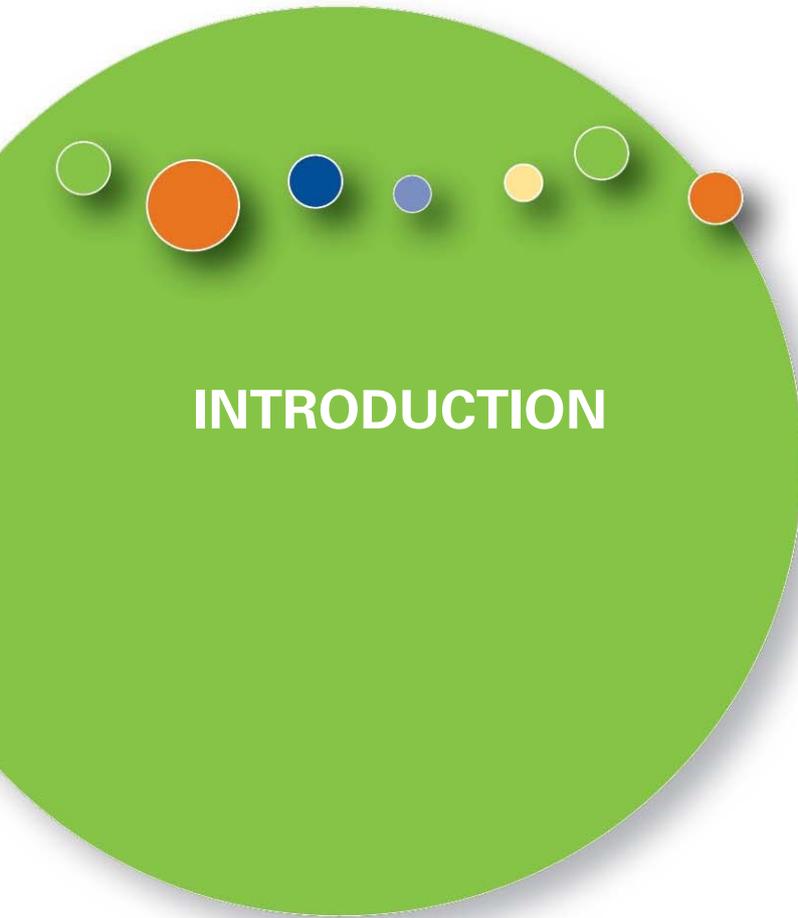
The PSS indicated that in 2012 up to 65.1 per cent of the women surveyed, who had experienced partner violence since the age of 15, were the victim of more than one incident. A further 73.0 per cent of women who had experienced violence from a previous partner since the age of 15 had been assaulted more than once. This data indicates a high level of recidivism in violence against women in intimate relationships.

Future areas for focus

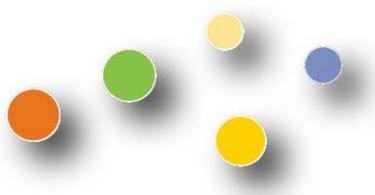
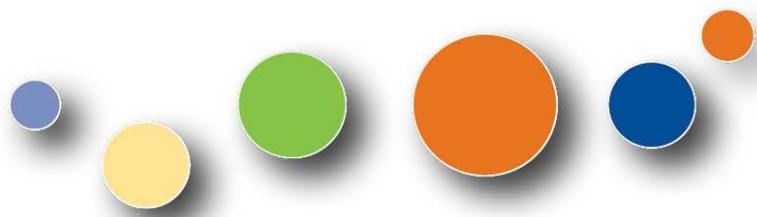
The evaluation has highlighted a number of areas for consideration in the development of the Third Action Plan where policy could be strengthened and government action be focused to achieve greater progress against the outcomes of the National Plan. These include:

- maintaining the momentum around raised community awareness of the issue of violence against women and children and encouraging community, government, businesses and sporting organisations to continue working together;
- ensuring that specialist and/or tailored services are available for women with special needs who experience violence for example Aboriginal and Torres Strait Islander women, women with a disability, and women from culturally diverse backgrounds;
- promoting greater gender equality through programs that emphasise female leadership and empowerment, particularly in high risk groups such as Aboriginal and Torres Strait Islander communities and culturally and linguistically diverse communities;
- ensuring that the social media engagement strategies for The Line and Our Watch maximise contact with the public, particularly with regard to integrating social media assets;
- continuing to incorporate respectful relationships education into the school curriculum;

- continuing efforts improve information sharing across sectors in particular between the courts, police and service providers including the national system for domestic and family violence apprehended violence orders;
- considering the introduction of quality standards to complement the outcomes standards for perpetrator intervention programs;
- considering the future development of policy and programs that focus on addressing the particular needs of women and their children who have been exposed to sexual violence; and
- continuing to refine the evidence base to establish a base line against which success of future Action Plans can be considered.



INTRODUCTION



1. Introduction

1.1 Background

KPMG was engaged by the Department of Social Services to undertake an evaluation of the Second Action Plan 2013-2016 - the second of four plans in the *National Plan to Reduce Violence against Women and their Children 2010-2022* (the National Plan). The evaluation was required to help build the evidence base about what works in addressing the complex problem of violence against women and children in Australia and to inform future iterations of action plans being developed under the National Plan.

The National Plan has provided the vehicle for cooperation across all levels of government as well as with NGOs, businesses, sporting groups and the broader community to address the issue of violence against women and children. With the *Second Action Plan to Reduce Violence against Women and their Children 2013-2016* (the Second Action Plan) due to be complete this year, it is timely to evaluate progress and identify areas that require further attention in the Third Action Plan.

Domestic and family violence is an issue that is continuing to gain increasing national prominence with high profile advocates such as Australians of the Year, Rosie Batty and David Morrison, leading national campaigns to raise awareness about violence against women and gender inequality. The public exposure of this issue and frequent media reports on the incidence of violence adds further impetus to the need for governments to continue working together to tackle violence against women and their children.

While domestic and family violence has been a longstanding problem, the evidence suggests the incidence and severity of domestic and family violence is increasing. The ABS has recently released experimental statistics on domestic and family violence as recorded by the Police. The data show the numbers of domestic and family violence related assaults during 2014 were as follows:

- Australian Capital Territory (ACT) – 615 victims (or 2 per thousand persons);
- New South Wales (NSW) – 28,780 victims (or 4 per thousand persons);
- Northern Territory (NT) – 4,287 victims (or 17 per thousand persons);
- South Australia (SA) – 5,691 victims (or 3 per thousand persons); and
- Western Australia (WA) – 14,603 victims (or 6 per thousand persons).¹

Data was not recorded for Queensland and Victoria because the interpretation and implementation of the National Crime Recording Standard rule 2 for assault incidents varied from the standard for Victoria and Queensland.

The last ABS PSS showed that nearly 34 per cent of women had been physically assaulted since the age of 15, and 19 per cent of women had been sexually assaulted². Groups at high risk of experiencing domestic and family violence include Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse (CALD) backgrounds, people with a disability, people who identify as lesbian, gay, bisexual, transgender and intersex (LGBTI), the elderly and children. Aboriginal and Torres Strait Islander women and women with a disability suffer significantly from domestic violence: 24 per cent of Aboriginal and Torres Strait Islander women and 22 per cent of women with a disability reported having experienced violence in

¹Australian Bureau of Statistics, 2014, Recorded Crime - Victims, Australia, Recorded 4510.0

² Australian Bureau of Statistics, 2012, Personal Safety Survey Cat. No. 4906.0

the 12 months prior to being surveyed. This is 4 to 5 times higher than the incidence reported for the general population³.

Further, there are significant costs to the community due to loss of ability to work and higher long-term physical and mental health costs for both the women and their children involved. In a report for the Australian Government on the costs of domestic violence, KPMG estimated that violence against women and their children cost the Australian economy \$22 billion in 2015-16 and that accounting for under-representation of cohorts such as Aboriginal and Torres Strait Islander women, pregnant women, women with a disability, and women experiencing homelessness, could add an estimated additional \$4 billion to these costs in 2015-16.⁴

1.2 The National Plan to Reduce Violence against Women and their Children

The National Plan embodies a collective commitment by governments to work towards the vision of Australian women and their children living free from violence in safe communities and achieving a significant reduction in violence against women and their children. The Plan sets out six national outcomes for government to deliver over the term of the Plan:

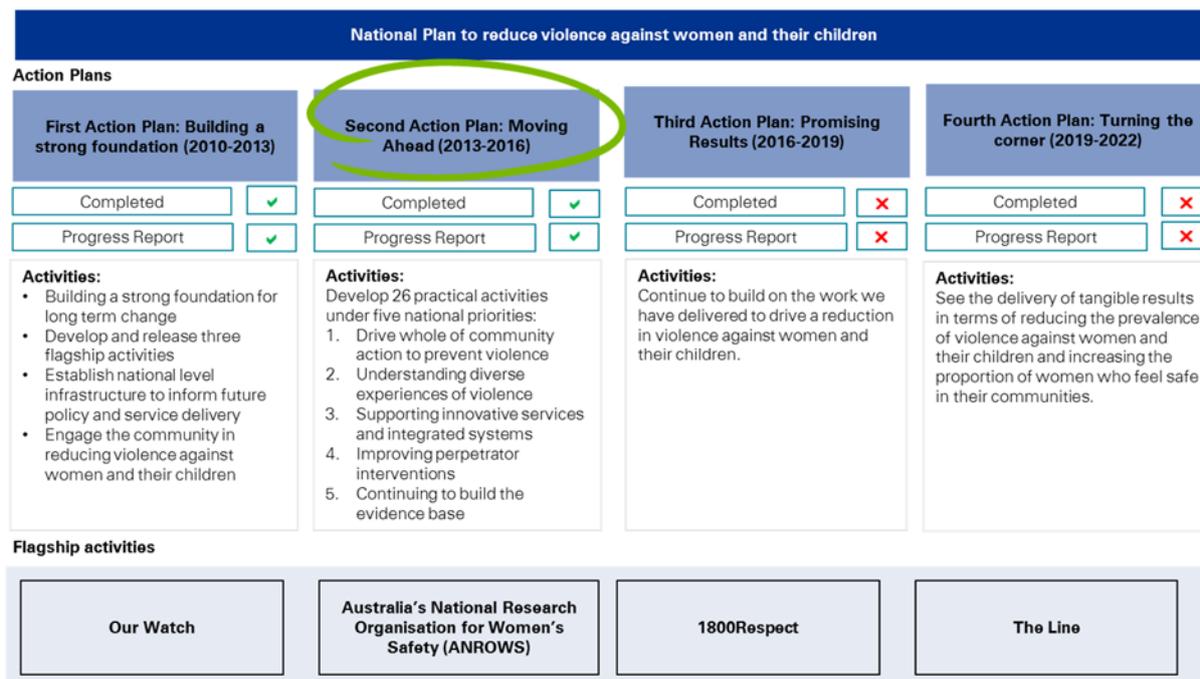
- 1 Communities safe and free from violence;
- 2 Relationships are respectful;
- 3 Aboriginal and Torres Strait Islander communities are strengthened;
- 4 Services meet the needs of women and their children experiencing violence;
- 5 Justice responses are effective; and
- 6 Perpetrators stop their violence and are held to account.

The Plan is being implemented via four three year action plans as shown in Figure 1.1 below. Both the First Action Plan, Building a Strong Foundation 2010-2013, and the Second Action Plan, Moving Ahead 2013-2016, have been completed.

³ Australian Bureau of Statistics, National Aboriginal and Torres Strait Islander Survey, 2008; University of New South Wales, Stop the Violence initiative, 2013 and Australian Bureau of Statistics, Personal Safety Survey, 2012

⁴ KPMG, The Costs of violence against women and their children, produced for the Department of Social Services, Australian Government, 2016.

Figure 1.1: The National Plan to reduce Violence against Women and their Children



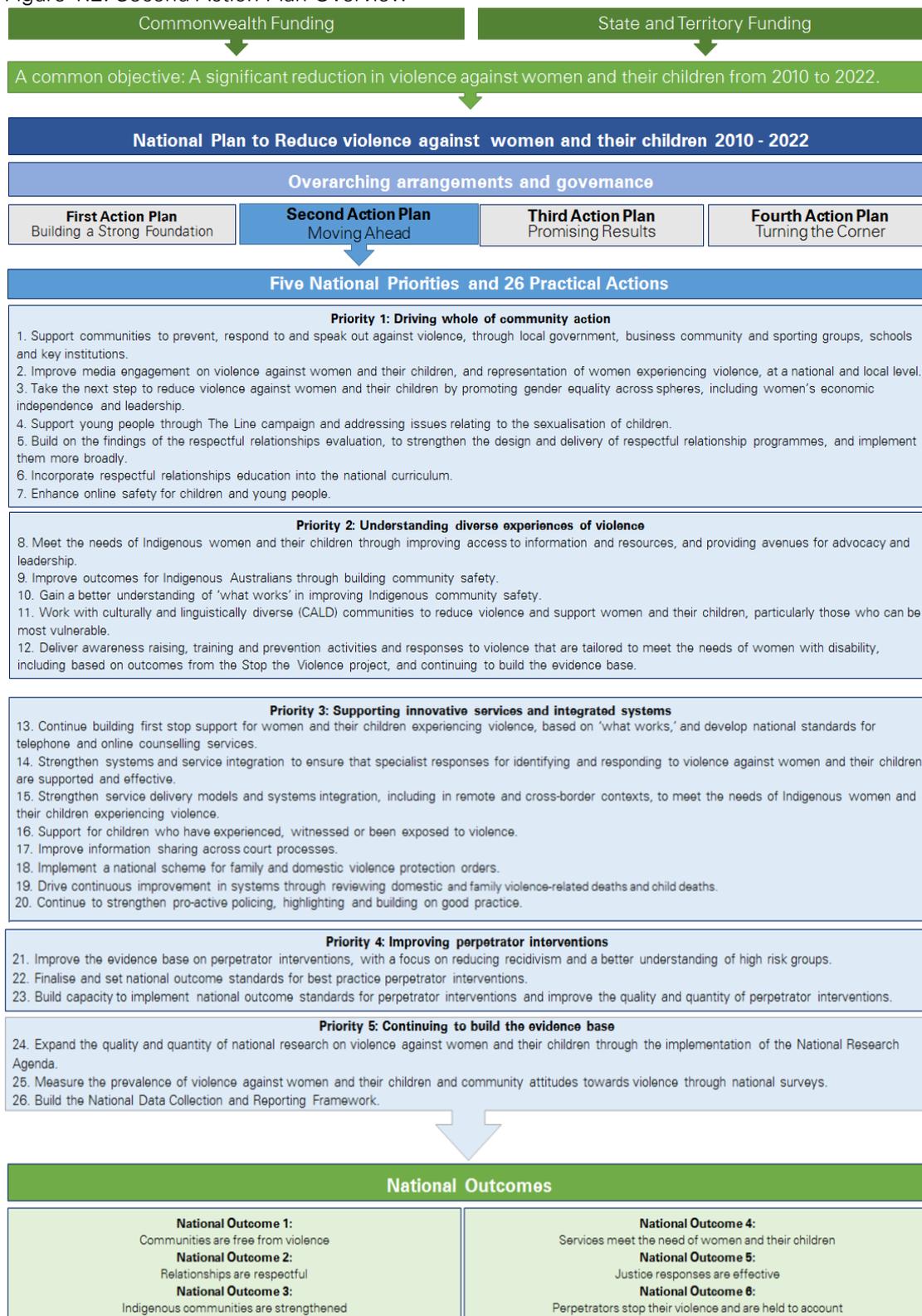
Source: KPMG 2016

Work under the First Action Plan was built around four national priorities: building the evidence base; building primary prevention capacity; enhancing service delivery; and strengthening justice responses. The review of the First Action Plan confirmed that work over the first three years of the National Plan had laid the foundations for change and provided a platform for work to drive further change. It also highlighted that the work to date was not sufficient to reduce violence against women and their children and that further commitment from all levels of government and non-government stakeholders was required to successfully deliver on the vision of the National Plan.

1.3 The Second Action Plan – Priorities and Actions

The Second Action Plan was launched on 27 June 2014. The development of the Second Action Plan was informed by the review of the First Action Plan. It is built around five priorities and 26 actions as shown on the following page.

Figure 1.2: Second Action Plan Overview



Source: KPMG 2015

1.4 Scope of Evaluation

KPMG's evaluation of the Second Action Plan considers the overall impact of the Plan as an inter-jurisdictional agreement for multilateral implementation including progress and effectiveness of the 26 actions being considered under the Second Action Plan. The evaluation does not consider the effectiveness of particular programs that are in place to address domestic and family violence in each of the jurisdictions.

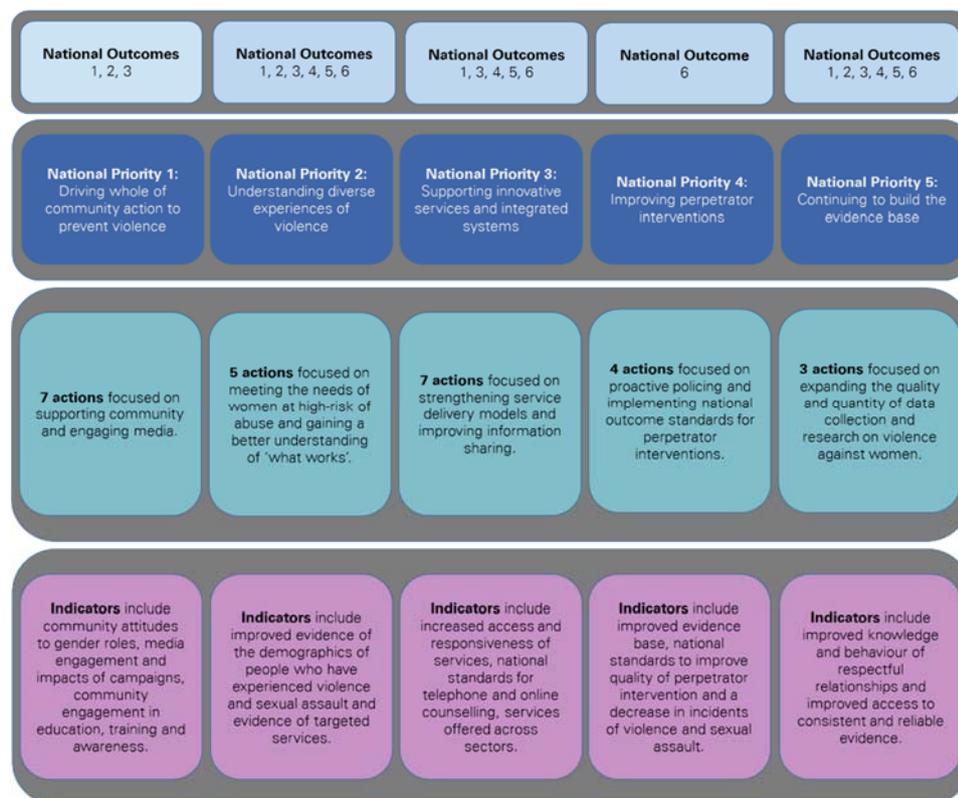
The scope of the evaluation of the Second Action Plan covers four main aspects:

- evaluation of the work undertaken by governments against the five priorities and the 26 actions that are outlined in the Second Action Plan;
- review of the extent to which National Plan flagship programs have contributed to the improvement of service responses for women who have experienced violence and in building the evidence base;
- measurement of the contribution of the Second Action Plan in progressing the six National Outcomes of the National Plan; and
- identification of emerging issues and areas requiring increased focus in the Third Action Plan.

The evaluation considers a range of work being done across all jurisdictions to improve resources, support and service responses offered to victims and perpetrators of violence, in an effort to reduce violence against women and their children. The evaluation considered work being done by both government and NGOs and sought to gather feedback on the effectiveness of services offered across sectors including education, community services, social work, justice and policing.

The figure below (Figure 1.3) shows the relationship between the national outcomes and the work progressed under the Second Action Plan. A high level evaluation framework was developed to assess the effectiveness of the 26 actions and five priorities contained in the Second Action Plan against the six national outcomes.

Figure 1.3: Outcomes Hierarchy



Source: KPMG 2015

1.5 Evaluation Method

The evaluation of the Second Action Plan provides a process evaluation of the 26 action items outlined in the Second Action Plan, against the five national priorities. To determine the completeness of the 26 action items, the evaluation has considered what governments committed to deliver under the Second Action Plan, and then assessed this against what was actually delivered across jurisdictions between 2014 and 2016.

The evaluation draws largely on desktop research of government and non-government programs in each state and territory, existing research and evaluations already undertaken, for example evaluations of 'The Line' and the *Respectful Relationships Program Evaluation* which considered a number of educational programs aimed at changing attitudes to violence and relationships with women.^{5,6} Program stocktakes provided by each jurisdiction were also taken into account (refer to Appendix 1 for list of programs). This approach enabled an independent assessment of the progress made by both Commonwealth, state and territory governments in addressing the five national priority areas of the Second Action Plan.

To assess the effectiveness of the Second Action Plan in reducing violence against women and their children, and the contribution the Second Action Plan has made to the Nation Plan, the evaluation has relied largely on advice from stakeholders gathered through workshops and surveys across all jurisdictions. The stakeholders consulted included service providers, community interest groups, advocacy organisations, policy and program managers, statisticians and researchers (refer to Appendix 2 for the consultation method).

⁵ Institute of Social Science Research, University of Queensland, [Respectful Relationships Program Evaluation](#), 2014, Last accessed 19 May 2016

⁶ Our Watch, [The Line Campaign Evaluation – Wave 1 Report](#), 2016, Last accessed 19 May 2016

To gather advice from stakeholders, KPMG facilitated eight workshops and conducted a series of interviews with both government and non-government stakeholders. Appendix 3 provides a full list of the stakeholders consulted.

The workshops and interviews sought the views of stakeholders around progress with the five priorities and 26 actions. Areas of focus for the interviews with government stakeholders included:

- alignment with state priorities and actions with the Second Action Plan and the National Plan;
- advantages of adopting a national approach to dealing with violence against women and their children;
- progress with specific initiatives being undertaken at the jurisdictional level including what's working well and what's not working well;
- barriers to making progress on initiatives that have been identified;
- the contribution of the second Action Plan initiatives to the broader outcomes in the National Plan; and
- opportunities for improvement.

Areas of focus for the workshops and interviews with non-government stakeholders included:

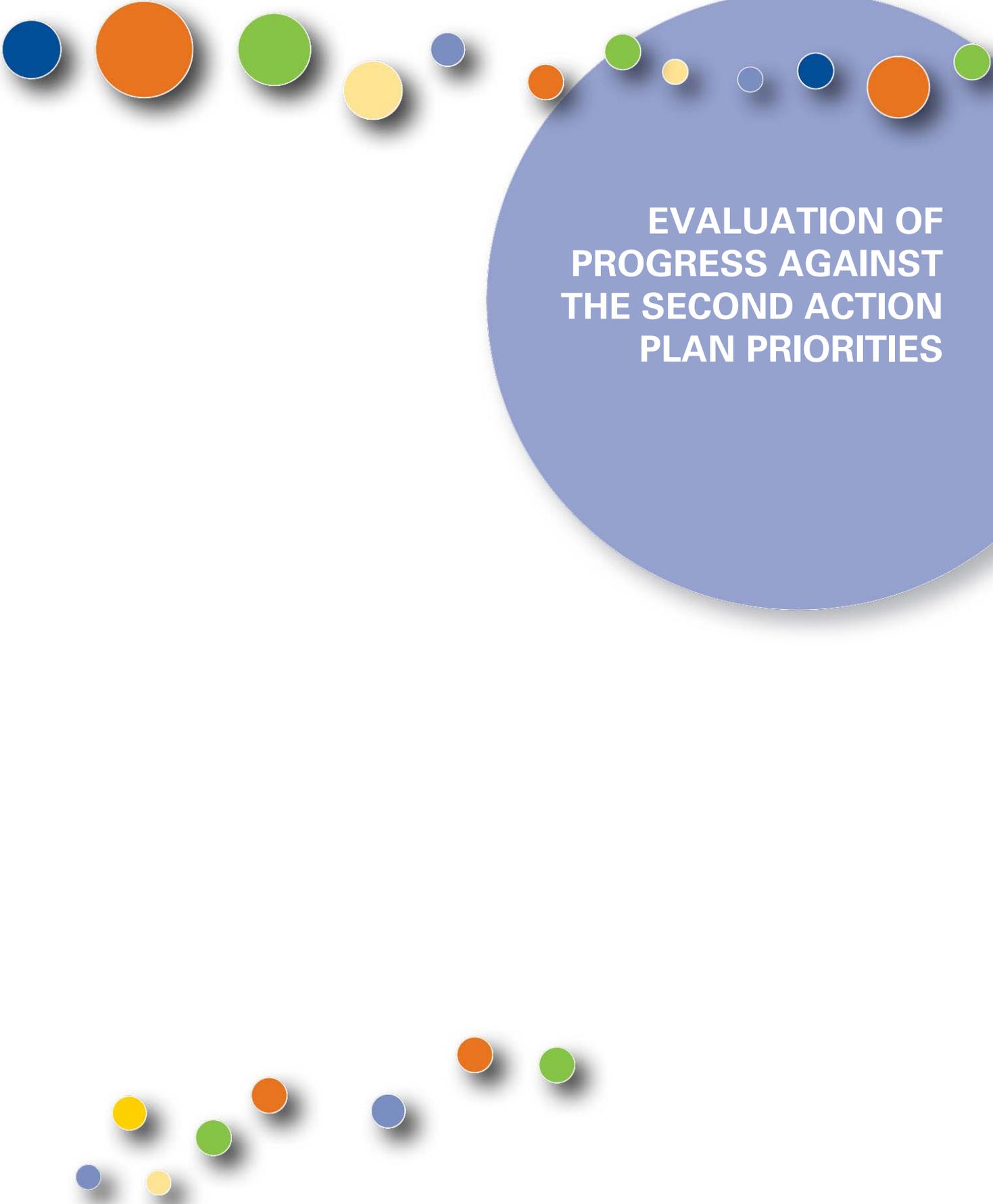
- progress towards partnerships and networks that have been formed and/or strengthened within and across jurisdictions;
- extent of development and incorporation of gender and social equality initiatives, and service improvements that have been realised for high risk groups;
- extent to which initiatives focus on primary prevention, Respectful Relationships and other front end solutions;
- engagement of an increasing number of sectors, groups and communities; and
- accessibility of services (and potential barriers to service access).

An online survey was also administered to service providers between November and December 2015. The survey had a response rate of 44 per cent with 136 completed responses. The questions in this survey sought to elicit the sector's views on the effectiveness of each action item in the Second Action Plan and to identify areas for improvement in the Third Action Plan. A full list of the survey questions is provided in Appendix 3.

A key part of the Second Action Plan is raising community awareness through social media and other community engagement strategies. KPMG conducted a social media analysis to complement the stakeholder consultation and research undertaken in assessing the effectiveness of the Second Action Plan.

In assessing the social media discourse with respect to violence against women, a team of specialists within KPMG ran a social media diagnostic to:

- analyse the social media programs for the flagship programs including Our Watch and The Line;
- analyse the social media activity by people who have come in to contact with the media campaign; and
- map out the key influences and participants within the social media discussion about domestic violence.



**EVALUATION OF
PROGRESS AGAINST
THE SECOND ACTION
PLAN PRIORITIES**

2. Progress and Effectiveness of Second Action Plan priorities and actions

This section of the report provides an evaluation of the progress made and effectiveness of the five priorities and 26 actions in the Second Action Plan. The following key has been developed to assess progress under the Plan and to provide a visual depiction of the status of each of the 26 actions.

	Complete – action completed and implemented by all jurisdictions
	Mostly complete – action implemented in most jurisdictions
	Partially complete – action underway and completed across some jurisdictions
	Partially complete – action underway and completed across a few jurisdictions
	Incomplete – action not fully progressed across most jurisdictions

The effectiveness of the 26 actions were then evaluated based primarily on feedback from stakeholder consultations and the results of the online survey administered between December 2015 and January 2016. Bar graphs are provided to indicate the relative effectiveness of each action.

The evidence base for the National Plan is discussed in section 3, followed by an evaluation of the flagship programs (section 4) and an evaluation of the contribution of the Second Action Plan against the National Outcomes (section 5).

2.1 Priority 1 – Driving whole of community action to prevent violence

The National Plan aims to prevent violence by raising awareness, engaging communities and building respectful relationships for the next generation. To achieve this, the Second Action Plan set out to create linkages with civil society and other relevant groups in order to incite community leaders and social peers to take ownership and action on the issue of violence against women and their children

Priority 1 of the Second Action Plan is to drive whole of community action to prevent violence. The actions underpinning this priority included:

- supporting communities;
- improving media engagement;
- promoting gender equality;
- supporting young people;
- strengthening respectful relationships programs;
- incorporating respectful relationships education in the national curriculum; and
- enhancing online safety.

Action 1

Support communities to prevent, respond to and speak out against violence, through local government, businesses, community and sporting groups, schools and key institutions.

Intention and Government Commitment

Action 1 was intended to expand the work of Our Watch in order to drive cultural and attitudinal change to prevent violence against women. The Australian Government's commitments under this action focused on supporting Our Watch to do this work and aimed to:

- involve more people across the Australian community in reducing violence against women;
- build community leadership; and
- bring together and support good practice primary prevention work.

Under this action, Our Watch in collaboration with the Victorian Health Promotion Foundation (VicHealth) and ANROWS, committed to develop and release a national framework that would "further focus understanding of the evidence base, build increased awareness of the causal factors, and guide next generation practice".⁷ This framework was to be based on the VicHealth Framework: *Preventing violence before it occurs*. Building on this framework, the national framework was designed to guide prevention policy and practice on a national scale.

In addition to supporting Our Watch, the Australian Government committed to continuing to support community and sporting groups, business groups, local governments, schools and other institutions to deliver primary prevention work occurring at a local level.

Completeness of Action 1

Action 1 completeness



Action 1 was completed with the Australian Government and all state and territory governments announcing new initiatives to raise awareness and advocate on behalf of victims of violence between 2013 and 2016. In addition to the new program and funding announced over the past few years, a range of support services were available prior to the Second Action Plan and the National Plan, particularly in adjacent sectors such as

specific crisis accommodation, shelters and more established services in major cities. Key developments under the National Plan include government led initiatives or programs, which have seen every state and territory contribute a new strategy, legislation, regulation or program to support communities with preventing, responding to and speaking out against violence during the Second Action Plan. The type of service delivered to raise community awareness about violence against women varies from one jurisdiction to another.

The actions instituted by states and territories under Action 1 of the Second Action Plan are summarised below.

Australian Government

The Australian Government continued funding Our Watch to deliver on a number of commitments under this action item. Our Watch was established by the Commonwealth and Victorian Governments in 2013. Our Watch deliverables for Action 1 include: development of *Change the story: A shared framework for the primary prevention of violence* which was

⁷ Department of Social Services, *Second Action Plan to reduce violence against women and their children 2013-2016*, p 17

developed in collaboration with VicHealth and ANROWS; delivery of The Line campaign aimed at engaging young people in discussion about healthy and respectful relationships; and a sports engagement program. While the development of Change the Story was funded by Our Watch from existing resources, the Australian Government provided Our Watch with funding to deliver The Line campaign and sports engagement program.

In addition to these activities delivered by Our Watch, the Australian Government facilitated discussion about how to reduce violence against women through the COAG advisory panel on reducing violence against women. The Australian Government also supported the No More public education campaign in the NT and Violence Against Women Collaborations in SA as well as working with the Victorian (VIC) Government to develop the National Framework for Creating Safe Environments for Children.

The Australian Government has also been working with states and territories on a \$30 million national primary prevention campaign to reduce violence against women and their children. The campaign was launched on 20 April 2016 and focuses on how adults can positively influence the attitudes of children and young people towards respectful relationships and gender inequality.

Australian Capital Territory Government

The ACT Government committed \$300,000 to tackle family violence. This funding was used to develop a domestic violence data framework (\$100,000), provide grants to enable case management of women's safety (\$100,000) and provide additional funding for the Domestic Violence Prevention Council to expand and progress its activity program (\$100,000) in 2015-16.

In 2015, the ACT Education and Training Directorate provided grant funding of \$2,500 per year per school. The funding is for schools to improve students' social and emotional learning, including building respectful relationships as part of primary prevention. This funding is also available in 2016-17.

The Women's Safety Grants Program advances the objectives of the ACT Prevention of Violence against Women and Children Strategies 2011-2017. It supports projects and activities that help women and children stay safe, ensures diverse groups of women are supported, and provides early intervention and prevention programs for children and young people.

The grants program is a joint initiative between the Justice and Community Safety Directorate and the Community Services Directorate. In 2015-16, a total of 12 organisations received grants, ranging from \$4,000 to \$80,000.

New South Wales Government

As part of the 2016-2017 Budget, the NSW Government announced the doubling of its investment in specialist domestic violence services and initiatives to more than \$300 million over four years, up from \$148.5 million in the 2015-16 Budget. This is in addition to the funding the government provides each year to combat domestic and family violence through mainstream services in justice, police, health, child protection, social housing and homelessness services. Key elements of the NSW Government's initiatives in relation to victims' support and recovery include:

- \$100 million over four years through the Start Safely housing program;
- \$53 million over four years to expand Safer Pathway across NSW, with 21 new sites to commence and two existing sites to expand in 2016-2017, in addition to the six locations where it currently operates;

- \$40 million over four years for the Women’s Domestic Violence Court Advocacy Program, so that victims continue to receive comprehensive support through the justice system and to meet growing demand resulting from Police referrals;
- \$25 million over four years in the Staying Home Leaving Violence program;
- \$20 million over four years for an Innovation Fund for prevention, early intervention and crisis responses that support DFV services and refugees; and
- \$13 million over four years to improve risk assessment and services for male victims such as gay men, or fathers and sons suffering family violence, through expert NGO support.

Furthermore, the NSW Government’s initiatives in relation to perpetrator accountability include:

- \$22 million over four years to roll out Police High Risk Offender Teams;
- \$15 million over four years for community-based perpetrator programs led by non-government organisations;
- \$2.9 million over four years to trial GPS tracking of offenders to improve victim safety; and
- \$1.8 million over two years to trial initiatives to reduce Apprehended Domestic Violence Order (ADVO) breaches, including putting ADVOs into plain English.

Over the period of the Second Action Plan, the NSW Government provided funding for local community projects through the local Domestic and Family Violence Committee Grants. These annual grants of up to \$1,000 were made available for Local Domestic and Family Violence Committees across NSW to raise awareness and reinforce messages about positive behaviours and social norms rejecting violence against women as well as increase awareness in the local community of domestic and family violence services and assistance available.

The Tackling Violence Program is a domestic violence education and prevention program that uses rugby league as a vehicle to change attitudes and behaviours to domestic violence. In 2015, approximately 1,130 men signed the code of conduct. Player surveys in 2015 found participating players identified the Tackling Violence program as the trigger for discussion of domestic violence in families and communities for the first time in their lives. In 2016, 21 regional rugby league clubs and two metropolitan clubs will participate in the program.

In April 2016, the Minister for the Prevention of Domestic Violence and Sexual Assault launched a new video resource for the program. *Lana’s Warriors*, a documentary film, tells an Aboriginal family’s domestic violence homicide story and the lasting impact this crime has had on the family. *Lana’s Warriors* will be used in education workshops with rugby league clubs across regional NSW as a tool for facilitating safe discussions around domestic and family violence.

Through the It Stops Here prevention initiative the NSW Government provided \$526,000 to fund four new domestic and family violence prevention projects. These projects will be provided by four NGOs and engage different population groups in education, community development and campaign activities.

Northern Territory Government

The NT Government implemented *Step Forward*, an information program aimed at educating the NT community about sexual violence. The NT Government also implemented a territory wide *Domestic and Family Violence Reduction Strategy 2014-17: Safety is Everyone’s Right*; provided funding for Women’s Shelters and funded other local community groups to raise awareness and provide services. The NT Government worked with Our Watch to ensure that Aboriginal and Torres Strait Islander women and their children from remote regions are a part

of Our Watch's strategic direction and also conducted a review of the *Domestic and Family Violence Act* to ensure that the Act provides for the protection of people in a domestic or family relationship against violence. NT stakeholders also identified a number of grassroots advocacy programs which have often been delivered since before the National Plan, noting that the volume of programs had increased significantly in recent years.

The NT Government adopted a key strategy to engage and empower Aboriginal and Torres Strait Islander male leaders in domestic and family violence prevention. Through the Office of Men's Policy, the NT Government supported a number of primary prevention projects targeted at men and provided over \$400,000 for Aboriginal and Torres Strait Islander men's leadership grants including sponsorship of the 'NO MORE' campaign – a public education campaign featuring TV commercials, signage at sporting venues, vehicle wraps and online promotion.

The NT Government continued to fund the Indigenous Male Advisory Council (IMAC) to host forums for Aboriginal and Torres Strait Islander men from across the NT to develop culturally acceptable solutions to reduce family violence, and make recommendations to government. The IMAC successfully lobbied to support the 'Mutitjulu Youth Domestic and Family Violence Prevention' project which incorporated song writing, art and dance workshops themed on RESPECT, community concerts and a performance by children at the Yulara Resort Variety Concert which was broadcast live on CAAMA to 500,000 listeners.

In 2015, the NT Government established a new ministerial award category for sporting organisations that have demonstrated ongoing commitment to raising awareness of family violence and actively taken steps to prevent family violence from occurring with the sporting club, its players, fans and staff. The 'Action Against Violence Award' targets men and their families through their interests in sport, and invites men to be agents of social change in challenging the use of domestic and family violence, using changes in socio-cultural attitudes to strengthen the message that family violence is not acceptable by the social standards of the community.

In 2015, the NT Government announced a funding allocation of \$1.2 million to launch a Neighbourhood Activity Centre (NAC) at Sanderson Middle School headlined by ambassadors from the National Rugby League Parramatta Eels. The NAC is a whole of community initiative to encourage greater community engagement through the facilitation of community projects and leadership programs.

Queensland Government

In the 2016-17 budget, the Queensland government elevated its commitment to safeguard Queenslanders from violence and abuse with an almost \$200 million whole-of-government investment package. Key elements of the Department of Communities, Child Safety and Disability Services allocation are outlined below.

- \$24.2 million over four years to rollout seven High Risk Teams (HRTs) and expand the Logan/Beenleigh HRT as part of an integrated service response, to prioritise victims and their safety;
- \$10.3 million over four years for rollout of perpetrator intervention services as part of the Government's commitment to achieve state-wide services within three years;
- \$9.3 million over three years for a communication and engagement program to help change attitudes and behaviours of Queenslanders towards domestic and family violence;
- \$11.0 million over four years for new Information and Communication Technology solutions to support the Government's commitments to an integrated service response and provide additional communication resources;

- \$43.1 million over four years for new and enhanced specialist and generalist services to address service gaps including counselling services, sexual assault services, a 'step-down' women's health service and services for Aboriginal and Torres Strait Islander people, with the bulk of funding being released during the out-years; and
- \$40.4 million over four years to rollout specialist domestic and family violence courts, building on learnings from the specialist court trial at Southport.

The QLD Government implemented the state-wide Domestic and Family Violence Prevention Strategy 2016-2026 (the Strategy) which lays the foundations and building blocks for a QLD free from domestic and family violence. It is aligned with and supports the National Plan. The 10-year Strategy will be supported by four action plans. These action plans will provide a blueprint to guide government and the community to help realise the objectives of the Strategy and achieve the vision of a QLD free from domestic and family violence. The First Action Plan of the Domestic and Family Violence Prevention Strategy 2015-16 is underway. The QLD Government delivered the 2015 Trust Your Instincts campaign, during Domestic and Family Violence Prevention Month, which included an annual grants program to community organisations to hold local awareness raising activities.

Consultations with stakeholders in QLD revealed a number of region-specific advocacy initiatives, particularly in Aboriginal and Torres Strait Islander community groups, working together to raise awareness. A range of programs which fit under Priority 1 of the Second Action Plan were identified in Toowoomba, Mornington Island and Palm Island. These programs grew out of a community identification of violence against women as local social issue and collective motivation to address the problem rather than being specifically linked to the Second Action Plan.

South Australian Government

The SA Government has developed domestic violence workplace policies in all SA Government Departments and all SA Government departments will obtain White Ribbon Workplace accreditation to build upon the domestic violence workplace policies. To date, eleven departments have attained accreditation.

The SA Government committed additional funding in the 2016-17 Budget to provide funding for a range of initiatives including the introduction of a national system for SA Police to share information on domestic violence orders within and across jurisdictions as part of the National Domestic Violence Order Scheme (\$1.3 million). SA is also focusing on the recruitment of additional police officers and support initiatives to ensure more sworn police officers provide front line services focussed on critical and emerging crimes such as domestic violence, cyber-crime and counter terrorism.

Additionally, the SA Government has supported the implementation of Violence against Women Collaborations. These Collaborations aim to build partnerships between agencies that respond to violence against women and identify gaps in service provision to improve strategic responses to women and children experiencing domestic and Aboriginal family violence and/or sexual assault. The goal is to build community capacity to prevent and reduce the incidence of violence against women in local regions by working to create cultural and attitudinal change within community by addressing the underlying causes of the violence.

Tasmanian Government

The TAS Government supports community organisations and individuals to speak out about violence against women and family violence. For White Ribbon Day 2015, school groups, community organisations, services and individuals joined the Minister for Women, the

Honourable Jacqui Petrusma MP and TAS State Service leaders in a walk to Parliament House in Hobart, where everyone joined in a united swearing of the White Ribbon Oath.

The TAS Government operates the Family Violence Counselling and Support Service for children, young people and adults affected by family violence. Consultations with stakeholders also highlighted some locally developed advocacy programs such as the in Burnie City Council in Tasmania which is placing stickers on all rubbish trucks that say "violence against women is rubbish". A local removalist company has also added White Ribbon Australia's campaign stickers, and domestic violence awareness slogans, to their removalist vans.

The TAS Government has also joined Our Watch and has actively contributed to the National Campaign *Stop It At The Start*. From 2017, respectful relationships education programs will be delivered in all TAS Government schools from Kindergarten to Year 12.

Victorian Government

The VIC Government 2015-16 State Budget delivered an \$81.3 million package, over five years, to prevent violence against women and children, respond to family violence and strengthen perpetrator accountability. There was further funding of \$50,000 for the Women's Health Association of Victoria to help prevent family violence.

In November 2015, the inaugural Victoria Against Violence campaign was launched to engage and educate the wider community about the connection between family violence and gender inequality. The Our Watch Respectful Relationship Education in Schools (RREis) project was also launched in 2015 and worked with 19 schools to implement a holistic approach to promote a culture of equality and respect among students, teachers and school communities.

The VIC Government has provided continuous funding to Our Watch and has worked closely with them to deliver prevention projects to share knowledge and experience, as well as developing the Victorian Workplace Equality and Respect Project, which builds on and complement existing initiatives to produce an evidence based model and standards for key workplace actions and activities to prevent violence against women.

The VIC Government also reviewed the Indigenous Family Violence Strategy in 2015. As part of this Strategy, 11 Indigenous Family Violence Regional Action Groups are operating across Victoria to implement community-led responses that educate, prevent, respond to and reduce family violence in Aboriginal communities.

The 2016-17 Victorian State Budget included a record \$572 million investment to prevent and respond to family violence. This includes: \$61.6 million over two years being invested in targeted prevention of family violence activity and to increase the equality of Victorian women and girls, \$500 million for key services to support people experiencing family violence and to hold perpetrators to account and \$10.4 million investment for workforce development and other essential infrastructure to support family violence reform, including an independent Implementation Monitor.

Western Australian Government

The WA Government continues to support a range of initiatives to address violence against women. In the 2016-2017 WA Budget, this includes increased funding for frontline services to support and accommodate women and children.

In 2015, the WA Government launched the Freedom from Fear Action Plan 2015. The Freedom from Fear Action Plan focuses on engaging and responding to perpetrators of family and domestic violence and sets out 20 actions under five priority areas: promoting understanding and awareness about family and domestic violence; targeting communities and populations at greatest risk; trialling and evaluating innovative approaches to perpetrator

intervention; promoting consistent quality practice in engaging and responding to men who use violence; and increasing the capacity and authority of the service system to stop perpetrators of family and domestic violence when they are identified.

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Across states and territories – including non-government services

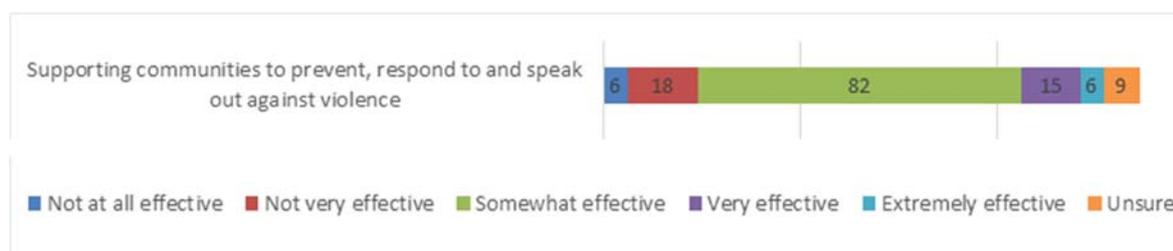
Consultations with stakeholders indicated that support services offered to victims of violence tend to be concentrated in major cities. Many support services also provide outreach services for people living outside the immediate region of the service, particularly in rural and regional communities.

Advocacy services are usually online and/or nationally based and are often focused on larger areas. There were many advocacy groups in existence prior to the National Plan but the establishment of Our Watch is a significant new development under the Second Action Plan for the primary prevention of violence against women and their children. Our Watch delivered several programs under Action 1 of the Second Action Plan with many aimed at preventing and responding to violence against women and children in a range of settings such as hospitals, sporting societies and clubs, school and CALD communities. Many stakeholders noted the increase in community driven advocacy programs but found it difficult to attribute the increase in advocacy programs directly to the Second Action Plan, the “Rosie Batty effect” or programs such as Our Watch. Instead, they thought that local awareness of a significant social issue was more likely to be the impetus for action.

“There is a lot of good work going on in local communities that need a solid framework to be linked into, and local efforts resourced.” – Survey respondent

Effectiveness of Action 1

Action 1 was considered to be effective in achieving Priority 1 with 60 per cent of the 136 respondents to the online survey indicating that Action 1 was somewhat effective and a further 15 per cent indicating that Action 1 was very effective or extremely effective in driving whole of community action to prevent violence.



Our Watch, one of the flagship programs established under the National Plan, was heavily involved in delivering activities under Action 1 and a number of other strategies aimed at driving cultural and attitudinal change.

Our Watch and The Line were seen as instrumental in changing attitudes especially among young people and driving the necessary cultural change across communities. However, a

number of stakeholders also indicated that community or local government driven programs were also comparatively more effective than national programs in some areas. This is thought to be due to community familiarity with service providers and facilitators and local recognition of the problem.



National Case Study - Sports Engagement Program

Our Watch was granted funding to oversee the National Sporting Organisations Initiative, the first component of the Our Watch Sports Engagement Program. The program provides funding (\$250,000) to four sporting codes, Australian Football League, National Rugby League, Netball Australia and Australian Rugby Union over four years to facilitate violence prevention activities in the sporting community and embed gender equality and respectful relationships into their networks and communities.



State Case Study - NSW Local Domestic and Family Violence Committee Grants

The NSW Government provided \$526,000 to fund the *It Stops Here* prevention initiative which includes four new domestic and family violence prevention projects. These projects aim to address the known social drivers of gender inequality in order to effectively reduce violence against women. The *It Stops Here* initiative includes strategies that will increase the representation of women on NSW Government appointed boards and committees; increase gender equality in the workforce as well as in voluntary and unpaid work; increase the number of women working in non-traditional trades which are high-demand, well-paid jobs usually performed by men; fund a number of violence prevention research studies and deliver Local Domestic and Family Violence grants to fund a range of awareness activities .



State Case Study - Victoria Against Violence Funding

As part of the campaign *Victoria against Violence*, the VIC Government provided the following grants: \$105,000 to Domestic Violence Victoria for the Valuing Women's Voices on a violence film and writing project; \$50,000 to the Women's Health Association of Victoria to deliver local events; and \$65,000 (comprised of \$5,000 each) to the 13 Regional Integration Committees to deliver local events.

Action 2

Improve media engagement on violence against women and their children, and the representation of women experiencing violence, at a national and local level.

Intention and Government commitment

Action 2 aimed to develop a national approach for engaging positively with the media around violence against women. To complete Action 2, the Australian Government committed to funding Our Watch to deliver the following:

- establish a national media awards scheme, building on the VIC Ending Violence against Women Awards (EVAs), to recognise journalism that contributes to a deeper understanding of violence against women, its drivers and prevention;
- develop training materials to support future and practising journalists to accurately and appropriately report on domestic and family violence;
- develop a national website and resources for the media; and
- develop training materials to support survivors to feel safe and confident in sharing their experiences and engaging with the media.⁸

To support and inform these initiatives, Our Watch was also required to:

- develop a national toolkit for engaging the media in the prevention of violence against women;
- deliver formative research to build an evidence base around media representations of violence against women; and
- form a Media Advisory Board of industry experts to provide advice and feedback over the course of the project.

The Second Action Plan stated that “states and territories will continue to work with the media at a local level to enhance media engagement around violence against women and their children.”⁹

Completeness of Action 2

Action 2 completeness



Action 2 was mostly complete with the Australian Government and five state and territory governments undertaking work aimed at improving media engagement around the issue of violence against women.

Activities delivered in each jurisdiction for Action 2 are summarised below.

Australian Government

The Australian Government funded Our Watch to deliver the National Media Engagement Project aimed at improving media reporting of violence against women and their children and raising awareness of the impacts of gender stereotyping and inequality. Under this project, Our Watch:

- launched the Our Watch Awards for excellence in reporting on violence against women;
- developed and published guides on its website to improve media reporting on sexual violence, domestic violence, child sexual abuse and family violence in Aboriginal and Torres Strait Islander communities;

⁸ Second Action Plan 2013-2016, Moving Ahead, 2013

⁹ Second Action Plan 2013-2016, Moving Ahead, 2013

- developed and piloted training materials to support students and practising journalists in accurately reporting on domestic and family violence; and
- developed a training package to help survivors of domestic and family violence to become effective media advocates.

These initiatives were supported and informed by the development of a national toolkit for engaging the media in the prevention of violence against women launched on the Our Watch website in November 2015; formative research to develop an evidence base around media representations of violence completed by ANROWS, and jointly funded by Our Watch, published in June 2016; and a Media Advisory Board established to provide advice to Our Watch over the duration of the project.

The national campaign, *Stop it at the Start*, aims to help break the cycle of violence by encouraging adults to reflect on their attitudes, and have conversations about respect with young people. The Department of Social Services has been commended by some National Plan Partners, for the consultation and developmental research undertaken to inform the national campaign, which included an assessment of community awareness of and support for stopping violence against women and the attitudinal barriers to achieving this change.¹⁰

Australian Capital Territory Government

The ACT Government provided funding to the Women's Centre for Health Matters to develop Guides for the ACT Media – Reporting on Violence against Women and their children in the ACT. The ACT Government also funded the Women's Centre for Health Matters, in partnership with the Canberra Rape Crisis, to deliver online media campaigns about sexual violence and respectful behaviours. NGOs were also funded to deliver online media campaigns about sexual violence and respectful behaviours.

The 2016 Violence Prevention Awards were held on 29 June 2016. The theme was 'Canberra unites to prevent violence against women and children'. The awards recognised contributions to best practice in partnerships, innovations and activities, which create awareness of gender-based violence and/or work to prevent violence and sexual assault against women and children in the ACT. The award categories were: Media, Sports, Private sector, Community sector, and/or Education.

South Australian Government

The South Australian Government and specialist women's domestic violence services continue to work with the media to improve reporting on domestic and family violence. Lauren Novak and Sheradyn Holderhead were awarded the 2016 Our Watch Gold Award for their reporting on the extent of domestic violence in South Australia, which also won Best Journalism Campaign.

Tasmanian Government

The TAS Government promotes the Our Watch media guides. All TAS Government media releases concerning violence against women include a tagline which identifies where people can seek assistance and further information.

The TAS Government has supported The Mercury's *Man Up!* Campaign, to stop family violence in TAS.

¹⁰ Department of Social Services commissioned report: Reducing violence against women and their children, Research informing the development of a national campaign, November 2015

Victorian Government

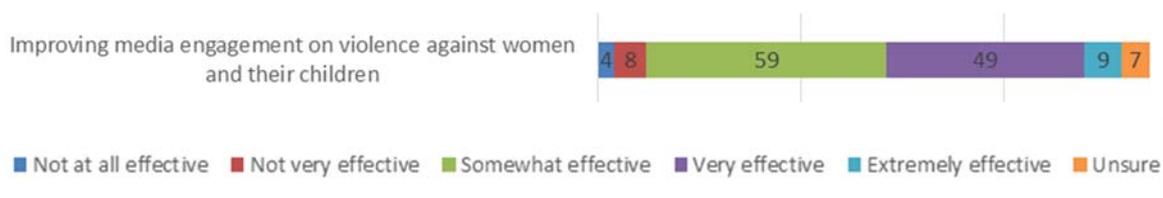
The VIC Government initiated the EVAs Media Awards (Eliminating Violence Against Women Media Awards) in 2008 which honours journalists for excellence in the reporting of violence against women, as well as celebrating news media contributions to the prevention of violence against women. As a result of its success, the Australian Government recognised the need for a national awards event to share this important work and expand it across the country. The EVAs ran for the last time in 2013 and the Our Watch Awards, administered by the Walkleys Foundation, commenced in September 2015 to meet this need. The *Working with News and Social Media to Prevent Violence against Women and their Children: A Strategic Framework for Victoria* was also implemented, which supports the prevention of violence against women through working with news and social media to ensure that the community receives accurate information about violence against women.

Western Australian Government

The WA Government developed and implemented media guidelines for reporting on domestic and family violence in order to support accurate and responsible reporting of family and domestic violence.

Effectiveness of Action 2

The majority of service providers who participated in the KPMG survey reported that improving media engagement on violence against women and their children was somewhat effective (43 per cent), very effective (36 per cent) or extremely effective (7 per cent) for achieving Priority 1.



Consultations with stakeholders also indicated that most felt that media reporting on the issue of violence against women and children had improved. However, a number of service providers revealed a degree of frustration, particularly in the way that media reporting tends to polarise the complex and multifaceted issue of violence against women and their children. The success of some programs is also lost in 'the distractedness of the media' through focusing on homicides and extreme cases only. A number of stakeholders were still concerned that media reporting on the issue tended to focus on the sensational details of high profile homicides of women and children.

Consultations also indicated that stakeholders were disappointed with the media reporting on domestic violence which continues to focus on the most overt, typically fatal, forms of family violence without addressing the more commonplace forms. This may lead to persisting attitudes about 'lighter' or non-physical forms of family violence not being an issue.

"...TV or Media (PSA) adverts that the wider public or CALD communities could relate to....Narrative - some Real Stories by individuals that the public could see...help raise the awareness of this pivotal issue." -Survey respondent

Stakeholders pointed out that some of the most notable media-driven campaigns against domestic violence have emerged from tragic fatalities and that the more subversive types of violence were still not well understood – for example the Courier Mail has dedicated more than a dozen front page stories to the death of Allison Baden-Clay, often linking the issue with domestic violence campaigns. However, forms of violence such as controlling a woman's access to friends and family, emotional bullying and violence in non-intimate relationships

such as in institutional care are still largely excluded from media reporting. Similarly, some media coverage and commentary continue to present the idea that family violence is a uniquely low socio-economic issue.

When the improvements in media engagement were measured as a part of the Plan, ANROWS found that online and social media interactions have not been addressed as extensively as televised media. ANROWS concluded that the interaction between social/online media and family violence should be researched more thoroughly.¹¹

An ANROWS report, jointly funded by Our Watch, Media Representations of Violence against Women and Their Children, found that, among other findings, “the media frequently mirrors society’s confusion and ambivalence about violence against women”.¹² It also highlights that understanding the underlying production processes for news media (how and what stories are selected, and why they are presented in particular ways) will be critical in changing the prevalence of sensationalised, unrepresentative reports on family violence.



National Case Study - Our Watch awards

Administered by the Walkley Foundation, the Our Watch Awards were launched on 3 June 2015 following the success of the Eliminating Violence Against Women (EVA) Media Awards which were initiated by Domestic Violence Victoria. The Our Watch Awards reward and recognise excellence in journalism that contributes to a deeper understanding of violence against women, its causes and prevention.



State Case Study – Guides for the ACT Media - Reporting on Violence against Women and their children in the ACT

The ACT Government developed a set of guidelines under the National Plan that provide practical resources for media in the ACT, providing information and advice to help them gain understanding about domestic violence, sexual violence, child sexual assault and Aboriginal and Torres Strait Islander family violence.

Action 3

Take the next step to reduce violence against women and their children by promoting gender equality across a range of spheres, including women’s economic independence and leadership.

Action 3 aimed to advance gender equality as a means of preventing violence in the first place. This reflects the research which indicates that building greater equality and respect between men and women can reduce the development of attitudes that support or justify violence.¹³

Intention and Government commitment

In the Second Action Plan, the Australian Government committed to promoting gender equality through:

- national schemes to improve women’s economic independence, such as paid parental leave and access to child care;

¹¹ ANROWS, [Media representations of violence against women and their children: State of knowledge paper](#), November 2015.

¹² ANROWS, [Media representations of violence against women and their children: State of knowledge paper](#), November 2015.

¹³ Department of Social Services, National Plan to reduce violence against women and their children 2010-2022, p 15

- national and local efforts to support women’s leadership in government, business and the community; and
- male champions and leaders speaking out against domestic and family violence and sexual assault, and promoting the broader principles of gender equality.¹⁴

Completeness of Action 3

Action 3 completeness



Action 3 was delivered by the Australian Government and some jurisdictions and as such, was considered to be mostly completed. Programs identified as addressing the issue of gender equality in a family violence context for each jurisdiction include:

Australian Government

Within the Australian Government’s specific jurisdiction there was continued research by ANROWS under the Gender Inequality and Primary Prevention Stream and the delivery of *Money Matters*, a money management program to alleviate concerns about economic dependence for women and their children experiencing or at risk of experiencing family violence. The Paid Parental Leave scheme was introduced on 1 January 2011. Under the PPL scheme, eligible working parents can get tax-payer funded pay when they take time off from work to care for a newborn or recently adopted child. The PPL scheme provides two payments – Parental Leave Pay (PLP) and Dad and Partner Pay (DAPP). PLP provides eligible working parents (usually birth mothers) with up to 18 weeks of pay at the rate of the National Minimum Wage. DAPP provides eligible working dads or partners with up to two weeks’ pay at the rate of the National Minimum Wage.

Australian Capital Territory Government

The *ACT Women’s Plan 2010-2015* and the *ACT Prevention of Violence against Women and Children Strategy 2011-2017* have provided the framework to ensure the ACT Government takes action to increase gender equality and to prevent violence against women and children.

The Women’s Plan focussed on improving gender equality, women in leadership and enhancing women and girl’s opportunities to participate in the social and economic community. Achievements under the Plan include 48% of appointments to ACT Boards and Committees being female, with 46% of the highest paid appointments being held by females. Females also make up 51% of chair and deputy chair positions on ACT boards and committees.

The *ACT Women’s Plan 2016-2026* was released in August 2016 after significant consultation across the community. The new plan continues this work with a focus on intersectionality to ensure equality for all women. The First Action Plan under the new Women’s Plan will be released in March 2017.

The ACT Government funded the Women’s Centre for Health Matters to develop *Women’s Money Matters* which provides financial literacy resources to assist vulnerable women in the ACT, particularly those fleeing violence.

New South Wales Government

The NSW Council for Women’s Economic Opportunity (CWEO) meets quarterly to provide specialist advice to the NSW Government on opportunities to enhance women’s economic development, independence and financial security.

¹⁴ Second Action Plan 2013-2016, *Moving Ahead*, 2013

Northern Territory Government

The NT Government developed the *Policy Framework for NT Women* which aims to ensure economic, social and cultural equality between Territory men and women. Economic security was identified as a key area for action.

Queensland Government

To address gender inequality in QLD, in March 2016, the QLD Government launched the *QLD Women's Strategy 2016-2021* which provides a framework for government, the private sector and the wider QLD community to take action to achieve gender equality. QLD also held its inaugural QLD Women's Week from 7 to 13 March. By expanding International Women's Day into a week-long, state-wide series of events and activities, this was an opportunity to recognise and celebrate the achievements of QLD women and girls. The theme "*Good for her. Great for Us. When women achieve, Queensland succeeds*", highlighted why gender equality is good for everyone in the community and acknowledged the proven benefits for all when women play an equal role in business, leadership and government.

QLD is also implementing the Women on Boards initiative which has set two targets to increase women's representation on QLD Government boards. The targets are:

- 50% of all new board appointees to QLD Government bodies will be women; and
- 50% representation of women on QLD Government bodies by 2020.

South Australian Government

The SA Government provided funding to support the Zahra Foundation which aims to assist women who have been threatened and abused by empowering victims to break the cycle of violence and achieve economic independence.

In March 2016, the SA Government launched *Investing in Women's Futures: SA's Women's Economic Empowerment Blueprint*. The Blueprint directly acknowledges the critical link between financial independence and women's increased vulnerability to violence and outlines existing and new initiatives to support women's economic wellbeing across their lifetime.

The Chiefs for Gender Equity continue to work as a group of senior business leaders from prominent South Australian companies committed to progressing sustainable change within their own organisations and to increase the participation of women at the highest levels of industry. The Chiefs for Gender Equity are supported by the Equal Opportunity Commissioner of South Australia and aim to educate and encourage other SA businesses to better address gender equity issues in the workplace.

Tasmanian Government

The TAS Government is committed to addressing the underlying factors which create and maintain gender inequality and empowering and enabling women and girls to reach their full potential. The *Tasmanian Women's Plan 2013-2018* (the Tasmanian Women's Plan) aims for equality for all women and girls and their full participation in the economic, social, political and community life of TAS. In recognition of the gender inequality that women and girls may experience in all spheres of their lives, the Tasmanian Women's Plan addresses six priority areas; economic security; education and training; health and wellbeing; housing and homelessness; leadership and community participation; and safety and justice.

A key initiative of the Tasmanian Women's Plan is the *Women on Boards Strategy 2015-2020* (the Strategy), which aims to address the gender imbalance of government board membership, with a target of 50 per cent representation of women across TAS Government boards and committees by July 2020.

The Tasmanian Government is also supporting women in leadership by providing scholarships for women to develop their leadership skills through the Australian Institute of Company Directors.

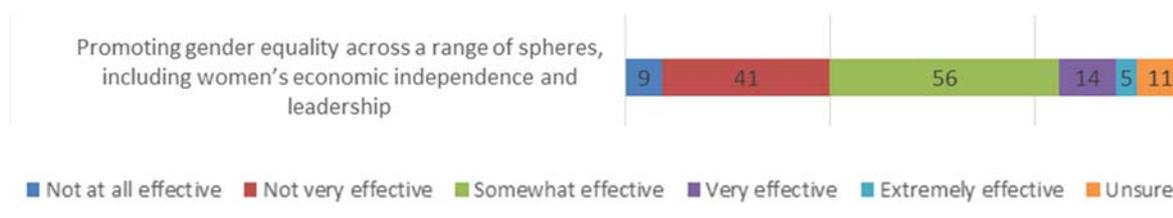
Victorian Government

The VIC Government launched a Consultation Paper in November 2015 for input into Victoria’s first ever Gender Equality Strategy that will be released in late 2016. The VIC Government received over 200 submissions from individuals and organisations across the community, government and private sector. The Strategy will guide Victoria’s actions and priorities, facilitate partnerships and collaboration and work with the community to achieve the goal of equal social, civic and economic participation for Victorian women.

The VIC Government also announced in March 2015 that no less 50 per cent of all future appointments to paid VIC Government boards and Victorian courts would be women.

Effectiveness of Action 3

Action 3 was considered effective in achieving Priority 1 with 41 per cent of respondents indicating that this action item was somewhat effective, 10 per cent indicating it was very effective and 4 per cent indicating this action was extremely effectively. However, a significant proportion of survey respondents considered this action item to be either not very effective (30 per cent) or not effective at all (7 per cent).



Most of the programs that aimed to address gender equality focused on either providing skills to promote independence for vulnerable women or aimed to generate widespread change across the state/territory. These programs usually started by encouraging greater gender diversity within government and leadership roles, for example the Policy Framework for NT Women. However, programs to advance gender equality in regional and rural areas have remained scarce with little availability of programs with a specific focus on economic empowerment or leadership as a means to address family violence. Initiatives that promote female leadership in particular, within the context of family violence, were found to be less common than initiatives that aim to improve economic independence.

“Programs and initiatives that promote leadership opportunities for women should also have mechanisms in place to specifically target CALD women through marketing and minimum intake numbers representing cultural diversity.” – Survey respondent

The lack of focus on female empowerment as a response to the issue of domestic and family violence was highlighted by stakeholders in all states and territories across both government and non-government interest groups, with the exception of the NT. In regards to Aboriginal and Torres Strait Islander communities, stakeholders in the NT felt that an overt focus on the female experience of domestic and family violence would not be appropriate in these communities where there was a need for a more whole of community focus.



National Case Study - White Ribbon Australia Workplace Accreditation Program

Under the First Action Plan, the Department of Social Services funded White Ribbon Australia to develop a Workplace Accreditation Program. The program offers training to workplaces across Australia on a fee for service basis to increase the knowledge and skills of staff regarding issues of domestic and family violence. It also works to improve the capacity of workplaces to respond and change attitudes and behaviours to violence against women. The program has been undertaken by a number of Government Departments at all levels across the country as well as a range of private and not-for-profit organisations.



State Case Study – Zahra Foundation, SA

Under the National Plan, South Australia’s Central Domestic Violence Service established the Zahra Foundation to assist SA women and their children who are experiencing domestic and family violence to break the cycle of violence through programs which promote economic empowerment.

Action 4

Support young people through The Line campaign and by addressing issues relating to the sexualisation of children.

Action 4 aimed to support and educate young people to build respectful relationships to prevent domestic and family violence and sexual assault in the future.

Intention and Government commitment

The Australian Government committed to continuing funding for The Line social marketing campaign until 2017. The Australian Government also outlined a plan for Our Watch to take responsibility for the delivery and management of The Line from 2014.

Completeness of Action 4

Action 4 completeness



Action 4 was implemented through The Line social marketing campaign. Our Watch assumed responsibility for the delivery of the Line campaign in July 2014. The Line aims to encourage healthy and respectful relationships among young people aged 12 to 20 years. This Action was designed to be implemented on a national level and can be considered fully complete.

Other national programs addressing this Action, all initiated since the National Plan was established, include White Ribbon Australia’s ‘Breaking the Silence in Schools’, and expansions on the respectful relationships education by various service providers.

Consultations with service providers also highlighted a range of programs that are in their first stages in various jurisdictions that will ultimately address this Action. For example, the introduction of respectful relationships education into the Health and Physical Education (HPE) curriculum and teaching university courses and WA’s Youth Say No! website. The inclusion of respectful relationships education in existing curricula and courses has tended to be on an ad hoc basis.

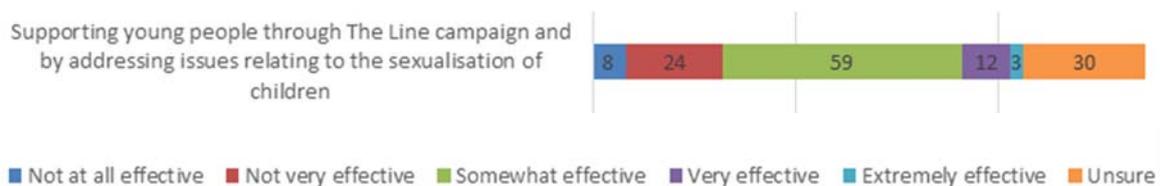
Unlike other actions under Priority 1, Action 4 is one of the only actions that is unlikely to have occurred in any capacity without support from the National Plan although it is noted that QLD

rolled out its respectful relationships education program in response to the recommendations of the QLD Special Taskforce on Domestic and Family Violence.

Effectiveness of Action 4

Action 4 was considered effective in achieving priority 1 with 43 per cent of survey respondents reporting that The Line campaign was somewhat effective for addressing issues relating to the sexualisation of children, and a further 9 per cent of survey respondents indicating that Action 4 was very effective while 2 per cent indicated that Action 4 was extremely effective. Approximately 24 per cent of respondents thought that this action was not at all effective or not very effective.

“People with a disability, especially young people with intellectual and learning disabilities are being left out of these plans. Issues around “cognitive accessibility” are consistently being ignored.” – Survey respondent



KPMG has evaluated The Line as a flagship program of the National Plan (refer Section 4). KPMG’s social media analysis showed that The Line has high engagement on Facebook and Instagram when compared to other comparable entities such as VicHealth and Lifeline. However, The Line’s campaign on Youtube and Google+ are relatively poor at engagement and activity (Google+ account was created but inactive).

“To implement the National Framework for Prevention; “Change the Story” initiative it needs to be resourced and publicised, and introduced to schools and other places where people, particularly young people, meet.” – Survey respondent



National Case Study - The Line

The Line is a national social marketing campaign for young people aged 12-20. Its long-term goal is to prevent violence against women and their children by addressing the underlying factors that contribute to violence against women: gender inequality, violence-supportive and sexist attitudes, and rigid gender roles and stereotypes. This campaign, stakeholder responses to it and an analysis of the social media content is available in Appendix 6.



State Case Study – Online resource “Youth Say No”, WA

The Department of Child Protection and Family Support provides resources and information to young people experiencing family and domestic violence in the home or in a relationship, and includes information about how to support a friend or relative experiencing abuse.

Action 5

Build on the findings of the respectful relationships evaluation, to strengthen the design and delivery of respectful relationship programs, and implement them more broadly.

Action 5 aimed to promote high quality respectful relationships education in schools, homes and communities.

Intention and Government Commitment

The Australian Government committed to working with all state and territory governments “to develop and test a suite of good practice tools and resources to strengthen and support the delivery of high quality respectful relationships education” in school and non-school settings.¹⁵

Completeness of Action 5

Action 5 completeness



A range of respectful relationships education programs are currently being delivered by government and several service providers across states and territories. In March 2016, a Respectful Relationships Education working group was set up (that reports to COAG’s Education Council) to assist in consolidating and extending efforts to address domestic violence through school education. A stocktake and gap analysis of respectful relationships education resources that address domestic violence is currently underway. It focuses on existing resources, programs and approaches being used (or being developed for use) in Australian schools. It will identify gaps in existing resources and lay the groundwork for considering or developing quality resources that can be shared across jurisdictions. Education Services Australia has been engaged to undertake the stocktake and gap analysis and the project is due for completion in mid-December 2016. The results of the stocktake and gap analysis will be used to inform the development and dissemination of resources under the Australian Government’s \$5 million respectful relationships education initiative.

Respectful relationships education broadly aims to address key issues related to violence prevention and gender-based violence for school age children. There is, however, a variation in the extent to which respectful relationships education has been embedded in school age education programs across jurisdictions. For example, NSW implemented a respectful relationships program in 2016 and committed to updating the mandatory NSW 7-10 Personal Development, Health and Physical Education syllabus to explicitly include domestic violence prevention. Whereas in Victoria, Our Watch was funded to oversee and evaluate a Respectful Relationships pilot program in 19 secondary schools. As a result of the success of this pilot, a curriculum has been developed by the University of Melbourne for Foundation Year to Year 12. From late 2016. This curriculum will be delivered in 120 Victorian primary and secondary schools and will be subsequently rolled out to all Victorian schools. The QLD Government developed a new suite of Prep to Year 12 curriculum materials called the Respectful relationships education program which has been made available to all schools in QLD. Delivery of respectful relationships education tends to be more ad hoc across other jurisdictions with delivery by NGOs such as Love Bites on an inconsistent basis. TAS has incorporated education about respectful attitudes, behaviours and relationships into Learners First, the TAS schools strategy.

Effectiveness of Action 5

Action 5 was considered somewhat effective by 40 per cent of survey respondents in strengthening the design and delivery of respectful relationship programs. A further 18 per cent of survey respondents indicated that Action 5 was very effective while 3 per cent indicated that Action 5 was extremely effective. However, 18 per cent of survey respondents indicated that Action 5 was not very effective at strengthening and delivering respectful relationships education programs with 7 per cent indicating that Action 5 was not at all effective.

¹⁵ Second Action Plan 2013-2016, Moving Ahead, 2013, p. 21

A number of stakeholders raised concerns about the ad hoc nature of the implementation of respectful relationships education programs across a range of service providers. There was also feedback that these programs were not always being delivered to the highest quality or in an audience tailored way. The evaluation also heard anecdotal evidence that inexperienced counsellors were running the programs in some instances. Stakeholders considered that counsellors were not always prepared for the trauma associated with discussing issues such as domestic and family violence and sexual assault and were not adequately equipped to support young people who reported issues at home. Other stakeholders were concerned that having teachers implementing the program could be an issue if they did not have the appropriate training.



Research undertaken by Our Watch has identified the following elements as being key to the effectiveness of respectful relationships education programs:

- addressing drivers of gender-based violence;
- having a long term vision, approach and funding;
- taking a whole of school approach;
- establishing mechanisms for collaboration and a coordinated effort;
- ensuring integrated evaluation and continual improvement;
- providing resources and support for teachers; and
- using age-appropriate, interactive and participatory curriculum.¹⁶

“We commend the incredible work of Our Watch in not only increasing community awareness, but also in providing current, relevant and effective research and resources, such as the recently released National Prevention Framework, and Respectful Relationships Evidence Paper, that work to implement best-practice models and emphasise the importance of a gendered lens when addressing the issue of violence against women and their children” – Survey respondent

¹⁶ Our Watch, *Respectful Relationships: Education in Schools*, Evidence Paper, December 2015



State Case Study – Love Bites, NSW

Loves Bites is a school based Domestic and Family Violence and Sexual Assault prevention program that has been running for a number of years in NSW. The program run by the National Association for Prevention of Child Abuse and Neglect (NAPCAN) evolved in the Mid North Coast of NSW and is based on best practice standards for education programs. Under the Second Action Plan, the program has been expanded nationally with NAPCAN working with local service providers to facilitate and encourage local ownership of the program. The program has been adapted for Aboriginal communities.



State Case Study – Respectful Relationships, VIC

In Victoria, Our Watch was funded to oversee and evaluate a Respectful Relationships pilot program in 19 secondary schools. As a result of the success of the pilot, a curriculum has been developed by the University of Melbourne for Foundation Year to Year 12. From late 2016, this curriculum will be delivered in 120 Victorian primary and secondary schools and will be subsequently rolled out to all Victorian schools.

Action 6

Incorporate Respectful Relationships education into the national curriculum.

Action 6 aimed to incorporate respectful relationships education into the curriculum. Respectful relationships education is aimed at educating young people about ethical behaviour, and helping them develop protective behaviours and skills to conduct respectful relationships.

Intention and Government Commitment

State and territory governments committed to incorporating respectful relationships education into their school curricula.

Completeness of Action 6

Action 6 completeness



Action 6 was delivered on 18 September 2015 when all Education Ministers endorsed the Foundation to Year 10 Australian Curriculum. There are multiple points where respectful relationships education content can be delivered within this framework, particularly within the Health and Physical Education learning area. The Australian Curriculum also includes seven General Capabilities which encompass knowledge, skills, behaviours and dispositions.

Two of these General Capabilities, 'ethical understanding' and 'personal and social capability' are particularly relevant to respectful relationships education. Jurisdictions are undertaking a variety of actions to embed respectful relationships education within schools. In March 2016, a Respectful Relationships Education working group was set up under COAG's Education Council to assist in consolidating and extending efforts to address domestic violence through school education. Respectful relationships education has been incorporated into the curricula of five state jurisdictions in 2016 with other states expected to follow.

Australian Government

In September 2015, the Australian Government committed \$5 million to develop and disseminate resources for teachers, parents and students on respectful relationships. These resources will be freely available to all Australian schools. They will build on the \$30 million national campaign to reduce violence against women and their children, which is jointly funded by the Commonwealth and states and territories.

Australian Capital Territory Government

In 2015, the ACT Education and Training Directorate provided grant funding of \$2,500 per year per school. The funding is for schools to improve students' social and emotional learning, including building respectful relationships as part of primary prevention. This funding is also available in 2016–17.

New South Wales Government

From 2016, schools in NSW have begun to provide domestic violence education to Years 7 to 10 students through the Personal Development, Health and Physical Education (PDHPE) syllabus. This is in addition to respectful relationships education already provided through the PDHPE syllabus.

Queensland Government

The Queensland Government has developed the Respectful Relationships Education program for Prep to Year 12 students. The rollout commenced in 2016 and is available to all Queensland schools. The development of the Respectful Relationships Education Program is in direct response to recommendations 24 to 28 of the Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland report and part of the broader multi-departmental Queensland Government approach to ending domestic and family violence. The Respectful Relationships Education Program content and approaches are based on domestic and family violence research and best-practice educational approaches, developed in consultation with teachers, school communities, domestic and family violence organisations and external experts.

The aim of the program is to convey the message to young people that domestic and family violence is never acceptable and that everyone has a responsibility to act. Specialised teaching resources are available online to Queensland state schools via the Learning Place and for non-state schools via Scootle (the National Digital Learning Resources Network managed by Education Services Australia). Resources for parents are also available to support learning at home.

South Australian Government

In 2016, the SA Government commenced work to update the Keeping Safe: Child Protection Curriculum to enhance domestic and family violence information. Keeping Safe curriculum provides a comprehensive respectful relationships and child safety program through developmentally appropriate topics for children and young people aged 3 to Year 12. It is mandated in all Department of Education and Childhood Development and SA Catholic education sites and used in South Australian independent schools.

Tasmanian Government

The TAS Government continues to deliver Learners First, the Department of Education's schools strategy. This strategy was developed to promote respectful relationships and incorporate gender issues in sexuality education.

Under Safe Homes, Safe Families Tasmania's Family Violence Action Plan 2015-2020 (Safe Homes, Safe Families), respectful relationships education programs will be developed and delivered in all Tasmanian Government schools from Kindergarten to Year 12 from 2017. Students in non-government schools who are affected by family violence will also be supported. In addition, a Safe Homes, Safe Families training program is being developed for all Tasmanian Department of Education frontline staff, including staff in TasTAFE and LINC's (facilities that provide library, research, and literacy services).

Victorian Government

In 2016, the VIC Government invested in implementing a whole of school approach to Respectful Relationships in Victorian government, Catholic and independent schools. From Term 1 2017, all government and independent schools are required to deliver Respectful Relationships as part of the new Victorian curriculum, following an announcement on 21 August 2015. Many Victorian schools have been delivering Respectful Relationships as part of their curriculum, however, they will now be further supported by new teaching and learning resources developed by the Department in 2016. There has also been discussion in some states around incorporating respectful relationships as part of pre-service for University teaching courses and in early childhood learning. In Victoria, activity is underway in many teacher education courses.

Effectiveness of Action 6

It is too early to assess the effectiveness of Action 6 as respectful relationships education has yet to be incorporated into the curricula of all states and territories and where it has been implemented is still in a nascent state. Most stakeholders indicated that embedding respectful relationships education into the school curriculum was important in achieving some consistency in the approach to teaching children about positive social norms and healthy relationships as well as helping creating meaningful change in attitude and behaviours.

"Respectful Relationships Education...NEEDS to happen at the primary school level, as this is a crucial time when young people are forming and solidifying attitudes and behaviours about gender and relationships." – Survey respondent

"...Respectful Relationships being part of the curriculum needs to occur in early primary school, and programs need to bring parents into the school to be involved and engaged in these lessons too." – Survey respondent



State Case Study – Respectful Relationships Education in the Curriculum, Victoria

States and territories are undertaking a variety of actions and using a variety of methods to progress embedding respectful relationships education in schools. Victoria will be the first State to implement a Respect Relationships program across all schools as part of the State curriculum, from 2016.

Action 7

Enhance online safety for children and young people.

Action 7 aims to improve the online safety for young people particularly against cyber-bullying and potential other threats through establishment of a Children's eSafety Commissioner and programs to inhibit young people's access to violent or unsafe material.

Intention and Government Commitment

Under this action the Australian Government committed to enhancing online safety of young people through the following measures:

- establish a Children’s e-Safety Commissioner to take a leadership role in online safety for Australian children;
- implement an effective complaints system for the fast removal of material harmful to a child from large social media sites and determine whether a new, simplified cyber-bullying offence is required;
- work with industry to improve safety options on smartphones and other internet-enabled devices to shield children from harmful content;
- strengthen the online safety component of the National Safety Framework and provide \$7.5 million to assist Australian schools to deliver accredited online safety programs for their students; and
- establish an advice platform with guidelines for parents about the appropriateness of media content for children, and provide funding for Australian-based research and information campaigns on online safety.¹⁷

Completeness of Action 7

Action 7 completeness



Action 7 was completed with the Australian Government delivering on the initiatives it committed to under this Action. This delivered a national approach which reduced the need for complementary state action although two state and territory governments also undertook separate work in this area. Action 7 was addressed in a number of different ways. Some new initiatives focussed on preventing bullying and access to inappropriate material. However, further measures may be required to address issues in the specific context of family violence or sexual assault. Many of these initiatives are funded and delivered by the Australian Government, which allows for a consistent online approach to child safety. Key activities undertaken by the Australian Government are outlined below:

Activities relating to the Office of the Children’s eSafety Commissioner

The Office of the Children’s eSafety Commissioner was established by the *Enhancing Online Safety for Children Act 2015* on 1 July 2015 as Australia’s leader in online safety. It has a range of functions including administering a complaints scheme for the removal of serious cyberbullying material targeting Australian children and addressing illegal content (including child sexual abuse material) through its Online Content Scheme.

The eSafety Office has rolled out a broad range of online safety initiatives, such as the:

- certification of online safety program providers under the Australian Government’s *Voluntary Certification Scheme for Online Safety Programs Delivered in Australian Schools*;
- development of the iParent advisory platform for parents to help their children to enjoy positive and safe experiences when online, using digital devices and when viewing media;
- launch of eSafe Spaces, a joint initiative with the Australian Libraries and Information Association and Libraries ACT to create spaces where children can be safe, online and offline with readily available expert help and support; and

¹⁷ Second Action Plan 2013-2016, Moving Ahead, 2013

- continuation of elements of the Cybersmart online safety education program.

The eSafety Office's legislative functions were expanded in December 2015 by the *Enhancing Online Safety (Family and Domestic Violence) Legislative Rules 2015* to include the provision of online safety advice for those Australians at risk of family or domestic violence. As part of the Australian Government's *Women's Safety Package to Stop the Violence*, the eSafety Office launched:

- the eSafetyWomen website in April 2016 – this site hosts a broad range of resources to raise awareness of technology-facilitated abuse and empowers women to help protect themselves online; and
- the first series of free eSafetyWomen workshops to frontline professionals working with women and children who are experiencing the impacts of technology facilitated abuse. This initiative has been available in every state and territory since 2 June 2016.

The eSafetyWomen website also features dedicated content aimed at keeping children safe in the context of technology use and family violence.

Other Australian Government Activities under this Action include:

- CyberSmart, CyberSafety Help Button, CyberSafety Help Facebook Page, and the Easy Guide to Socialising Online
- funded the program Kids Helpline – make cyberspace a better place operated by Boystown;
- funded ReachOut Australia;
- funded the Family Relationship Program to provide one-off courses in schools to address issues of cybersafety and respectful relationships online; and
- implemented an e-Safety Commissioner in the Office of the Children.

Enhancements in online safety for children and young people have occurred in the context of harm minimisation, such as protecting young people from the impact of cyberbullying and promoting safe online behaviours. The eSafetyWomen website includes some targeted information about protective online behaviours in a domestic violence context, particularly for women and their children. There may be potential for further work in this area, specifically in relation to the non-consensual sharing of intimate images, colloquially known as 'revenge porn'.

Activities completed by states and territories under this Action include:

- QLD Government - *The Creep Quiz: Are U Safe Online?* Developed in partnership with Telstra, the Creep Quiz is aimed at children from 11 years of age and provides parents with an interactive tool to talk to their children about their digital lives;¹⁸
- NT Government – an online kit, *7 Steps to Safety* provides young people with the skills and confidence to be safe on the internet; and
- VIC Government – amendments to legislation to distinguish between minors who engage in consensual 'sexting' behaviour and persons who have committed child pornography offences. A new defence for minors prevents them from being charged with a child pornography offence.

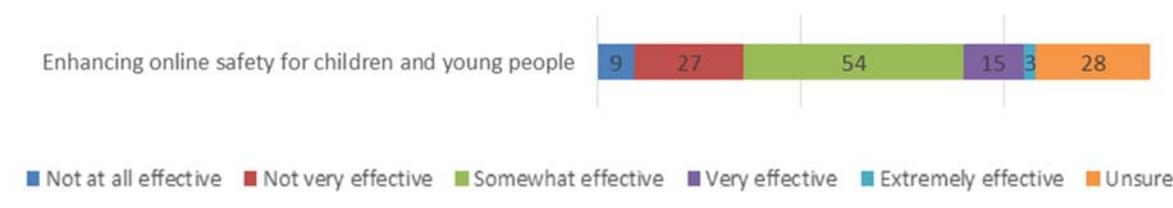
¹⁸ [The Creep Quiz](#). Last accessed 3 May 2016

Our Watch also partnered with Plan International Australia to undertake a survey of Australian girls aged 15 to 19 years to determine community attitudes towards sharing sexually explicit imagery and content online. The survey gathered responses from 600 Australian girls across all states and territories, to better understand how Australian women and girls experience gender and gender inequality.¹⁹ Key findings were published in March 2016 in a research paper entitled *Don't send me that pic*²⁰

Effectiveness of Action 7

Action 7 was effective in achieving Priority 1 with 40 per cent of survey respondents reporting that enhancing online safety for children and young people was somewhat effective. A further 11 per cent of respondents indicated that Action 7 was very effective and 2 per cent indicated that Action 7 was extremely effective. 21 per cent of all survey respondents reported that they were unsure as to the effectiveness of this action. This may be because of a perceived lack of clarity around how e-safety for young people links more broadly with domestic and family violence. A proportion of survey respondents (7 per cent) indicated that Action 7 was not at all effective.

“More work also needs to be done to create safe spaces for women and young people online, and empower individuals to engage in positive online by-standers behaviour.” – Survey respondent



As the eSafety Office was established on 1 July 2015 – which was in the final period of the Second Action Plan, it felt it could not usefully comment on the overall effectiveness of the outcomes of the National Plan covering 2013 – 2016. It is expected the eSafety Office is likely to play a greater role in progressing online safety under the Third Action Plan.

The survey undertaken by Our Watch and Plan International Australia found that 82 per cent of survey recipients believed it was unacceptable for boyfriends to ask for explicit content but 51 per cent of survey respondents believed that the pressure to do so is now commonplace. This indicates that there is still a great deal of work to be done on promoting online safety for young people, particularly in relation to gender equality and promoting positive social norms.

¹⁹ Our Watch Latest News, Australian girls aged 15-19 report endemic online abuse and harassment – new survey

²⁰ Our Watch and Plan International Australia, [Don't send me that pic](#), March 2016, Last accessed 29 March 2016



National Case Study - Cybersafety Initiatives: Office of the Children's eSafety Commissioner

The Australian Government established the Office of the Children's eSafety Commissioner to promote and support measures to improve online safety for children. The eSafety Office offers a suite of initiatives that provide online safety resources for children, young people, parents, teachers and the wider community. These measures include:

- **eSafety website:** a 'one-stop shop' resource for children, young people, parents and teachers on a broad range of online safety matters including educational content and resources formerly associated with the Cybersmart brand, such as *#GameOn* and *Tagged*.
- **Online Complaints:** offers a portal for the reporting of serious cyberbullying matters involving Australian children and the reporting of illegal and offensive content
- **Certifies** providers of online safety programs to schools under the Voluntary Certification scheme.
- **eSafetyWomen** website: information for women on how to use technology safely and resources for women and families at risk of technology-facilitated abuse
- **iParent portal:** advice for parents on a range of online safety and digital content issues



State Case Study – The Creep Quiz: Are U Safe Online?, QLD

The QLD Government partnered with Telstra to develop Creep Quiz: Are U Safe Online? This quiz was designed to provide insight into the online world and addresses a variety of activities across a number of social media platforms. Aimed at children from 11 years of age, the quiz also provides parents with an interactive tool that they can use with their children to talk about online safety.



State Case Study – Safety Mapping Tool, ACT

The ACT Government provided funding to the Women's Centre for health matters to develop a Safety Mapping Tool to gather information from Canberrans (particularly women) about the public spaces in the ACT where they feel safe or unsafe. This technology facilitated tool helps to collect data to understand women's participation in the public sphere. While the physical environment does not cause violence against women, being fearful of violence can heavily influence a woman's perception of safety, therefore affecting how she will make use of the public space.

2.2 Priority 2 – Understanding diverse experiences of violence

Priority 2 of the Second Action Plan aims to improve our understanding of diverse experiences of violence to enable service providers and communities to effectively meet the information and support needs of diverse groups of women. The actions underpinning this priority are:

- improving Aboriginal and Torres Strait Islander women's access to information and resources;
- building community safety in Aboriginal and Torres Strait Islander communities;
- learning about 'what works' in Aboriginal and Torres Strait Islander community safety;

- reducing violence against women in CALD communities; and
- tailoring responses to meet the needs of women with a disability.

Aboriginal and Torres Strait Islander women, women from CALD backgrounds, and women with a disability are considered to be at much higher risk of violence than the general population. In particular, Aboriginal and Torres Strait Islander women are 35 times more likely to be hospitalised due to domestic and family violence related assault than non-Aboriginal and Torres Strait Islander women.²¹

Action 8

Meet the needs of Indigenous women and their children through improving access to information and resources, and providing avenues for advocacy and leadership.

Intention and Government Commitment

Australian governments committed to conducting consultations with Aboriginal and Torres Strait Islander women and communities through organisations such as the National Aboriginal and Torres Strait Islander Women’s Alliance, the Prime Minister’s Indigenous Advisory Council and other state-based groups. The Australian Government also committed to delivering all National Plan communications in translatable and accessible format as well as funding The Line to continue developing resources specific to Indigenous young people.

Our Watch was also to work with Aboriginal and Torres Strait Islander communities as part of primary prevention work and to continue to develop specific resources for The Line to reach young Aboriginal and Torres Strait Islander people.

Completeness of Action 8

Action 8 completeness



The services implemented under Action 8 focussed on legal support services, rather than treatment, prevention or advocacy. The legal services focus is due to the availability of one of five flexible funding streams under the Australian Government’s Indigenous Advancement Strategy (IAS) which funds family violence prevention legal services for Aboriginal and/or Torres Strait Islander women. Activities conducted across jurisdictions are summarised below.

Australian Government

In addition to funding provided under the IAS to provide legal assistance and support to Aboriginal and Torres Strait Islander families affected by violence, the Australian Government funded the development of resources specific to Aboriginal and Torres Strait Islander young people for The Line and also undertook consultations with Aboriginal and Torres Strait Islander people through the National Aboriginal and Torres Strait Islander Women’s Alliance. Through the National Media Engagement Project, the Government also funded Our Watch to develop a specific resource for journalists on *Reporting on Family Violence in Aboriginal and Torres Strait Islander Communities*.

The Australian Government also funded Our Watch to continue developing resources specific to Aboriginal and Torres Strait Islander young people. In 2016-17, Our Watch will partner with Aboriginal and Torres Strait Islander communities to develop a separate Primary Prevention Framework for Aboriginal and Torres Strait Islander communities.

The National Aboriginal and Torres Strait Islander Women’s Alliance has developed a strategic plan for the period 2014–2016 which prioritised Violence Against Women and Child

²¹ This statistic is based on 2008-09 hospitalisation rates referenced in: Productivity Commission, 2011, *Overcoming Indigenous Disadvantage: Key Indicators 2011*, Canberra p 23

Protection. The Australian Government provided \$1 million (over four years) to White Ribbon Australia to increase its engagement with Aboriginal and Torres Strait Islander and CALD communities. With this funding, White Ribbon Australia has delivered training sessions and forums for Aboriginal and Torres Strait Islander and CALD communities, recruited and trained Aboriginal and Torres Strait Islander and CALD Ambassadors, developed culturally accessible fact sheets, commissioned demographic research, advertised in select CALD and Aboriginal and Torres Strait Islander media and held diversity-focussed events. The Australian Government also funded Aboriginal and Torres Strait Islander specific DV-alert training for community frontline workers.

New South Wales Government

The NSW Government delivered the Domestic and Family Violence Skills Development Strategy (the Strategy) which is a three year strategy, delivered in partnership with TAFE NSW South Western Sydney Institute, to provide accredited and non-accredited education, training and professional development for frontline non-government workers who support victims of domestic and family. The Strategy is a state-wide project, delivered face-to-face and online with tailored sessions aimed at meeting localised service needs.

Northern Territory Government

The NT Government offered a number of services aimed at meeting the needs of Aboriginal and Torres Strait Islander women and their children. Under the Second Action Plan, the NT Government signed up to support Our Watch. The Our Watch certificate of commitment ensures that Aboriginal and Torres Strait Islander women and their children from remote regions are a part of Our Watch's strategic direction.

Queensland Government

In response to the QLD Child Protection Commission of Inquiry, the QLD Government is undertaking wide-ranging reforms of the child protection and family support system. A key initiative is the Aboriginal and Torres Strait Islander Service Reform Project which aims to find better ways of working with, and meeting the needs of, Aboriginal and Torres Strait Islander children, families and communities. As part of that initiative, the QLD Government is working with discrete Aboriginal and Torres Strait Islander communities to find ways to improve access to universal, early intervention and family support services and co-develop appropriate community-based referral processes, including differential responses.

South Australian Government

The South Australian Office for Women held two State Aboriginal Women's Gatherings in Murray Bridge (May 2016) and in Coober Pedy (August 2016). These Gatherings provided Aboriginal and Torres Strait Islander women with the opportunity to come together in a culturally supportive environment to talk about issues that affect their lives.

Victorian Government

The Indigenous Family Violence Partnership Forum was established in April 2005 to enable the Government and Aboriginal communities to address Aboriginal family violence together. It also provides community members with access to key decision makers across Government. The Forum was instrumental in the development of the Indigenous Family Violence 10 Year Plan in 2008, which provided a partnership approach to addressing Aboriginal family violence in the short, medium and long term. As part of this continuing work, the Family Violence Strategy Community Initiatives Fund was launched which provided an annual grant round of \$650,000 in 2015-16. Thirty-three new targeted projects were funded to respond to family violence in Victorian Aboriginal communities. The VIC Government has also established

the Domestic Violence Resource Centre VIC Knowledge Centre and Associated Workshops which provide broad based information for domestic violence workers. The VIC Government works closely with Our Watch to engage organisations that work with CALD communities to improve service delivery in other organisations. The VIC Government has also developed the Victorian Indigenous Family Violence 10 Year Plan.

Western Australian Government

The WA Government implemented the *Safer Families, Safer Communities: Kimberley Family Violence Regional Plan 2015-2020* (the Safer Families Plan). The Safer Families Plan was developed with significant community consultation and includes approaches specific to Aboriginal people, families and communities. These strategies are entrenched in a strong Aboriginal law and culture framework to improve the safety for women and children, and accountability for perpetrators. The Kimberley region is the first area of focus in the WA Government’s strategy to address groups of women at high risk of violence.

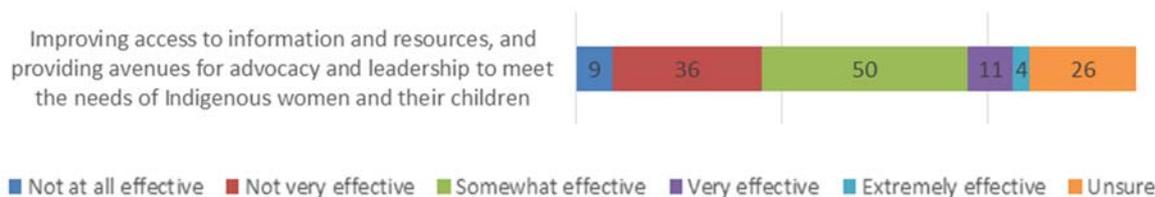
Across state and territories including non-government services.

In the NT, the Katherine Integrated Family Support Service continues to be run by Catholic Care NT as a co-ordinated case management model to support the safety and wellbeing of women and young people in the region. In SA, the Family Violence Legal Service Aboriginal Corporation (FVLSAC) provides free legal services to Aboriginal and Torres Strait Islander victim/survivors of family violence and/or sexual assault. The FVLSAC is an Aboriginal community-controlled organisation funded by the Australian Government’s Department of Prime Minister and Cabinet.

Consultations with stakeholders also revealed a number of grassroots campaigns occurring in Aboriginal and/or Torres Strait Islander communities with key leaders among the elders and youth working to raise awareness of the issue of domestic violence. For example, activities on Mornington Island have been led by the local community, with support from larger NGOs such as White Ribbon Australia. Activities on Mornington Island include No to Domestic Violence marches; ‘breaking the cycle’ community resource screenings and; a range of local support services including the Junkuri Laka Justice Group. These activities contribute to reducing violence against women and their children under the Second Action Plan but are not specifically recognised or funded under the National Plan.

Effectiveness of Action 8

The online survey asked people how effective Action 8 had been in improving understanding of the diverse experiences of violence. Of the survey respondents, 37 per cent considered Action 8 to be somewhat effective while 8 per cent considered this action to be very effective and 3 per cent considered it to be extremely effective. However, 26 per cent of survey respondents considered Action 8 to be not very effective for better understanding the diverse experiences of violence. A further 7 per cent considered this action to be not at all effective.



As part of the online survey, service providers were asked how actions to better understand the diverse experiences of violence could be improved on through The Third Action Plan. In response to this question, service providers consistently reported that to further understand

diverse experiences of violence, there is a need for wider consultation, providing a mechanism for victims of violence to share their story and extra funding for services.

“Community attitudes surveys are important to us because our work is working with the public to challenge attitudes that enable violence against women. We use the findings from community attitudes surveys in training and advocacy.” – Survey respondent

Service providers emphasised how empowering sharing stories and having courageous conversations can be; most service providers reported the need for there to be a medium for victims of violence to share their stories while some service providers stated that “kitchen table conversations” was a positive way to engage a broader conversation around violence. Service providers also reported the need for wider consultations, in particular with women with disability, refugees, LGBTI identifying people, Aboriginal women, Aboriginal and Torres Strait Islander communities, CALD women and CALD communities. Finally, service providers reported the need for targeted additional funding, with most services stating that women from Aboriginal and Torres Strait Islander and CALD backgrounds were still missing out on essential services. Some service providers also reported that additional funding targeted at community based programs would drive more mature conversations about violence in the community.

During consultations, stakeholders in the NT identified a need for programs focused on empowering Aboriginal and Torres Strait Islander women. However, stakeholders considered that the programs sometimes fail to be culturally aware of the ‘whole of community’ aspect which is required for programs of this type to be effective.

“Indigenous Women’s Leadership programs that understand the diversity of Indigenous women’s experiences of violence, sexism, and racism, will enable Indigenous women’s voices to be heard and give them platforms for empowerment and leadership within their communities” – Survey respondent

Other consistent themes that emerged from this question related to the broader need for early preventative strategies to be embedded into educational institutions and the need for collaboration between local and regional services, community groups, local and state governments.



National Case Study - Indigenous Advancement Strategy (IAS)

The Australian Government, through the IAS has maintained funding for 14 Family Violence Prevention Legal Services (FVPLS). These FVPLS provide vital frontline specialist and culturally safe legal assistance and support to Aboriginal and Torres Strait Islander people who are experiencing or have experienced family violence. In response to funding provided under the IAS for FVPLS the Chair of the National Association of Community Legal Centres declared that “FVPLS are a crucial element of the legal assistance system and are central to ensuring access to legal assistance for all members of our community”.²²



State Case Study – Family Violence Legal Service Aboriginal Corporation, SA

The Family Violence Legal Service Aboriginal Corporation in SA is a free community legal service assisting Aboriginal and Torres Strait Islander victims of family violence and/or sexual assault. The Family Violence Legal Service Aboriginal Corporation works with families and communities affected by violence to provide face to face or telephone legal advice and support services to victims of violence. The Family Violence Legal Service Aboriginal Corporation also provides legal education to communities to raise awareness about the options for responding to, and legally intervening in, violent situations.

Action 9

Improve outcomes for Indigenous Australians through building community safety.

Action 9 aimed to ensure that Aboriginal and Torres Strait Islander women and their children are able to enjoy the protection that the law, in principle, should provide and also to further develop community safety to reduce violence against women and their children.

Intention and Government commitment

The Australian Government and state and territory governments are committed to improving the safety of Aboriginal and Torres Strait Islander communities through developing local initiatives including safety planning, infrastructure and behavioural and attitudinal change initiatives across Aboriginal and Torres Strait Islander communities.

Completeness of Action 9

Action 9 completeness



States and territories have primary responsibility for the criminal justice system, including the courts, policing and corrections. States and territories also fund a range of crime prevention and other activities to improve Aboriginal and Torres Strait Islander community safety e.g. delivery of community patrols, alcohol restrictions and other community-focused solutions. While these activities contribute to building community

safety, they are not targeted specifically at reducing violence against women and children and no activities were identified as strategically tied to the Second Action Plan or other policy relating to making Aboriginal and Torres Strait Islander communities safer for women and children.

Consultations with stakeholders revealed examples of small grassroots campaigns that promote community safety for women and children and advocacy for victims of violence in

²² National Association of Community Legal Centres, [Media Release](#), March 2015, Last accessed 18 May 2016

some Aboriginal and/or Torres Strait Islander communities. While these programs align with the Second Action Plan, again they are not considered to be specifically linked to the National Plan.

Tasmanian Government

The Office of Aboriginal Affairs in the Department of Premier and Cabinet engaged the Tasmanian Aboriginal Centre to update and distribute two resource booklets: *palawa kids can say no and Family Violence is not ok! For palawa kids*.

Australian Government

The Australian Government has committed \$4.8 billion over four years through the IAS for activities to reduce Aboriginal and Torres Strait Islander disadvantage. This includes \$250 million in 2015-16 for activities that complement the work of state and territory governments to improve justice and community safety outcomes for Aboriginal and Torres Strait Islanders, such as alcohol and drug treatment services; crime prevention, diversion and prisoner rehabilitation; support for victims, including family violence prevention legal services and family safety activities; activities that seek to improve social and emotional wellbeing; and community night patrols.

The Australian Government is also working with states and territories to enhance policing in remote communities and better support Aboriginal and Torres Strait Islander peoples to transition from prison to employment. In addition, the Australian Government funded Lifeline to develop and deliver an Aboriginal and Torres Strait Islander men's training program and Aboriginal and Torres Strait Islander specific training for community frontline workers through DV-alert.

Effectiveness of Action 9

The effectiveness of this Action was not assessed because no specific activities were identified by jurisdictions against this Action as part of the Second Action Plan.

Action 10

Gain a better understanding of 'what works' in improving Indigenous Community Safety

Action 10 aimed to develop a national picture of 'what works' to make Aboriginal and Torres Strait Islander families safer and incorporate this into new evidence based policy.

Intention and Government commitment

For Action 10, Governments' intention was to improve policy and service delivery based on a recognised need to understand what works in Aboriginal and Torres Strait Islander communities, particularly in remote I Aboriginal and Torres Strait Islander communities. The Australian Government committed to funding ANROWS to deliver and lead on the achievement of Action 10. ANROWS already had a stated commitment to improving research on Aboriginal and Torres Strait Islander s communities so this Action item closely aligned with their strategy for delivering relevant and translatable research to drive policy.

Completeness of Action 10

Action 10 completeness



Most jurisdictions conducted consultations, reference groups and other methods of engagement to gain a better understanding of 'what works' in Aboriginal and Torres Strait Islander communities. Some of the programs delivered across jurisdictions were specifically designed to gain a better understanding of the issues and solutions to family violence and sexual assault that are particular to Aboriginal and Torres Strait Islander communities. A number of frontline services also made local efforts to better understanding their client and communities' needs. Programs occurring in each jurisdiction included:

Australian Government

The Australian Government funded the Diversity Data Project, which was conducted by ANROWS and attempts to improve the knowledge base on the prevalence of violence against women from CALD and Aboriginal and Torres Strait Islander communities as well as women with disability. Our Watch has also undertaken activities to better target The Line campaign to CALD and Aboriginal and Torres Strait Islander young people, including through commissioning a desktop literature review, conducting interviews testing campaign materials and messages and developing targeted communication materials.

New South Wales Government

The NSW Government developed and implemented the Protecting Aboriginal Children Together (PACT) service model in two pilot sites: Shellharbour and Moree. This program is based on the 'Lakidjeka' program which has been running for 20 years using cultural advisers employed by Aboriginal community-controlled organisations. The NSW PACT service provides funding for an Aboriginal service provider in each of the pilot sites and enables external consultation and cultural advice to be fed back to the government, or appropriate service providers, about Aboriginal children and young people who are at risk of significant harm.

The NSW government also delivered the Skills Development Strategy, (as mentioned above under Action 8), which aims to educate frontline domestic violence workers and build their capacity in a range of areas including how best to engage with and support Aboriginal and Torres Strait Islander s communities.

Northern Territory Government

The NT Government maintained its commitment to deliver the Domestic and Family Violence Reduction Strategy. As part of this strategy, the NT Government used Local Reference Groups in Alice Springs, Darwin, Katherine and Tenant Creek to drive the strategy on the ground and enable the collection of local knowledge from service providers and police to support victims of domestic and family violence.

The non-government sector is heavily involved in the Local Reference Groups and participates in monthly meetings to ensure local expertise informs the implementation of the Strategy. There are 62 government organisations and NGOs represented in the Local Reference Groups including 19 government organisations, 16 Aboriginal organisations and 27 NGOs. The NT Government's Domestic Violence Directorate chairs these meetings and is the conduit of information between service providers, local organisations and the NT Government regarding domestic and family violence policy initiatives and program development and implementation.

Queensland Government

The QLD Government continues to fund the QLD Centre for Domestic and Family Violence Research, Central Queensland University which facilitates the annual Queensland Indigenous Family Violence Prevention Forum. Running since 2004, the forum aims to enable learning

and sharing of knowledge about best practice prevention and intervention for violence in Aboriginal and Torres Strait Islander communities. The forum is held in Mackay which enables better participation and attendance from service providers and stakeholders in regional areas.

Victorian Government

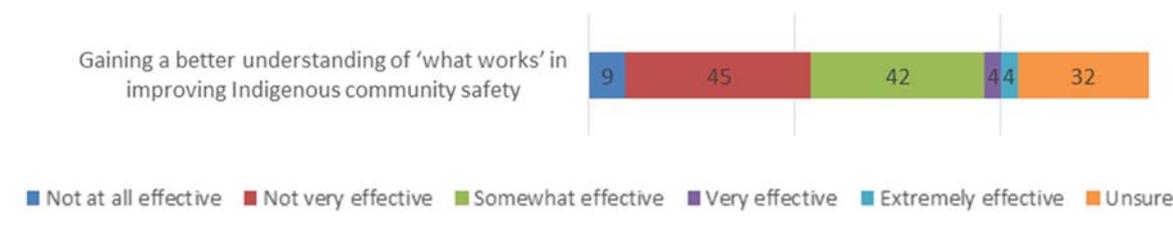
As part of the Royal Commission into Family Violence, consultations were held on the impact of policy and service delivery in Aboriginal and Torres Strait Islander communities. There were also consultations held as part of Victoria’s first Gender Equality Strategy for culturally and linguistically diverse communities.

Across states and territories – including non-government organisations

ANROWS has an ongoing agenda to research ‘what works’ in Aboriginal and Torres Strait Islander communities. Consultations with stakeholders revealed that service providers found ANROWS research valuable and saw an immediate need to use these findings in service planning, particularly in remote communities where the impact of domestic and family violence is significant.

Effectiveness of Action 10

Action 10 was considered somewhat effective for gaining a better understanding of ‘what works’ in Aboriginal and Torres Strait Islander communities. Almost half of the survey respondents believed that Action 10 had some degree of effectiveness: 31 per cent of survey respondents thought that Action 10 was somewhat effective while 3 per cent indicated Action 10 was very effective and another 3 per cent indicated that Action 10 was extremely effective. In contrast, 33 per cent of survey respondents considered Action 10 to be not very effective and a further 7 per cent considered Action 10 to be not at all effective.



Consultations with stakeholders indicated there is an ongoing need for engagement with Aboriginal and Torres Strait Islander communities to develop policy and services that address violence in these communities. Stakeholders noted that there is already a lot of consultation in some communities but there is still a need to extend the collection of evidence and experience to better inform policy to address local and cultural needs. A number of stakeholders thought that consultations with Aboriginal and Torres Strait Islander communities could be extended in future to include co-designed programs and services. This was seen as being essential in creating ownership and accountability for services and encouraging the development of positive social norms unique to the community.

“Indigenous women to be consulted on what would help them (culturally relevant interventions and education)” – Survey respondent



National Case Study - Diversity Data Project

In 2015, ANROWS received \$160,000 of funding for the Diversity Data Project to review existing knowledge about how CALD women, Aboriginal and Torres Strait Islander women and women with a disability experience violence. The Diversity Data Project is aimed at enabling ANROWS to identify key gaps in data and consider options on how to obtain better information in the future to support better targeted responses for these particular cohorts.



State Case Study – Protecting Aboriginal Children Together (PACT), NSW

NSW Families and Community Services are piloting the PACT service model in Shellharbour and Moree by providing funding to an Aboriginal service provider in each site. The provide enables external consultation and cultural advice to FACS about reports regarding the abuse or neglect of Aboriginal children and young people, and about significant decisions in all phases of a child protection and / or out-of-home care intervention.



State Case Study – QLD Indigenous Family Violence Prevention Forum, QLD

The QLD Centre for Domestic and Family Violence Research (CDFVR) facilitates the annual QLD Indigenous Family Violence Prevention Forum. Established in 2004 the Forum aims to enable learning and sharing of knowledge about best practice prevention and intervention for violence in Aboriginal and Torres Strait Islander communities. The Forum is held in Mackay which enables increased participation and attendance from service providers and stakeholders in regional QLD. CDFVR also continues to deliver a range of resources to better understand 'what works' in improving Aboriginal and Torres Strait Islander community safety. Recently these resources have included presentations about the value of targeted and strategic language while working with perpetrators of violence e.g. engaging with perpetrators in their community roles as fathers.

Action 11

Work with culturally and linguistically diverse communities to reduce violence and support women and their children, particularly those who can be most vulnerable.

Action 11 aimed to improve collaboration with CALD communities to prevent violence and foster leadership.

Intention and Government commitment

The Australian Government committed to delivering the following to achieve Action 11:

- funding for White Ribbon Australia to increase their engagement with CALD and Aboriginal and Torres Strait Islander communities;
- expanding The Line to include targeted resources for CALD young people and communities; and
- the provision of accessible and translated information and support in National Plan communications.

All governments committed to working with multicultural and CALD community groups to ensure the voices of CALD women are heard as the Second Action Plan is implemented and

to providing accessible and translated information and support in National Plan communications.

Completeness of Action 11

Action 11 completeness

A list of the activities undertaken across jurisdictions under Action 11 include are outlined below.



Australian Government

The Australian Government funded the delivery of a Diversity Project through White Ribbon Australia which aims to make the White Ribbon Australia campaign more inclusive, building on existing strengths of the campaign through meaningful and respectful collaboration with CALD and Aboriginal and Torres Strait Islander communities. To achieve this, White Ribbon Australia aimed to increase the number of men from Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities that are White Ribbon Australia Ambassadors and develop culturally accessible and relevant learning tools and resources, to help build capacity to prevent men's violence against women.

Other initiatives delivered by the Australian Government include:

- funding Our Watch to commission market research to inform The Line's strategy for engaging with young people, with particular emphasis on CALD and Aboriginal and Torres Strait Islander communities;
- funding ANROWS to deliver relevant and translatable research to inform service provision to, and engagement with, CALD and Aboriginal and Torres Strait Islander communities through the Diversity Data Project;
- developing a Family Safety Pack for men and women coming to Australia, with information on Australia's laws in relation to domestic and family violence, sexual assault and forced marriage, and a woman's right to be safe (the pack is available in 46 community languages);
- promoting increased community awareness about the issue of female genital mutilation; and
- funding and facilitating the kitchen table conversations with CALD communities to better understand diverse experiences of domestic violence which culminated in the *Hearing her voice* report on the diverse experiences of violence against women.

Finally, the Australian Government improved support to victims of human trafficking on the Support for Trafficked People Program, through reforms to the Human Trafficking Visa Framework. The reforms enable the Government to provide better targeted support to trafficked people, through better access to social security payments and the Adult Migrant English Program.

New South Wales Government

The NSW Government's Skills Development Strategy aimed to address the needs of the most vulnerable women in communities by educating frontline domestic violence workers about how best to engage with and support women from CALD communities.

Queensland Government

The QLD Government commissioned Access Community Services to establish a South East Queensland CALD Domestic and Family Violence Taskforce. The findings of this Taskforce were provided to the QLD Government in November 2015 for incorporation into the QLD *Domestic and Family Violence Prevention Strategy 2016-2026*.

Victorian Government

The VIC Government funded Our Watch to undertake a CALD-specific primary prevention project. This was then used to develop a range of tools and resources that could be adapted for use in other CALD communities and service provision in states and territories. The VIC Government also supports the Domestic Violence Research Centre Victoria (DVRCV) in Melbourne which is a not-for-profit community organisation offering training to service providers and an extensive library of resources. The DVRCV acknowledges that responses to violence must recognise that people have different experiences and needs due to individual needs such as race, age, cultural background, sexuality, and/or disability.

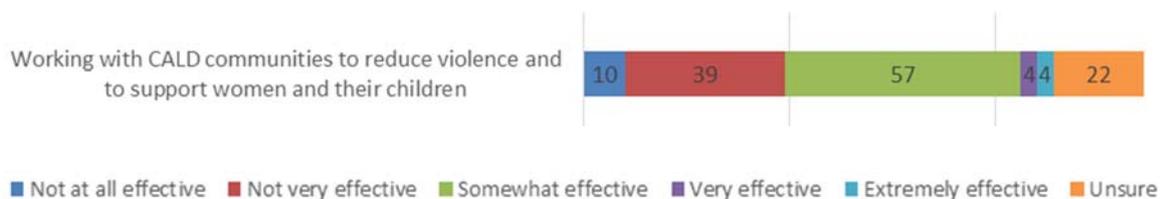
Across states and territories including non-government organisations

Consultations with stakeholders indicated that a diverse range of services had been initiated under the Second Action Plan including: consultations that built engagement and the evidence base for community solutions to family violence, including services directly aimed at addressing family violence issues affecting the CALD community.

Many states already offer 'broad spectrum' services that assist migrant women or women experiencing family violence in a CALD community, but not all jurisdictions service these communities as extensively or specifically as this Action 11 aimed to achieve. Services which were already available to meet the needs of Aboriginal and Torres Strait Islander and CALD communities before the Second Action Plan include QLD's Migrant Women's Support Service, WA's Multicultural Women's Advocacy Service, SA's CALD Domestic Violence Service and ACT services such as Migrant and Refugee Settlement Services and Companion House which assist migrant women or women experiencing family violence in a CALD community.

Effectiveness of Action 11

Action 11 was perceived as somewhat effective in promoting understanding of the diverse experiences of violence. Many (42 per cent) survey respondents reported that Action 11 was somewhat effective and 6 per cent of survey respondents believed that Action 11 was very effective or extremely effective. However, a smaller number of survey respondents (29 per cent) reported that Action 11 was not very effective in promoting understanding of the diverse experiences of violence and a further 7 per cent indicated that Action 11 was not at all effective



There was significant concern among stakeholders about the lack of services specific to CALD communities but stakeholders also highlighted the difficulty of working with these groups. Again consultations highlighted some grassroots campaigns by groups including the Islamic

Women's Groups in TAS and the African women's groups who are working to promote the issue of domestic violence in their communities.

"We commend the Federal Government on its proactive approach to engaging with diverse communities, in particular those from Culturally and Linguistically Diverse Backgrounds, such as the 'Kitchen Table Conversations'." – Survey respondent

Many stakeholders appreciated the kitchen table conversations facilitated by the Australian Government with CALD communities but others felt that there was an ongoing need for consultation with women from CALD communities and sharing of their experiences with violence. Some National Plan Partners also acknowledged the closure of the Australian Immigrant and Refugee Women's Alliance as a significant opportunity loss for effective engagement with women from culturally diverse backgrounds.

The Australian Government funded White Ribbon Australia to increase its engagement with Aboriginal and Torres Strait Islander and CALD communities. Consultations with stakeholders indicated that White Ribbon Australia undertook awareness-raising work in Aboriginal and Torres Strait Islander communities such as Mornington Island, but there was no anecdotal evidence from stakeholders about increased engagement with Aboriginal and Torres Strait Islander or CALD communities.



National Case Study - Improve understanding of CALD women

The Australian Government Department of Social Services supported 29 kitchen table conversations across Australia with CALD communities to better understand diverse experiences of domestic and family violence. A report from the kitchen table conversations, 'Hearing her voice' is available online at: www.plan4womenssafety.dss.gov.au/resources/research.

The Department convened the first ever national Roundtable on Responding to Violence against CALD Women and their Children on 7 August 2015. A report from the Roundtable 'A platform for action' identified priority areas for action and was released in May 2016. The report is available online at: www.plan4womanssafety.dss.gov.au/resources/research.



State Case Study – DVRCV Knowledge Centre and Associated Workshops, Victoria

The DVRCV in Victoria provides broad-based information resources on family violence across CALD, Aboriginal and Torres Strait Islander and youth groups for frontline workers. It also offers specific training on assessment frameworks and workshops.

Action 12

Deliver awareness raising, training and prevention activities and responses to violence that are tailored to meet the needs of women with disability, based on outcomes from the Stop the Violence project, as well as continuing to build the evidence base.

Action 12 aimed to build upon the work of the *Stop the Violence* initiative which was delivered under the First Action Plan to investigate and promote good practice and improvements in service delivery for women and girls with disabilities.

Intention and Government commitment

The Australian Government aimed to improve service delivery to women with disability experiencing violence through research and “working with expert organisations including Women with Disabilities Australia to prioritise and implement key outcomes from the *Stop the Violence Project*.”²³ These included:

- bringing together and disseminating good practice information on preventing violence against women with disability;
- training for frontline workers to recognise and prevent violence against women and their children with a disability; and
- providing accessible information and support in National Plan communications.²⁴

Completeness of Action 12

Action 12 completeness



Action 12 was not considered to have been comprehensively addressed. The evaluation found that the Australian Government and two jurisdictional governments delivered specific programs aimed at building awareness, skills and the evidence base for violence impacting people with disabilities. There has been limited research into the impact of sexual assault on women with disabilities and a number of National Plan Partners pointed out the ongoing gap between specialised domestic violence services and disability support services. Stakeholders also commented on the urgent need to develop a better evidence base for violence against women with a disability because the sampling in current national surveys such as the PSS and the NCAS does not account for a significant proportion of women with a disability who may be at risk of violence for example women living with a carer or women living in an institutional setting (this is discussed further in section 4).

National Plan Partners and nationally based initiatives featured substantially in addressing Action 12. This national approach is similar to the progress made on Action 11, with a focus on research, strategic plans and building the evidence base. Activities undertaken include:

Australian Government

The Australian Government funded the Diversity Data Project which is operated by ANROWS and attempts to improve the knowledge base for the prevalence of violence against women from CALD and Aboriginal and Torres Strait Islander communities as well as women with disabilities.

The Australian Government also funded the delivery of the Diversity Project through White Ribbon Australia which aims to make the White Ribbon Australia campaign more inclusive, building on existing strengths of the campaign through meaningful and respectful collaboration with communities across Australia. To achieve this under the Second Action Plan White Ribbon Australia aimed to increase in the number of men from Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities that are White Ribbon Australia Ambassadors and develop culturally accessible and relevant learning tools and resources, to help build capacity to prevent men’s violence against women.

The Department of Social Services has also been working with Women with Disabilities Australia to prioritise and implement key outcomes from the Stop the Violence

²³ Second Action Plan 2013-2016, Moving Ahead, 2013

²⁴ Second Action Plan 2013-2016, Moving Ahead, 2013

Project services for women with disabilities. Limited work occurred on the issues of family violence impacting those with disabilities prior to the Second Action Plan. Consequently, the National Plan aimed to make a larger impact in this area although stakeholders indicated that there is significant room for improvement by all jurisdictions.

Australian Capital Territory Government

The ACT’s crisis response scheme for women with disabilities who experience domestic violence and/or sexual assault completed its first year of operation in 2015. The scheme involves the Disability and Community Services Commissioner the Domestic Violence Crisis Service, Canberra Rape Crisis Centre, Women with Disabilities ACT, and the Victims of Crime Commissioner providing immediate support to women with disability to escape domestic violence and/or sexual assault. In its first year of operation, the scheme assisted five people with disability by sourcing emergency accommodation, obtaining interpreter services and providing assistance with court matters.

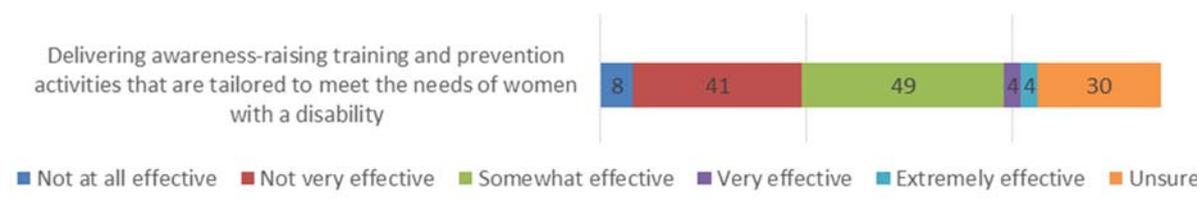
Victorian Government

The VIC Government was the only state government to implement a program that delivers services to support women with disabilities to achieve their rights. Women with Disabilities Victoria launched a *Voices against Violence* initiative which is a two-year research project undertaken by Women with Disabilities Victoria, in partnership with the Office of the Public Advocate and the Domestic Violence Resources Centre Victoria. This research project delivered seven reports focusing on the issues faced by women with a disability, the legislative protections available to women with a disability and service provider perceptions from people at the front line of addressing the needs of women with disabilities.

The VIC Government funded Women with Disabilities Victoria for the Workplace Development Program on Gender and Disability across 2013-14 and 2014-15, with government investment of \$200,000. The project developed and delivered an organisational change program aimed at building the capacity of disability organisations to deliver gender equitable and sensitive programs and services. The program also delivered training to frontline workers to recognise and prevent violence against women with disabilities.

Effectiveness of Action 12

Of the survey respondents, 36 per cent believed that Action 12 was somewhat effective, 3 per cent believed that it was very effective and a further 3 per cent believed that Action 12 was extremely effective for increasing understanding of the diverse experiences of violence. However, 36 per cent of survey respondents reported that delivering awareness-raising training and prevention activities that are tailored to meet the needs of women with a disability was not a very effective, or not at all effective, way to increase understanding of the diverse experiences of violence.



With regard to evaluating the effectiveness of Action 12 in addressing the needs of women with a disability, it should be noted that a Senate Community Affairs Reference Committee charged with investigating domestic violence in Australia recently recommended that the Australian Government consider amending the National Plan to include institutional and

disability accommodation settings.²⁵ According to the Committee, this would better ensure that women with a disability are protected and safe from violence. While the National Plan does not expressly refer to women and children in institutional and disability accommodation settings, they are included in the scope of the National Plan. There are also Actions under the Third Action Plan that specifically target women with disability.

“...women with disability are 5-8 times more at risk of sexual assault than women without a disability. I haven’t seen any programs or public awareness for these more vulnerable groups regarding reducing sexual assault.” – Survey respondent

“...the Second Action Plan has been ineffective in supporting innovative services and integrated systems...for women and girls with disability experiencing, at risk of experiencing, or who have experienced violence.” – Survey respondent



National Case Study - Stop the Violence

Stop the Violence was funded by the Australian Government Department of Social Services and will lay the groundwork for improved service provision for women and girls with disabilities who are experiencing or are at risk of violence



State Case Study – Skills Development Strategy, NSW

Women NSW has delivered a domestic and family violence skills development strategy that aims to increase the capacity of frontline NGO workers by offering a mix of qualification, part-qualification and professional development courses in the domestic and family violence space. This includes specific training packages targeted at workers who engage with and support priority communities such as CALD, LGBTI, Aboriginal and Torres Strait Islander and women with disabilities.



State Case Study – Program for Women with Disabilities

The Victorian Government funded the Workforce Development Program on Gender and Disability Program which was delivered by Women with Disabilities Victoria. The project developed and delivered an organisational change program aimed at building the capacity of disability organisations to deliver gender equitable and sensitive programs and services. It also delivered training to frontline workers to recognise and prevent violence against women with disabilities.

2.3 Priority 3 – Supporting innovative services and integrated systems

Services and systems need to work well together for women and their children to be protected and supported. The Second Action Plan aimed to strengthen integration at a policy, services system and individual level.

Priority 3 of the Second Action Plan aims to ensure that services and systems work together for women and their children to be protected and supported by fostering integration and working in new ways across levels of government and the non-government sector to

²⁵ The Senate Community Affairs References Committee, [Report on Violence, abuse and neglect against people with disability in institutional and residential settings, including the gender and age related dimensions, and the particular situation of Aboriginal and Torres Strait Islander people with disability, and culturally and linguistically diverse people with disability](#) Recommendation 24

share information and maintain consistent risk assessment in order to protect women and their children and respond to perpetrators. The actions underpinning this priority are:

- building first stop support for women and their children experiencing violence;
- strengthening system and service integration;
- strengthening systems integration and service delivery models for Aboriginal and Torres Strait Islander women;
- supporting children who have been exposed to violence;
- improving information sharing;
- implementing a national family and domestic violence protection orders scheme;
- reviewing domestic and family violence related deaths; and
- continuing to strengthen proactive policing.

Action 13

Continue building first stop support for women and their children experiencing violence, based on 'what works', and develop national standards for telephone and online counselling services.

Intention and Government commitment

Action 13 intended to build a first stop support for women experiencing violence. Under this Action, the Australian Government committed to introducing and expanding tools "to enable women experiencing or at risk of violence, as well as their friends and family, to access information and help. It also explored the best ways to appropriately support victims of complex forms of violence, including forced, servile and underage marriage, with a particular focus on children and young people."²⁶

Completeness of Action 13

Action 13 completeness



Australian Government

The Australian Government delivered, as part of 1800RESPECT, a range of targeted programs and actions in relation to Action 13. 'Daisy' is an application developed by 1800RESPECT to provide information, facilities access and support services to women experiencing or at risk of violence, including their family and friends. 1800RESPECT also includes a suite of resources for frontline workers to assist them to recognise and respond to domestic and family violence, including the Frontline Workers Toolkit and a series of free webinars.

Under the Women's Safety Package, 1800RESPECT introduced a first response triage model to ensure clients receive support quickly when they contact the service, and receive supportive warm referrals to trauma specialist counselling and other relevant services.

In addition, under this action the Australian Government committed to developing national standards for telephone and online counselling services. These national standards, developed by KPMG, have been provided to relevant stakeholders for feedback.

²⁶ Second Action Plan 2013-2016, Moving Ahead, 2013

Australian Capital Territory Government

The ACT Government supported the *Older Persons Abuse Prevention Referral and Information Line* (APRIL). This hotline is a confidential telephone service for callers who want to discuss elder abuse issues and seek advice and referral on options for education and assistance.

New South Wales Government

The NSW Government delivered a range of initiatives in relation to Action 13, including the NSW Domestic Violence Line, NSW Elder Abuse Helpline and Sexual Assault Nurse Examiners. The NSW Domestic Violence Line is a free, round-the-clock telephone service run by the NSW Government to provide information, referrals and counselling to women experiencing or at risk of violence. Another hotline is the NSW Elder Abuse Helpline, which is a part of the NSW Government Ageing Strategy. The Elder Abuse Helpline provides information, referrals and support to victims of elder abuse and their family and friends. Finally, the NSW Government committed \$1.3 million to increase the number of Sexual Assault Nurse Examiners in regional and rural communities over the next four years. These nurse examiners are registered nurses, specifically trained to care for adult victims of sexual assault, conduct forensic exams and provide expert advice for criminal proceedings, if required.

Northern Territory Government

The NT Government funds the *Dawn House (Domestic Family Violence Counsellor)* as a first stop for women in need of counselling to address domestic violence issues. More localised counselling services are also offered as telephone services including the NPY (Ngaanyatjarra Pitjantjatjara Yankunytjatjara) Women's Council Domestic Violence Service; East Arnhem Domestic and Family Violence Counsellor; Katherine Domestic and Family Violence Counsellor; and the Tennant Creek Women's Domestic Violence Counsellor.

Queensland Government

The QLD Government funds a range of telephone and online support services such as Queensland Domestic Violence Link, SupportLink, DV Connect and Women's InfoLink. The Domestic Violence Link is a web-based directory of QLD support services for people affected by domestic and family violence. It is funded by the QLD Police Service to provide an online directory of support services across the state including women's shelters, counselling services, community legal centres and services for vulnerable communities such as Aboriginal and Torres Strait Islander women, CALD women and women with a disability. DV Connect is funded to provide a state-wide, 24/7 telephone crisis response to women, children and men affected by domestic and family violence and sexual assault. It provides free violence information and confidential support services via dedicated phone services of Womensline, Mensline and the Sexual Assault Helpline. Since the release of the Special Taskforce on Domestic and Family Violence in QLD, demand for crisis support and assistance to women and children escaping violence has soared and the QLD Government has provided additional funding support. The QLD Government also funds Women's InfoLink which is a free telephone and online service for QLD women and girls that provide information, resources and links to services and organisations across the state.

South Australian Government

The SA Government continued funding the Domestic Violence and Aboriginal Family Violence Gateway Service and Yarrow Place Rape and Sexual Assault Service. Both are state wide services and provide counselling, advice and support.

Tasmanian Government

The TAS Government delivered a range of initiatives in relation to Action 13, including Laurel House and the TAS Elder Abuse Helpline. Laurel House is a North and North-West TAS Sexual Assault Support Services, funded by the TAS Government to provide information, legal support and confidential counselling to women, men and children who have experienced rape, sexual assault and child sexual abuse. This is a free service, provided online and face-to-face, and also available to family and friends of victims. The TAS Elder Abuse Helpline is operated by Advocacy Tasmania Incorporated on behalf of the TAS Government. The helpline provides information, advice and referrals relating to elder abuse, and forms part of the TAS Government's Elder Abuse Prevention Strategy. The TAS Government is also responsible for the Safe At Home Family Violence Response and Referral Line and the Family Violence Counselling and Support Service. The TAS Government is also contributing to the development of the National Standards for Telephone Counselling.

Under Safe Homes, Safe Families, additional counselling services are being provided for children and young people by the Australian Childhood Foundation and for adults by Support, Help and Empowerment (SHE).

Another Safe Homes, Safe Families initiative, *Safe Choices*, being delivered by CatholicCare, is providing an alternative pathway for those in, or choosing to leave, violent relationships. *Safe Choices* provides practical support, advice and referrals to support services, for those women and children experiencing Family Violence. The *Safe Choices* phonenumber is a state-wide service. The face-to-face service is being trialled in southern Tasmania in the 2016-17 financial year, before being rolled out in the north and north-west in 2017-18.

Western Australian Government

The WA Government offered the Women's Domestic Violence Helpline in relation to Action 13. This helpline is a free service that provides information, phone counselling, referrals, and if required, access to accommodation and telephone interpretation services to women facing violence. In conjunction with the Women's Domestic Violence Helpline, the WA Government provided an equivalent helpline for men who are experiencing violence or want to seek counselling and advice for their own violent behaviours.

Victorian Government

The VIC Government funded DVRCV in developing the Bursting the Bubble website. The website provides educational materials for young people about domestic violence. Safe Steps Family Violence Response Centre was also funded to provide a gateway service for putting women in touch with the service that is right for them.

Across states and territories including non-government

In WA, Entrypoint Perth is a free assessment and referral service for homeless people and people at risk of being homeless that helps with accessing accommodation and support.

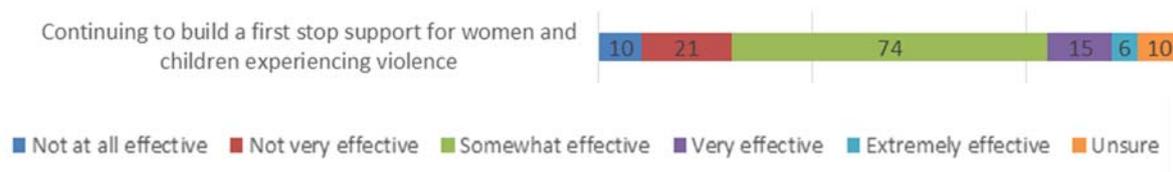
Nationally, first stop support services include Lifeline, Kids Helpline and ReachOut Australia. Under the Second Action Plan, Lifeline and Kids Helpline offered more material and resources towards family violence specifically. ReachOut Australia is an online youth mental health service that also provides information on family violence, as well as information on a range of issues pertinent to young people such as cyberbullying.

There are also sexual violence-focused first stop support services at both a national and state level. One such service is Sexual Assault Counselling Australia, which is operated by Rape and Domestic Violence Services Australia to provide counselling service to people who are involved, directly or indirectly, in the Royal Commission into Institutional Responses to Child

Sexual Abuse. QLD's DV Connect also delivers a Sexual Assault Helpline for women telephone counselling and advice for sexual violence and assault.

Effectiveness of Action 13

Action 13 was widely considered effective in supporting innovative services and integrated systems. Approximately 54 per cent of survey respondents indicated that Action 13 was somewhat effective with a further 11 per cent of survey respondents indicating that Action 13 was very effective and 4 per cent of survey respondents indicated that Action 13 was extremely effective. These survey results are consistent with workshop results, where participants noted that Action 13 was progressing well in supporting innovative services and systems.



In alignment with survey results, stakeholders who attended the workshops highlighted the success of Action 13 in relation to 1800RESPECT being an important resource in the response to domestic and family violence. However, stakeholders in workshops also noted that there remains significant duplication of telephone services across jurisdictions. Some stakeholders also noted the lack of specific first stop support for women from culturally and linguistically diverse backgrounds (CALD) and their children across jurisdictions.



National Case Study - 1800RESPECT

1800RESPECT was established to provide a confidential and interactive online and professional telephone counselling, information and referral service 24 hours a day, 7 days per week. It also operates a range of additional services including the Daisy App.

1800RESPECT will continue to deliver telephone and online counselling, support and information, and referrals to other support services for both victims and family and friends. 1800RESPECT also provides resources for frontline workers, including the Frontline Workers Toolkit and free webinars. Work is also being done to ensure 1800RESPECT is accessible to people with disability.

In August 2016, to respond to increased demand on 1800RESPECT, a first response triage model was introduced. This new model has significantly improved call wait times and abandonment rates to ensure the service is responsive and able to provide support to the people that need it. Refer to section 4, Evaluation of flagship programs, for more details about 1800RESPECT.

Action 14

Strengthen systems and service integration to ensure that specialist responses for identifying and responding to violence against women and their children are supported and effective, including through: collaborative models of service delivery; and information sharing protocols and risk assessment tools.

Intention and Government commitment

Action 14 intends to strengthen system and service integration and improve information sharing in order to provide consistent responses to victimised women and their children and to minimise the need for victims to repeatedly retell (and therefore relive) their abusive experiences to different service providers.

The Australian Government committed to encouraging collaboration between the police; domestic and family violence and sexual assault services; housing and homelessness services; child protection, health and mental health services; income support and financial management support; and perpetrator interventions and programs.²⁷

Completeness of Action 14

Action 14 completeness



Action 14 was delivered across most jurisdictions. It was delivered through a collection of diverse services and systems for addressing family violence, including mobile applications (apps), integrated service hubs, pro-active policing referrals and strategies (also partly addressing Action 20), and new risk assessment frameworks for front-line staff. A selection of services and systems delivered across the Australian Government and

states and territories is described below.

Australian Government

The deliver on this action, the Australian Government provides funding to Lifeline Australia to build on DV-alert, a Domestic Violence Response Training program which offers free training to community frontline workers. DV-alert is designed to improve frontline workers' understanding and ability to identify and respond to domestic and family violence. The Australian Government has funded Lifeline to deliver DV-alert since July 2007 and will continue to deliver the program until 2018. Over the course of the Second Action Plan DV-alert has provided a series of general workshops across the country, in both metropolitan and regional centres. To address the unique needs of CALD women and Australia's Aboriginal and Torres Strait Islander population DV-Alert has also provided multicultural workshops and Aboriginal and Torres Strait Islander workshops. For more flexible delivery of the course content DV-Alert also offers E-learning workshops for frontline workers to attend remotely.

Australian Capital Territory Government

The ACT Government appointed the first Coordinator General for domestic and family violence in relation to Action 14, as a specialist response to women and their children experiencing domestic violence. The role of the Coordinator General is to support the ACT Government in all domestic violence prevention and response activities.

Initiatives being implemented include: integrated case management, training for front-line staff across community and emergency services, a residential behaviour change program for men, programs which strengthen criminal justice responses to alleged perpetrators, improved

²⁷ Second Action Plan 2013-2016, Moving Ahead, 2013

access to legal aid for victims of family violence, and support for the implementation of the Law Reform Commission report - 'A National Legal Response'.

Information Sharing Protocols have also been developed and tested in a place based initiative to support improved understanding and practice of information sharing across the service system. With the appointment of a full time Coordinator General for Family Safety in 2016, further work is being progressed to improve information sharing in the ACT and with other jurisdictions.

New South Wales Government

The NSW Government undertook a range of actions in relation to Action 14 including a Police-NGO partnership to pilot Australia's first domestic violence disclosure scheme (DVDS). The DVDS aims to increase the safety of people potentially at risk of domestic violence by enabling them to find out if their partner has a history of domestic violence offending.

The NSW Government continues to implement *It Stops Here: Standing together to end domestic and family violence*, which promotes information sharing, as well as helps drive collaborative models of service delivery. The Safer Pathway initiative is a coordinated, holistic and victim-centred (as opposed to agency-centred) approach for responding to victims and their children as they navigate through the domestic violence support and criminal justice system. The NSW Government also legislated to change part 13A of the *Crimes (Domestic and Personal Violence) Act 2007* and the supporting Domestic Violence Information Sharing Protocol to enable domestic violence support services to share information for the purpose of providing support services to victims, and to prevent or reduce serious threats to life, health or safety of victims. With these legislative changes, information can be shared across jurisdictions to protect women who are at risk of violence from a known perpetrator.

The NSW Government has also commenced work on developing a NSW Sexual Assault Strategy which aims to provide a cohesive and consistent response to the needs of victims of sexual assault. A literature review has been completed and formal consultations with government, peak organisations, service providers and the community commenced in mid-2016.

Northern Territory Government

The NT Government delivered on Action 14 through the implementation of the Family Safety Framework. The framework is an integrated service response led by the NT Police for responding to people at high risk of injuries or death. The framework comprises common risk assessment for victims of violence; protocols for information sharing between agencies; fortnightly meetings between agencies to discuss high risk family and domestic violence cases; and ongoing monitoring and evaluation of the framework.

As at 30 September 2016, the NT Government, through the Alice Springs *Integrated Response to Family and Domestic Violence Project* and the *Safety is Everyone's Right Strategy*, has delivered training and targeted information sessions to 2,483 frontline practitioners, supervisors, policy/governance development officers and senior executives. This training has been made available at no cost to all three tiers of Government and the non-government service delivery sector and has built an integrated service delivery model.

In Alice Springs, Tennant Creek, Darwin and Katherine, Critical Intervention Outreach Services have been established and provide holistic and culturally appropriate case management and targeted outreach support to Aboriginal and Torres Strait Islander women and their children. The Critical Intervention Outreach Services extend to 16 Aboriginal and Torres Strait Islander communities and twenty nine town camps, with integrated service delivery across the community sector paramount to the success of the program. All four Indigenous Critical

Intervention Outreach Services have established mutually beneficial relationships with service providers, built on trust and respect.

Queensland Government

The QLD Government is delivering on Action 14 through an integrated service system response to domestic and family violence for QLD. The Government is also currently implementing recommendations from the Special Taskforce on Domestic and Family Violence report *Not Now, Not Ever*, with commitments in the *First Action Plan 2015-16* to:

- develop contemporary integrated domestic and family violence service delivery models, in consultation with the sector, to trial in three locations - an urban community, a regional community and a discrete Aboriginal and Torres Strait Islander community – across QLD; and
- in consultation with the sector, also undertake the foundational work needed to support implementation of these trials including development of a common risk assessment framework, information sharing guidelines and a process for managing high-risk cases.

The urban trial commenced in Logan-Beenleigh in mid-2016. The remaining two trial sites at Mt Isa and Cherbourg will commence in 2017. The QLD Government has also passed legislation to enable information sharing as part of the integrated service responses to domestic and family violence.

South Australian Government

The SA Government established the Family Safety Framework in 2007 enhancing information sharing protocols and collaborative models of service delivery. The Framework consists of common risk assessments, information sharing protocols, family safety meetings and ongoing monitoring and evaluation activities.

Also in relation to Action 14, the SA Government implemented the Rapid Response Framework as a coordinated interagency approach to dealing with children and young people under the guardianship of the Minister. The framework provides children and young people under guardianship with quality case management, priority access to services, an education plan and financial support in accessing vocational education and training courses.

The SA Government implemented a Multi-Agency Protection Service (MAPS) which co-locates staff from SA Police (SAPOL), Department of Education and Child Development, Health SA, Housing SA, Families SA and Department for Correctional Services to share vital information faster and identify victims and emerging patterns of harm before they escalate, ensuring that children and families at risk are provided with a timely service when incidents arise. The inclusion of a NGO service will provide a liaison point to gather information from a range of NGOs that women may have accessed prior to police call-outs to incidents.

The SA Government also introduced the Domestic Violence Response Review in 2014, in response to the Coroner's recommendations regarding the death of Zahra Abrahamzadeh. The Domestic Violence Response Review provides a circuit breaker in instances where a Domestic Violence Service provider does not believe the most appropriate response to their client's situation have been received. It is designed to increase accountability and provide an escalation point where there have been process flaws or gaps in the response of a government agency to domestic violence.

Tasmanian Government

The TAS Government implemented the Signs of Safety: Child Protection Practice Framework to guide practitioners in evaluating a range of risk factors, in case planning and decision

making in relation to child abuse. The framework aims to move child protection practice and culture away from a paternalistic approach towards a collaborative approach as highlighted in Action 14, involving professionals working together with family members to address incidents of child abuse.

Since 2004, Safe At Home, the TAS Government's integrated criminal justice response to family violence, has brought together a range of services working together to protect and support victims of family violence, including children and young people, while making offenders responsible for their behaviour. Safe At Home is underpinned by the *Family Violence Act 2004* (TAS) and section 37 of the Act enables information sharing between Safe At Home services.

A key feature of the Safe At Home service response is integrated case coordination (ICC), a systematic and holistic approach to coordinating interventions to address the risk and safety needs of Safe At Home clients across professional and agency boundaries. It aims to maximise the efficient use of available resources in order to produce better outcomes for clients through a 'seamless' service delivery system. The aim of the ICC approach is to contribute to the safety of adult and child victims of family violence and mitigate against the risk that an offender will repeat or escalate their violence by coordinating an integrated service response that is proactive, timely, holistic and effective. More specifically, case coordination involves developing a series of agreed goals, interventions and responsibilities that provide a cohesive and integrated approach to address the identified risk and safety needs of a case.

The Safe Families Coordination Unit (SFCU) brings together staff from the Departments of Police, Fire and Emergency Management; Health and Human Services; Justice; and Education to work collaboratively, to provide the best available information about family violence incidents to ensure that victims of high-risk family violence are identified and supported as early as possible, and family violence perpetrators are held to account.

Victorian Government

The VIC Government implemented the state wide rollout of the Strengthening Risk Management Program, also known as the Risk Assessment and Management Panels, to support women and their children at risk of domestic violence. This program relates to Action 14 through its emphasis on interagency collaboration, information sharing and risk assessment activities. The program brings together police, correction services, human services and courts to share information and respond to high-risk domestic violence offenders and victims.

From 2013 to 2015 the VIC Government also funded Our Watch for the Strengthening Hospital Responses to Family Violence project which involved the Royal Women's Hospital and Bendigo Health. This project equips hospital staff with the skills to identify, respond to and prevent violence directed at women and their children.

Western Australian Government

The WA Government delivered a range of initiatives in relation to Action 14, including implementation of Family and Domestic Violence Response Teams, Multi-agency case management and the second edition of the Common Risk Assessment and Risk Management Framework. The Family and Domestic Violence Response Teams are a multi-agency partnership, based in every child protection district to provide timely response to domestic violence incidents following a police call out. Multi-agency case management is an approach for high risk cases that enables information exchange and coordinated safety planning. The second edition of the Common Risk Assessment and Risk Management Framework further supports multi-agency responses through updated risk assessment tools, policy context and guidelines.

Also across most jurisdictions, the respective governments continued to use various forms of cross-sector information sharing schemes (for example SA Government's Multi-Agency Protection Services). These schemes enable sharing of information about the circumstances of a victim between police and other government or non-government service providers to ensure the safety of the victim.

The WA Department of Child Protection and Family Support has also partnered with the WA Police and specialist Family and Domestic Violence Coordinated Response Service providers to form the Family and Domestic Violence Response Team (FDVRT). The purpose of the FDVRT is to provide a consistent interagency response to victims of domestic and family violence as soon as they have been identified by the WA Police. The interagency response to an incident includes joint risk assessment, triage and followed by coordinated response. A shared database called the Triage Application has been developed to support the operations of the FDVRT, including the recording of outcomes.

Effectiveness of Action 14

Action 14 is generally considered by survey respondents to be an effective action in supporting innovative services and integrated systems.

“Specialisation is currently being squandered and is under threat due to state-wide frameworks promoting generalisation. Further work is required to secure specialist services as the underpinning for the service system and building linkages and understanding across universal services.” – Survey respondent

Of the survey respondents, 44 per cent considered Action 14 somewhat effective, while 15 per cent indicated that it was very effective and 3 per cent believed that it was extremely effective. However, 20 per cent of survey respondents thought that Action 14 was not very effective and 10 per cent believed that it was not at all effective. These survey results are consistent with workshop results, where participants noted areas of improvements to increase the effectiveness of Action 14.



Service providers who attended the workshops reported that service innovation, as a specific element of Action 14, has progressed during the Second Action Plan, but continues to be an area of family violence policy that could be better developed. The workshop participants pointed out that some of the most innovative, collaborative models of service delivery under Action 14 were introduced under other sector's frameworks, such as the homelessness sector. The National Partnership on Homelessness provides funding to state and territory governments to deliver shelter and support to people at risk of homelessness. The National Partnership on Homelessness gives priority to women and their children escaping violence. This agreement aims to encourage collaborate models of care between services specialising in homelessness and those specialising in domestic and family violence.

Service providers were asked how actions to support innovative services and integrated systems could be improved on through the Third Action Plan. Generally, the main themes that emerged from this question related to the need for additional funding to initiate and sustain policies aimed at supporting services and systems, and further collaborations. Service providers reported the need for long-term bi-partisan funding arrangements to resource innovation and services that have successfully provided services to victims of violence. In particular, service providers stated the need to fund grassroots organisations that work to support women, men, children, CALD and Aboriginal and Torres Strait Islander communities.

Service providers also reported that the actions to support innovative services and integrated systems in the Second Action Plan is still a "...work in progress...", with most services recognising that work currently being done requires further implementation at both a policy and direct services level. Finally, service providers reported the need for further collaboration between mainstream agencies, the judiciary system and service providers.

"Increase the funding of the specialist CALD, ATSI and women with disability services to provide service to these vulnerable groups" – Survey respondent

"It is essential that perpetrator programs run alongside strong supports for women and their children and that the funding of these programs does not come at the expense of a reduction in funding to specialist women's services." – Survey respondent



National Case Study – DV-alert

The Department of Social Services through DV-alert is delivering the only nationally accredited training program designed to help community frontline workers better understand and identify domestic and family violence and improve their referral and support skills.



State Case Study – Signs of Safety Framework, TAS

The Signs of Safety Framework guides practitioners to evaluate risk factors and family safety simultaneously to achieve a balanced, comprehensive assessment of risk and assist in case planning, decision making and service delivery. The program was developed in Western Australia and has been applied in TAS.

Action 15

Strengthen systems integration and service delivery models, including in remote and cross-border contexts, to meet the specific needs of Indigenous women and their children experiencing violence.

Intention and Government commitment

Aboriginal and Torres Strait Islander women and their children are at a particularly high risk of experiencing violence, and as such, they require holistic, integrated support services. Action 15 intended to strengthen specialist and mainstream domestic violence services that deal with Aboriginal and Torres Strait Islander women and their children. Action 15 also intended to deliver improved and consistent information sharing protocols and methods for risk identification and assessment across the system, including in remote and cross-border contexts. The Australian Government committed \$1 million in funding to increase the engagement of CALD and Aboriginal and Torres Strait Islander communities in the White Ribbon Australia campaign. In addition, the Australian Government also committed \$120,000 in funding to help women from CALD backgrounds throughout their interaction with the court system.

Completeness of Action 15

Action 15 completeness



Action 15 was delivered by the Australian Government and there was evidence to suggest that five jurisdictional governments have made progress against action 15.

Australian Government

The Australian Government delivered Action 15 through funding to increase services for CALD and Aboriginal and Torres Strait Islander communities and funding to help Aboriginal and Torres Strait Islander women and women from CALD backgrounds journey through the court system.

New South Wales Government

The NSW Government's implementation of It Stops Here: Standing together to end domestic and family violence relates to the systems integration element of Action 15. As mentioned in evaluating Action 14, Safer Pathway provides a coordinated, holistic and victim-centred response to victims of domestic and family violence and their children.

Northern Territory Government

The NT Government implemented the Family Safety Framework, which aligns with Action 15 and Action 14. In relation to Action 15, the NT Government collaborated with the SA Government, which has its own Family Safety Framework. The similarity between the Family Safety Frameworks in the two jurisdictions enabled the sharing of services and information across the border of SA and the NT, and subsequently provided support to Aboriginal and Torres Strait Islander women and their children who live in cross-border contexts.

A key component of the Family Safety Framework Training focuses on the critical need to identify domestic and family violence as early as possible and respond effectively to lessen the risk to women and children at high risk. The training supports workers to operate in a coordinated and integrated way with other service providers to deliver a more holistic and appropriate response to victim's needs. A Cross Border Protocol between the Northern Territory Police and South Australian Police allows for clients of Family Safety Frameworks in either of these jurisdictions to be cross referred and the sharing of appropriate information which will increase the safety of this client group. This is particularly important in the NPY Lands of Central Australia where family groups are often very mobile, crossing from one jurisdiction to the other on a regular basis.

South Australian Government

The SA Government also continued to implement the Family Safety Framework, which aligns with both Action 14 and 15, and collaborated with the NT Government. As outlined above, the collaboration helped meet the needs of Aboriginal and Torres Strait Islander women and their children who live on the border of SA and the NT.

Queensland Government

The QLD Government funded country and remote counselling services in relation to Action 15. For example, the QLD Government funded Relationships Australia which delivered counselling across a range of locations including rural, remote and Aboriginal and Torres Strait Islander communities. The QLD Government also provides an online directory for counselling,

support and advice services available in regional locations.²⁸ These services included the provision of psychology education, therapeutic counselling and where required, Aboriginal and Torres Strait Islander psychotherapy to people experiencing domestic and family violence. These services are also culturally appropriate, which can meet the specific needs of Aboriginal and Torres Strait Islander women and their children experiencing violence. The QLD Government will trial an integrated service response to domestic and family violence in Cherbourg. The trial aims to enhance the safety of victims and their children and provide opportunities to hold perpetrators to account and change their behaviour. This relates to both Action 14 and 15.

Tasmanian Government

The Office of Aboriginal Affairs in the Department of Premier and Cabinet provides advice on culturally appropriate responses to Aboriginal victims and offenders of family violence. Under Safe At Home, the Office of Aboriginal Affairs receives \$20,000 per annum to assist in implementing Safe At Home. There is currently one Aboriginal Court Support and Liaison Officer.

As announced in the 2016-2017 Tasmanian State Budget, additional funding of \$330,000 over three years has been allocated to a new Safe Homes, Safe Families Action which improve the quality and accessibility of culturally appropriate services for Aboriginal women and children experiencing family violence.

Across states and territories

In SA, NT and WA, the Cross-border Justice Act enables law enforcers to exercise powers outside their own state or territories. The ability of law enforcers to operate across jurisdictional boundaries helped with law enforcements in the cross-border region of SA, NT and WA, which is collectively known as the Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Lands.

In the NPY Lands, there is the NPY Women's Council Domestic and Family Violence Service providing education, advocacy services, case work, and crisis response to local women experiencing violence. Also in the NPY Lands, the Cross-border Family Violence program includes a behaviour change service for men who have committed family violence.

The concept of service integration needs to be re thought. It is not about services stating their role to each other and expecting client to fit in. Clients need to be put in the centre, their needs according to them identified and services then work with them according to the clients stated needs." – Survey respondent

Effectiveness of Action 15

In general, Action 15 was considered somewhat effective in supporting innovative services and integrated systems.

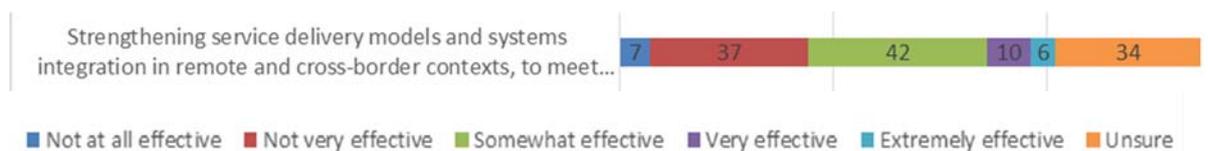
"There are good integration and information-sharing already being used, and attention is being given to that." – Survey respondent

In the survey, 31 per cent of respondents reported that Action 15 was somewhat effective in supporting innovative services and integrated systems. A similar percentage (27 per cent) of survey respondents reported that Action 15 was not very effective. A smaller percentage (25 per cent) of survey respondent reported that they were unsure as to the effectiveness of this action.

²⁸ Queensland Government, *Counselling, support and advice*, <https://www.qld.gov.au/community/getting-support-health-social-issue/counselling-support-advice/> Last accessed 10 November 2016

Consistent with survey results, consultations with service providers indicated that the initiatives implemented under Action 15 have progressed well but that there is still considerable room for improvement. In particular, stakeholders saw a significant need for increased information sharing, especially for sharing of police information across borders. This was seen as essential to developing cross border collaborative service delivery models.

The National DVO Scheme is one activity that addresses the cross border service delivery collaboration. The National DVO Scheme is being developed as an information system which will allow sharing of police information across borders. The National DVO Scheme is outlined further under Action 18.



State Case Study – Local Implementation Reference Groups, NT

Under the Safety is Everyone’s Right Framework, the NT has implemented local reference groups (Alice Springs, Darwin, Katherine and Tennant Creek) that bring together key agencies and support services to ensure that victims receive the support services they required in the most effective manner possible. It also coordinates with SA local reference groups to support victims who frequently cross borders.

Action 16

Build support for children who have experienced, witnessed or been exposed to violence.

Intention and Government commitment

Action 16 is a continuation of activities undertaken in the First Action Plan that “explored linkages between violence against women and child abuse and neglect, including through the Child Aware Approaches initiative.”²⁹ Action 16 intended to strengthen collaboration between jurisdictions and to protect children and reduce violence against women within each jurisdiction. Further, existing research in children and domestic violence was to inform efforts under Action 16.

Completeness of Action 16

Action 16 completeness



Action 16 was delivered by the Australian Government and across most jurisdictions.

The governments implemented various initiatives that built the evidence base, and provided support systems and services for children experiencing or being exposed to family violence. There are only a small number of targeted new initiatives, but nonetheless they address important systemic needs to protect children, complementing the much larger network of existing services. Services supporting children who have experienced violence are in a range of sectors including education,

²⁹ Second Action Plan 2013-2016, Moving Ahead, 2013

community services, health and social services for homelessness. Activities in each jurisdiction are outlined below:

Australian Government

The Australian Government developed the National Safe Schools Framework which relates to Action 16. The framework is guided by the vision for all Australian schools to be “safe, supportive and respectful teaching and learning communities that promote student wellbeing”.³⁰ The elements of the framework align with the school curriculum and are designed to be sensitive to the different initiatives, policies and legislative frameworks across jurisdictions. Over the last six years, the Australian Government has enabled multiple points within the Australian Curriculum where respectful relationships education can be delivered, after Ministers endorsed the Foundation to Year 10 Australian Curriculum in 2015.

Australian Capital Territory Government

The ACT Government’s appointment of the first Coordinator General for domestic and family violence (as discussed in Action 14) also relates to Action 16. This position provides a coordinated response to domestic and family violence, including a focus on early intervention and prevention and support services for children who have experienced, witnessed or been exposed to violence.

On 22 February 2016, the ACT Government appointed Laurie Glanfield AM to conduct an independent external review of ACT Government Directorates and service providers who respond to family violence, in particular in the context of child protection. The review considered the effectiveness of interactions between directorates, agencies and service providers. It specifically considered the extent to which ACT authorities are legally able to, and do, share and receive information on at-risk families internally and with other jurisdictions. The Glanfield report was released on 20 May 2016, highlighting areas for further action to strengthen the ACT response to domestic and family violence.

New South Wales Government

The NSW Government implemented a range of initiatives relating to Action 16. An example is the *Targeted Early Intervention Program* reform for enhancing the delivery of early intervention services for vulnerable women and their children. Another example is the implementation of *Early Intervention and Placement Prevention Program*, which provides support services to keep children and young people from entering or remaining in the child protection and out-of-home care systems. Yet another example is the implementation of Intensive Family Preservation services that support children by helping children remain in their homes where possible.

Northern Territory Government

The NT Government implemented a range of initiatives relating to Action 16. Under the Family Safety is Everyone’s Right Framework, the NT Government implemented a Local Implementation Plan to identify what works and what can be improved on to address domestic violence in the Ntaria community. The Local Implementation Plan is built on seven key focus areas, one of which that is relevant to Action 16 is early childhood. The NT Government also developed the Child and Family Wellbeing Network and implemented the 7 Steps to Safety toolkit for building children’s skills and confidence.

³⁰ National Safe Schools Framework, Education Services Australia, 2013

In addition to the establishment of four Critical Intervention Outreach Services, which provide immediate support for women and their children who have experienced domestic and family violence, the *Safety is Everyone's Right Strategy* has established a Domestic Violence Specialist Children's Service.

The Domestic Violence Specialist Children's Service provides targeted support to Aboriginal youth aged between 12 and 17 years, who have been affected by domestic and family violence either as a victim or perpetrator and is designed to break the generationally embedded cycle of violence with the next generation of young parents so that their children are born into families where the safety and respect of all members of the family are prioritised.

Program outcomes include the development of skills to engage in positive, respectful relationships free of violence and an understanding of the dynamics of domestic violence. In turn, this is expected to strengthen the capacity of Aboriginal youth to model their own futures and open the way to safe, non-violent and enjoyable relationships and improve their own wellbeing and safety.

Queensland Government

In relation to Action 16, the QLD Government committed \$416 million over five years to family support and child protection services as recommended by the 2013 QLD Child Protection Commission of Inquiry. New specialist services have been established across QLD to better support people, including children, affected by domestic and family violence. These services complement the roll-out of the new Family and Child Connect and Intensive Family Support Services and help to build an integrated suite of support services for vulnerable families. While support will be provided to any individual, including those without children, the services will also support families at risk of entering or re-entering the child protection system as a result of domestic and family violence. Individuals will have greater access to specialised domestic and family violence support including counselling, court-based services, and perpetrator intervention programs.

The QLD Government also allocated a specialist role within the Domestic and Family Violence Death Review Unit to provide expert advice and assistance to Coroners in their investigation of child deaths where there has been prior contact with the child protection system. This role extends beyond the current function of the unit which is to review all 'domestic and family violence related deaths' that have occurred in QLD, inclusive of suicides of children where they have experienced, witnessed or been exposed to violence, or homicides of children who have been killed by a parent or other family member. The intention of this function is to assist in the identification of missed opportunities for intervention or systemic shortcomings, and to identify opportunities to prevent future deaths. Coronial recommendations made through Inquest in relation to domestic and family violence related deaths have led to a range of reforms in QLD which aim to better support victims of domestic and family violence and their children, and hold perpetrators to account.

South Australian Government

The SA Government funded Victim Support Service to implement the *Staying Home, Staying Safe* program, which in relation to Action 16, specifically supports women and their children who are victims of violence to remain in their home.

*"There seems to be a focus on the disastrous examples of FV - our observation tends to be that there are relatively few cases of extreme violence, but many more cases in which there is a continuing level of abuse and control which nevertheless must 'handicap' women and their children over a lifetime." –
Survey respondent*

The Family Safety Framework also addresses the safety and wellbeing of children living with domestic and family violence.

In 2015, the SA Government passed the *Residential Tenancies (Domestic Violence Protections) Amendments Bill* and the amendments commenced operation on 10 December 2015. Amendments to the Residential Tenancies Act provide victims the option of staying in a rented home and having the perpetrator leave; or leaving the rented premises and being removed from the rental agreement.

Tasmanian Government

The TAS Government's Safe At Home policy brings together a range of services working together to protect and support victims of family violence, including children and young people.

Under *Safe Homes, Safe Families*, additional support is being provided to children affected by family violence in schools and Child and Family Centres, with the appointment of additional social workers and psychologists. Additional counselling services are also available for children and young people experiencing family violence.

In September 2016, the Tasmanian Commissioner for Children and Young People released his report, *Children and Young People's Unique Experiences of Family Violence: Family Violence and Children and Young People in Tasmania*. The TAS Government made a formal response to the Report at the end of 2016 and the findings will inform the Government's ongoing response to family violence in Tasmania.

Victorian Government

The VIC Government implemented the *Child Protection Flexible Responses Initiative* which co-locates family violence workers in child protection offices across the state to strengthen child protection practice, enable joint assessments, assist child protection to navigate the family violence system and strengthen opportunities to divert children away from statutory responses.

The Department of Human Services developed the *Working with families where an adult is violent* specialist practice resource, which was launched in June 2014. This is based upon current research evidence and best practice approaches for professionals working with families who are experiencing family violence.

Western Australian Government

The WA Government amended the *Children and Community Services Act 2004* to significantly expand information sharing provisions relevant to the safety of a person who has been subjected to or exposed to family and domestic violence. The *Children and Community Services Act 2004* is the key piece of legislation overseeing the safety and wellbeing of children in WA.

The amendments also acknowledge the emotional harm caused by those who perpetrate family and domestic violence and defines exposing a child to an act of family and domestic violence as a form of child abuse.

Effectiveness of Action 16

In general, Action 16 was considered to be somewhat effective in supporting innovative services and integrated systems. Many (38 per cent) survey respondents indicated that Action 16 was somewhat effective, 10 per cent of survey respondents indicated that Action 16 was very effective and 4 per cent of survey respondents indicated that Action 16 was extremely effective. A lower percentage (26 per cent) of survey respondents reported that Action 16 was not very effective and 7 per cent believed that it was not at all effective.

"In terms of supporting children, there is an excellent service, but it has a waiting list." – Survey respondent



It is likely that there has been a confounding effect from the Second Action Plan and the National Partnership Agreement on Homelessness with regard to the impact for services offered to children who have experienced violence. Over 43,000 young people aged 15 to 24 approached a specialist homelessness service alone in 2015–2016. The majority of young people presenting alone were female (62%). Domestic and family violence (15% in 2015–2016) or unstable housing (housing crisis 24% in 2015–2016) remain the most common main reasons for young people presenting alone to seek assistance. 106,000 people experiencing domestic and family violence sought assistance from homelessness agencies across Australia in 2015-16. One in 5 (22%, or over 23,000) were children aged 0-9 with over 36,000 under 18.³¹ This highlights the need for cross-sector collaboration to address the specific needs of these groups.



National Case Study - National Safe Schools Framework

The Australian Government Department of Education is implementing the national Safe Schools Framework which provides policies, programs and initiatives that support school authorities. As part of a national approach to supporting schools to build safe school communities, all Education Ministers endorsed the revised National Safe Schools Framework in December 2010.



State Case Study – New Specialist Domestic and Family Violence Support Services, QLD

New specialist services are being established across QLD to better support people, including children, affected by domestic and family violence. These services will complement the roll-out of Family and Child Connect and Intensive Family Support Services and help to build an integrated suite of support services for vulnerable families. Importantly, they will strengthen the capacity of the service system to respond to the needs of people affected by domestic and family violence including locations where little or no services were previously provided. They will also work closely with the specialist domestic and family violence workers based in each of the Family and Child Connect and Intensive Family Support services.

³¹ AIHW (2015-16), 'Specialist homelessness services 2015-16', www.aihw.gov.au/homelessness/specialist-homelessness-services-2015-16/.

Action 17

Improve information sharing across court processes.

Intention and Government commitment

Action 17 continues activities initiated in the First Action Plan to “continue to explore and implement ways to improve collaboration and information sharing between court processes, to achieve the best outcomes for women, children and families”.³²

Completeness of Action 17

Action 17 completeness



Action 17 was delivered through a diverse range of court information sharing protocols and court-based social work programs that provide targeted support to women struggling to navigate through the Family Court system. A large network of existing legal aid services also increased their specialised assistance to women experiencing family violence. Family violence and general counselling services began providing specific

assistance to women suffering from family violence to engage with the court system and legal aid specialist services also expanded their services available to these women. National systems were progressed to assist information sharing on court processes.

Activities under this action have primarily occurred within the states and territories given the focus on court processes. Key activities conducted are outlined below.

Australian Government

The Australian Government delivered the *Family Violence Plan 2014-16*. This plan was developed by the Family Court of Australia and Federal Circuit Court of Australia to effectively address domestic and family violence matters coming before the courts and to ensure that the courts are a safe environment for all those attending. The Family Violence Plan builds on the work undertaken from 2004 onwards under the *Family Court's Family Violence Strategy*, and is part of the ongoing work of the Federal Circuit Court in the area of family violence.

New South Wales Government

On 3 December 2016, plain English Apprehended Domestic Violence Orders (ADVOs) were rolled out across NSW. The new ADVOs use clear and simple language to explain defendants' obligations so there is no excuse for breaching the order. The penalties for breaching an order, including up to two years in prison, have been moved to the top of the document so it is now the first thing perpetrators read. The new ADVO is also being translated into 29 different languages to assist people whose first language is not English.³³ On 13 April 2016, the NSW Government began trialling the Domestic Violence Disclosure Scheme in four pilot sites: Oxley, Shoalhaven, Sutherland and St George Local Area Commands. This Scheme enables a person who has concerns about their partner, or a third party who has concerns about a person's partner, to find out if that partner has a history of domestic violence and related offences.

As part of the amendments to Part 13A of the *Crimes (Domestic and Personal Violence) Act 2007* and the supporting Domestic Violence Information Sharing Protocol, domestic violence support services may share information for the purpose of providing support services to victims, and to prevent or reduce serious threats to a person's life, health and safety.

³² Second Action Plan 2013-2016, Moving Ahead, 2013

³³ NSW Government press release, 24 November 2016

Northern Territory Government

As part of the NT Government's *Policy Framework for NT Women*, the NT Government has committed to ensuring effective support for women victims and survivors in the NT justice system. Additionally, the NT Government implemented a trial for a specialist domestic violence court in Alice Springs. The trial in Alice Springs is designed to test the effectiveness of having a specialist domestic violence court that will be used to fast-track and prioritise domestic violence matters and has processes that are focused on the particular needs of victims as well as perpetrators.

The NT Department of Attorney General and Justice has also developed a proposal for law reform consultation regarding the Domestic and Family Violence Act. The proposed changes to this Act are designed to support the NT to be part of a national scheme where domestic violence orders made in a participating state or territory will be automatically recognised and enforceable in the NT, without having to be registered in the NT.

Queensland Government

The QLD Government funds the Domestic Violence Prevention Centre Gold Coast to deliver the *Domestic Violence Court Support, Information and Advocacy Program* in Coolangatta and Southport. Program staff provide support, information about how to navigate the court system and assist women to apply for a Domestic Violence Protection Order. In response to recommendations in the Special Taskforce report, on 1 September 2015, the QLD Government established an initial six-month trial of a specialist domestic and family violence court in Southport. The trial has since been extended to 30 June 2017. The court has two specialist magistrates in two dedicated court rooms for all civil and criminal domestic and family violence proceedings, as well as access to specialist domestic violence workers and an information desk staffed by volunteer workers who assist victims and perpetrators.

South Australian Government

The SA Government delivers a Family Court Support program that is free and confidential, providing trained volunteers to accompany women to the Family and Federal Circuit Court in Adelaide.

From 1 July 2015, the SA Government funded Victim Support Services to provide the Women's Domestic Violence Court Assistance Service. This service provides a greater level of support within the court system for victims of violence by providing assistance to help women deal successfully with courts systems and increase their access to justice, particularly in relation to the obtaining of or alterations to existing intervention orders. The service is free and confidential and works closely with police prosecutors. The service has been very successful and in 2015-16 demand for the service exceeded its capacity. As such, the SA Government committed to doubling the funding of the service from the 2016-17 financial year. This will ensure all women needing legal assistance regarding intervention orders or seeking assistance with a tenancy matter will be able to receive it, including across regional South Australia.

Tasmanian Government

The TAS Government delivers a court support and liaison service through Safe at Home. This service supports women who are victims of violence by supporting them through the court process, offering advice on how to take out a Family Violence Order, how to vary or extend existing orders and assistance with liaising with police and prosecutors on behalf of the victim. The service has been successful in keeping women engaged through court processes which is critical to the success of prosecutions.

Victorian Government

The VIC Government has implemented the Victoria Police Family Violence Command which is a police taskforce dedicated to family violence, sexual assault and child abuse in situations where the perpetrator and the victim know each other. The Victoria Police Family Violence Command is committed to working with domestic and family violence services; undertaking risk assessments to keep victims safe; educating police to understand domestic and family violence; and contributing to the Royal Commission that aims to prevent family violence.

Western Australian Government

In June 2014, the WA Law Reform Commission received terms of reference from the Attorney General to review the laws concerning family and domestic violence to investigate the benefits of having separate family and domestic violence legislation. The final report, *Enhancing Family and Domestic Violence Laws*, included 73 wide-ranging recommendations towards six objectives for reform, including: enhancing the safety of victims; increasing perpetrator accountability; providing fair and just legal responses; improving integration and coordination in relation to family and domestic violence in the legal system; increasing knowledge and understanding of family and domestic violence in the legal system; and maximising timely legal responses.

Following an inquest that concluded in 2012 in relation to the death of a victim of family and domestic violence, significant work has been undertaken by the WA Department for Child Protection and Family Support in partnership with the Department of Corrective Services and WA Police to address the issues identified by the Coroner, including: the development of protocols to support information sharing and collaborative case management of domestic violence offenders; changes to the Victim Notification Register; and increasing the capacity of the women's refuge system.

Across states and territories – including non-government

There are a range of activities that have been undertaken outside of the Second Action Plan which also fit under Action 17. These include the provision of specialist legal support by a range of NGOs across Australia to promote information sharing and assist with using the court system. Centacare is just one example of a community organisation working to provide advice to victims of violence regarding how to navigate the court system, develop a safety plans and apply for or vary apprehended violence orders. Centacare operates across the country for example the *Domestic Violence Assistance Program* in Beenleigh QLD which provides legal support; and a number of services in Adelaide: the Limestone Coast Domestic Violence Service, the Murray Mallee Domestic Violence Service and the Whyalla Regional Domestic Violence Service.

Effectiveness of Action 17

Action 17 was considered somewhat effective by most respondents. Many survey respondents (35 per cent) reported that Action 17 was somewhat effective in supporting innovative services and integrated systems, 9 per cent of survey respondents indicated that Action 17 was very effective and 5 per cent of survey respondents indicated that Action 17 was extremely effective. A smaller percentage (28 per cent) of survey respondents reported that Action 17 was not very effective in supporting innovative services and integrated systems and 8 per cent of survey respondents indicated that Action 17 was not at all effective.



■ Not at all effective ■ Not very effective ■ Somewhat effective ■ Very effective ■ Extremely effective ■ Unsure

A number of stakeholders indicated that there are outstanding issues that need to be addressed regarding information sharing. Service providers in SA highlighted problems with late notification about the release of a perpetrator or the expiration of an order. This means that they do not have sufficient time to respond to the needs of the victim. In cases like this, timely sharing of information between police, the courts and service providers would be helpful. However, there are privacy laws in each state which limit the amount and type of information that can be shared. Stakeholders have raised this as a significant concern and have suggested that the first step in achieving this will be improving information sharing and developing consistent definitions of domestic and family violence across jurisdictions.

"...information sharing across court processes is ineffective and this is because unless the client is assessed as significantly high risk (and as such at the level of Family Safety Framework) information sharing with courts is often dependent on individual agency agreements/MOUs and even then dependent on individual workers.)" – Survey respondent



National Case Study - Family Violence Plan

The Family Court of Australia released the *Family Violence Plan 2014-16* as a major commitment by the Family Court of Australia and the Federal Circuit Court of Australia to the early identification and management of matters where family violence is alleged. The Family Violence Plan provides best practice principles for a range of legal practitioners and service providers involved in the family law system to comprehensively support clients experiencing family violence. The Family Violence Plan also promotes inter-agency and cross-sector relationships.

One of the authors of the Family Violence Plan, Chief Justice Diana Bryant, has recently called for increased funding to help courts triage serious allegations of family violence to ensure the safety of children.³⁴ The issue is that there is often an extended period of time between an incident of violence and the corresponding final judicial hearing. This delay is due to the time required to investigate all of the issues involved including family violence, mental health and substance abuse. Justices are given only a short period of time to arrange alternative parenting or living arrangements for children which can be in place for up to three years, in the wait for a final hearing.



State Case Study – Trial of the Specialist Domestic and Family Violence Court in Southport, QLD

The specialist domestic and family violence (DFV) court was established on 1 September 2015 initially as a six month trial in response to the recommendations contained in the report of the Special Taskforce on Domestic and Family Violence in QLD (Special Taskforce) – *Not Now, Not Ever: Putting an End to Domestic and Family Violence* (the Taskforce Report). The trial has since been extended to 30 June 2017. The court has two specialist magistrates in two dedicated court rooms for all civil and criminal domestic and family violence proceedings, dedicated duty lawyers for both victims and perpetrators, dedicated police prosecutors and a dedicated support room for female victims of domestic violence, as well as access to specialist domestic violence workers and an information desk staffed by volunteer workers who assist victims and perpetrators.

³⁴ Nicola Berkovic, 'Family Chief Justice pleads for funds to prevent child deaths', *The Australian*, 30 March 2016

Action 18

Implement a national scheme for family and domestic violence protection orders.

Intention and Government commitment

Governments aimed to strengthen safety for victims by providing cross border responses. The Australian Government committed to achieving this through the development of a National Domestic Violence Order scheme that:

- automates recognition and enforceability of a domestic violence order (DVO) issued in one Australian jurisdiction in all other jurisdictions; and
- comprises model laws and a national system to support the sharing of DVO information across jurisdictions.³⁵

Completeness of Action 18

Action 18 completeness



Action 18 required the development of model legislation for the automatic mutual recognition of DVOs across Australia. COAG agreed in December 2015 that every jurisdiction would introduce laws to give effect to a National DVO Scheme, but this is yet to occur. Consequently, this action has been progressed but is yet to be completed through the commencement of model legislation in each state and territory giving effect to the National DVO Scheme. As at December 2016, Queensland, New South Wales, Victoria, the Australian Capital Territory and Tasmania have passed these laws. South Australia and the Northern Territory have also introduced the model laws into their parliaments. Western Australia is yet to introduce model laws. No state or territory has yet commenced its legislation.

At the same COAG meeting, it was agreed that the Commonwealth would lead efforts to develop a comprehensive national DVO information sharing system to assist police and courts to enforce DVOs, regardless of the state in which they were issued. The Australian Criminal Intelligence Commission (ACIC)³⁶ is currently working with police, courts and justice agencies from all states and territories to develop this new capability, known as the National Order Reference System.

As the national system will take several years to deliver, Ministers agreed that in the short term, the Commonwealth would undertake a 12 month project to improve information available to police and courts about DVOs. This Interim Order Reference System project leverages off the existing National Police Reference System. The Attorney-General's Department and the ACIC will continue to work with jurisdictions to support implementation of the National DVO Scheme.

Effectiveness of Action 18

Action 18 has been not yet been achieved due to the lack of a final deliverable for enforcing DVOs across borders. However, considerable ground work has been completed with five jurisdictions passing legislation to give effect to the National DVO Scheme, and a further two jurisdictions introducing legislation. The ACIC has also worked closely with police and courts throughout 2016 on the Interim Order Reference Solution and the National Order Reference System projects. It is clear that progress has been made under the Second Action Plan. Consultations with stakeholders revealed that there is an almost unanimous belief that the

³⁵ Second Action Plan 2013-2016, Moving Ahead, 2013

³⁶ On 1 July 2016, the Crimtrac Agency merged with the Australian Crime Commission to become the Australian Criminal Intelligence Commission.

creation of the National DVO Scheme and the National Order Reference System that will support it are essential to progressing the national outcomes and effectively reducing perpetrator re-offence and violence against women.



State Case Study – Plain English Apprehended Domestic Violence Orders (ADVOs), New South Wales

The NSW Department of Justice is introducing plain English ADVOs to reduce the ADVO breach rates and domestic violence reoffending, while ensuring victim’s safety is not compromised. This has been counted under Action 18 and stakeholders were largely positive about this particular change.

Action 19

Drive continuous improvement in systems through reviewing of domestic and family violence-related deaths and child deaths.

Intention and Government commitment

Improving the knowledge base and information sharing is a vital part of building effective services. The Australian Government committed to sharing information and good practice across jurisdictions from domestic homicide and child death reviews and other review mechanisms.³⁷ “This will enhance review processes and drive improvements to the way Australian Government, state and territory systems work together to identify and respond to women experiencing violence and, ultimately, prevent domestic violence homicides.”³⁸

Completeness of Action 19

Action 19 completeness

Action 19 was achieved across most jurisdictions through a range of reviews and changes which are outlined below.



Australian Government

The Australian Government undertook a review of child deaths from abuse and neglect through the Australian Institute of Family Studies. It then undertook a more comprehensive piece of work through the Australian Human Rights Commission. This review examined and reported on deaths from family and domestic violence. Through this work, the Australian Human Rights Commission identified areas for improving the scope and effectiveness of Domestic Violence Death Review in Australia. The Australian Human Rights Commission is currently developing options for expanding the Death Review function to all eight jurisdictions, and establishing a national function to collect and report on national data, and monitor recommendations made to relevant government agencies.

A national system of death review would enable the Australian Government to:

- collect and collate reliable domestic and family violence death data across all jurisdictions;

³⁷ Second Action Plan 2013-2016, Moving Ahead, 2013 p 37

³⁸ Second Action Plan 2013-2016, Moving Ahead, 2013 p 37

- investigate cross-jurisdictional system failures;
- understand patterns of deaths and identify vulnerable groups;
- monitor recommendations made to federal agencies; and
- inform national funding bodies and decision-makers about targeted strategies for community safety.

Australian Capital Territory Government

On 26 July 2014, the ACT Attorney-General, Simon Corbell announced that the Domestic Violence Prevention Council (DVPC) would undertake a review into domestic violence deaths in the ACT on his behalf. The review considered closed cases of domestic violence deaths in the ACT. It also considered actual cases of domestic and family violence that led to the death of a victim, to determine what can be done to prevent the violence and what warning signs we need to look for. The final report is yet to be released.

On May 2016 the Domestic Violence Prevention Council released their *Review of Family Violence Deaths in the ACT*. The review found that many victims did not access help from the police, family violence services or other frontline responders to violence. They did, however, have contact with service providers unrelated to family violence, strengthening the case that family violence is everyone's business. The report is a valuable tool for informing future government decisions about family violence prevention and detection mechanisms.

Under the Second Implementation Plan of the *ACT Prevention of Violence against Women and Children Strategy 2011–17*, the ACT Government committed to a gap analysis of the entire service system related to domestic violence in the ACT. Research by the Office for Women looked at current service delivery against best practice, with a focus on integration and collaboration. The report was released on 20 May 2016 following extensive consultation with stakeholders including: face-to-face consultations; an online survey; and three workshops.

The significant work undertaken to improve the evidence base and continue promoting an anti-violence culture in the ACT led to historic investment in responding to family violence as part of the 2016–17 ACT Budget.

The 2016–17 ACT Budget was a catalyst for the next phase of reform in the family violence service system. An unprecedented \$21.42 million Safer Families package over four years commits to a range of activities and innovative practices to achieve an integrated and collaborative single service system for families experiencing domestic violence, and to respond to those who perpetrate violence.

The majority of the reforms will be funded by a \$30 per year safer families levy on every ACT household. This initiative reflects the ACT Government's position that violence against women and children is a 'whole of community' problem, requiring a 'whole of community' response. It also ensures the revenue source is locked in, legislated and sustainable.

In order to progress this work, the first full time Coordinator General for Family Safety was appointed in 2016 to lead reform in the service system in partnership with government agencies, non-government services and the Canberra community.

New South Wales Government

In 2010 the NSW Government established the Domestic Violence Death Review Team (DVDRT) which systematically reviews deaths occurring in the context of domestic violence in NSW. The aim of the DVDRT is to improve existing intervention and prevention strategies and reduce the likelihood of deaths occurring in similar circumstances. Under the Second

Action Plan the DVDRT continued to publish annual reports which provide information about the types of deaths that have occurred in the context of domestic violence, for example, domestic violence abuser killed by domestic violence victim and child homicide victims. The annual reports also include recommendations and commentary for consideration in future strategies to prevent violence in the community.

Northern Territory Government

The Office of the Children's Commissioner in the NT has been delivering the Child Deaths Review and Prevention Committee since 2008. The Child Deaths Review and Prevention Committee publishes an annual report with an assessment of the underlying causes of death for children who have died in the NT each year. Included in the annual report is an analysis of the age and Aboriginal and Torres Strait Islander status of the children who have died. The information in this report is then used to inform the development or improvement of services offered and monitored by the Officer of the Children's Commissioner. A DV Death review Discussion Paper is currently being prepared for stakeholder consideration and input.

Queensland Government

On 15 October 2015, the *Criminal Law (Domestic Violence) Amendment Act 2015* and the *Coroners (Domestic and Family Violence Death Review and Advisory Board) Amendment Act 2015* were passed by the Queensland Parliament. Among other things, the *Criminal Law (Domestic Violence) Amendment Act 2015* strengthens penalties for breaches of domestic violence orders to increase perpetrator accountability. The *Coroners (Domestic and Family Violence Death Review and Advisory Board) Amendment Act 2015* establishes the Domestic and Family Violence Death Review and Advisory Board and provides a legislative framework to ensure the Board can effectively perform its functions.

The *Criminal Law (Domestic Violence) Amendment Act 2015* contains amendments to the *Justices Act 1886* (Justices Act), *Criminal Code*, *Evidence Act 1977* (Evidence Act), *Penalties and Sentences Act 1992* (PSA) and *Domestic and Family Violence Protection Act 2012* (DFVP Act) to increase perpetrator accountability and protection for victims of domestic and family violence by:

- increasing maximum penalties for breaches of domestic violence orders (QLD Special Taskforce on Domestic and Family Violence Recommendation 121);
- enabling notations to be made on charges for criminal offences to indicate that they occurred in a domestic violence context and provide for similar notations on a person's criminal history upon conviction (QLD Special Taskforce on Domestic and Family Violence Recommendation 119); and
- ensuring that victims of domestic violence giving evidence about the commission of an offence by the perpetrator, automatically fall within the definition of a "special witness" under the *Evidence Act* (which then gives the court discretion to make a range of orders or directions to support the witness when giving evidence including, for example, allowing evidence to be given via video-taped recordings) (QLD Special Taskforce on Domestic and Family Violence Recommendation 133).

South Australian Government

The SA Government established a coroner's research position in the Office of Women to partner with the SA Coroner's Court and investigate domestic violence related deaths. The position of the Senior Research Officer (Domestic Violence) has been in place since 2011. The Senior Research Officer identifies deaths with a domestic violence context to inform review of the adequacy of system responses and inter-agency communication.

Victorian Government

In 2009, the VIC Government established the VIC Systemic Review of Family Violence Deaths (VSRFVD) to assist VIC Coroners with investigating family violence related deaths. The VSRFVD is tasked with examining the context in which family violence deaths occur; identifying risk and contributory factors associated with family violence; identifying trends or patterns in family violence related deaths; and providing advice to improve prevention strategies. The VSRFVD publishes case files publicly with key findings from the review of each death.

Western Australian Government

The WA Government requested that the WA Ombudsman undertake responsibility for the establishment of the Family and Domestic Violence Fatality Review function, which commenced on 1 July 2012. The WA Ombudsman reviews Family and Domestic Violence fatalities that involve persons in a 'family of domestic relationship' as defined by section 4 of the Restraining Orders Act 1997. As part of the Family and Domestic Violence Fatality Review the Ombudsman reviews the circumstances in which and why family and domestic violence fatalities occur, identifies patterns and trends arising from the family and domestic violence fatalities and seeks to improve public administration to prevent or reduce family and domestic violence fatalities. The WA Ombudsman also undertakes major own motion investigations, the first of which, Investigations into issues associated with violence restraining orders and their relationship with family and domestic violence fatalities, was tabled in the Western Australian Parliament in November 2015 and made 54 recommendations to four government agencies (all of which were agreed) about ways to prevent or reduce family and domestic violence fatalities.

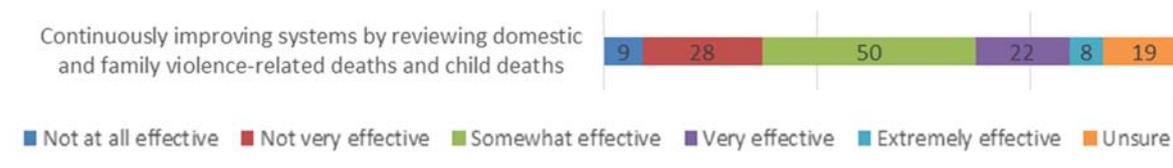
Tasmanian Government

Family violence deaths, including children, are investigated in the Coroners Court. The findings are published and reviewed to inform continuous improvement to the family violence response in Tasmania.

Some states already had existing functions to examine child deaths in a general context, but whether the quality of these systems were improved during the Second Action Plan is difficult to determine without formal evaluations of the programs.

Effectiveness of Action 19

Most survey respondents indicated that Action 19 was effective to some degree in supporting innovative systems. Approximately 37 per cent of survey respondents indicated that Action 19 was somewhat effective, 16 per cent of survey respondents indicated that Action 19 was very effective and 6 per cent of survey respondents indicated that Action 19 was extremely effective. A smaller percentage (21 per cent) of survey respondents reported that Action 19 was not very effective in supporting innovative systems while an even smaller proportion of survey respondents (7 per cent) indicated that Action 19 was not at all effective.



Consultations with stakeholders indicated that while service providers believed that the recording and reporting of child death rates increased awareness and gave increased

prominence to the impact of family violence, the improvement of reporting and recording systems for child deaths should not be a priority above improving the quality of services provided to victims.

“Reviewing the death rate has alerted some people to the crisis, but ensuring that services actually respond with courage and initiative to the “difficult” cases leaves a lot of women and their children living in their cars, or returning “home” because it’s easier than navigating the quagmire of services already full.” – Survey respondent



National Case Study - Deaths from family and domestic violence project

In 2015, the Australian Human Rights Commission commenced a project with coroners from all Australian jurisdictions to improve systems and supports for coronial investigations and reviews into deaths from family violence.



State Case Study – Family and Domestic Violence Fatality Review, WA

In July 2012, the Ombudsman of WA commenced a new role to review family and domestic violence (FDV) fatalities. A FDV fatality is a death that is caused directly or indirectly by a person who was in a family or domestic relationship with the deceased.

Action 20

Continue to strengthen pro-active policing, highlighting and building on good practice.

Intention and Government commitment

Action 20 builds on work done in various jurisdictions to improve police responses to violence against women including enhancing police processes, changing recruit training, running internal and external programs and working more effectively with other parts of government. As most police activity is undertaken at the state and territory level, the Australian Government made no specific commitments under this Action other than to continue to recognise and showcase work that has been done by police forces, fostering leadership and sharing what works.³⁹

Completeness of Action 20

**Action 20
completeness**



Action 20 was delivered across all jurisdictions. Services ranged from the creation of specific new strategic roles or bodies in government to amendments to legislation and new programs.

Australian Government

The Australian Government continued to deliver the National Youth Policing Model Review which has been in place since 2010. The National Youth Policing Model aims to reduce,

³⁹ Second Action Plan 2013-2016, Moving Ahead, 2013

prevent and respond to youth violence and anti-social behaviour by supporting programs already in place in each of the state and territories. All Australian police ministers have agreed to this model but jurisdictions have flexibility in how they apply the model to local environments in order to provide an adapted and targeted response to youth issues.

Australian Capital Territory Government

The ACT Government appointed its first Co-ordinator General for domestic and family violence. This role was created to drive the ACT's efforts to address domestic and family violence. The Co-ordinator General is responsible for analysis of the Government's resourcing and service arrangements across all sectors to ensure that all Government reform programs and initiatives are consistent with the key actions outlined in the Second Implementation Plan for the ACT Strategy.

New South Wales Government

The NSW Government appointed a Minister for the Prevention of Domestic and Family Violence and Sexual Assault to oversee the whole-of-state approach to addressing violence against women. The NSW Government also delivered significant reforms to policing practice and information sharing to enable more proactive policing for example amendment of the NSW *Crimes (Domestic and Personal Violence) Act 2007*, which enable information sharing (with consent) across sectors to ensure victims are kept safe from re-offending perpetrators.

The NSW Government is also developing Police Domestic Violence High-Risk Offender Teams which will work to target serious recidivist violent offenders and investigate serious domestic and family violence matters, as the Police do for other major crimes.

Additionally, the NSW Police Force have extended the use of Suspect Targeting Management Plans (STMP) to cover domestic violence offenders. STMPs deal with repeat offenders through a standardised, coordinated approach to the assessment, targeting and management of offenders. Following a trial in the Central Metropolitan Region in October 2015, the Plans were rolled out across NSW in February 2016. A Domestic Violence Safety Assessment Tool (DVSAT) was also rolled out state wide in 2015 after being trialed in 6 Local Area Commands in late 2014. This tool allows police to better identify the level of threat to a victim of domestic and family violence, and to determine the most effective way to address individual needs, including electronic referral to victim services. The introduction of Domestic Violence Evidence in Chief in 2015 has also provided greater support for domestic violence victims in court by enabling complainants to give their evidence by a prior recorded video or audio statement in proceedings for a domestic violence offence involving a charge.

Legislation commenced in May 2014 to improve victims' immediate safety by allowing senior police to approve provisional ADVOs, and giving police powers to direct and detain defendants for the purpose of serving the order. To support the NSW Government's ongoing commitment to addressing domestic and family violence, twenty four new Domestic Violence Liaison Officer positions were created by the end of 2016. The role of the Domestic Violence Liaison Officer is extensive including assisting victims with information about ADVOs, ensure victims receive support services sooner, assist in implementing state wide rollout of the Safer Pathway, and be the central point for the Domestic Violence Disclosure Scheme.

Northern Territory Government

The NT Government amended the *Bail Act (NT) (1982)* to include a presumption against bail for breach of a domestic violence order where the defendant has a prior breach. It is anticipated that this legislation act will be tabled in the next parliament sittings.

The NT Police Domestic and Family Violence Units continue to initiate pro-active policing with activities such as compliance checks and a transfer of members between Domestic and Family Violence Units and general duties policing, to allow the mentoring of frontline staff members in the investigation of domestic and family violence offences constituting serious harm or recidivist offenders.

Queensland Government

Outside of the Second Action Plan, the QLD Government delivers the Police Assisted Referrals Program (PAR) which began in 1998 and promotes access to support, information and referral for victims of domestic violence when the police are called to respond to a domestic violence related incident.

South Australian Government

The SA Government continued to deliver the *Staying Home Staying Safe* program which aims to provide a security upgrade for women and their children who have been affected by domestic and family violence and want to remain in their own home.

The SA Government has continued to deliver significant reforms to improve accountability in responses to violence against women including passing the *Intervention Orders (Prevention of Abuse) (Miscellaneous) Amendment Bill 2015* which included the following changes:

- the SA Court will now be required to notify police before any variation or removal of an intervention order to give police the opportunity to provide input into the matter;
- when implementing an intervention order Magistrates will be required to consider any Family Court Orders applying to the offender and will be able to utilise their powers under the Family Law Act to amend or discharge aspects of existing orders if they are inconsistent with the intervention order;
- police are allowed to apply for an interim protection order on behalf of a frightened victim based on reports from the victim, their family members or neighbours, without needing hard evidence in the first instance; and
- offenders who breach an order and are made to attend a treatment program can be made to pay for the treatment and be fined if they do not attend.

As mentioned under Action 16, the SA Government has also passed the Residential Tenancies (Domestic Violence Protections) Amendments Bill which provides victims with the option of staying in a rented home and having the perpetrator leave; or being able to leave the rented premises without the burden of having to fulfil the rental agreement.

Tasmanian Government

The TAS Government provides a comprehensive approach to proactive policing with the TAS Police providing the frontline response to family violence through a series of distinct roles: operational police, victim safety response teams and police prosecutors.

Operational police are the first to respond to family violence incidents. They assess whether an incident is a 'family argument' or 'family violence' matter; investigate criminal offenders; administer the Risk Assessment Screening Tool; and create a Family Violence Management System report. Operational police determine the appropriate response in each circumstance to enhance the safety of the victim and affected children and ensure the offender is held criminally responsible for their behaviour where evidence exists that an offence has occurred.

Victim Safety Response Teams are specialist teams of police officers tasked with responding to, investigating and prosecuting family violence incidents. There are three teams operating across TAS to provide services to victims in crisis and to help improve their safety.

Police Prosecutors are specialist prosecutors who support family violence victims and manage the presentation of evidence to the courts.

TAS Police also operate the Family Violence Response and Referral Line, an information and referral service that operates 24 hours per day, 7 days per week. Operators assess the victim's safety and based on their assessment, and if there are no immediate concerns about the safety of the victim, the caller is transferred to the Family Violence Counselling and Support Service or the Court Support and Liaison Service for further assistance.

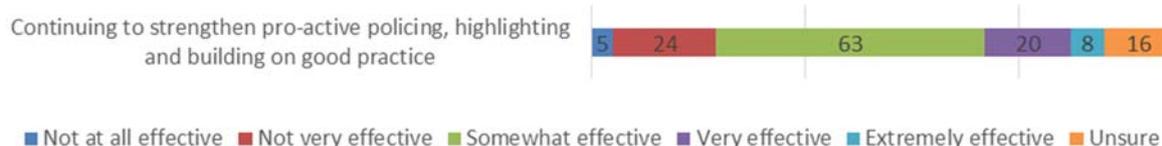
Victorian Government

VIC Police implemented 32 dedicated family violence teams across Victoria as part of the Enhanced Family Violence Service Delivery Strategy to provide an increasingly specialist response to family violence. These teams are supported by 17 family violence advisors across the state, and family violence liaison officers in each 24 hour police station.

In March 2014, Victoria Police established a dedicated Family Violence Command to lead and strengthen the response to, and investigation and prevention of, child abuse, sexual offences and family violence. The Family Violence Command is the first of its kind in an Australian policing jurisdiction and provides a central focus within the organisation to drive the next wave of reform and improvement in policing family violence, sexual assault and child abuse.

Effectiveness of Action 20

Close to half (46 per cent) of survey respondents reported that Action 20 was somewhat effective in supporting innovative services and integrated systems. A further 15 per cent of survey respondents indicated that Action 20 was very effective while 6 per cent of survey respondents indicated that Action 20 was extremely effective. A smaller proportion of survey respondents indicated that Action 20 was not very effective (18 per cent) and not all effective (4 per cent) respectively.



“Through the (Queensland) taskforce report the need for integrated systems has been highlighted and is being included into service systems. In our region we have (also) seen improvement in policing specialising in DFV, proactive in investigations, good practice is being recognised in police.” – Survey respondent

“Policing response has improved but still varies greatly from region to region. What is needed is a case management system where police monitor respondents on a regular basis to ensure DV is not recurring.” – Survey respondent



National Case Study - National Youth Policing Model

The National Youth Policing Model supports and enhances effective programs already in place through six high-priority strategies for youth policing: targeted policing; a strong response to alcohol and drug abuse; strong enforcement of road rules; early intervention and diversion strategies; information sharing between justice, health, education and human services; and education and awareness for young people about safety, legal rights and responsibilities.

The priorities of the National Youth Policing Model align with the National Plan through its emphasis on information sharing to enable early intervention and provide safer communities. Furthermore, the National Youth Policing Model prioritises educating young people about their legal rights and responsibilities which means promoting a more comprehensive understanding of what violence against women is and where to seek help when someone witnesses violence or knows someone at risk of violence.

2.4 Priority 4 – Improving perpetrator interventions

Over the lifespan of the First Action Plan, extensive consultation was undertaken to improve perpetrator interventions. In the Second Action Plan, Priority 4 looks at improving the quality of and access to perpetrator interventions.

Priority 4 of the Second Action Plan aims ultimately, for systems including police, justice, corrections and community services to work together in consistent and integrated ways to increase the effectiveness of perpetrator interventions and reduce recidivism. It also aims to increase the evidence base on ‘what works’ in perpetrator interventions, which will inform ways to prevent perpetrators from reoffending.

The actions underpinning this priority include:

- improve the evidence base on perpetrator interventions, with a focus on reducing recidivism and better understanding of high risk groups;
- finalise and set national outcome standards for best practice perpetrator interventions; and
- build capacity to implement national outcome standards for perpetrator interventions and improve the quality and quantity of perpetrator interventions.

These actions are expected to collectively strengthen and implement high quality and consistent responses to perpetrators across all jurisdictional perpetrator accountability systems.

Action 21

Improve the evidence base on perpetrator interventions, with a focus on reducing recidivism and better understanding of high risk groups

Intention and government commitment

Action 21 was intended to increase the knowledge base and build an understanding of the effectiveness of different types of perpetrator interventions, particularly in lowering recidivism. The Australian Government committed funding for ANROWS to establish a dedicated Perpetrator Interventions Research Stream. The primary purpose of the Perpetrator Interventions Research Stream (PIRS) is to strengthen the evidence base. The other purpose

of PIRS relates to Action 22, which is to support jurisdictions in implementing the National Outcome Standards for Perpetrator Interventions (NOSPI) endorsed by COAG.⁴⁰

Completeness of Action 21

Action 21 completeness



In relation to Action 21, the Australian Government and four state and territory Governments delivered programs and initiatives between 2013 and 2016.

Australian Government

As mentioned above, ANROWS has developed PIRS with funding provided by the Australian Government. ANROWS has identified four strategic research themes that will guide the development of the PIRS. These are: system effectiveness; effectiveness of interventions; models to address diversity of perpetrators; and the specific needs of Aboriginal and Torres Strait Islander perpetrators and communities.

Australian Capital Territory Government

On 29 June 2015 ACT Corrective Services commenced the Domestic Abuse Program in Community Corrections for medium, medium-high and high-risk offenders. The program targets men who are convicted of a domestic abuse offence against their current or recent ex-partner. It aims to address issues within relationships, whether the victim of the offence is a current or past partner, and explores links between behaviours, thoughts and feelings in relation to offending — leading to a model of accepting responsibility and victim safety.

New South Wales Government

In September 2015, reducing domestic and family violence reoffending was announced as a Premier's priority. The priority seeks to reduce the proportion of domestic violence offenders reoffending within 12 months by 5 percentage points by 2019. As a first step, on 14 October 2015 the NSW Government announced a \$60 million package to target perpetrators and support women, men and children who have experienced domestic violence.

The package includes new Police Domestic Violence High-Risk Offender Teams which aim to target perpetrators and reduce the rate of re-offending. The first team was launched in the Central Metropolitan Region in August 2016, with the second scheduled for January 2016 in the Northern Region. Furthermore, the NSW Police Force in February 2016 rolled out Domestic Violence Suspect Target Management Plans state wide targeting recidivist domestic violence offenders and are in place in all Local Area Commands. The package also includes Mandated Behaviour Change Programs to make perpetrators address their behaviour; and an increase in Crisis Accommodation Support via the Department of Justice's Victim Services. Australia's first Domestic Violence Disclosure Scheme, which enables people to find out if their partner has a history of domestic violence offending, was launched in April 2016 in four Local Area Commands.

South Australian Government

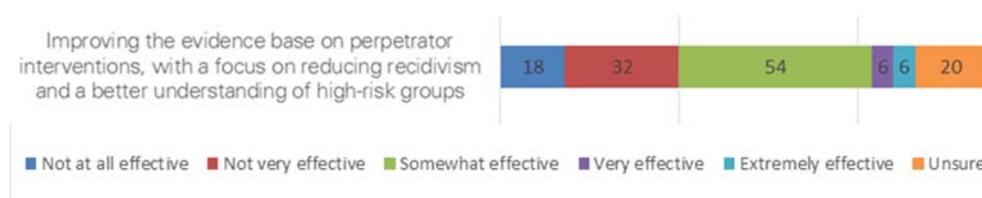
The SA Government has developed a database, operational since late 2014, for identifying serial offenders of domestic violence to improve risk management and information sharing processes. The database only contains information on alleged perpetrators identified through reports by victims to women's domestic and Aboriginal family violence services. It does not contain information reported to and under police investigation.

⁴⁰ ANROWS website, Research Program, [Perpetrator Interventions Research Stream](#). Last accessed 11 May 2016

The VIC Department of Human Services supported DVRCV, a not-for-profit organisation, to conduct joint research with Monash University on domestic homicides. The research is titled 'Justice or Judgement? The impact of VIC homicide law reforms on responses to women who kill intimate partners' and examines the effectiveness of homicide laws reforms in 2005 on the sentencing of women who kill abusive intimate partners. The research provides evidence that the majority of women who kill abusive intimate partners were unsuccessful in convincing the court that their case was a defensive homicide.⁴¹

Effectiveness of Action 21

Action 21 was viewed as somewhat effective in reducing violence (ANROWS' PIRS received positive feedback from government service providers at workshops who declared it a useful source of information). However, when asked about the usefulness of ANROWS literature and resources in general, the government service providers indicated that ANROWS information was often too academic and high level. This is consistent with survey results from service providers. 40 per cent of survey respondents thought that Action 21 was somewhat effective in reducing violence and 9 per cent of survey respondents indicated that Action 21 was very effective or extremely effective. Almost a quarter of survey respondents (24 per cent) reported that the action was not very effective for reducing violence and 13 per cent indicated it was not at all effective.



Some stakeholders indicated that there was not enough perpetrator related research and 'best practice' advice available, particularly for certain groups such as Aboriginal and Torres Strait Islander perpetrators of violence. To improve the effectiveness of ANROWS stakeholders mentioned the need to increase the accessibility of research data and invest in a longitudinal study of behavioural change.

"Perpetrator interventions requires funding for research into program evaluations - longitudinal research on program success measures, not only recidivism" – Survey respondent

"Make the Data more people friendly and collect data from perpetrators; allow the perpetrators the opportunity to take responsibility and accountability for their action...Allow the evidence be accessible by all agencies; Gov, Non Gov, Private and Community" – Survey respondent

It should be noted that the feedback from service providers about the effectiveness of Action 21 was received in December 2016, simultaneous with the publication of the ANROWS Perpetrator Research Stream. ANROWS has funded 13 research projects on perpetrators of family violence which are to be completed over the period between 2017 and 2019. It is possible that the views outlined above may have changed with the release of new ANROWS perpetrator-related research.

⁴¹ Domestic Violence Resource Centre Victoria, 2013, [Justice or Judgement? The impact of VIC homicide law reforms on responses to women who kill intimate partners](#)

Action 22

Finalise and set national outcome standards for best practice perpetrator interventions.

Intention and government commitment

The intention of Action 22 is for the development of national outcome standards to use as best practice interventions for perpetrators of violence against women and their children. The national outcome standards will guide and inform the range of interventions that currently exist or are in development.

Completeness of Action 22

Action 22 completeness



Action 22 was completed under the Second Action Plan. The NOSPI was finalised and endorsed by COAG on 11 December 2015 and will continue implementation by the states and territories through the Third Action Plan. The aim of the NOSPI is to improve women's safety and hold men accountable for their violent behaviour through improving the way perpetrator accountability systems work together and the consistent outcomes they achieve. The NOSPI will guide the way systems hold perpetrators to account for their violence as well as providing perpetrators with an opportunity to change their behaviour.

Queensland Government

The Department of Communities, Disability Services and Child Safety is working with QLD Correctional Services to agree outcome standards, in association with the development of the NOSPI. The next stage of this work in 2016 will be about developing performance measures before building capacity to implement the outcomes standards. An implementation strategy is yet to be determined.

Effectiveness of Action 22

Of the survey respondents, 46 per cent considered the setting of national outcome standards for best practice perpetrator interventions were somewhat, very or extremely effective. A fifth of survey respondents also reported that they were unsure as to the effectiveness of this action. This mixed result is understandable given that national outcome standards were only recently agreed to and not yet implemented. It is therefore not yet clear how effective the NOSPI might be or the impact they will have on perpetrator interventions in the future.



Action 23

Build capacity to implement national outcome standards for perpetrator interventions and improve the quality and quantity of perpetrator interventions.

Intention and government commitment

Action 23 intends to drive the implementation of the National Outcome Standards for high quality, best practice perpetrator intervention that will increase the safety of women and hold men who are perpetrating domestic, family and sexual violence to account.

In support of Action 23, the Australian Government committed \$4 million to distribute to jurisdictions to support their implementation of the NOSPI.

Completeness of Action 23

Action 23 completeness



Action 23 was delivered to some degree by the Australian Government and all jurisdictional governments as the implementation of NOSPI requires a long term approach. All jurisdictions are collaborating to develop implementation materials, with an intention to complete the benchmark NOSPI report in 2017.

Further, almost all jurisdictions provided an increased number of perpetrator interventions under the National Plan. However, most stakeholders indicated that there was a need for further expansion, particularly in regional areas. There was also broad agreement among stakeholders that there needed to be further capacity building in the sector for effective perpetrator interventions.

NGO stakeholders in a range of jurisdictions highlighted the difficulty in securing funding for perpetrator programs. Generally, perpetrator interventions have long-term outcomes that are difficult to quantify and observe particularly in the short term. Consequently, many NGOs suggested a change to funding structure, from short term grants to long-term funding as a means of improving the quality of programs in this area.

Australian Capital Territory Government

The ACT Family Violence Intervention Program is an ACT interagency program that responds to family violence issues that are being processed by the police. The ACT Family Violence Intervention Program has been in operation since 1998. This program aims to maximise the safety of victims of family violence and provide opportunities for offender accountability and rehabilitation through rigorous policing, strong interagency collaboration and information sharing, and referral of perpetrators to appropriately specialised services.

In October 2015, ACT Policing put in place two new dedicated family violence and community safety teams, in a significant restructure designed to strengthen its response to domestic abuse. The teams have a coordination role, ensuring ACT Policing's frontline response to family violence matters is timely, consistent and comprehensive.

On 27 October 2015, the ACT Legislative Assembly passed a Bill that aims to establish additional protections for women and children, and bring perpetrators to account. The Crimes (Domestic and Family Violence) Amendment Bill 2015 recognises the harm domestic, family and sexual violence can have on the individuals, families and community. The legislation substantially strengthened responses to domestic and family violence.

The new legislation:

- amends an 'act endangering health' to reflect that strangulation often has harmful effects on a person's health but may not leave marks or render the victim unconscious;

- allows police records of interview to be admitted as evidence-in-chief for family violence and all sexual offences;
- expands protections for victims of domestic and family violence in criminal proceedings to allow special protections to apply to complainants in breaches of domestic violence orders and domestic damage to property offences; and
- creates special interim domestic violence order schemes to extend interim orders until the finalisation of related criminal charges.

New South Wales Government

In September 2015, the NSW Premier Mike Baird announced a Premier's Priority to reduce the proportion of domestic violence perpetrators re-offending within 12 months by 5 percentage points by 2019.

The NSW Department of Justice is undertaking a review of the NSW Minimum Standards for Men's Domestic Violence Behaviour Change Programs, with consultation completed in August 2016. It is anticipated that the revised Minimum Standards will be released in 2017 and non-government service providers will be supported to achieve ongoing compliance with standards.

The NSW Government is also developing strategies to improve management of domestic violence offenders, increase accountability and reduce re-offending. For example, it has introduced a \$60 million domestic and family violence package which includes the following perpetrator intervention programs:

- \$15 million investment on Domestic Violence High Risk Offender Teams to be rolled out over the next three years in all six NSW Police regions to target serious recidivist offenders and deal with serious domestic and family violence matters;
- \$4.1 million investment on additional Domestic Violence Liaison Officers positions in the police force to handle matters relating to domestic and family violence victims;
- \$19.5 million investment on mandatory perpetrator behaviour change programs providing attitudinal and behavioural treatment to perpetrators; and
- piloting new community-based men's behaviour change programs - targeted funding of \$5.28 million over three years to June 2018 to pilot four community-based Men's Behaviour Change Programs targeted at men who want to stop using violent and controlling behaviour towards a current or former partner, children or other family member.

The Men's Referral Service was established in 2013 as part of the three-year \$9.8 million Domestic and Family Violence Funding Program. This specialist service provides free, confidential telephone counselling, information and referral to men to assist them to take responsibility for and to stop using violent and controlling behaviours.

The Men's Behaviour Change Network NSW continues to act as an advisory body for men's behaviour change work and received \$54,000 in 2015-16.

The NSW Police Force in February 2016 rolled out Domestic Violence Suspect Targeting Management Plans state wide targeting recidivist domestic violence offenders.

The NSW Government has funded a GPS Tracking trial which is testing the feasibility of GPS tracking for higher risk domestic violence offenders.

Northern Territory Government

The Family Violence Behaviour Change program is part of a broader NT Government led strategy that addresses family violence. The program aims to support perpetrators in assuming responsibility for and changing their violent behaviour.

The Men's Behaviour Change Program was initially established under the Alice Springs Integrated Response to Family and Domestic Violence and commenced accepting referrals in Alice Springs in October 2014. The program is specifically for high-risk perpetrators of domestic and family violence.

Queensland Government

The QLD Department of Justice and Attorney General (DJAG) is developing specialist domestic violence courts to deal with domestic and family violence and criminal/breach proceedings. A trial of a specialist domestic and family violence court is currently underway at Southport. The Griffith Criminology Institute is conducting an independent evaluation of the trial and is due to provide its evaluation report by December 2016.

The *Criminal Law (Domestic Violence) Amendment Act 2015* (Qld) and the *Criminal Law (Domestic Violence) Amendment Act 2016* (Qld) have commenced which strengthen accountability of perpetrators and increase protection for victims. The Acts include amendments to: increase the maximum penalties for contravening a domestic violence order; provide notations to indicate the domestic and family violence context of criminal offending; make domestic and family violence an aggravating factor on sentence; and create a new offence of choking, suffocation or strangulation in a domestic setting.

Tasmanian Government

Under Safe At Home, a range of services work together to ensure that perpetrators are held responsible for their behaviour. The Family Violence Offender Intervention Program (FVOIP) is a court-mandated cognitive behavioural program to reduce reoffending by high-risk family violence offenders. It is delivered by TAS Community Corrections on behalf of Safe At Home.

Under *Safe Homes, Safe Families*, perpetrator programs for low to medium risk offenders are being offered in TAS. Furthermore, under the *Family Violence Act 2004* (Tas) police officers are able to issue Police Family Violence Orders (PFVOs).

The identification and management of Priority Family Violence Perpetrators (PFVPs) is a key function of the Safe Families Coordination Unit (SFCU). SFCU actively engages in the identification of high-risk family violence offenders. PFVPs are identified by standard Lethality Factors including sexual assault or assaults involving strangulation or choking, obsessive or jealous behaviour towards a victim, incidents of stalking, or extensive antecedents for crimes against the person or serious criminal history. PFVPs are also selected by high Risk Assessment Screening Tool (RAST) family incidents, and are generally subject to current protective orders and other court mandated orders (for example, bail conditions, community service orders or parole). A PFVP watch list is maintained for each geographical Policing district within Tasmania. The list contains contemporary and relevant government intelligence holdings in relation to each perpetrator, and is designed to inform and support operational responses across government in the management of these persons.

South Australian Government

Currently, SA offers Intervention Orders, which are direct referrals from the court to enrol male domestic violence offenders into perpetrator prevention programs. These programs run for 24 weeks, at 8 metro locations and usually consist of 12 men per program. The program is a workbook/cognitive behaviour program. If the perpetrator is unable to complete the

workbook or cognitive behaviour for personal ability reasons, individual counselling is also offered.

The SA Government also recently passed the Intervention Orders (Prevention of Abuse) (Miscellaneous) Amendment Bill 2015 which enables offenders who breach an intervention order and are made to attend a treatment program to be made to pay for their treatment and be fined if they do not attend. This amendment bill will be enacted once regulations supporting the changes have been finalised. This cost recovery service will allow perpetrator programs to be rolled out in more locations across the SA.

Victorian Government

The VIC law for family violence safety notice was passed on 16 October 2014. It allows Victoria Police to issue notices to respondents at a family violence incident at any time of the day or night to stop a respondent from using family violence. The police have the right to issue a notice as long as they believe a family member at an incident requires protection, even if the affected family member believes otherwise. Once issued, the notice takes immediate effect until a magistrate decides whether or not the respondent requires a family violence intervention order.

Western Australian Government

The WA Department for Child Protection and Family Support funds Breathing Space which is a not-for-profit organisation that provides residential rehabilitation program for male perpetrators of domestic violence. Breathing Space runs three-month courses to educate participating male perpetrators to change their behaviours in relationships. The nature of Breathing Space is innovative in that perpetrators are being 'removed' from their homes, whereas traditionally, it has almost always been the victims who were removed from their abusive home environment.

The WA Department for Child Protection and Family Support has also launched *Practice Standards for Perpetrator Intervention: Engaging and Responding to Men who are Perpetrators of Family and Domestic Violence* to support agencies and organisations to respond to men who use violence, hold them accountable and provide them with the opportunity to take responsibility for their behaviour. The standards establish key components of program governance, design, delivery, review and evaluation for men's behaviour change programs.

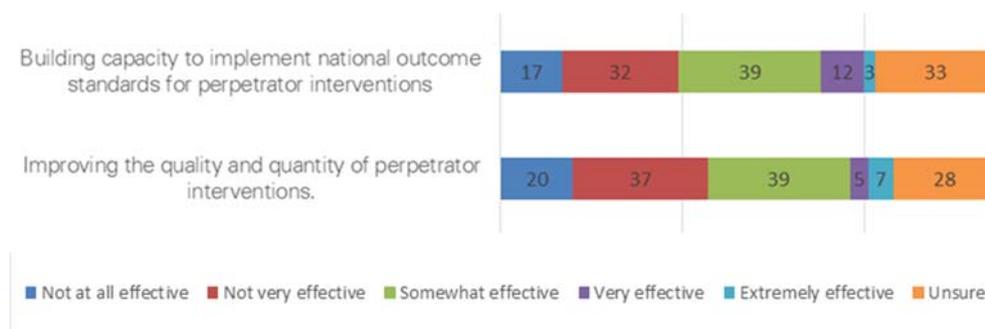
Effectiveness of Action 23

Many service providers indicated that this action item had been somewhat effective, reflecting the fact that implementation of the NOSPI only commenced in 2016, and as such, there are no tangible outcomes yet. While only 40 per cent of survey respondents considered this action item somewhat, very or extremely effective, NOSPI service provider consultations undertaken in 2016 demonstrated that many service providers understand how the NOSPI will drive change and ongoing improvements. However, almost a quarter of survey respondents were unsure about the impact of 'building capacity to implement national outcome standards for perpetrator interventions', while 36 per cent considered it not very or not at all effective. This is attributed to the fact that capacity to implement the national outcome standards is being built within government agencies, with little to no burden on service providers.

There were also mixed survey results on whether there has been an improvement in the quality and quantity of perpetrator interventions. 37 per cent of respondents reported that improvements were somewhat, very or extremely effective while 42 per cent believed the

improvements were not very, or not at all, effective. 21 per cent of survey respondents were unsure as to the effectiveness of the initiatives.

There are few evaluations available of current perpetrator interventions making it difficult to determine whether there has been a significant improvement. Most stakeholders agreed that none of the perpetrator-focused programs have been evaluated to define what works. Evaluation of these programs is needed, in parallel to the development of a nationally consistent evidence base under Action 21.



NGO service providers

NGO service providers in the workshops indicated that there is a high variability in the effectiveness of current perpetrator intervention programs. The variability is particularly visible when comparing large organisations with small organisations. Some NGO service providers attributed the variability to the insufficient standards of Australian men’s behaviour change programs when compared internationally. Stakeholder consultations revealed that men’s behaviour change programs in Australia have a shorter minimum standard length (10-12 weeks) than those in other countries such as the UK (over 20 weeks). The NGO service providers also flagged competing work demands and ability to attend workforce training and development as an issue affecting the effectiveness of perpetrator interventions. Additionally, NGO service providers noted that many perpetrator intervention programs have a focus on crime and punishment rather than best practice methods for changing the perpetrator’s behaviour. This can be ineffective for reducing violence against women and their children in the long-term because it does not provide the perpetrator with a case for change or role model behaviour.

“...some areas have very successful programs while others have no programs at all or require long distances to travel to attend which are unlikely to persuade perpetrators to attend.” – Survey respondent

Government service providers

Government service providers from a number of jurisdictions also highlighted issues with the quality and quantity of perpetrator interventions. They noted the lack of integrated response models to respond to the complicated needs of perpetrators, which is often confounded by mental health issues, neuro-behavioural issues (for example fetal alcohol syndrome disorders) and homelessness. Furthermore, perpetrators’ needs often require the attention of people with expertise in sexual abuse and child protection. Government service providers also reported a dearth of perpetrator services with men voluntarily looking for services but not being able to find or access them.

Feedback from government service providers also indicated that a great deal of work is underway to improve the quality and quantity of perpetrator interventions. Some jurisdictions are undertaking evaluations of their perpetrator-focused programs to assess the effectiveness of prevention services for example men’s behavioural change programs. Other jurisdictions are working to strengthen justice outcomes for perpetrators for example establishing courts with magistrates and/or support officers who specialise in domestic, family and intimate

partner sexual violence. It is noted by some jurisdictions that the National Plan was valuable in increasing awareness of violence toward women and their children but that inquiries and strategic plans at the state level were a greater stimulus for change and action than the National Plan.

Service providers in SA specifically noted issues in relation to the perpetrator intervention program that they offer and its interaction with the SA legal system. They noted that the catalyst for entry into the program (i.e. intervention orders) is often withdrawn. This is a problem because once an intervention order is withdrawn, the perpetrator involved will no longer be required to attend the program. Accordingly, the biggest influence in behavioral change appears to be the issue of an intervention order rather than the program itself. The SA service providers believed that their program would work better if they were notified by police about impending revocation of an intervention order.

More generally, service providers who attended the stakeholder workshops or responded to our survey provided suggestions on how to improve the quality and quantity of perpetrator interventions. Suggestions from workshops included increasing education about how to comfortably intervene, strengthening the criminal justice system, improving integration, increasing information sharing, following up post-behaviour change programs (to see whether there has been a reoccurrence of violence) and putting the onus of violence back on men. On the point of shifting the onus, one participant commented that the current justice system wrongly implies that violence is a problem of the relationship between the man and woman, when in fact, the problem actually lies with the abusive man.

Effectiveness of improving perpetrator-focused services for high risk groups

“We have some good perpetrator models within WA however more support required to improve quality and quantity of perpetrator interventions.” – Survey respondent

Service providers noted that work is needed to assess the effectiveness of perpetrator services particularly in Aboriginal and Torres Strait Islander settings. Feedback from service providers working with Aboriginal and Torres Strait Islander populations noted that in some jurisdictions there are no resources for service providers to use when addressing the needs of Aboriginal and Torres Strait Islander men in relation to domestic violence. In many Aboriginal and Torres Strait Islander communities, the services for perpetrator interventions lack cultural frameworks. There is support for an increase in access to programs that promote good role models, exemplify good domestic behaviour and develop employment skills. Current programs for improving behaviour and developing employment or home economic skills are ad hoc and lack integration, particularly in remote communities.

Many service providers and stakeholders expressed the view that there was a gap in service delivery for Aboriginal and Torres Strait Islander people who did not want to leave a violent relationship, but needed support to reduce the violence. More focus needs to be placed on healing for victims and helping perpetrators to develop respectful relationships. There is also room for a more holistic approach to perpetrator change programs (specifically men’s behavioural change programs) to encompass the whole family and focus on developing respectful relationships. Servicing the whole family in this way promotes respectful relationships throughout, regardless of whether the perpetrator and the victim stay together or not.

Similar concerns were raised about the need for effective programs for CALD perpetrators by stakeholders.

“There are perpetrator programs across South East QLD; however, they aren’t effectively [sic] in engaging CALD perpetrators” – Survey respondent

“...many men from culturally and linguistically diverse backgrounds are unable to participate in men’s behavioural change programs because of a lack of language support.” – Survey respondent

Consultations with stakeholders revealed that the justice system and many behaviour change programs are perceived as being predominantly about shaming perpetrators. This could be attributed to the use of the Duluth and cognitive behavioural models, which are designed to confront individuals and hold perpetrators to account for their violence. A number of stakeholders felt that shaming perpetrators and potential offenders is counterproductive because it does not present positive alternatives and fails to enforce the values of respectful relationships. There needs to be positive options for perpetrators or potential offenders, for example the Clontarf program in the NT which provides positive male role models. The Respect Phonenumber was also cited as an effective approach. Respect Phonenumber is a confidential and anonymous helpline offered in the United Kingdom for anyone concerned about their violence and/or abuse towards a partner or ex-partner. This service uses a team of skilled professionals to offer advice, information and support to domestic violence perpetrators, as well as to their (ex) partners and frontline workers.

In Australia, the national professional telephone and online support, information and referral service, ‘MensLine Australia’, is also an effective service for Australian men with family and relationship concerns. The service is available from anywhere in Australia and is staffed by professional counsellors, experienced in men’s issues. MensLine provides confidential, anonymous and non-judgemental support as well as linkage to other appropriate services and programs as required.

2.5 Priority 5 – Continuing to build the evidence base

A reliable national evidence base is required for the National Plan to successfully reduce domestic violence against women. Improving the evidence base will add to the shared knowledge of what policy and service interventions are effective in preventing and responding to violence against women and their children. Maintaining a national evidence base is also the only way to reliably measure the success of the National Plan against long-term targets: having communities free from violence; greater development of respectful relationships from a young age; strengthening Aboriginal and Torres Strait Islander communities; developing effective justice measures for perpetrators; and meeting the needs of victims of violence with appropriate services.

Priority 5 of the Second Action Plan aims to expand data collection on violence against women and their children. This is intended to provide policy makers and service providers with a better understanding of effective ways to prevent and respond to violence and sexual assault against women and their children. This is seen as helping policy makers and service providers better understand the extent of change in community attitudes around violence against women and their children.

The actions underpinning this priority include:

- expand the quality and quantity of national research on violence against women and their children through the implementation of the National Research Agenda;
- measure the prevalence of violence against women and their children and community attitudes towards violence through national surveys; and
- build the National Data Collection and Reporting Framework.

Action 24

Expand the quality and quantity of national research on violence against women and their children through the implementation of the National Research Agenda.

Intention and government commitment

Action 24 intends to use the National Research Agenda to increase the quality and quantity of national research on violence against women and their children. It is further intended that a wealth of quality research would be translatable to policy and practice to reduce violence against women and their children.

The Australian Government committed \$22 million to the ABS to conduct the PSS on a four-yearly basis over the duration of the National Plan. The survey seeks to obtain information from male and female victims of violence about the nature and extent of violence they had experienced since the age of 15.

Completeness of Action 24

Action 24 completeness



Action 24 was achieved with a comprehensive list of research initiatives across a number of jurisdictions.

Both private and public institutions contributed to the evidence base including the Federal Senate leading an inquiry into family violence. Most of the research has been spearheaded by ANROWS which developed and implemented the National Research Agenda and identified a range of strategic research streams to fund. Currently, there are also specialised research bodies and programs in most jurisdictions to address family violence and therefore promote improvement in national research quality and quantity. Key activities under this Action are outlined below.

Australian Government

ANROWS developed and implemented the National Research Agenda on 16 May 2014, on behalf of the Australian Government and state and territory governments. The purpose of the National Research Agenda is to identify key areas and direction of research for a range of academics, governments and community bodies. The National Research Agenda has identified four Strategy Research Themes, which are based on identified research priorities and focus on best practice and diverse and under-researched populations. The Strategy Research Themes are:

- experience and impacts;
- gender inequality and primary prevention;
- service responses and interventions; and
- systems

Please refer Section 4 of this report for more details about ANROWS.

Australian Capital Territory

Three significant reviews were undertaken in the ACT to improve the local evidence base. The Domestic Violence Service System Gap Analysis Project Final Report was released on 20 May 2016. The Review of Family Violence Deaths in the ACT by the Domestic Violence Prevention Council and the Report of the Inquiry: Review into the system level responses to family violence in the ACT by Mr Laurie Glanfield AM were also released on 20 May 2016.

These three reports contain common findings and recommendations, particularly the need to improve information sharing and the need to build a more integrated and collaborative response to family violence across the range of relevant service areas.

New South Wales Government

The NSW Government invested \$620,000 to fund three major violence prevention studies aimed at strengthening the evidence base on preventing domestic and family violence.

Queensland Government

The Queensland Special Taskforce on Domestic and Family Violence was commissioned on 10 September 2014 to examine existing domestic and family violence support systems. The Taskforce made 140 recommendations in its final report *Not Now, Not Ever: Putting an End to Domestic and Family Violence* in Queensland. The Queensland Government is committed to taking the necessary action to eliminate domestic and family violence, and has accepted 121 recommendations for Government and will support the remaining 19 recommendations for non-government bodies.

Tasmanian Government

The University of Tasmania School of Health Science and Social Sciences collaborated with the Salvation Army to undertake new research aimed at reducing the harmful impact of exposure to domestic violence on children.

As a member of ANROWS, the TAS Government is committed to establishing a strong evidence base to help guide national and local initiatives to reduce violence against women and their children. The TAS Government actively promotes ANROWS research opportunities through agency networks, the National Plan mailing list and Family Violence Consultative Group.

Victorian Government

The VIC Government launched a Royal Commission into Family Violence in Victoria, which examined current service system and best practice approaches to provide practical recommendations to prevent family violence. In March 2016, the Commission delivered 227 recommendations, directed at improving the foundations of the current system, seizing opportunities to transform the way that Victoria responds to family violence, and building the structures that will guide and oversee a long-term reform program for family violence.

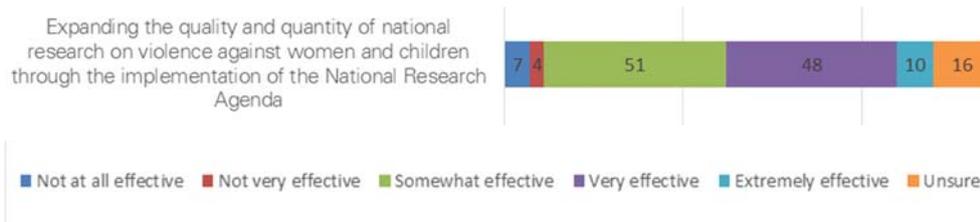
The VIC Government also commissioned ANROWS to help develop the Victorian Family Violence Index. This will help set benchmarks for government and society to measure various aspects of family violence such as prevalence, impact, response and prevention.

Effectiveness of Action 24

“The research has identified violence in adulthood who have experienced violence in childhood and linked it with child sexual abuse, which has been helpful to sexual assault services.” – Survey respondent

Literature reviews and comparative research needs to be performed to determine whether the quality and quantity of national research on violence against women and their children has improved under the National Plan. The ANROWS evaluation report and Section 4, Evaluation of flagship programs, provides greater detail on this.

Survey respondents found that Action 24 was effective in helping to continue building the evidence base with 80 per cent of those surveyed reporting that the implementation of the National Research Agenda was somewhat effective, very effective or extremely effective.



“Research produced by ANROWS has been useful but translating findings into more accessible summaries (or other resources) would be useful.” – Survey respondent

Consistent with survey results, many government and non-government service providers in workshops acknowledged that ANROWS’ recent publications were useful and high quality. However, they believed that the publications were too broad and voluminous in content, which was challenging for policy makers to incorporate into services and for service providers to use as reference tools for targeted or specialised services. Government and non-government service providers generally agreed that the content of ANROWS publications need to be more succinct (for example one-page summaries). Some government service providers also felt that in comparison to Our Watch publications, ANROWS publications reflected limited practical engagement and limited understanding of the state of service delivery and issues.

A number of NGO service providers suggested that they should be publishing their own research, with ANROWS’ assistance to do so. NGOs collect a lot of primary data and it could be useful to publish the findings of experiences and evidence based research. This could be a solution to the significant difficulty NGOs have with accessing university databases for best-practice methodologies, ethics clearance processes and peer-reviewed articles.

“Research and practice must stay connected. Ask family violence service practitioners what should be researched in order to improve service provision.” – Survey respondent

“Broadening the focus on violence against women and their children, to cover the continuum of violence and the range of settings...Until women can be safe in all settings, from all forms of violence, we will not be able to address family violence and sexual assault, as different settings and forms of violence reinforce each other.” – Survey respondent

Service providers in general believed that ANROWS research should receive more resource and funding, and should focus more on the following issues:

- cross jurisdictional problems;
- family courts (for example outcomes for women who have gone through the family courts);
- families and translating the experience of domestic and family violence into parenting orders that are both appropriate and increase accountability. This needs to be considered in terms of effectiveness for the children involved as well as the victim;
- parenting capacity and how teachings and experience for children lead to trauma and prevention or perpetration of violence;
- effective programs and service delivery in rural and remote communities;
- effective perpetrator targeted programs;
- elderly, Aboriginal and Torres Strait Islander people, people (particularly women) with a disability, CALD communities and youth leaders, migrant communities, women on temporary visas, International students;

- trafficking, 'revenge pornography', sexual harassment and sexual objectification of women;
- embedding early preventative education programs into the curriculum for primary and high schools; and
- collaboration between service providers and the judiciary system.

Stakeholders indicated that there is a need for ANROWS research to be better utilised in the design of new services and programs. It was also suggested by stakeholders that case studies from 'the frontline' could be used by ANROWS and the Australian Government to inform 'best practice' policy.



State Case Study – QLD Centre for Domestic and Family Violence Research, QLD

Since 2002, the primary purpose of the QLD Centre for Domestic and Family Violence Research has been to create and distribute knowledge to influence policy and practice in the field of domestic and family violence prevention. The QLD Centre for Domestic and Family Violence Research has been funded by the QLD Government as a resource for the domestic and family violence prevention sector, including those in direct service delivery and policy roles. In 2013, this role was extended to include sexual violence.

Action 25

Measure the prevalence of violence against women and their children and community attitudes towards violence through national surveys.

Intention and government commitment

The intention of Action 25 is to build an understanding of the magnitude of violence against women and their children and understand whether or not there has been a change in community attitudes towards violence.

The Australian Government funded the ABS to conduct the PSS every four years over the life of the National Plan, in 2012, 2016 and 2020.

The Australian Government committed funding for VicHealth to conduct the NCAS regularly over the life of the National Plan.⁴²

Completeness of Action 25

Action 25 completeness



Action 25 was achieved with the NCAS which has provided insight into the changes in community attitudes since the last survey in 2009 and also the community's understanding of gender roles.

Effectiveness of Action 25

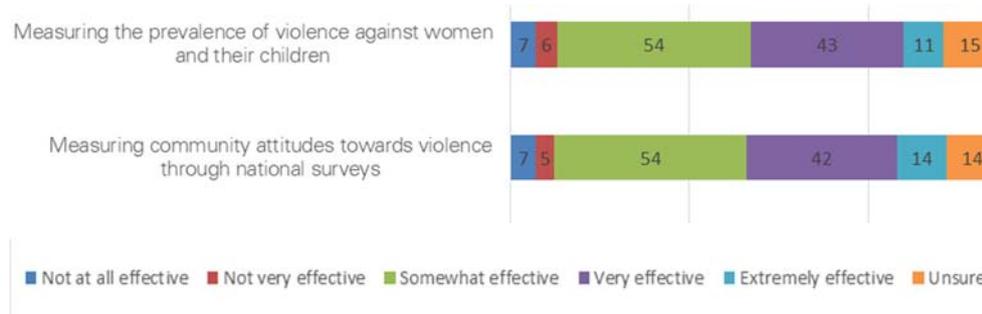
Most survey respondents (80 per cent) reported that measuring the prevalence of violence against women and their children was a somewhat effective, very or extremely effective action towards continually building the evidence base. Similarly, most of the survey respondents (81 per cent) reported that measuring community attitudes towards

⁴² Department of Social Services, *2014-15 Annual Progress Report: Second action Plan: 2013-16*, p.7

violence through national surveys was a somewhat effective, very or extremely effective action towards continually building the evidence base. A more detailed assessment of the content of the NCAS is provided in Section 3 of the report.

“As violence against women remains hugely under reported, measuring the prevalence of violence against women and their children is very difficult.” – Survey respondent

“...very effective...Again, though, measuring the prevalence of violence against women can create too much of a focus on physical violence and sexual assault without looking at the broader pattern and impact of coercive control.” – Survey respondents



Action 26

Build the National Data Collection and Reporting Framework.

Intention and government commitment

Currently, policing, justice, corrections, health and community services across jurisdictions are siloed in their collection and reporting of administrative data. This is a problem because administrative data on domestic violence cannot be meaningfully compared to determine the most effective way of preventing violence against women and their children. Also, it prevents continuous and coordinated tracking of victimised women and their children across the system. Action 26 intended to solve these problems by making administrative data on domestic violence comparable across jurisdictions.

Completeness of Action 26

Action 26 completeness



Action 26 was achieved following the development of the National Data Collection and Reporting Framework (DCRF). The DCRF lays the foundation for working across states and territories to build a coordinated and consolidated approach to data collection on women’s safety.

Effectiveness of Action 26

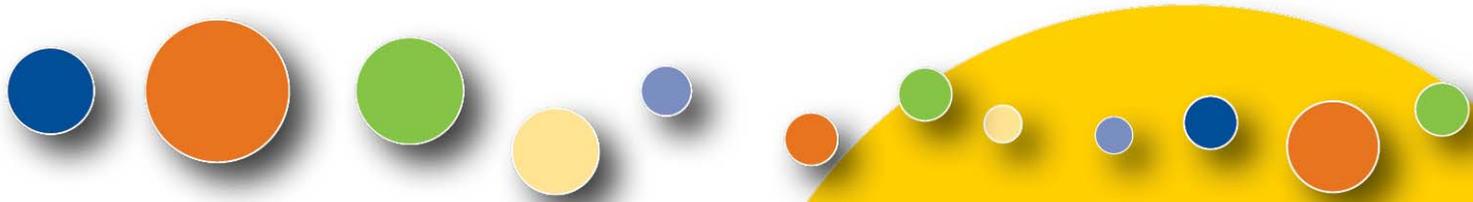
While the DCRF has informed a coordinated and consolidated approach to data collection on women’s safety, it will not be fully implemented until 2022. Until then, it is difficult to determine the impact or effectiveness of the DCRF. That aside, stakeholders were generally positive about the potential of the DCRF and consider the DCRF a major step forward. Survey results show that 67 per cent of survey respondents reported that building the DCRF was a somewhat, very or extremely effective action towards continuing to build the evidence base.



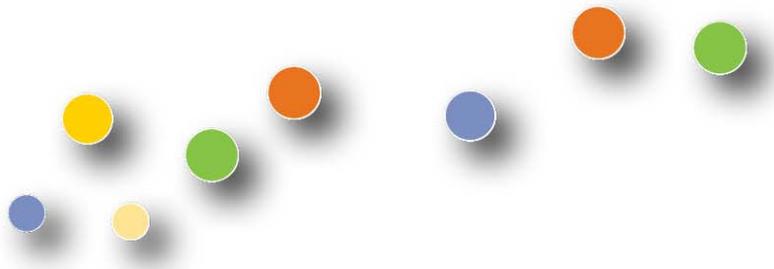
However, government service providers commented that the DCRF for Family, Domestic and Sexual Violence did not effectively capture Aboriginal and Torres Strait Islander populations and needs more emphasis on children and CALD communities. Some government service providers are disappointed by the lack of structure in the DCRF. Many service providers believe that the data collection would benefit from having one custodian. There was also feedback around the lack of data availability and dissemination of research. Service providers generally agreed that having an operational DCRF by 2022 is a worthwhile objective but it is “a really big job” that requires the full 12 year lead up in order to properly develop and test data definitions as well as integrate the myriad of systems including court and police systems.

“I wasn't aware of the National Data Collection and Reporting Framework but will now try to find out more.” – Survey respondent

“There needs to be much better communication about the progress on building the national data collection and reporting framework” – Survey respondent



**THE EVIDENCE
BASE**



3. The Evidence Base

Overview

Following on from the evaluation of Priority 5 of the Second Action Plan, which aimed to continue building the evidence base, this section of the report considers the existing evidence base for violence against women.

The First Action Plan aimed to 'progress building the evidence base' to better understand trends in sexual assault and domestic and family violence. The First Action Plan also sought to put in place the data collection and research mechanisms required to develop a rigorous evidence base for violence against women and their children. To achieve this ANROWS was established, the National Data Collection and Reporting Framework commenced and the government committed to conducting the PSS and the NCAS on a four-yearly rolling basis.

Evaluation of the First Action Plan found that while important gains had been made to improve the evidence base, the need to improve the consistency of data collection and application remained. For this reason, the Second Action Plan included 'continuing to build the evidence base' as a national priority.

Now that we are nearing the completion of the Second Action Plan which prioritises 'building the evidence base' for violence against women and their children, it is timely to evaluate what the baseline is for measuring progress in reducing violence against women and their children..

There are three key pieces of evidence that are commonly used to measure the reduction in violence against women: the NCAS, the PSS and the NATSISS. With the exception of the NCAS which was published in 2014 the surveys are somewhat dated. Nonetheless, analysis of the historical data from these surveys enables development of a baseline for measuring progress in reducing violence against women and their children.

In addition to these surveys, data has also been analysed from the Experimental Family and Domestic Violence Statistics from the ABS Recorded Crime – Victims Catalogue (4510.0) which was consolidated under the Second Action Plan and provides data about the incidence of assaults, homicides and sexual assault recorded in each jurisdiction. Publicly available data for family protection orders and police incidents has also been included where this is available.

Feedback from service providers via the survey and consultations has revealed that there is significant concern around the lack of performance indicators for the National Plan as well as concern about the consistency and completeness of the data used to develop the evidence base. For this reason, we have examined the primary sources of data in the evidence base for the Second Action Plan and presented them under four themes: prevalence of violence; awareness and understanding of domestic violence; behavioural patterns and attitudes to violence; and awareness of mechanisms of response to violence and preparedness to intervene.

These themes in the current data sets loosely align with the high level indicators of change under the National Plan which are:

- reduced prevalence of domestic violence and sexual assault;
- increased proportion of women who feel safe in their communities;
- reduced deaths related to domestic violence and sexual assault; and
- reduced proportion of children exposed to their mother's or carer's experience of domestic violence.

The discussion below also considers the limitations of the current data in measuring change against these high level indicators for the National Plan, particularly in relation to the cohorts of women at high risk of violence.

3.1 Prevalence of Violence

There is no accepted or common method for estimating the prevalence or incidence of violence against women and their children. Violence against women and their children is also not limited to 'domestic violence' and involves both physical and sexual violence from people in non-intimate relationships with the victim. In this way, two of the high level indicators of the National Plan, which focus on 'domestic violence', measure only a subset of the violence against women. For this reason, we have evaluated the data available for measuring the prevalence of violence against women and their children without a particular focus on intimate partner violence.

In relation to the National Plan, the prevalence of violence against women and their children is usually measured using the results of the PSS. The PSS collects information about the nature and extent of violence experienced by men and women since the age of 15, including men's and women's experience of current and previous partner violence. The NATSISS also includes an indicator for measuring the prevalence of violence such as the proportion of respondents who have experienced violence in the 12 months prior to being surveyed.

Additionally information from the *Stop the Violence Initiative* and recent submissions to the Senate have been used to indicate the prevalence of violence in particular cohorts of women.

Crime data is also provided in this section of the report to indicate the incidence of violence and present the data which is most often used by the media to indicate the incidence of violence but also, in most instances, is incomparable and varies from State to State in its method of collection. Together this data presents a holistic picture of the data available to indicate the incidence of violence and the baseline against which to measure future changes in the incidence of violence against women and their children under the National Plan.

Prevalence of violence against women

The most recent PSS indicated that of the sample of women interviewed, 41 per cent of women had experienced violence since the age of 15, 34 per cent had experienced physical violence and 19 per cent had experienced sexual violence. It is estimated that more than half of the women who had experienced violence from a current partner had children in their care when the violence occurred, 31 per cent of these stated that children had seen or heard the violence.⁴³ Of the women who had experienced violence while living with their previous partner 48 per cent stated that children had seen or heard the violence⁴⁴. This is the only indicator of violence against children and is closely aligned with the fourth high level indicator for the National Plan: Reduced proportion of children exposed to their mother's or carer's experience of domestic violence.

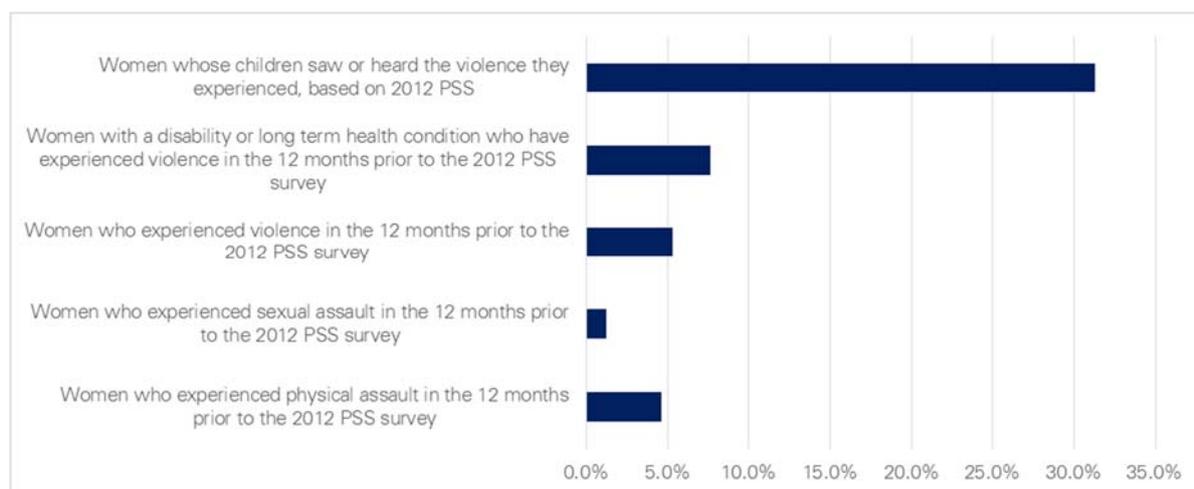
The next PSS is due to be undertaken in 2016. As such, this evaluation of the Second Action Plan refers to the PSS undertaken in 2012, which was also considered in the evaluation of the First Action Plan. A similar data limitation is observed for the NATSISS which is due for release in 2016. The most recently published NATSISS dates back to 2008 and was included in the evaluation of the First Action Plan. While these two data sources are dated and not directly comparable, it is helpful to consider these indicators for the prevalence of violence together to show the varying sources of information used to indicate, and therefore measure, the

⁴³ Australian Bureau of Statistics, 2012, Personal Safety Survey, Cat. No. 4906.0 Canberra. 128,500 women (54 per cent of women who had experienced current partner violence) had children in their care.

⁴⁴ Australian Bureau of Statistics, 2012, Personal Safety Survey, Cat. No. 4906.0 Canberra. 61 per cent of women who had experienced violence had done so at the hands of a previous partner, approximately 733,900 women

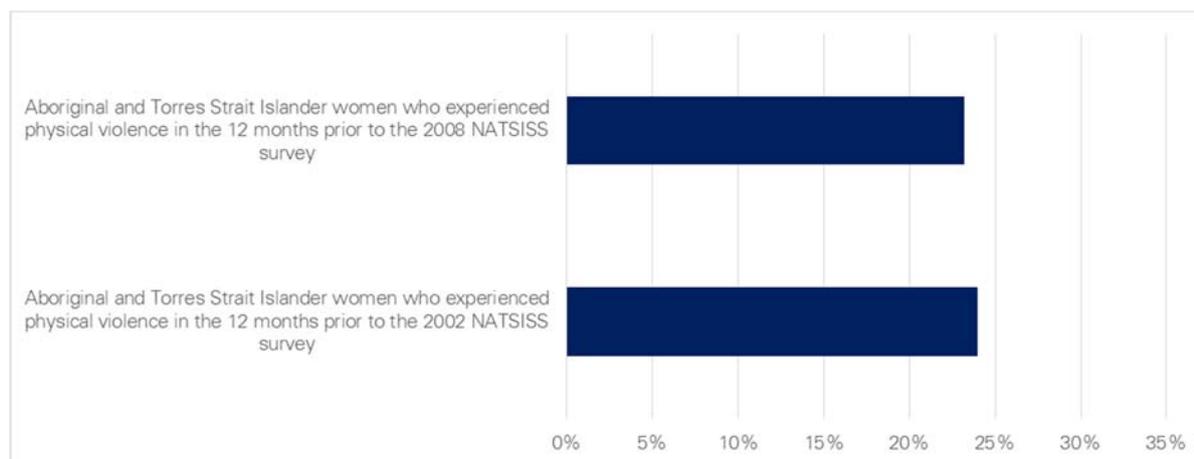
prevalence of violence. We have presented a selection of key indicators of the prevalence of violence against women and their children in Figure 3.1 below.

Figure 3.1: The prevalence of violence against women in the 12 months prior to the 2012 PSS



Source: KPMG analysis of the 2012 PSS

Figure 3.2: The prevalence of violence against Aboriginal and Torres Strait Islander women in the 12 months prior to the NATSISS



Source: KPMG 2016, analysis of the NATSISS 2002 and 2008

Aboriginal and Torres Strait Islander Women

Figure 3.2 shows that according to the NATSISS Aboriginal and Torres Strait Islander women were much more likely to experience violence in the 12 months prior to being surveyed than women surveyed under the PSS: 23 per cent of Aboriginal and Torres Strait Islander women had experienced violence in the 12 months prior to the NATSISS as opposed to 5.3 per cent for the population consulted under the PSS.

The PSS does not interview women in discrete Aboriginal and Torres Strait Islander communities or women living in very remote areas. As such, the NATSISS is likely to provide a better indication of the violence against women in Aboriginal and Torres Strait Islander communities, albeit in a different year to the PSS. However it is not possible to make a direct comparison of the prevalence of violence in Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander populations using the NATSISS and the PSS because the methodologies for these two surveys are substantially different. For example, the NATSISS

is specific to asking about physical violence in the 12 months prior to the survey, not lifetime experience or 'experience since the age of 15' as the PSS does.

In 2002, 24 per cent of Aboriginal and Torres Strait Islander women had experienced physical violence in the 12 months prior to the NATSISS survey. This indicates that little progress was made in reducing violence against Aboriginal and Torres Strait Islander women between 2002 and 2008 given that the same question in the 2008 NATSISS indicated a 1 per cent reduction in the proportion of Aboriginal and Torres Strait Islander women who had experienced physical violence in the 12 months prior to the survey (refer Figure 3.2 above).

Women with a disability

According to the PSS, women with a disability were also more likely to have experienced violence in the 12 months prior to the survey compared with the general population. The PSS estimated that in 2012, 7.6 per cent of women with a disability or long-term health condition had experienced violence in the 12 months prior. This is 2.2 per cent higher than the prevalence reported in the general population. Given that the PSS excludes women in institutional settings or those who require a facilitated interview, it is likely that this presents an underestimate of the violence against women with a disability. In 2013, the Women with Disabilities Australia led the *Stop the Violence* initiative which surveyed women with a disability who had presented at a disability service in the 12 months prior, to assess the level of violence and sexual abuse experienced by these women. This survey found that 22-25 per cent of women had experienced violence or sexual abuse in the 12 months prior to being surveyed. These results vary significantly from a similar analysis in the PSS and present a marked issue of consistency and reliability in measuring the prevalence of violence for women with a disability.

Women who identify as lesbian, gay, bisexual and transgender

A recent submission to the Senate Inquiry into Domestic violence and gender inequality from Flinders University, presented research regarding the prevalence of violence against women who identified as lesbian, gay, bisexual and transgender.⁴⁵ The survey results, which included both male and female respondents, indicated that 58 per cent of survey respondents had experienced some form of abuse from a partner or family members. Of those who had experienced abuse, 45 per cent had experienced physical abuse, 28 per cent had experienced sexual abuse and 34 per cent had experienced abuse specific to their lesbian, gay, bisexual and transgender identity. An earlier survey undertaken in Victoria in 2008 found that just under a third of survey respondents had been involved in a same-sex relationship where they were subject to abuse by their partner and lesbian women were more likely than gay men to report having been in an abusive same-sex relationship (41 per cent and 28 per cent respectively).⁴⁶ Other survey research which focused on heterosexist violence and harassment indicates that approximately 22.5 per cent of women who identify as lesbian, gay, bisexual and transgender are victims of verbal abuse, 5.9 per cent are victims of physical abuse and 3.1 per cent are victims of sexual assault.⁴⁷ These studies are not directly comparable so it is not possible to make a clear determination on whether there has been a regression in attitudes toward people who identify as lesbian, gay, bisexual and transgender. However, the research does indicate that people, and specifically women, remain at high risk of physical and sexual violence.

⁴⁵ Dr Damien W. Riggs, Dr Heather Fraser and Dr Nik Taylor, Submission to the Inquiry into Domestic Violence and Gender Inequality, February 2016.

⁴⁶ [Research](#) referred to on the Australian Institute of Family Studies website, last accessed 22 March 2016.

⁴⁷ Leonard et. al. 2012 Private Lives 2: The second national survey of the health and wellbeing of GLBT Australians, Australian Research Centre in Sex, Health & Society, La Trobe University 2012

Victims of Family and Domestic Violence, Experimental Data

The data presented in Victims of Family and Domestic Violence Experimental Data 2014, which was released in 2015, draws from police crime recording systems in each State and is based on a Family and Domestic Violence (FDV) flag as recorded by police officers in 2014. The FDV flag is one of a number of indicators used by police to determine whether an offence is family and domestic violence-related. The experimental data set released by the ABS notes that not all family and domestic violence-related offences ends up being flagged on police recording systems and consequently the number of family and domestic violence-related offences may be understated.

The table below shows the number of victims of family and domestic violence-related assault from selected states as recorded by police in 2014. Data for Queensland and Victoria was not available because the interpretation and implementation of the National Crime Recording Standard Rule 2 for assault incidents varied from the standard for Victoria and Queensland.⁴⁸

Table 3.1: Victims of family and domestic violence related assault in each jurisdiction in 2014.

States and Territories	Victims of family and domestic violence related assault in 2014	Victims of family and domestic violence related assault per 1,000 people ⁴⁹
Australian Capital Territory	615	2
New South Wales	28,780	4
Northern Territory	4,287	17
South Australia	5,691	3
Western Australia	14,603	6

Source: KPMG analysis of ABS data from Cat. 4510.0 Recorded Crime, supplementary release to Experimental Family and Domestic Violence Statistics.

The police data reaffirms that women are overwhelmingly the victims of family and domestic violence. The ABS experimental data set indicates that of the domestic and family violence-related assaults in each state and territory, the following ratios for female and male victims:

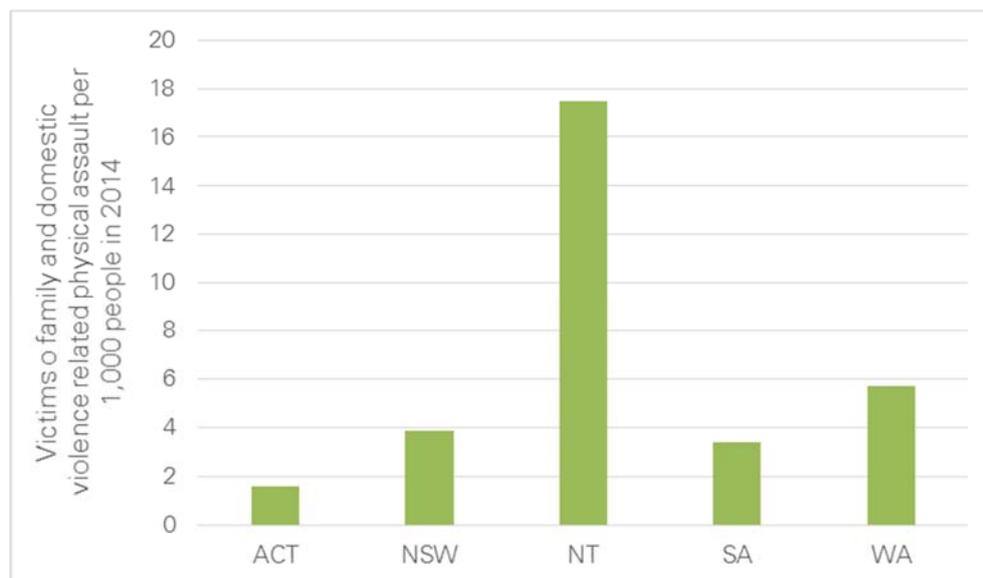
- in the ACT three times as many female victims (465) as male victims (145);
- in NSW twice as many female victims (19,488) as male victims (9,261) in NSW;
- in the NT four times as many female victims (3,482) as male victims (807);
- in SA four times as many female victims (4,534) as male victims (1,157); and
- in WA three times as many female victims (10,648) as male victims (3,860).

Figure 3.3 below shows the variation in the incidence of family and domestic related assault per 1,000 people in each jurisdiction. This graph clearly shows that on a per capita basis the NT has a much higher incidence of family and domestic violence related assault than other jurisdictions with 17 incidents per 1,000 people compared with 4 per 1,000 people in NSW and 6 per 1,000 people in WA. A large proportion of Aboriginal and Torres Strait Islander women reported experiencing violence in the 12 months prior to the NATSISS than the general population surveyed for the PSS. The NT has a higher Aboriginal and Torres Strait Islander population than other jurisdictions which could explain the significantly higher incidents of family and domestic violence related assault.

⁴⁸ Assault statistics are not published in Recorded Crime – Victims (cat. no. 4510.0) for Queensland and Victoria as the recording of assaults in these jurisdictions is not consistent with the National Crime Recording Standard (NCRS). Assault data for Queensland and Victoria are therefore not comparable with the data from other jurisdictions (see publication explanatory notes paragraphs 17-21). As the total assault data are not published, we are also unable to publish the experimental FDV-related assault data for Queensland and Victoria.

⁴⁹ Population data is from the Australian Bureau of Statistics *Australian Demographic Statistics*, June 2014 Cat 3101.0

Figure 3.3: Victims of family and domestic violence related assault in each jurisdiction in 2014



Source: KPMG analysis of ABS data, 2016

The numbers below show the number of victims of family and domestic violence-related sexual assault from selected states as recorded by police. In 2014, the number of victims of family and domestic violence-related sexual assault offences recorded by police was:

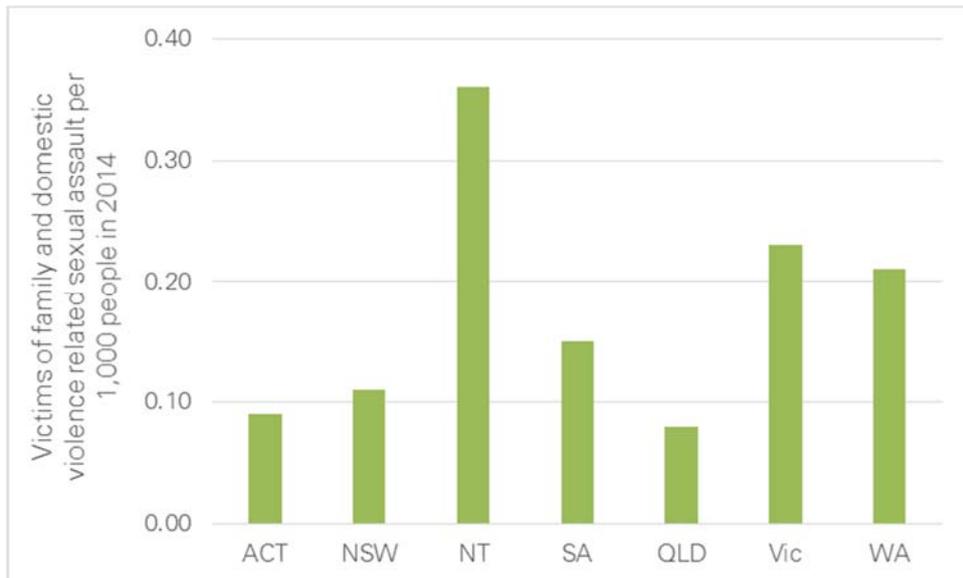
Table 3.2: Victims of family and domestic violence-related sexual assault from selected states as recorded by police in each jurisdiction in 2014

States and Territories	Victims of family and domestic violence related sexual assault in 2014	Victims of family and domestic violence related sexual assault per 1,000 people
Australian Capital Territory	36	0.09
New South Wales	800	0.11
Northern Territory	88	0.36
South Australia	249	0.15
Queensland	36	0.01
Victoria	1,321	0.23
Western Australia	544	0.21

Source: KPMG analysis of ABS data from Cat. 4510.0 Recorded Crime, supplementary release to Experimental Family and Domestic Violence Statistics.

Figure 3.4 below shows the variation in the incidence of family and domestic related sexual assault per 1,000 people in each jurisdiction. As with the results for assault in the figure above, this graph clearly shows that on a per capita basis the NT has a much higher incidence of family and domestic violence related sexual assault than other jurisdictions with 3.6 incidents per 10,000 people compared with 2.1 per 10,000 people in WA and 1 incident per 10,000 people in NSW.

Figure 3.4: Victims of family and domestic violence related sexual assault in each jurisdiction in 2014.



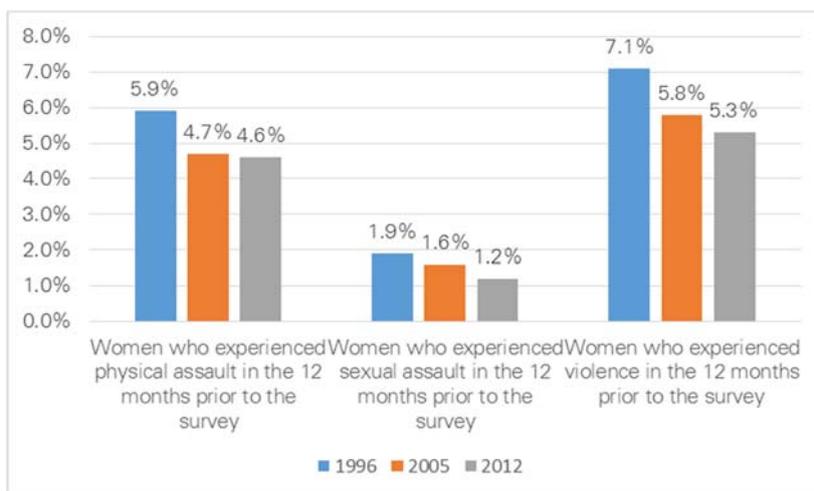
Source: ABS data from Cat. 4510.0 Recorded Crime, supplementary release to Experimental Family and Domestic Violence Statistics.

Longitudinal studies

The only reliable longitudinal studies for the prevalence of violence include: reported experiences of violence in the 12 months prior to the PSS; reported police incidents (data is publicly available for two jurisdictions) and court protection orders (to measures in jurisdictional police incidents data, (data publicly available for three jurisdictions)).

Figure 3.6 below shows the changes over time in the prevalence of violence against women in the 12 months prior to being interviewed for the PSS. There appears to have been little change for sexual assault incidents. For physical assault, there was a 1.3 per cent reduction between 1996 and 2012 but this was not a statistically significant change in the proportion of women subjected to violence between 2005 and 2012. As such, this indicates that the prevalence of violence has changed very little and remains a cause for concern.

Figure 3.6: Changes over time in the prevalence of violence against women in the 12 months prior to the PSS



Source: KPMG analysis of the PSS

Family Violence Orders

Another source of longitudinal analysis for the prevalence of violence is the publicly available data for family violence orders.

Family violence orders are called different things in different states:

- Protection Orders (QLD);
- Apprehended Domestic Violence Order (NSW);
- Intervention Orders (VIC & SA);
- Violence Restraining Orders (WA);
- Family Violence Order (TAS); and
- Domestic Violence Order (ACT & NT).

Police in their respective jurisdictions may assist an aggrieved person in their application for an order. Dependent on the jurisdiction, police may have the responsibility to make applications for protection orders should they witness domestic violence. Usually this happens with the support of the aggrieved person, but where there is opposition by the aggrieved person, the police, in certain states, are obliged to pursue the application of a protection order. In some states, for example SA, the issue of a court protection order (or intervention order) mandates that the perpetrator must attend a behavioural change program. Consequently, court protection orders can function not only as a form of protection for the victim but also as an avenue for perpetrators to get assistance and support.

The number of family violence orders is recorded by the Magistrates Court in each respective jurisdiction. Data for QLD, VIC and TAS is publicly available but data for other jurisdictions was not readily accessible. The table below shows the steady increase in court protection orders for QLD and VIC between 2009-10 and 2014-15. TAS, on the other hand, has experienced a decrease in the number of court protection orders issued between 2009-10 and 2014-15. This reduction has however included a moderate increase from 486 finalised family violence orders in 2012-13 to 565 in 2013-14.

Table 3.3: Total number of family violence orders finalised by year and state

	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
QLD	17,641	17,307	17,274	18,709	20,148	21,721
VIC	22,991	24,925	27,668	29,214	29,978	N/A
TAS	693	590	602	486	565	532

Source: Magistrates Court for each respective state

The figure below shows that over the last six years VIC has had a consistently higher rate of family violence orders per 1,000 people than QLD and TAS. However, these figures do not take into consideration the number of Police Family Violence Orders (PFVOs) issued in Tasmania. Through the *Family Violence Act 2004*, TAS became the first jurisdiction to introduce police-issued family violence orders with Tasmania Police having the power to issue an immediate PFVO 24/7 without court involvement. .

Figure 3.7: Number of family violence orders per 1,000 people for QLD, VIC and TAS over the period 2009-10 to 2014-15



Source: Annual reports for magistrates course for each state.

Police Incidents

The graph below shows the number of reported police incidents relating to family violence per 1,000 people for QLD and VIC over the last five years. Data for the other states and territories was not readily accessible and it is possible that QLD and VIC have different thresholds or regulations for reporting violence against women and their children. Regardless of the comparability of the data it is clear that police activity in response to family violence has increased over the last five years.

Figure 3.8: Number of police incidents per 1,000 people for QLD, VIC and TAS over the period 2009-10 to 2014-15



Source: QLD Police Service data and VIC Family Incident Reports 2009-10 to 2013-14

It not possible to say whether the increase in the number of court protection orders and police incidents relating to family violence in QLD and VIC indicates an increase in violence against women and their children or an increased awareness of the issue of violence against women

and their children and therefore greater reporting of the violence as a result of a reduction in the stigma attached. In any case, the rise in court protection orders in two states, coupled with the increase in police incidents in QLD and the reportedly high incidents of 'domestic and family violence' matters attended by police, indicates that the vigour in reducing violence against women and their children through behavioural change and community awareness may be having an impact.

Prevalence of violence – issues with the evidence base

The biggest issue with measuring the incidence or prevalence of violence against women and their children is variation on what constitutes violence and the way in which it is measured. The PSS, the NATSISS and police data are all frequently used to indicate the prevalence of violence. Additionally, more recent sources are now beginning to be used to indicate the prevalence of violence for particular cohorts of women, for example data from the Stop the Violence initiative to indicate the prevalence of violence for women with a disability and other surveys of women who identify as LGBTI. The National Plan has had emphasis on high level population level indicators. However, gaps in evidence for diverse experiences have been recognised as a major concern. ANROWS' Diversity Data Project and Our Watch's *Working with Culturally and Linguistically Diverse (CALD) Communities* are among the key initiatives addressing these gaps.

Going forward, it will also be important to consider violence in non-intimate relationships as part of the measurement of progress against National Outcomes in order to appropriately account for the needs of all women, and also all children, who are at risk of violence.

The PSS

The PSS provides a rich data set of interpersonal violence in Australia, based on a significant sample size (17,050 persons across 41,350 dwellings). Extensive quality control measures are used to ensure the robustness of the data but despite this there are limitations to the way that the data can be used for example "examination of sub-populations can be difficult because the estimates quickly become too unreliable for general use".⁵⁰ Many stakeholders indicated that despite the measures taken to ensure the robustness of sampling for the PSS this survey lacks an indicative representation of children, women with a disability, Aboriginal and Torres Strait Islander women and women from culturally and linguistically diverse backgrounds. Feedback from consultations indicated that there was significant concern about the exclusion of the following cohorts of women, who are often at high risk of violence:

- people living in institutional settings from the survey;
- people living in very remote areas;
- Aboriginal and Torres Strait Islander discrete communities; and
- residents who require the assistance of another person to communicate with the interviewer for example people with a native language other than English⁵¹.

The focus of the PSS on violence since the age of 15 also limits the representation of children in the primary piece of evidence for measuring the National Plan's progress in reducing violence. Given that the National Plan targets women and their children, it is important to have a more complete understanding of the violence experienced and witnessed by children in the evidence base for the National Plan.

⁵⁰ Dr Peta Cox, Senior Research Officer, ANROWS, Violence against women in Australia: Additional analysis of the Australian Bureau of Statistics' Personal Safety Survey, 2012 p4, 6

⁵¹ Where a respondent did not speak English, a small number of interviewers with foreign language skills were trained to conduct PSS interviews. These interviews were mostly conducted over the phone.

KPMG acknowledges that there are significant administrative and financial challenges to changing the sampling of the PSS to include greater representation of groups at high risk of violence, however measurement of the prevalence of violence and future evaluation of the progress made to reduce violence against women should account for these cohorts of women in other ways for example targeting data collection and survey.

The NATSISS

Although there have been major changes with each iteration of the NATSISS (in 2008, 2002 and 1994), there is still a concern that the NATSISS 2014 does not reflect the substantial change in Aboriginal affairs over the past twenty years. One critic has called the content of the NATSISS “problematically, overwhelmingly, focussed on problems... [Aboriginal people are more than a social problem, and after 20 years NATSISS should be reflecting this].”⁵² There are concerns around the lack of focus on achievement, aspiration or the benefits of being an Aboriginal person.

Workshop consultations also indicated that the current data and research used to indicate the prevalence of violence in Aboriginal and Torres Strait Islander communities was not representative of the actual issue. This perceived lack of co-design for data collection and research presents an opportunity for greater community input which could be explored with future data collection and any new survey design or amendments to the NATSISS.

The National Plan aims to measure success for National Outcome 3, Aboriginal and Torres Strait Islander communities are strengthened, through a reduction in the proportion of Aboriginal and Torres Strait Islander women who consider that family violence, assault and sexual assault are problems for their communities; and an increase in the proportion of Aboriginal and Torres Strait Islander women who are able to have their say within their communities. However, data is not currently collected or made available at a national level for these measures to be assessed.

It could also be beneficial to establish a long-term evaluation of progress against the second high level indicator of the National Plan: the proportion of women who feel safe in their communities. This is particularly relevant for Aboriginal and Torres Strait Islander communities because of the relatively higher risk of violence against women and also because action 9 of the Second Action Plan was to build community safety for women and children in Aboriginal and Torres Strait Islander communities. While the PSS might be a good proxy for measuring changes in community safety, there is no equivalent for Aboriginal and Torres Strait Islander communities, particularly when the PSS does not survey in discrete Aboriginal and Torres Strait Islander communities.

Women with a Disability

There is a designated hotline for people with a disability to report abuse. The National Disability Abuse and Neglect Hotline is funded by the Department of Social Services and delivered by WorkFocus Australia and provides referral to community services, accommodation and respite care services in response to reported cases of abuse and neglect. Types of abuse and neglect can include physical, sexual, psychological, legal and civil abuse, restraint and restrictive practices, or financial abuse. It can also include the withholding of care and support which exposes an individual to harm. Consultations with National Plan Partners indicate that it is not clear where the data collected for the National Disability Abuse and Neglect Hotline is collected or reported. It is possible that this data could be used to indicate the prevalence of violence against women with a disability. However, this would likely only

⁵² [The 2014 National Aboriginal and Torres Strait Islander Social Survey is an anachronism](#), Maggie Walter, accessed 18 January 2016

collect data pertaining to people with the capacity to phone the hotline and possibly not those women who are being abused by their carer.

In 2013, the *Stop the Violence* initiative collected the most robust data to date regarding the prevalence of violence against women with a disability. However, the WWDA notes that the estimates provided are likely to still be an underestimate of the prevalence of violence for women with a disability because the survey was constrained to only consider women who had presented at a service in the 12 months prior (therefore excluding women in institutional settings), and only considered domestic violence and sexual abuse. Other forms of violence such as forced sterilisation and restraint and seclusion practices were excluded from the survey.

In November 2015, the Senate Community Affairs Reference Committee released a report to finalise their inquiry into *Violence, abuse and neglect against people with disability in institutional and residential settings, including the gender and age related dimensions, and the particular situation of Aboriginal and Torres Strait Islander people with disability, and culturally and linguistically diverse people with disability*. The report recommended that the Australian Government consider amending the National Plan to Reduce Violence against Women and their Children to include institutional and disability accommodation settings, to ensure that people with disability are afforded the full range of rights protections that are available to people without disability⁵³. While the National Plan does not expressly refer to women and children in institutional and disability accommodation settings, they are included in the scope of the National Plan with respect to sexual violence. There are also actions under the Third Action Plan that specifically target women with disability.

Children

The National Plan aims to reduce violence against women and *their* children. However, some stakeholders indicated that the National Plan should look more broadly at the impact of violence on children and not just in regard to the mother-child relationship. If a child witnesses violence against a women in any circumstance it can have a lasting negative effect.

The only indicator of violence against children is the PSS measure of the number of women who have children in their care at the time of violence. A number of stakeholders, including Families Australia, indicated that this is a poor and incomplete measure for the reduction of violence against children generally and the impact of domestic violence on children specifically. Further to this the PSS and the NCAS only survey children older than 15 so the attitudes, understandings and experiences of children younger than 15 are not collected, analysed and used to support policy. Child protection orders and child abuse statistics are reported and do provide an indication of the prevalence of violence against children. Whilst it is not possible to discern exactly what proportion of child abuse and child protection orders relate to family violence (because there is no family related violence flag in this data) it could be beneficial to consider how this data could be used to inform policy and provide a strong evidence base for service development and delivery to children effected by violence.

National Crime data

The National Crime Recording Standard (NCRS) was designed to enable the recording of a crime in a comparable manner across all jurisdictions. However, Victoria and QLD do not adhere to certain rules in the NCRS which means that their data is not comparable to data from other jurisdictions. In particular, rule 2 of the NCRS requires that police officers record a

⁵³ The Senate Community Affairs References Committee, [Report on Violence, abuse and neglect against people with disability in institutional and residential settings, including the gender and age related dimensions, and the particular situation of Aboriginal and Torres Strait Islander people with disability, and culturally and linguistically diverse people with disability](#) Recommendation 24

report at 'face value' (that is, prior to further investigation) on their crime recording systems. In Victoria, the business processes around entering information on LEAP (Victoria Police's Crime Recording system) require some investigation of whether or not a criminal offence has occurred prior to recording the incident. Therefore, Victoria Police are not adhering to rule 2 and their data are not comparable with other jurisdictions.

In QLD, the legislative requirements mean that family and domestic violence-related assaults are considered a civil matter in many cases where they would be considered criminal in other jurisdictions. These would still be recorded as information reports on QPRIME (the QLD police crime recording system). However, unless a criminal offence is recorded, the victims are not included in the scope of the Recorded Crime Victims statistics. This means that due to the legislative environment and the structure of their crime recording system in QLD the number of criminal assaults recorded is much lower than, and not comparable to, data recorded in other jurisdictions.

Although a robust sampling method was used for the NATSISS, but exclusions in the in-scope population resulted in an under-coverage of Aboriginal and Torres Strait Islander in the survey. The coverage exclusions were applied to manage enumeration costs and resulted in an estimated under-coverage of approximately 6 per cent of Aboriginal and Torres Strait Islander persons in Australia.^{54,55}

In summary, key areas of concern are:

- the poor representation of children and high risk groups of women in the primary data sources for example women living with a disability, Aboriginal and Torres Strait Islander women and women from culturally and linguistically diverse backgrounds;
- the lack of clarity around the use of the evidence base in measuring the effectiveness of policy including the progress against National Plan outcomes; and
- the lack of comparability in crime data between jurisdictions.

3.2 Awareness and Understanding of Violence

The NCAS is designed to gauge community knowledge of, and attitudes towards, violence against women to identify areas that need attention in future. It is also designed to assess over time the changes in knowledge, attitudes and responses to violence against women. The most recent NCAS was conducted in 2013. Previous iterations were conducted in 1995 and 2009.

The NCAS 2013 surveyed 17,500 Australians aged 16 years and older. The survey indicated very little change across a range of indicators, particularly those for awareness or understanding of domestic violence. This is not necessarily an indication of poor performance because many indicators the awareness of domestic violence was already quite high in 1995. For example, 97 per cent of people surveyed agreed that slapping and/or pushing to cause fear was a form of domestic violence. This has remained at exactly the same rate for each iteration of the survey. Similarly, the proportion of the sample who agree that forcing a partner to have sex is a form of domestic violence has been in the mid-high ninety percentile range for each of the three NCAS surveys.

⁵⁴ *National Aboriginal and Torres Strait Islander Social Survey, 2008, Explanatory notes*, Australian Bureau of Statistics [http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/4714.0Explanatory per cent20Notes12008?OpenDocument](http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/4714.0Explanatory%20Notes12008?OpenDocument) accessed 18 January 2016

⁵⁵ Exclusions included: Collection Districts with no Indigenous households; some mesh blocks with no Indigenous households; some remote Indigenous communities with a small number of Indigenous households; and some Collection Districts in remote areas with a small number of Indigenous households.

Figure 3.9: Changes over time in the understanding of certain behaviours as forms of partner violence/violence against women



Source: KPMG analysis of the NCAS

Indicators for which there have been considerable change include:

- The proportion of people who believe that repeatedly criticising to make partner feel bad/useless is a form of domestic violence. In 1995, only 71 per cent of people surveyed agreed that repeatedly criticising to make partner feel bad/useless is a form of domestic violence. This increased to 85 per cent in 2009 and increased slightly again to 86 per cent in 2013⁵⁶.
- The proportion of people who agree that controlling a person's social life is a form of domestic violence. In 1995, only 74 per cent of people surveyed agreed that controlling a person's social life is a form of domestic violence. This increased to 83 per cent in 2009 and increase slightly again to 85 per cent in 2013⁵⁷.
- The proportion of people who agree that controlling a partner by denying them money is a form of domestic violence. In 1995 only 62 per cent of people surveyed agreed that controlling a person's social life is a form of domestic violence. This increased to 71 per cent in 2009 and then slightly decreased again to 70 per cent in 2013.

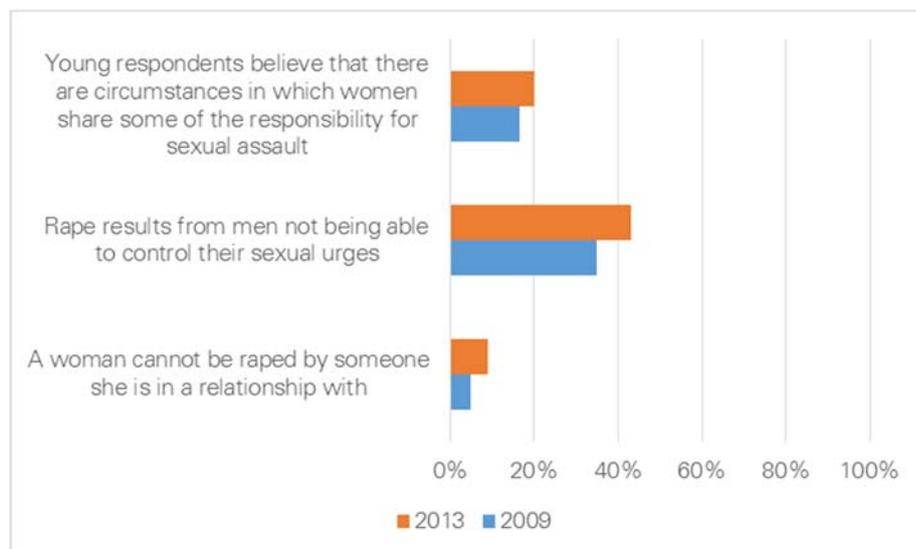
In the NCAS 2013, 96 per cent of respondents agreed that domestic violence is a criminal offence. This was a statistically significant 3 per cent reduction on the results for 1995. In addition, there was a statistically significant 4 per cent increase in the proportion of respondents who believed that a woman cannot be raped by someone she is in a relationship with; a 10 per cent increase in the proportion of respondents who believe rape results from men not being able to control their sexual urges and a 3 per cent increase in the proportion of respondents who believe that there are circumstances in which women share some of the responsibility for sexual assault.⁵⁸ These results are shown below in Figure 3.10. Together they present a concerning change in young people's attitudes towards violence against women within intimate relationships.

⁵⁶ The sampling and sample size has changed over time but the increase for this indicator in 2013 was statistically significant.

⁵⁷ Similarly, the sampling and sample size has changed over time but the increase for this indicator in 2013 was statistically significant.

⁵⁸ Statistically significant change between 2009 and 2013.

Figure 3.10: Changes over time in the attitudes which excuse violence against women

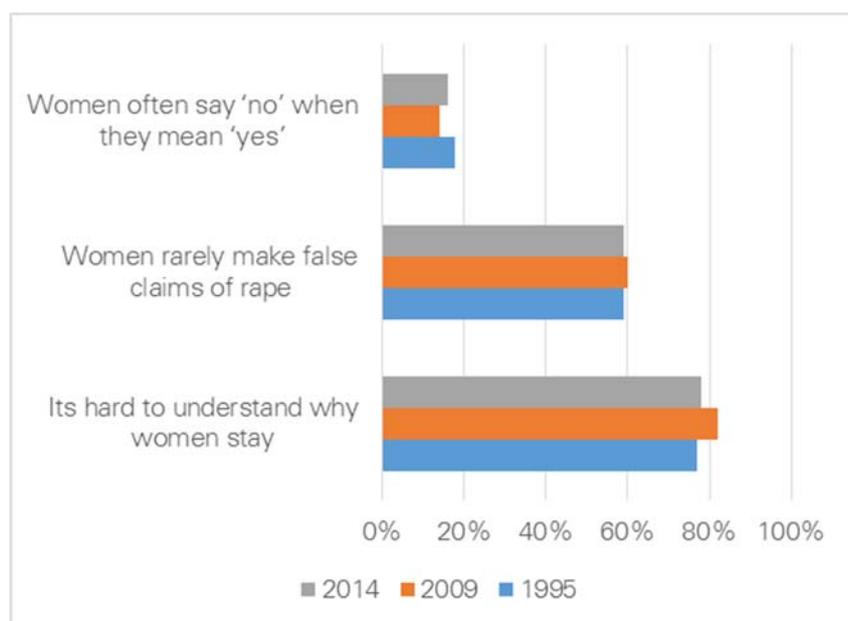


Source: KPMG analysis of the NCAS

3.3 Behavioural Patterns and Attitudes to Violence

Attitudes to violence against women have fluctuated over time, as measured by community understanding of why women stay in violent situations or respond to violent situations by making criminal claims such as rape. See Figure 3.11 on the following page which shows that the proportion of people who find it difficult to understand why women stay in violent situations has decreased incrementally, from 82 per cent in 2009 to 78 per cent in 2013. However, the proportion of people who believe that women often say 'no' when they mean 'yes' has increased from 14 per cent in 2009 to 16 per cent in 2013.

Figure 3.11: Changes over time in three indicators of attitudes to violence.

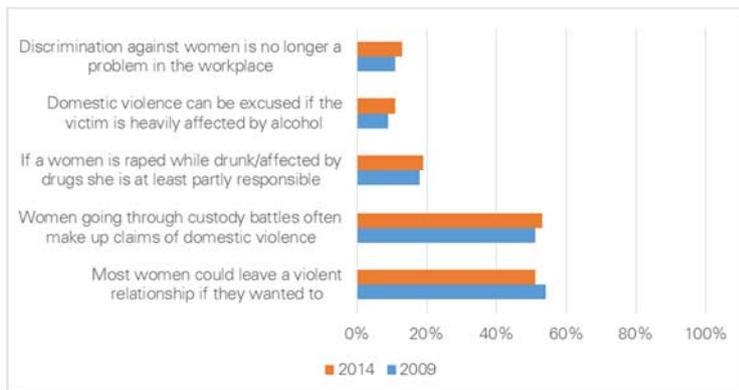


Source: KPMG analysis of the NCAS

Other indicators which were not collected in 1995 but began being collected in 2009 indicated a regression in attitudes toward violence against women. For example, there has been a reduction in the proportion of respondents who believe that discrimination against women is no longer a problem in the work place in Australia and an increase in the proportion of people

who believe domestic violence can be excused if the victim is heavily affected by alcohol as well as an increase in the proportion of people who believe that a woman is partly responsible for her rape if she is drunk or affected by drugs. There has also been a concerning increase in the proportion of people who believe that women going through a custody battle often make up claims of domestic violence to better their case for custody of children. The data for 2009 to 2014 indicates a small improvement in people’s understanding of the situation that victims of domestic violence find themselves in. In 2009, 54 per cent of respondents believed that women could leave a violent relationship if they wanted to. This reduced to 51 per cent in 2014 (refer figure 3.12).

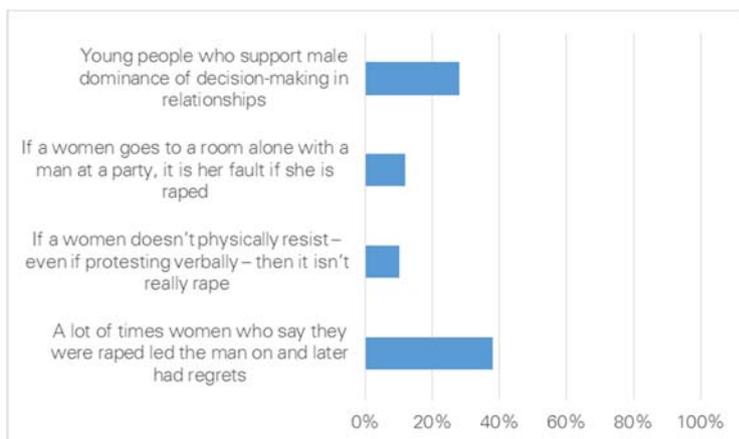
Figure 3.12: Indicators of community attitudes to violence against women



Source: KPMG analysis of the NCAS

The NCAS shows that respondents who support equitable gender roles and relationships are more likely to understand violence against women “as comprising a range of physical, psychological, social and economic means of intimidation and control (versus physical violence and forced sex alone)”⁵⁹. In fact, once attitudes towards gender and understanding of violence against women had been taken into account, the NCAS “found that demographic factors (for example age, gender, country of birth) have a limited influence on Australian’s attitudes”⁶⁰. This highlights the importance of improving community understanding and practice of equitable gender roles and developing respectful relationships.

Figure 3.13: Indicators of community attitudes towards women



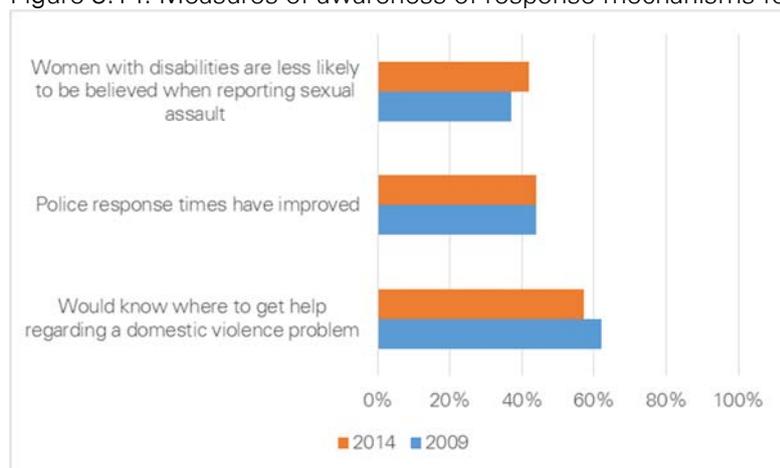
Source: KPMG analysis of the NCAS

⁵⁹ Australians’ attitudes to violence against women: Findings from the 2013 National Community Attitudes towards Violence Against Women Survey (NCAS) p 14

⁶⁰ Australians’ attitudes to violence against women: Findings from the 2013 National Community Attitudes towards Violence Against Women Survey (NCAS) p 14

3.4 Awareness of Response and Preparedness to Intervene

Figure 3.14: Measures of awareness of response mechanisms for violence against women



Source: KPMG analysis of the NCAS

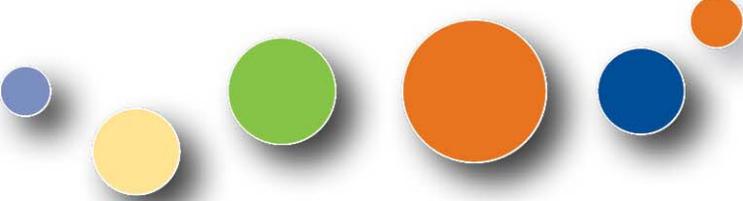
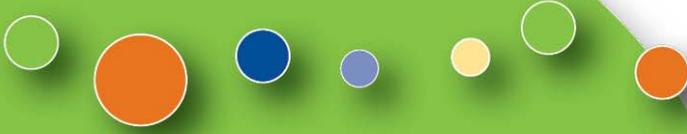
The 2014 NCAS also revealed that 98 per cent of respondents are prepared to intervene if a known woman is being assaulted by her partner and 92 per cent are prepared to intervene if an unknown woman is being assaulted. This was the first time these questions were asked so it is not possible to measure a change in the community attitudes to intervening on behalf of a victim of violence. The first-time results for these questions are positive results however it would be beneficial to ensure that in future greater progress is sought against measures for awareness about response mechanisms for example the proportion of people who know where to get help regarding a domestic violence problem. Furthermore, it should be a priority to decrease the proportion of people who think that women with disabilities are less likely to be believed when reporting sexual assault. Currently this stands at 42 per cent of respondents, a 5 per cent increase on results for 2009. This indicates that there is a need to improve the accessibility of response options to women with a disability and better manage the evidence base in terms of measuring the prevalence of violence against women with a disability. Similarly to the PSS the NCAS has been criticised for not reliably representing women with a disability in its sampling.

As discussed above in the challenges to measuring the prevalence of violence, the inclusion of measures for violence in non-private dwellings and institutional and disability accommodation settings in the PSS and the NCAS would be one practical way of including women with a disability in the National Plan as they would be more reliably represented in the evidence base and therefore changes in outcomes could begin to be measured over time. In particular, greater awareness about the higher risk for women with a disability to be victims of violence could reduce the proportion of respondents who consider that women with disabilities are less likely to be believed when reporting sexual assault, as measured in the NCAS.

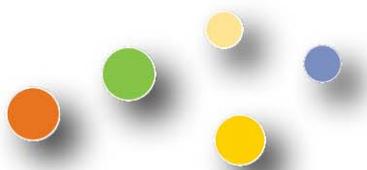
Summary – the Evidence Base

Despite the richness of data on offer from the NCAS, PSS, NATSISS and the crime statistics data, an issue remains in the representativeness of the evidence base for Australian women and their children. Furthermore, the data sources are not consistent and therefore not comparable between jurisdictions for crime data. Feedback from service providers via the survey and consultations has revealed that there is significant concern around the lack of performance indicators for the National Plan as well as concern about the consistency and completeness of the data used to develop the evidence base.

Although high level indicators have been established for the National Plan, these indicators do not adequately account for all cohorts of women at risk of violence or adequately account for all forms of violence that women and their children could be exposed to. Furthermore, data is not currently collected to assess progress against some measures of success for the National Plan e.g. reduction in the proportion of Aboriginal and Torres Strait Islander women who consider that family violence, assault and sexual assault are problems for their communities; and an increase in the proportion of Aboriginal and Torres Strait Islander women who are able to have their say within their communities. For this reason the Department of Social Services should consider agreeing indicators of change and 'performance' indicators with stakeholders for the National Plan. These indicators would measure the reduction in violence against all women and their children and the progression against the National Outcomes.



EVALUATION OF FLAGSHIP PROGRAMS



4. Evaluation of flagship programs

This section of the report considers how the Second Action Plan has been effective in maintaining, and utilising, a number of flagship programs to progress the five outcomes of the National Plan and reduce violence against women and their children.

The three flagship programs established under the First Action Plan are: ANROWS, 1800RESPECT and Our Watch/ The Line. Together, these flagship programs are crucial to maintaining a research centre and evidence base for the development of policy; driving cultural change to prevent violence against women and their children; and increasing the accessibility of counselling and support services via a national phone line.

4.1 ANROWS

Overview

ANROWS is a not-for-profit organisation, established as a flagship initiative under the National Plan, to build the evidence base for violence against women. Its stated mission is “to deliver relevant and translatable research evidence which drives policy and practice leading to a reduction in the levels of violence against women and their children.” The organisation has four goals:

- 1 deliver high quality, innovative and relevant research;
- 2 ensure the effective dissemination and utilisation of research findings;
- 3 build, maintain and promote collaborative relationships with and between stakeholders; and
- 4 be an efficient, effective and accountable organisation.

One of the key commitments of ANROWS was to establish the National Research Agenda in order to guide ongoing research. To develop the *National Research Agenda to Reduce Violence against Women and their Children* ANROWS undertook a multi-stage process that included:

- reviewing the National Plan and related policy documents;
- commissioning two gap analyses of Australian research on violence against women, the first on national statistical collections and the second on research since 2000; and
- national stakeholder consultation and engagement which included 127 written submissions and six stakeholder roundtables involving over 75 participants.⁶¹

The 2014–2016 ANROWS research program was launched on 31 October 2014 - the key areas of research to be undertaken are outlined in Figure 4.1 below:

⁶¹ ANROWS, 05/2014, *National Research Agenda to Reduce Violence against Women and their Children*

Figure 4.1: National Research Agenda summary

National Research Agenda to Reduce Violence against Women and their Children strategic research theme summary			
SRT 1: Experience and impacts	SRT 2: Gender inequality and primary prevention	SRT 3: Service responses and interventions	SRT 4: Systems
Aligned to: <ul style="list-style-type: none"> All National Plan outcomes 	Aligned to: <ul style="list-style-type: none"> National Plan outcomes 1, 2 and 3 	Aligned to: <ul style="list-style-type: none"> National Plan outcomes 1, 3, 4 and 6 	Aligned to: <ul style="list-style-type: none"> National Plan outcomes 3, 4, 5 and 6
Areas of research: <ol style="list-style-type: none"> Prevalence and incidence of violence against women Disclosure and reporting Intersections: context, vulnerability and risk Building bridges: co-occurrence and re-victimisation Experiences, effects and impacts 	Areas of research: <ol style="list-style-type: none"> Gendered nature of violence against women Social determinants of violence against women Design, evaluation and monitoring of primary prevention programs 	Areas of research: <ol style="list-style-type: none"> Service responses to women and their children Characteristics of men who use violence Interventions targeting men who use violence 	Areas of research: <ol style="list-style-type: none"> Criminal justice and legal systems Pathways, intersections and integrated responses Government policy

Note: SRT refers to strategic research themes

Source: Adapted from ANROWS, 05/2014, National Research Agenda to Reduce Violence against Women and their Children

There are 20 projects occurring across these four strategic research themes (SRTs) with grants awarded for a total of \$3.5 million.⁶² A fifth SRT was identified as research translation and evaluation. This SRT applies across others and aims to make research usable for government and non-government stakeholders to drive policy and program development. In order to make their research translatable, ANROWS publishes a range of reports and policy papers, including:

- ANROWS Horizons: Research reports;
- ANROWS Landscapes: State of knowledge papers ;
- ANROWS Compass: Research to practice and policy papers;
- ANROWS insights;
- ANROWS fast facts: quick reference resources;
- ANROWS Footprints: Quarterly publication; and
- ANROWS Notepad: Fortnightly publication.⁶³

Publications range from in-depth research reports to brief short summaries on the research conducted.

⁶² ANROWS, ANROWS Annual Report 2014-2015

⁶³ ANROWS, ANROWS Annual Report 2014-2015

Effectiveness - Other evaluations of ANROWS

KPMG has conducted an independent evaluation of ANROWS that is currently in draft form and which was submitted to Department Social Services on the 16th of February 2016. The review found that leadership and the research conducted by the Board was held in high regard by stakeholders. The review also found that since its inception, ANROWS has made significant progress towards fulfilling its strategic objectives. Key findings of the evaluation are:

- ANROWS delivers high quality, innovative and relevant research - ANROWS has established a comprehensive research program underpinned by rigorous processes and is making progress in delivering high quality, innovative and relevant research.
- ANROWS ensures effective dissemination and utilisation of research findings - The Review found that at both the governance and organisational level, ANROWS is aware of its 'opportunity and responsibility' to provide national leadership in knowledge translation and exchange for policy and practice in domestic, family and sexual violence, and that it has developed a process for enabling this process to occur. The Review also found that ANROWS is still building capacity in knowledge translation and exchange.
- ANROWS builds, maintains and promotes collaborative relationships with and between stakeholders - ANROWS has made progress in building effective relationships with a broad range of stakeholders across the domestic, family and sexual violence sector. Through the efforts in setting the NRA, developing the Research Program and establishing the PEG, ANROWS has provided consistent, effective leadership in its advocacy and support of the National Plan. It has succeeded in establishing mechanisms – through the PEG and the Networking Database – that link people and organisations working in related areas.
- Maintaining and building momentum - ANROWS has achieved steady progress since its inception. It is led by an accomplished Chair and Board who have provided stable and effective governance. The organisation has recruited staff with a strong track record in the area of domestic, family and sexual violence, although the Review noted that staff retention remains a concern.

An internal board review occurred. However, this is not publicly available.

Effectiveness - Stakeholder views

Stakeholders consulted during KPMG workshops indicated generally positive responses to the quality and amount of research ANROWS has provided. Stakeholders noted that the ANROWS research on perpetrators had been particularly interesting and informative as this was an area in which there had previously been little research and no focused interest.

However, concerns were raised by stakeholders across the country that the amount and distribution of the content could at times be overwhelming. Stakeholders indicated that the extent of the research and the length of the executive summaries was extensive and often prevented them from reading and then potentially utilising the research. Both non-government and government stakeholders suggested ANROWS produce more succinct, one page executive summaries of the research with a focus more on the wider population and less on academics. This would allow individuals to read, decide whether the research was relevant or interesting to them and take a more in depth look if necessary.

While it is noted that ANROWS does provide a range of summary documents to assist stakeholders in viewing and utilising the research, stakeholders indicated that some of these were either too lengthy or they were unaware of the summary reports.

Stakeholders suggested additional areas for research could be disability and domestic violence with a need for increased research of the diverse experiences of domestic violence. Many stakeholders indicated that some of this research was already occurring but continued enhancement of the evidence base in this area was still warranted. Stakeholders in QLD suggested that there should also be a greater focus on sexual violence particularly research into perpetrators of sexual violence.

4.2 1800RESPECT

Overview

1800RESPECT is a support service that is managed by Medibank Health Solutions to provide 24/7 online or telephone counselling, information and referrals to women across Australia.⁶⁴ The program offers services primarily to women but is available to anyone experiencing, or who has experienced, sexual assault or domestic and family violence. In addition, family and friends or colleagues of those experiencing domestic and family violence or sexual assault are able to access the service to gain information on the best way to provide support. The program also runs Daisy, an application, which provides information on recognising domestic and where to go for support.

In addition to counselling and information, 1800RESPECT also provides:

- a Frontline Workers Toolkit to support frontline workers to identify and respond to sexual assault, domestic and family violence;
- webinars hosted by subject matter experts to support frontline workers;
- resources, videos and content translated into 28 community languages; and
- Aboriginal and Torres Strait Islander specific resources to support frontline workers.

In August 2016, in response to increased demand on the service, 1800RESPECT introduced a first response triage model. This model means calls are answered by qualified, professional counsellors and callers are provided with information, support and/or referrals to appropriate support services, including to trauma specialist counselling.

Effectiveness – Performance indicators

Evaluation Criteria

A range of performance indicators have been introduced to assist with assessing the effectiveness of 1800RESPECT. A number of evaluations have also been undertaken including the Department of Social Services' program evaluation which was completed in April 2013. This evaluation focused on an assessment of:

- whether objectives of the activity are being met;
- alignment with Australian Government priorities; and
- program performance, including value for money.

A review of the 1800RESPECT service model was completed by KPMG in February 2016 and assessed a first response triage model as the most effective and value for money approach to respond to the increased wait times and call abandonment rates.

⁶⁴ This evaluation consulted with stakeholders from 1800RESPECT but did not include the views of Medibank Health Solutions, which manages 1800RESPECT and is contracted by the government to provide telephone and online solutions.

A follow up evaluation is due to be completed in April 2017 which will evaluate 1800RESPECT before and after the introduction of the first response triage model.

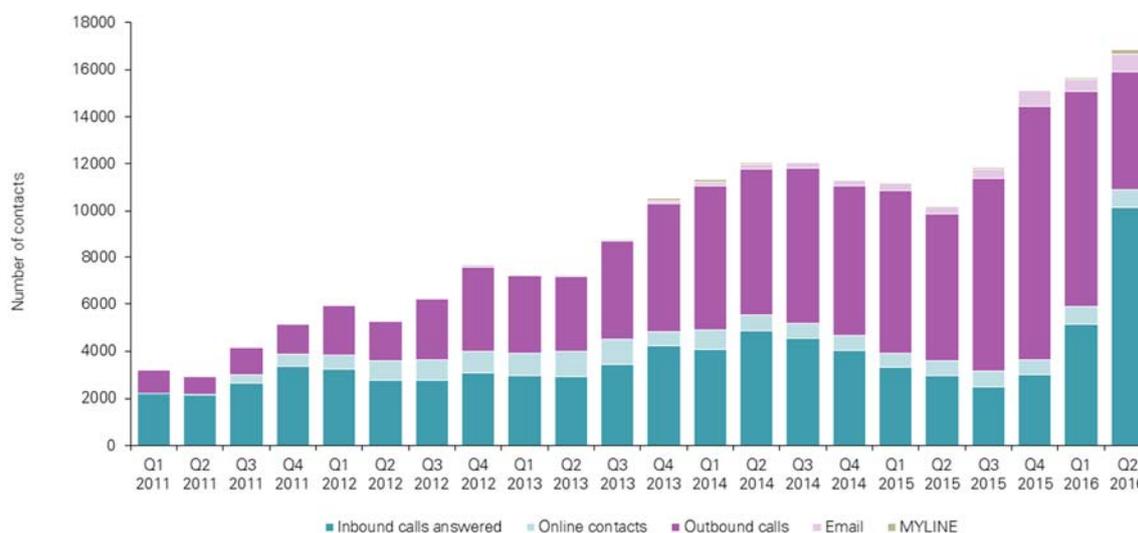
Evaluation Findings

The 2013 evaluation concluded that 1800RESPECT was satisfying its two key performance indicators (KPIs) which are: to make 20,000 contacts per annum; and have 70 per cent of calls answered within 30 seconds.⁶⁵ The Department of Social Services evaluation found that in 2012-13 1800RESPECT made 28,224 contacts which exceeded the performance target by 40 per cent.⁶⁶

Total Contacts Handled

1800RESPECT provided data on the number of contacts handled which continues to surpass the target number of contacts, as outlined in Figure 4.5 below.

Figure 4.5: Total contacts handled by 1800RESPECT by quarter 2011-2016



Source: 1800RESPECT 2016

Between 2013 and 2016, 1800RESPECT was expected to respond to 35,000 contacts annually. In 2015-16, the actual number of contacts handled was recorded as 59,315.⁶⁷ This rise in activity signals significantly increasing demand for services. The Annual Report noted that demand continues to grow due to increased service promotion and the need for additional support for those testifying in the Royal Commission into Institutional Responses to Child Sexual Abuse. There has also recently been an increase in the reporting of elder or sibling abuse.⁶⁸

Figure 4.5 shows that outbound calls to respond to calls to people contacting 1800RESPECT took up a significant amount of staff time and workload. In 2015, outbound calls constituted a larger proportion of workload than inbound calls. This was largely due to callers deciding to leave voicemail messages, rather than holding on the line for extended periods of time due

⁶⁵ Department of Social Services, April 2013, Evaluation of 1800RESPECT: National Sexual Assault, Domestic Family Violence Counselling Service

⁶⁶ Department of Social Services, April 2013, Evaluation of 1800RESPECT: National Sexual Assault, Domestic Family Violence Counselling Service

⁶⁷ 1800RESPECT, 2016, Quarterly report: 1 April 2016 – 30 June 2016

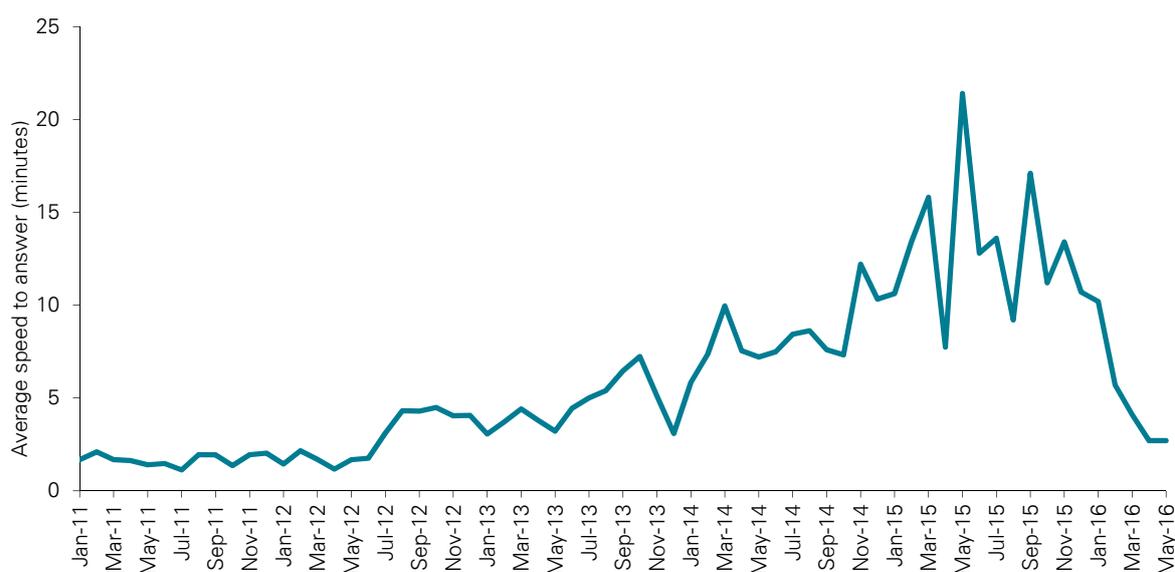
⁶⁸ 1800RESPECT, 2014, 2013-14 1800RESPECT Annual Report

to the increased wait times. Staff would call back people who left messages, as well as people referred to 1800RESPECT from other organisations and service providers.

Call Answer Time

The high demand placed increasing pressure on the call answer time. There has been a steady increase in call answer times since 2012, as shown in Figure 4.6. Call waiting times have subsequently dropped significantly following the introduction of the new first response triage model in August 2016.

Figure 4.6: 1800RESPECT average speed to answer calls



Source: 1800RESPECT, 2016

In response to the increasing call answer time and the consequence that the KPI for having 70 per cent of calls answered within 30 seconds had not been consistently met, 1800RESPECT initially developed a risk assessment process to try to prioritise women during peak periods. However, this risk assessment process had a limited impact on call answer times because counsellors were required to call long-waiting clients back for a short assessment-like conversation but approximately 50 per cent of calls ending up being a full counselling session.

In May 2015, 1800RESPECT was funded an additional \$4 million to increase staffing levels. While this had some impact on wait times and abandonment rates towards the end of 2015-16, they still remained unacceptably high. The busiest periods are usually between midday and 4pm on weekdays.

In August 2016, in response to the ongoing increased demand, the operational model of 1800RESPECT was reformed. An independent report by KPMG recommended the introduction of a first response triage model as the best mechanism to respond to increased call wait times and abandonment rates. This function involves qualified, professional counsellors answering all calls, then providing referrals to appropriate support services, including trauma specialist counselling by Rape and Domestic Violence Services Australia where necessary. The new model was introduced in August 2016 and, as at September 30, had significantly improved the 1800RESPECT service level.

In the first six weeks following the introduction of the triage model, the abandonment rate dropped from an average of 44 per cent of calls being abandoned in 2015-16 to 5 per cent being abandoned. Similarly, average call wait times dropped from an average of 10.3 minutes in 2015-16 to an average of 35 seconds. The new model is also meeting the service level of 80% of calls being answered in 20 seconds.

Key Concerns

The availability of multiple state based telephone crisis lines particularly in NSW, Victoria and QLD and the duplication this creates with 1800RESPECT was a key concern raised by stakeholders during KPMG's consultations for the evaluation of the Second Action Plan. For example, QLD has a state wide service under DVConnect that takes 18,000 calls each quarter.

Anecdotal evidence from 1800RESPECT and state government stakeholders suggests that women are calling various telephone hotlines only to be referred to a range of other telephone hotlines without gaining access to a service they require. This is not only inefficient but indicative of the lack of effectiveness of services in responding to the needs of women and children. Overlap and duplication of services is a risk for all governments because vulnerable women may decide that it is too hard or too dangerous for them to continue calling if they are unable to access support services quickly and without multiple referrals.

The potential inefficiencies created through having multiple telephone hotlines is further compounded by the fact that 1800RESPECT is responding to an increasing number of calls (refer Figure 4.5 and Figure 4.6) as are most of the state based services.

On face value, the increasing number of calls could indicate that despite the duplication of effort in delivering telephone crisis line services, there is a high community need for telephone counselling and advice.

Effectiveness - Stakeholder views

Stakeholder perceptions of the service were generally positive. Both government and non-government stakeholders indicated that the service is appropriate and meeting the needs of the clients. However, at the time consultations were undertaken (prior to the introduction of the new triaging arrangements), stakeholders noted how overwhelmed 1800RESPECT was due to the high number of calls and significant number of referrals provided. Many stakeholders noted that the increasing level of demand for 1800RESPECT indicated a need for more funding for the service to reduce wait times for clients. Given the high service demand, stakeholders considered the service more effective as a counselling service than crisis hotline. Wait times now appear to have been addressed through the first response triage function, which both provided additional funding and changed the model to better respond to increased demand.

Stakeholders, particularly those in smaller states such as TAS and the Northern Territory, stated that the service had not been sufficiently advertised and that they were not sure that information had reached all potential victims. Consequently, they expected the service demand to significantly increase if the \$30 million national awareness campaign was extended. Similar concerns were raised about the lack of awareness of the Daisy App with most stakeholders unaware of any advertising and indicated that generally most of their clients were largely unaware of the service. However, they indicated that it was a very positive and useful app.

Concerns were also raised in jurisdictions with high numbers of remote Aboriginal and Torres Strait Islander women that the service was not always accessible or culturally appropriate for this group. For instance, an Aboriginal woman in a remote community may not have access to a telephone to make the call and may not be willing to discuss the issues of violence she faces with someone outside of her cultural community or via the phone when face to face

counselling is generally preferred. However, they recognised the benefit it provided to other community members. Consequently, stakeholders in the Northern Territory indicated that while they were likely to refer non-Aboriginal and Torres Strait Islander Australians to 1800RESPECT, they were unlikely to refer Aboriginals and/or Torres Strait Islanders to the service. Stakeholders in these regions suggested that there should be alternatives to telephone counselling that are more culturally appropriate.

4.3 Our Watch

Overview

Our Watch was established by the Commonwealth and Victorian governments in 2013 to drive nation-wide change in the culture, behaviours and attitudes that lead to violence against women and their children. Our Watch's primary social marketing campaign is The Line - a primary prevention campaign aimed at young people aged 12-20 years. The Our Watch website outlines some of the projects delivered by the organisation which are outlined below.

Change the story: A shared framework for the primary prevention of violence	In partnership with VicHealth and ANROWS, Our Watch launched an evidence-based, nation-wide primary prevention strategy to end violence against women and their children in November 2015.
National Media Engagement Project	<p>Aims to improve media reporting of violence against women and their children and to raise awareness of the impacts of gender stereotyping and inequality. It includes four key initiatives:</p> <ol style="list-style-type: none"> 1 Training materials for journalists and journalist students to effectively report on violence against women; 2 A national survivors media advocacy program to assist survivors to become more effective media advocates; 3 A national awards scheme to recognise and encourage quality reporting of violence against women; and 4 A website portal with resources for journalists. <p>These are supported and informed by:</p> <ol style="list-style-type: none"> 1 A national toolkit for engaging the media in the prevention of violence against women; 2 Formative research to develop an evidence base; and 3 A Media Advisory Board.
Reducing violence against women and their children community of practice	A knowledge sharing opportunity for practitioners who implement projects to prevent violence against women and their children. This runs only in Victoria.
Respectful Relationships Education in schools (Victoria)	Delivery of respectful relationships education in Schools pilot program across 19 VIC secondary schools.
Sports Engagement Program	Our Watch grants four sporting codes \$250,000 to facilitate violence prevention activities in the sporting community and promote gender equality and respectful relationships.

Strengthening Hospital Responses to Family Violence	Pilot program in Victoria to build the capacity of hospitals to identify, respond to and prevent violence against women and their children.
Working with Culturally and Linguistically Diverse (CALD) Communities	Working with CALD communities to design, develop and deliver their own prevention activities. This currently operates as a pilot program in Victoria.

A large portion of the pilot programs occur in Victoria as Our Watch was originally established as a partnership between the Australian and VIC government before other state and territory governments joined including the NT, SA, TAS, QLD and ACT between 2014 and 2016. The VIC government self-funds a number of the pilot programs within the state. The Commonwealth and other state and territory governments also fund Our Watch to deliver specific projects.

Effectiveness – Social Media Analysis

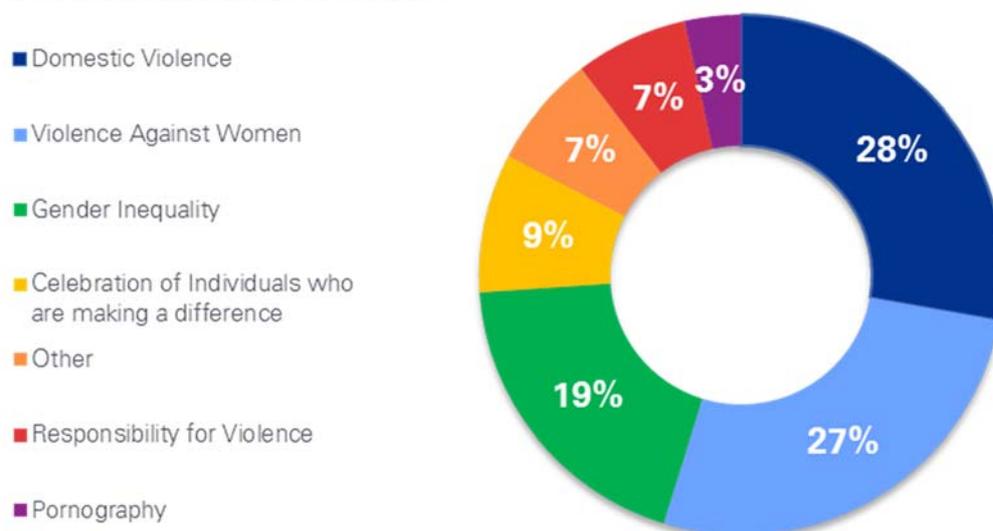
A social media analysis conducted by KPMG demonstrated that Our Watch operates across six media platforms: Facebook, Twitter, Youtube, Instagram, LinkedIn and Google+. The membership for Our Watch on each platform is shown below:

	Name	Membership
	Our Watch	20,195 likes
	Our Watch	4,777 followers
	Our Watch	137 subscribers
	ourwatch	745 followers
	Our Watch	562 followers
	Our Watch	1 follower

The analysis showed that most of the posts on the primary social network, Facebook, were about domestic violence or violence against women, as demonstrated in Figure 4.8 overleaf.

Figure 4.8: Our Watch Facebook post analysis

Our Watch Facebook post analysis



Source: KPMG social media analysis

Most Facebook and other social media posts use images, videos and external links to articles to raise awareness about the behaviours and attitudes that lead to violence against women and their children. The KPMG social media analysis demonstrated that Our Watch's social media accounts are frequently updated and attract a high level of engagement from third party users. Third party users are other social media accounts who refer to Our Watch's posts in their own posts. For example, a politician might have a twitter account which they can use to comment on Our Watch's posts and re-tweet them – this would constitute an engagement from a third party.

Effectiveness - Performance indicators

Our Watch undertakes periodic evaluations of a range of pilot programs including:

- ongoing evaluation of the pilot program *Strengthening Hospital Responses to Family Violence* in Victoria;
- ongoing evaluation of the *Working with Culturally and Linguistically Diverse Communities* program in Victoria;
- an independent organisational review; and
- independent tracking research on The Line campaign.

The significant third party engagement on social media for Our Watch indicates that Our Watch is having a significant impact on the community. In particular, high levels of third party engagement coincided with the launch of Our Watch's *Change the Story* developed in partnership with ANROWS and VicHealth on 10 November 2015.⁶⁹

Analysis of one of the social media platforms in particular, Facebook, indicates that it has especially high third party engagement of 4.1 per cent which is impressively high given that average engagement rate for Facebook is 0.5-1 per cent. Figure 4.9 below shows the three post themes which received the highest engagement rate.

⁶⁹ KPMG social media analysis, 2016

Figure 4.9: Engagement rate by Facebook post type



Source: KPMG social media analysis, 2016

Effectiveness - Stakeholder views

In general, stakeholders considered the video and imagery of the Our Watch campaign to be effective and a powerful tool in changing behaviour and attitudes. NSW and VIC stakeholders described the Our Watch campaign as highly effective. However, many in other states felt the campaign had not been distributed as widely as it could have been, particularly in reaching young people. Some NGO stakeholders in smaller states indicated that they felt that many of their clients had not seen the Our Watch campaign. It is possible that these stakeholders were unaware of the extent of the social media campaign run by Our Watch which has a predominantly young audience. Further, some of the states with large remote areas such as QLD and the NT indicated that Our Watch campaigning was more concentrated in larger cities and people living in regional areas were often unaware of the campaign.

Stakeholders in the larger states of NSW, QLD and VIC noted that the campaigns run by Our Watch did not always connect with CALD communities who are generally at higher risk of experiencing violence. Although Our Watch has recently started advertising on SBS television in other languages, up until recently, CALD women faced language barriers in accessing the Our Watch material and it was not always culturally appropriate.

Stakeholders also suggested that the use of social media (which requires participants to follow a user before they necessarily see the content) and online sources means that the advertising is often distributed to individuals working in the field of domestic violence or those particularly concerned about it rather than the perpetrators and victims. One stakeholder described it as “preaching to the converted” and suggested that there needs to be more of a focus on reaching out to other individuals.

4.4 The Line

Overview

The Line is a social marketing campaign run by Our Watch aimed at encouraging healthy and respectful relationships among young people aged 12 to 20 years by challenging and changing the attitudes and behaviours that support violence against women. In September 2015, Our Watch launched the ‘You Can’t Undo Violence’ advertising campaign for The Line. The campaign primarily targets young males with the clear message that there is no excuse for violence and there are lasting consequences if you hurt someone. The Line has made extensive use of social media, posting images such as the one highlighted in Figure 4.10 overleaf.

Figure 4.10: The Line Facebook post



Source: The Line Facebook

A social media analysis conducted by KPMG demonstrated that The Line operates across four media platforms: Facebook, Youtube, Instagram and Google+. The membership for The Line on each platform is shown below.

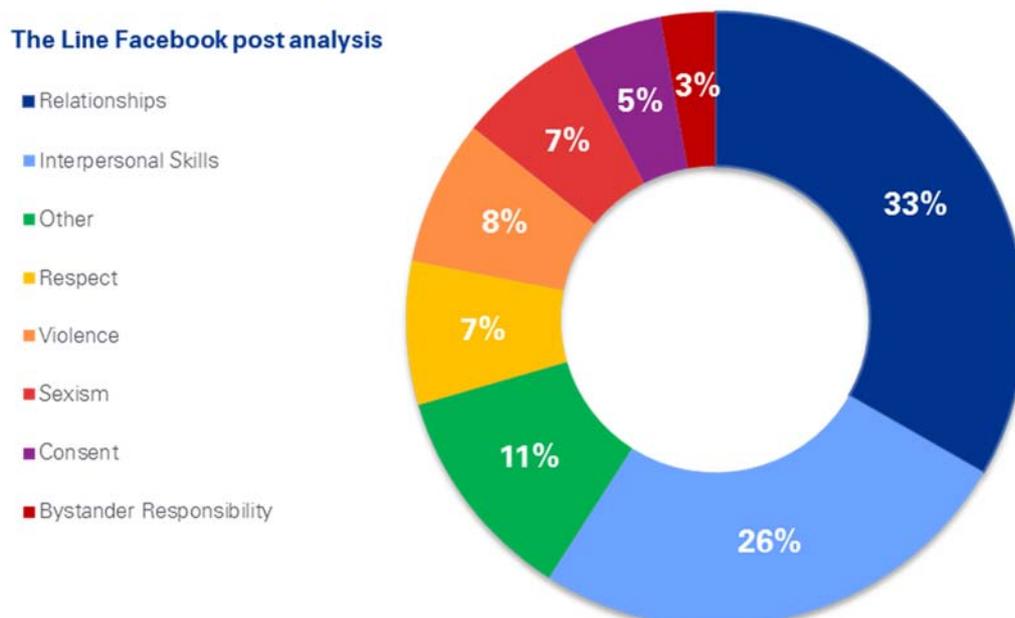
Our Watch operates across six platforms, including:

	The Line	Lifeline	White Ribbon	VicHealth
	112,493 likes	41,073 likes	140,520 likes	5,229 likes
	N/A	24,100 followers	16,600 followers	14,400 followers
	176 subscribers	371 subscribers	371 subscribers	417 subscribers
	1,392 followers	575 followers	6,691 followers	631 followers
	N/A	3,799 followers	504 followers	2,560 followers
	0 followers	N/A	N/A	57 followers

The analysis showed that The Line has high engagement on Facebook and Instagram when compared to other comparable entities such as VicHealth and Lifeline. However, The Line’s campaign on Youtube and Google+ are relatively poor at engagement and activity (Google+ account was created but inactive).

Most posts on the primary social network – Facebook - were about relationships and interpersonal skills, as demonstrated in Figure 4.11 overleaf.

Figure 4.11: The Line Facebook post analysis



Source: KPMG social media analysis

As with the Our Watch social media pages more broadly, most of the Facebook and other social media posts for The Line use images, videos and external links to articles. The KPMG social media analysis demonstrated that the social media accounts are frequently updated and attract a high level of engagement from third party users.

The Line also uses television advertisements although to a lesser extent. The Line website offers general information to young people regarding respectful relationships as well as offering referrals for young people who feel they may “have crossed the line”, i.e. committed violence against a partner or family member, and to young people who may be victims of violence. There is also information available for teachers and parents on how to talk to young people on issues of respect, sex, consent, gender and technology safety. Through its use of social media and visual resources The Line forms one of the most important pathways for supporting and engaging with young people about respectful relationships to prevent domestic and family violence and sexual assault.

In 2013-2014 to 2016-2017, Our Watch was provided with \$6.8 million in project funding to deliver The Line campaign and a Sexualisation of Children project.

Effectiveness - Performance indicators

KPMG’s social media analysis of The Line demonstrated a few key strengths in the campaign, including:

- frequent submission of new content of professional quality and relevance to the campaign to social media sites;
- frequent engagement with third party users on Facebook through posts that encourage interaction which increases exposure and awareness;
- the use of imagery and in particular humorous images to engage social media users in a light-hearted manner that young people are likely to respond to; and
- the Line further encourages engagement and discussion by responding to visitors promptly.

However, KPMG’s social media analysis also noted some weaknesses in The Line’s campaign. The primary issue was weak integration across assets. For example, The Line YouTube account has 31 high quality videos. However, The Line Facebook account has only posted 10 of these videos and only one with the slogan “*You can’t undo violence. Know where to draw the line.*” Further, The Line’s YouTube channel was the only asset that referenced any of its other social media assets providing a link to The Line’s Google+ account (which was inactive). Further, although generally less utilised social media assets The Line’s Google+ and YouTube accounts generally submit content infrequently and the contract attracts a low level of engagement from third party users.⁷⁰

KPMG’s social media analysis demonstrated a very high level of third party engagement with The Line’s social media accounts. In particular, a BuzzFeed article on the campaign raised the profile of The Line significantly. The social media analysis demonstrated very high third party engagement with Facebook posts of 6.8 per cent. The social media analysis demonstrated entirely positive third party engagement for The Line’s #Noexcuse4Violence campaign in December 2015.⁷¹ Figure 4.13 shows the three post themes which received the highest engagement rate.

Figure 4.13: Engagement rate by Facebook post type



Source: KPMG social media analysis, 2016

Relationships were the most frequently posted topic and had the highest engagement rate. The topic of respect was the only one in which the percentage level of engagement was higher than the percentage level of posts, accounting for 11.2 per cent of third party engagement and only 7 per cent of posts.⁷² This suggests that young people are particularly concerned about and interested in the issues of respect. Consent was a topic that raised significant conversation as well.

Some social media users did raise some concerns that The Line’s messaging would not always encourage behavioural change. Some perceived the “*You can’t undo violence*” campaign as threatening young men with shame rather than providing them with an option to seek help. Other users were concerned about the creation of a stereotype linking tattoos with domestic violence.

Effectiveness - Stakeholder views

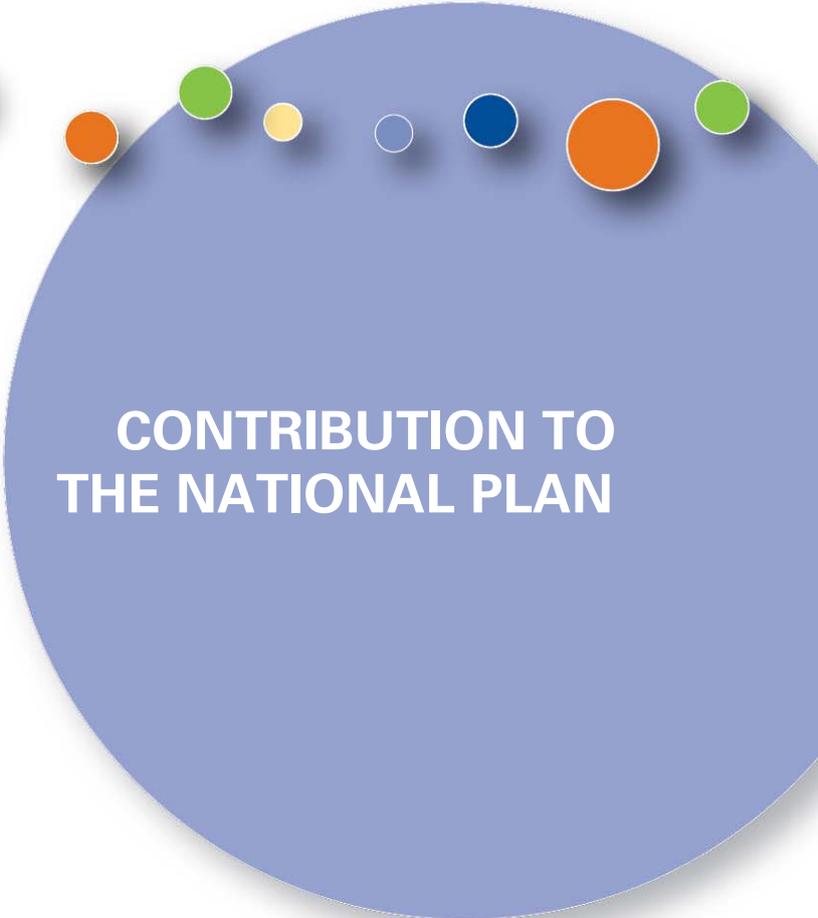
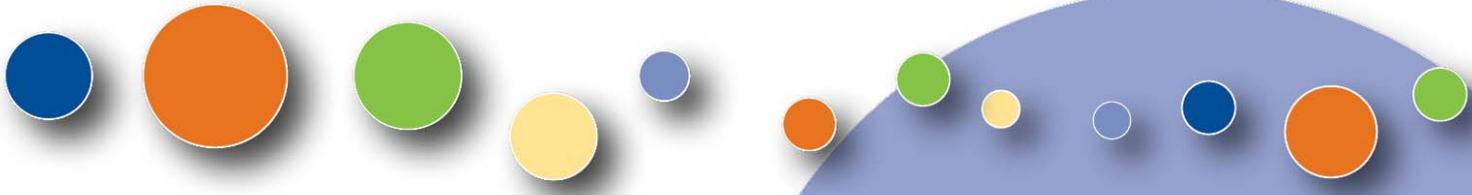
Similar to Our Watch more broadly, stakeholder concerns with The Line focused on the accessibility of the campaign. Some felt the campaign was not reaching as many people as it should have and was not widely available. Not all stakeholders were aware of the advertisements on television and on billboards and those that had did not feel that they necessarily reached the younger target audience. Stakeholders from the smaller states of TAS and the NT noted that The Line had not been effectively advertised in their communities and that young people in particular were not receiving the message or participating in the conversation. There is potential that because the campaign is aimed at young people, and is primarily distributed through social media, that not all government and NGO stakeholders were exposed to the campaign on a regular basis.

⁷⁰ KPMG social media analysis, 2016

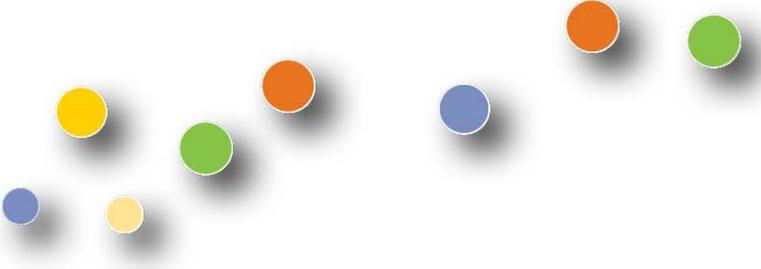
⁷¹ KPMG social media analysis, 2016

⁷² KPMG social media analysis, 2016

Some stakeholders also raised similar concerns to social media users that the campaign was causing unfair stereotypes by linking tattoos and domestic violence. There were concerns raised by stakeholders that the campaign did not provide young men who may be participating in violence an option to seek help, instead it was overtly focused on shaming. Stakeholders suggested it could be more effective if there was a helpline option not just for victims but for perpetrators as well.



**CONTRIBUTION TO
THE NATIONAL PLAN**



5. Contribution toward the National Plan

The Second Action Plan was designed to build on the foundation of the First Action Plan and make iterative achievements towards the National Plan. This section of the report evaluates the contribution of the Second Action Plan in progressing the six National Outcomes of the National Plan. The method undertaken in this impact evaluation included:

- consideration of the advice provided by stakeholders with regard to governance arrangements for the National Plan, based on responses to the Evaluation Questions from the National Plan; and
- independent evaluation of the progress made under the Second Action Plan in achieving the six National Outcomes, based on consultations with stakeholders, desktop research and outcomes from existing evaluations and international reports.

5.1 Evaluation of National Plan governance arrangements

Governance under the Second Action Plan has been a collaborative effort with representatives from governments, the community sector, business and the broader community contributing to the policy development and decision making process for the implementation of the Second Action Plan. This governance structure is designed to cut across traditional government boundaries as well as engage a range of stakeholders.

The National Plan was also designed to promote sharing of ideas and information between states and territories and function as an overarching framework for the development of more localised plans and strategies such as SA and the NT's Safe Families Framework and QLD's Domestic and Family Violence Prevention Strategy. Additionally the National Plan aimed to provide a reference point for linking other national plans and partnerships such as the Closing the Gap initiatives and the National Partnership Agreement on Homelessness.

The Department of Social Services has conducted national roundtables at which both government and non-government service providers can contribute to policy development, implementation plans and evaluation. The Prime Minister represents the Australian Government at the Council of Australian Governments (COAG) at which all state and territory ministers participate in decisions about the Second Action Plan. COAG was advised by the COAG Advisory Panel, a group of representatives with long standing experience in the area of domestic and family violence, from both non-government and government sectors. The Implementation Executive Group (ImpEG) has operated under the Second Action Plan for the practical implementation of actions in the Second Action Plan.

The National Evaluation Plan contains the following overarching evaluation questions for assessing the effectiveness of governance and national integration of the four action plans aimed at reducing violence against women and their children. We have assessed the work undertaken for the Second Action Plan against these evaluation questions.

Question 1

What have been the added benefits and efficiencies from taking a national approach? How has the National Plan influenced and been influenced by state and territory plans, and how has it supported sharing of good practice across jurisdictions?

Advice from stakeholders regarding the benefits of the National Plan varies. As discussed in the evaluation of Priority 1, in section 2 of the report, many stakeholders felt that state and territory initiated investigations and plans had driven change more than the National Plan. Examples of state and territory initiated investigations include the Royal Commission inquiry into family violence in Victoria and the Special Taskforce investigation into domestic and family violence in QLD and the Social Development Committee report into Domestic and

Family Violence in SA. State based policy and plans have also been developed in response to the findings of these local inquiries, for example, the TAS *Safe Homes, Safe Families* policy, the *Family Safety Framework* in SA in 2007 and the NT and the QLD *Domestic and Family Violence Prevention Strategy 2016-2026*.

Stakeholders suggested that these local strategies were separate from the National Plan and indicated that given the impetus created by the local state-based plans, there was little additional benefit to be added at the local level by a National Plan. There has been some good strategic planning and policy implementation at the state level under the Second Action Plan for example the cross jurisdictional work between the NT and SA with the Family Safety Framework, aimed at increasing the safety of women working on the border. It acknowledged that in all jurisdictions the policy and planning for reducing violence in communities is broadly congruent with the outcomes of the National Plan.

One notable benefit and efficiency identified by stakeholders of the National Plan was the establishment of ANROWS and Our Watch. ANROWS achieves significant economies of scale through being a centralised source of relevant research for developing policy and informing practice. Similarly, the establishment of Our Watch has enabled a consistent and nation-wide strategy for driving change in the culture and attitudes that can cause violence against women and their children.

Duplication of services was one inefficiency noted by stakeholders of the National Plan, particularly telephone hotlines. While the establishment of 1800RESPECT under the First Action Plan was seen as a positive achievement in terms of developing a one-stop reference point for victims of violence, it was also a key concern as 1800RESPECT potentially repeats the efforts of state based hotlines in NSW, VIC and QLD. As discussed in Section 4 of the report, anecdotal evidence from 1800RESPECT and State Government stakeholders suggests that women are calling various telephone hotlines only to be subsequently referred to a range of other telephone hotlines without gaining access to appropriate services. There is risk associated with this approach as vulnerable victims of violence may decide not to pursue their search for assistance if they have to call a series of hotlines. The development of national telephone and online counselling standards will provide a potential means of addressing this issue through providing a benchmark for consistent counselling and referral processes across all telephone and online services.

Question 2

How has each action plan contributed to the overall target of reducing violence against women and their children?

At this stage, it is difficult to assess whether the action items in the Second Action plan have contributed to the overall target of reducing violence against women and their children. The primary sources of data for measuring changes in the prevalence of violence against women and their children include the PSS, the NATSISS and, more recently, the *Stop the Violence* survey of women with a disability. A refreshed collection of the PSS and NATSISS has not been undertaken since the implementation of the First Action Plan. The PSS and the NATSISS were undertaken in 2012 and 2014-15 respectively. A survey of women with a disability was undertaken in 2013 as a one-off, just before the implementation of the Second Action Plan. While this provided an indication of the violence against women with a disability, a more systematic and sustained collection of data from this cohort would be required to definitively signal a reduction in violence.

Question 3

How effective are the governance, advisory and communication mechanisms established to implement the National Plan in terms of facilitating appropriate involvement of a broad range of stakeholders?

The governance mechanisms of the Second Action Plan and, more broadly, the National Plan are effective in terms of gathering advice from a range of stakeholders. The COAG Advisory Panel (previously the National Plan Implementation Panel) was suggested as an effective mechanism for gathering advice from long-term experienced professionals in domestic and family violence. However, as this panel was created for a specific purpose, it has since ended. ANROWS' practitioner engagement group was also seen as an effective avenue for improving the practical relevance of information offered by ANROWS.

Stakeholders indicated that the level of consultation and communication regarding national pieces of work could have been wider in scope. For example, some of the National Plan Partners indicated they were unaware of the new \$30 million national campaign launched by the Australian Government in April 2016 until research for the campaign was released in November 2015. Others noted that while the governance mechanisms relating to cross jurisdictional intensive case management are commendable, it would have been valuable to be consulted on the method for integrating and joining up jurisdictional systems as there were already a number of existing networks and information sharing or case management strategies in place across the country.

Question 4

How effective has the plan been in engaging and creating linkages with civil society and other relevant groups to take ownership and action?

It is difficult to conclusively assess how effective the Second Action Plan and the National Plan have been in engaging and creating linkages with civil society and other relevant groups to take ownership and action. There are a number of plans and programs that are developed locally but align with national campaigns and the National Plan. For example, the Silent Memorial March in Perth is organised by the local Women's Council for Domestic and Family Violence Services to coincide with White Ribbon Australia's 'White Ribbon Day' and the United Nation's UNiTE to End Violence 'Orange Day'. However, the evaluation of the Second Action Plan has also found that there are many grass roots awareness campaigns that have been independently initiated by communities in response to locally identified issues with violence. These campaigns were funded out of state, local government or community budgets. Examples of these kinds of programs include Aboriginal and/or Torres Strait Islander specific programs offered in Toowoomba, Mornington Island and Palm Island.

Stakeholders indicated that these programs were triggered independently of the National Plan. This suggests that the National Plan is not necessarily the impetus for action in many civil society and community groups. However, it is not possible to conclude that high profile campaigns delivered under the Second Action Plan, for example White Ribbon Day, The Line and the work of prominent advocates such as Rosie Batty, have had no impact on local community action.

Question 5

How effective has the National Plan been in engaging with, and supporting groups of women who have diverse experiences of violence or can be more vulnerable, such as Aboriginal and Torres Strait Islander women, CALD women and women with disability?

Advice from stakeholders regarding the effectiveness of the National Plan in engaging with, and supporting groups of women who have diverse experiences of violence indicates that there is still considerable work required to improve the effectiveness of the National Plan. As discussed in the evaluation of Priority 2, in section 2 of the report, many stakeholders

made suggestions about increased consultation with Aboriginal and Torres Strait Islander communities, CALD women and women with disability to improve supports and service responses for these groups.

Question 6

How well does the National Plan link with, influence and inform other plans of government for example closing the gap, homelessness, protecting Australian children?

Advice from stakeholders varied in regard to how effectively the National Plan links with, influences and informs other plans of government. This indicated that the governance and inter-linkages between other government plans and frameworks needs to be further articulated and more broadly communicated.

Many stakeholders noted some relationship between the Second Action Plan and the National Partnership on Homelessness. However, some stakeholders noted that the integration of the National Partnership on Homelessness with specialist domestic violence services and shelters is unclear. It was noted that transparency over the proportion of National Partnership on Homelessness funding that is allocated to women and their children affected by violence is limited. Action 9 of the Second Action Plan aligns strongly with the emphasis on safer communities in the Closing the Gap strategy however a linkage between the Second Action Plan and the Closing the Gap strategy was not specifically noted in consultations with stakeholders.

A number of stakeholders suggested that more action items were needed to target children specifically. The action items in the Second Action Plan aimed to improve services to support children affected by violence, increase knowledge of respectful relationships among children and improve online safety for children. While these are valuable action items, stakeholders considered that there is more work needed to ensure that all children have a right to receive the services they require to enable them to succeed in life, as per the mandate of the *National Framework for Protecting Australia's Children 2009–2020*. Suggested improvements included better collection of data for the prevalence of violence against children and the long-term effects of violence against children. Currently, the PSS only interviews children aged 15 years and older so there is a significant cohort of children not reflected in the research used to develop policy.

Furthermore, a number of stakeholders mentioned the rights of women and their children in detention. Women and their children in detention are outside the scope of the current National Plan. It is understood that under future action plans, there will be a greater focus on addressing the needs of immigrant and refugee women and their children through policy, support services and research.

Question 7

How does the implementation of the National Plan align with Australia's responsibility under international agreements?

The National Plan goes some way to satisfying Australia's responsibilities under international agreements but a number of United Nations conventions that Australia has ratified continue to be complied with only in part. In the 2010 *Review of Australia's Compliance with the United Nations Convention on the Elimination of All Forms of Discrimination Against Women*, the United Nation's Committee was encouraged by the implementation of the National Plan but had the following concerns:

- Australia's lack of 'temporary special measures' such as "compulsory targets and quotas to address the under-representation of women in decision-making bodies, in political and

public life and the persistent inequality of their access to education, employment opportunities and health-care services”⁷³.

- The high incidence of violence faced by immigrant women, women with a disability and women in Aboriginal and Torres Straits Islander communities⁷⁴.
- The issue of “non-therapeutic sterilizations of women and girls with disabilities” which continues to be practiced in some states in Australia.⁷⁵ Work is underway to improve links between the National Disability Strategy (2010-2020) and the Third Action Plan.

Since this review, there appears to be little evidence of improvements in gender equality with the NCAS indicating that in 2013, up to 18 per cent of young people believed that men should be in charge of a relationship. Stakeholders maintained that more targeted services were required for women from CALD backgrounds. It was acknowledged that there was a gap between the services required by women with a disability and the services required by women with a disability who had also experienced violence.

The 2013 *Review of Australia’s Compliance with the United Nations Convention on the Rights of Persons with Disabilities* also reported concerns about “the high incidence of violence against, and sexual abuse of, women with disabilities”⁷⁶.

Both the *Review of Australia’s Compliance with the United Nations Convention on the Rights of Persons with Disabilities* (2013) and the *Review of Australia’s Compliance with the United Nations’ Convention on the Rights of the Child* indicated concern about there being no comprehensive national policy framework for children, including children with disabilities, that articulates how the rights of children should be implemented, monitored and promoted. In expressing this concern, both reviews acknowledged the adoption of the National Framework for Protecting Australia’s Children 2009-2020 that focuses on the protection of children against violence, abuse and neglect.

The 2014 *Review of Australia’s Compliance with the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment* (Convention against Torture) cited the National Plan as a notable step forward in reducing violence and complying with the Convention against Torture. Some recommendations were cited which have been partly addressed in the Second Action Plan but could be further integrated into future policy. These recommendations include:

- taking measures to facilitate the lodging of complaints by victims and to address effectively the barriers that may prevent women from reporting acts of violence against them;
- ensuring the effective enforcement of the existing legal framework by promptly, effectively and impartially investigating all reports of violence and prosecuting and punishing perpetrators in accordance with the gravity of their acts;
- strengthening public awareness-raising activities to combat violence against women and gender stereotypes;
- increasing its efforts to address violence against Aboriginal and Torres Strait Islander women and women with disabilities;

⁷³ Committee on the Elimination of Discrimination against Women, Concluding observations of the Committee on the Elimination of Discrimination against Women, July 2010, Paragraph 26

⁷⁴ Committee on the Elimination of Discrimination against Women, Concluding observations of the Committee on the Elimination of Discrimination against Women, July 2010, Paragraphs 40 and 43

⁷⁵ Committee on the Elimination of Discrimination against Women, Concluding observations of the Committee on the Elimination of Discrimination against Women, July 2010, Paragraphs 42

⁷⁶ Australia’s Compliance with the United Nations Convention on the Rights of Persons with Disabilities, 2013 Paragraph 16

- guaranteeing in practice that all victims benefit from protection and have access to sufficient and adequately funded medical and legal aid, psychosocial counselling and social support schemes, which take into account their special needs, and that victims not placed under the “safe at home” model have access to adequate shelters; and
- further intensifying community-based approaches to addressing violence against women, with the involvement of all relevant stakeholders.⁷⁷

Other concerns noted by the United Nations Committee against Torture included the policy for mandatory detention in Australia and also (as mentioned above under the review of Australia’s compliance with the discrimination convention) the forced sterilisation of persons with disabilities.⁷⁸ (Note: mandatory detention or forced sterilisation are not within the scope of the current National Plan).

KPMG understands that future action plans will include actions to address the needs of immigrant women and their children. The Department is also already working with government and non-government partners to improve the support and policy relating to the needs of women with a disability.

5.2 Evaluation of progress against the outcomes of the National Plan

This section of the report evaluates the contribution of the Second Action Plan in progressing the six National Outcomes of the National Plan, based on a consultations with stakeholders, desktop research and outcomes from existing evaluations and international reports.

National Outcome 1 - Communities are safe and free from violence

This outcome was developed based on evidence which shows that key predictors of violence against women relate to how individuals, communities and society as a whole view the roles of men and women. The measure of success for this outcome is an increase in the community’s intolerance of violence against women, as indicated by the NCAS.⁷⁹

The evaluation of the Second Action Plan indicates that while there has been some improvement in the community’s intolerance of violence against women, there is still considerable effort required to create safe communities free from violence.

The NCAS indicates that there has been some improvement in the community understanding of violence with the proportion of people who agree that controlling a person’s social life is a form of domestic violence increasing from 83 per cent in 2009 to 85 per cent in 2013. There was also a proportionate increase in the respondents who thought that criticising someone to make them feel bad/useless was a form of violence. However, as a whole there is has been a significant regression across a range of indicators for community intolerance of violence against women. For instance, the 2013 NCAS showed that there was a decrease in the proportion of survey respondents who thought that the following constituted a form of violence:

- throwing/smashing objects;
- threatening a partner and forcing a partner to have sex with them;
- tries to scare/control by threatening to hurt others; and

⁷⁷ Committee against Torture, Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, paragraph 9

⁷⁸ Committee against Torture, Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, paragraph 15 and 20

⁷⁹ Department of Social Services, National Action Plan to reduce violence against women and their children, p. 14

- trying to control by denying partner money.

Additionally, between 2009 and 2013, there was an increase in the proportion of people who believe that:

- women say 'no' when they mean 'yes';
- if a woman is raped while drunk/affected by drugs she is partly responsible;
- women often make up claims of violence during custody battles; and
- discrimination against women is no longer an issue in the workplace.

These community attitudes toward increased tolerance of violence against women indicate that the Third Action Plan will have to maintain or increase efforts to raise awareness of violence against women to increase community intolerance of violence.

National Outcome 2 – Relationships are respectful

This outcome was developed in an effort to change and shape attitudes and behaviours of young people as this is seen as critical to preventing domestic violence and sexual assault in the future. The measure of success for this outcome is an improved knowledge of, and the skills and behaviour for, respectful relationships by young people.⁸⁰

As mentioned above, up to 18 per cent of young people believe that men should be in charge of a relationship and there was a 4 per cent increase between 2009 and 2013 in the proportion of people who believe that a woman cannot be raped by someone she is in a relationship with. Addressing this national outcome is likely to require a long-term strategy for shaping the attitudes of young people.

The evaluation of the Second Action Plan indicates that all Education Ministers have endorsed the Foundation to Year 10 Australian Curriculum which has multiple points where respectful relationships education content can be delivered. Jurisdictions are undertaking a variety of actions to embed respectful relationships education within schools. In March 2016, a Respectful Relationships Education working group was set up under COAG's Education Council to assist in consolidating and extending efforts to address domestic violence through school education.

National Outcome 3 – Indigenous communities are strengthened

This outcome was developed to encourage Aboriginal and Torres Strait Islander women to have a stronger voice as community leaders and to support Aboriginal and Torres Strait Islander men to reject violence. The measure of success for this outcome is a reduction in the proportion of Aboriginal and Torres Strait Islander women who consider that violence, assault and sexual assault are problems for their communities as well as an increase in the proportion of Aboriginal and Torres Strait Islander women who are able to have their say within their communities on important issues, including violence.⁸¹

The evaluation found that many stakeholders believe there is scope for more programs advancing female leadership in Aboriginal and Torres Strait Islander communities. The most recent NATSISS has shown little improvement in the proportion of Aboriginal and Torres Strait Islander women who experience violence with a decrease from 24 per cent in 2002 to 23 per cent in 2008. The next NATSISS is due for release in 2016 and may indicate some form of improvement in the proportion of Aboriginal and Torres Strait Islander women who experience violence. There is very little data to measure an improvement in the Aboriginal and Torres

⁸⁰ Department of Social Services, National Action Plan to reduce violence against women and their children, p. 18

⁸¹ Department of Social Services, National Action Plan to reduce violence against women and their children, p. 20

Strait Islander women's leadership and community support for Aboriginal and Torres Strait Islander men to reject violence. However, it is clear that more work needs to be done to strengthen Aboriginal and Torres Strait Islander communities. As discussed in Section 2 of the report, under the evaluation of Priority 3, it could be useful to develop a specific strategy or framework to address the issue of violence in Aboriginal and Torres Strait Islander communities.

National Outcome 4 – Services meet the needs of women and their children experiencing violence

This outcome aims to improve the provision of domestic and family violence related services nationally to meet the holistic needs of victims and their families as well as reduce the number of overstretched and stressed services with long waiting lists. The measure of success for this outcomes is an increase in the rate of women reporting domestic violence and sexual assault, as indicated by the PSS.⁸²

Evaluation of the Second Action Plan revealed some improvements in service integration across a number of jurisdictions. However, the expansion of cross-border services was limited. A key achievement reported in improving services to meet the needs of women and their children was the collaborative approach and information sharing occurring between the NT and SA under each jurisdictions Family Safety Framework. The similarity of these frameworks has enabled the sharing of services and information across the border to provide support to Aboriginal and Torres Strait Islander women and their children who live across the border of SA and the NT.

The evaluation of the Second Action Plan also indicated that the needs of some cohorts of women are not being met as well as they could be. For example, a number of stakeholders who were consulted as part of the evaluation of Priority 2 of the Second Action Plan, indicated that more tailored services are required, particularly for Aboriginal and Torres Strait Islander women. Although some services already exist, these are seen as being insufficient to meet demand. In particular, stakeholders considered that the services to meet the needs of Aboriginal and Torres Strait Islander women must continue to address the impact of trauma and local cultural norms. Furthermore, a number of stakeholders raised concerns about sufficient resourcing for 1800RESPECT. Any deficiency in the resourcing for 1800RESPECT risks having vulnerable women give up on their bid to seek help if they are repeatedly referred on or their call is not answered. To ensure sufficient resourcing, 1800RESPECT received additional funding under the Women's Safety Package.

The NCAS data supports concerns there is an issue with the accessibility and community awareness of services. The NCAS shows a reduction in the proportion of people who would know where to get help regarding a domestic violence problem, from 62 per cent in 2009 to 57 per cent in 2014. This indicates that there is still a substantial proportion of the population who do not know where to access services to suit their needs or the needs of other women whom they identify as having an issue with violence.

The PSS also indicates that in 2012, 72 per cent of the women who had experienced physical or sexual assault in the twelve months prior to being surveyed did not report the incident to police. Data for this indicator has not been previously collected in the PSS so it is difficult to assess progress against this indicator. Nonetheless, the available data and feedback from stakeholders indicates that there is still a significant amount of violence that is going unreported and an issue with people knowing how to access services to meet their needs.

⁸² Department of Social Services, National Action Plan to reduce violence against women and their children, p. 26

National Outcome 5 – Justice responses are effective

This outcome aims to improve the legal response to domestic and family violence and sexual assault, and to promote responses from criminal justice agencies. The measure of success for this outcome is an increase in the rate of women reporting domestic violence and sexual assault, as indicated by the PSS.⁸³

Evaluation of the Second Action Plan revealed that work has progressed in terms of information sharing between police and other sectors such as justice and domestic and family violence services. As discussed in section 2 of the report, which provides an evaluation of Action 3 of the Second Action Plan, there are still barriers to the sharing of information within and across the criminal justice system and with other sectors. Stakeholders indicated that although COAG had committed to introduce the National DVO Scheme, the delay in commencement of the laws (see evaluation of Action 18 in section 3 of the report), was a major barrier to enabling inter-jurisdictional information sharing on domestic violence orders and related family court orders. Based on advice from stakeholders, full implementation of the National DVO Scheme would enable substantial progress to be made against National Outcome 5.

National Outcome 6 – Perpetrators stop their violence and are held to account

This outcome aims to promote a zero tolerance approach to violence, supported by stronger policing leading to arrest, consistent sentencing of perpetrators, and serious consequences for perpetrators if they breach orders. The measure of success for this outcome is a decrease in repeated partner victimisation, as indicated by the PSS.⁸⁴

Evaluation of the Second Action Plan found that there has been a significant increase in proactive policing with all states and territories having a program designated to delivering on Action item 20. Furthermore, ANROWS established the Perpetrator Interventions Research Stream to improve the evidence base for perpetrator intervention policy. A significant achievement under the Second Action Plan was the development of the National Outcome Standards for Perpetrator Interventions, which aim to improve women's safety and hold men accountable for their violent behaviour through improving the consistency of outcomes from perpetrator interventions. Stakeholders indicated, however, that more support and training is required to build the capacity of service providers across sectors to implement and use the National Outcome Standards for Perpetrator Interventions for best results in holding perpetrators to account.

The PSS indicated that in 2012 up to 65.1 per cent of the women surveyed, who had experienced partner violence since the age of 15, were the victim of more than one incident. A further 73.0 per cent of women who had experienced violence from a previous partner since the age of 15 had been assaulted more than once. This data indicates a high level of recidivism in violence against women in intimate relationships. This supports the views of stakeholders in the workshop forums where most stakeholders agreed that a long-term approach was required to improve perpetrator interventions rather than the current short term focus on funding and policy in this area.

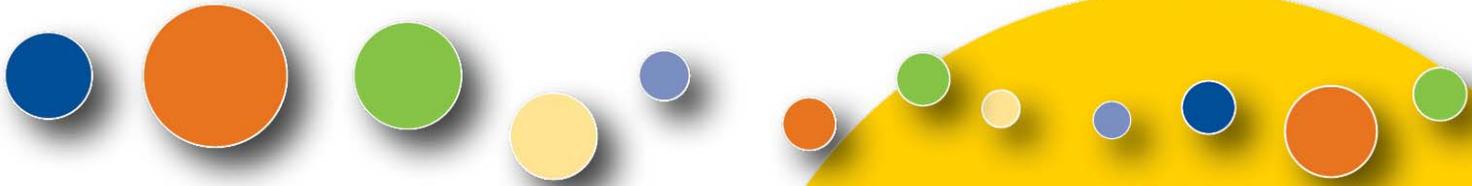
National Outcomes – Summary

The Second Action Plan has built on the foundations of the First Action Plan and made significant progress against the National Outcomes. However, a long-term and sustained approach will be required to develop and implement evidence based policy and continue

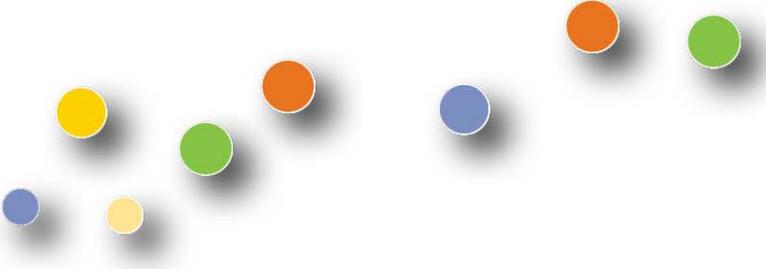
⁸³ Department of Social Services, National Action Plan to reduce violence against women and their children, p. 23

⁸⁴ Department of Social Services, National Action Plan to reduce violence against women and their children, p. 29

improvements in the sharing of information and quality of services offered to women and their children who have been impacted by violence.



**NEXT STEPS –
THE THIRD
ACTION PLAN**

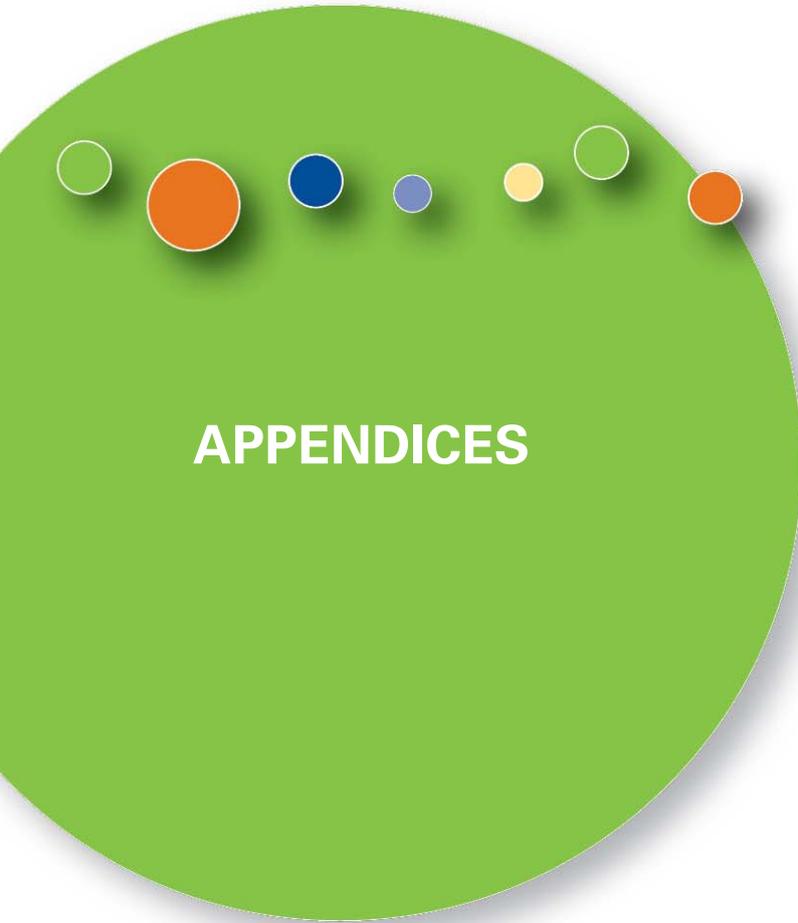


6. Next Steps – Third Action Plan

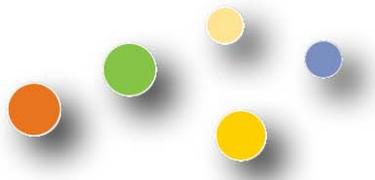
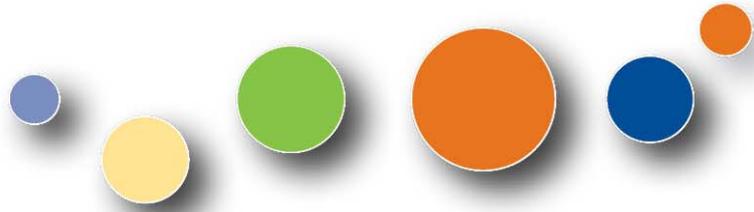
6.1 Emerging issues and areas requiring increased focus in the Third Action Plan

The evaluation has highlighted a number of areas in the Third Action Plan where policy could be strengthened and government action re-focused to achieve greater progress against the outcomes of the National Plan. These include:

- maintaining the momentum around raised community awareness of the issue of violence against women and their children and encouraging community, government, businesses and sporting organisations to continue working together;
- ensuring that specialist and/or tailored services are available for women with special needs who experience violence for example Aboriginal and Torres Strait Islander women, women with a disability, and women from culturally diverse backgrounds;
- promoting greater gender equality through programs that emphasise female leadership and empowerment, particularly in high risk groups such as Aboriginal and Torres Strait Islander communities and culturally and linguistically diverse communities;
- ensuring that the social media engagement strategies for The Line and Our Watch maximise contact with the public, particularly with regard to integrating social media assets;
- continuing to incorporate respectful relationships education into the school curriculum;
- continuing efforts improve information sharing across sectors in particular between the courts, police and service providers including implementation of the national system for domestic and family violence apprehended violence orders;
- considering the introduction of quality standards to complement the outcomes standards for perpetrator intervention programs;
- considering the future development of policy and programs that focus on addressing the particular needs of women and their children who have been exposed to sexual violence; and
- continuing to refine the evidence base to establish a base line against which success of future Action Plans can be considered.



APPENDICES



Appendix 1: Jurisdictional progress and programs

Table A.1.1: Australian Capital Territory programs

Australian Capital Territory	
Priority 1 - driving whole of community action to prevent violence	<ul style="list-style-type: none"> • Audrey Fagan Violence Prevention Projects • Women’s Safety Grant Program is a joint initiative between the Justice and Community Safety Directorate and Community Services Directorate, to assist the community to help combat domestic and family violence, and support appropriate responses.
Priority 2 - understanding diverse experiences of violence	<ul style="list-style-type: none"> • As part of the Summer of Respect project, the Canberra Rape Crisis Service has launched an audio-visual online media campaign aimed at young men. The campaign seeks to promote an understanding of sexual violence and the importance of respectful behaviour. • In conjunction with the audio-visual online media campaign launch, the Women’s Centre for Health Matters has set up an anti-sexual violence poster campaign, also aimed at young men. • YWCA received funding from the ACT Government for the Relationship Things Online project, an interactive digital portal and mobile app which aims to prevent sexual assault and violence. The Relationship Things community resource aims to prevent sexual assault and gender-based violence by equipping young people with the tools and knowledge to develop and maintain safe and respectful relationships. This project extends the reach of the hard copy Relationship Things resources by developing an interactive digital portal and mobile application. Relationship Things Online aims to increase the number of young people receiving this vital information, particularly those who are at-risk or who have disengaged from formal education. It will also act as a go-to reference for the graduates of the face-to-face program.
Priority 3 - integrated services and collaboration and coordinating care and coordination	<ul style="list-style-type: none"> • Sexual Assault Reform Program • Women’s Centre for Health Matters – received funding from ACT Government to develop the <i>Supporting GPs and community health workers to identify signs of domestic violence</i> local resource. This project aims to develop a local resource to improve the awareness of local GP practices and community health workers by providing local relevant ACT information to assist them to identify signs of domestic violence. • Women’s Legal Centre (ACT and Region) received funding for the Women’s Family Law Clinic for women from CALD backgrounds. The project is a specialist Women's Family Law Clinic for CALD women. The Clinic would utilise the voluntary

Australian Capital Territory

services of private family law solicitors, supervised and coordinated by a specialist in-house solicitor. The aim of the project would be to provide advice, representation and support to CALD women in relation to divorce matters.

Priority 4 – perpetrator interventions

- The **ACT Family Violence Intervention Program** is an interagency program that responds to family violence issues that are being processed by the police. One of the aims of the program is to promote offender accountability and rehabilitation.

Priority 5 - continuing to build the evidence base

- The Australian Capital Territory Government is a member of ANROWS
- In 2012-13, the **Domestic Violence Crisis Service** received research funding to examine issues and develop solutions relating to helping women who have been victims of domestic and family violence stay safe.
- The **Women’s Centre for Health Matters** received government funding to investigate the importance of media coverage of incidences of domestic and family violence within ACT. The Women’s Centre for Health Matters also developed the *Supporting GPs and community health workers to identify signs of domestic violence* local resource to inform evidence-based responses to women and children experiencing violence.

Source: DSS

Table A.1.2: News South Wales programs

New South Wales

Priority 1 - driving whole of community action to prevent violence

The ***It Stops Here*** reforms were implemented in response to the Auditor-General’s report in 2011, ‘Responding to Domestic and family violence’. Key recommendations included improved coordination, information sharing between agencies. The ***It Stops Here*** reforms are scheduled to continue until 2018.

A key initiative under these reforms is ‘**Safer Pathway**’, where services work together to create a coordinated, holistic response to victims of domestic and family violence and their children. Victims are offered tailored support to meet their immediate and long-term safety, health and wellbeing needs. “**Safer Pathway**” service delivery model includes a risk assessment tool for police and the referral of victims at threat or serious threat to specialist support services. It was introduced in Waverley and Orange in September 2014 and was then expanded to a further six locations in 2015 and a further 12 locations in 2016.

In response to element three of *It Stops Here*, the NSW Government has developed its **Blueprint for domestic and family violence reform in NSW**, which will improve the response to domestic and family violence to ensure that the services provided are more accessible, flexible, and client-centred. The Blueprint was developed in consultation with service providers, peak organisations and the community through both workshops and online surveys. Consultation also took place with Aboriginal stakeholders and with representatives from the LGBTI, disability and CALD communities. New initiatives arising from the Blueprint will be announced as part of the 2016-2017 NSW Budget process and will roll out over the next four years..

The **Tackling Violence** program is a domestic violence education and prevention program that uses rugby league as a vehicle to change attitudes and behaviours to domestic violence. In 2015, approximately 1,130 men signed the code of conduct. Player surveys in 2015 found participating players identified the Tackling Violence program as the trigger for discussion of domestic violence in families and communities for the first time in their lives. In 2016, 21 regional rugby league clubs and two metropolitan clubs will participate in the program.

Broader education efforts are taking place. Commencing in January 2016, in response to 'Rachel's campaign' the Board of Studies, Teaching and Educational Standards, responsible for the syllabus are introducing changes to **Respectful Relationships** education, the mandatory NSW 7-10 Personal Development, Health and Physical Education syllabus will be updated to explicitly include domestic violence prevention.

Priority 2 - understanding diverse experiences of violence

In addition to *It Stops Here*, in October 2015, the NSW Government announced a \$60 million domestic and family violence package to target perpetrators and support women, men and children who have experienced domestic and family violence.

As part of *It Stops Here*, the DFV **Skills Development Strategy** aims to increase the capability of the DFV frontline sector workforce by offering DFV workers a mix of qualification, part-qualification and professional development courses. This includes training packages targeted at workers who engage with priority community groups such as Aboriginal and/or Torres Strait Islander individuals and groups, people with

New South Wales

disabilities, LGBTI and culturally & linguistically diverse individuals and groups.

Priority 3 - integrated services and collaboration and coordinating care and coordination

NSW appointed the first **Minister for the Prevention of Domestic and Family Violence and Sexual Assault**.

This shifts the focus of government to the prevention of domestic and family violence, and sexual assault, while recognising the importance of supporting victims.

Following on from this, work has commenced on the NSW Sexual Assault Strategy which aims to provide a cohesive and consistent response to the needs of victims of sexual assault.

Legislation commenced in May 2014 to improve victims' immediate safety by allowing senior police to approve provisional ADVOs, and giving police powers to direct and detain defendants for the purpose of serving the order.

A statutory review of Chapter 9A of the Coroners Act 2009 (the establishing legislation for the NSW Domestic Violence Death Review Team) is underway.

The Aurora Domestic and Family Violence Smartphone Application (Aurora app) was launched by Women NSW in May 2013, aimed at providing vulnerable individuals, victims, families and friends with quick access to information, support and services.

Priority 4 – perpetrator interventions

The **Premier's priority to reduce domestic and family violence reoffending** was announced in September 2015. The Priority seeks to reduce the proportion of domestic violence offenders reoffending within 12 months by 5 percentage points by 2019.

The NSW Government is implementing a broad program of initiatives to hold perpetrators to account and ensure they receive appropriate and timely interventions to change their behaviour.

As a first step, on 14 October 2015, the Government announced a \$60 million package to target perpetrators and support women, men and children who have experienced domestic violence. These include:

- Domestic Violence High Risk Offender Teams, additional Domestic Violence Liaison Officers positions in the police force and mandatory perpetrator behaviour change programs. In 2016, Suspect Targeting Management Plans will be rolled out to all NSW Police regions.
- Minimum standards for men's domestic violence behaviour change programs introduced in December 2012 and under review in 2016.

New South Wales

- Piloting new community-based men's behaviour change programs.
- Men's Referral Service provides support for men across NSW who use or who are at risk of using violence against their current and/or former partner, and/or family members
- GPS Tracking trial is a feasibility study into GPS tracking for higher risk domestic violence offenders.
- In April 2016, the NSW Government launched Australia's first Domestic Violence Disclosure Scheme (DVDS). The scheme aims to increase the safety of people potentially at risk of domestic violence. This scheme will enable people to find out if their partner has a history of domestic violence offending. The model of the DVDS was informed through wide public consultations and targeted roundtables hosted by the NSW Attorney General and the NSW Minister for the Prevention of Domestic Violence and Sexual Assault. The DVDS is hosted by the NSW Police Force in partnership with support services.
- From May to August 2016, four demonstration sites were established in Bankstown, Blacktown, Mount Druitt, and Lake Macquarie to test the operational feasibility of specific perpetrator interventions. An evaluation was undertaken to inform the further roll out of interventions across the state.

Priority 5 - continuing to build the evidence base

- The New South Wales Government is a member of ANROWS.
- **Gendered Violence Research Network** is a joint initiative of UNSW Arts & Social Sciences and UNSW Law
- **Published in 2014, Violence Prevention Studies** review current literature and interventions, and provide recommendations to guide the development of new and enhanced violence prevention initiatives.

Source: DSS

Table A.1.3: Northern Territory programs

Northern Territory

Priority 1 - driving whole of community action to prevent violence

- **Love Bites** and **respectful relationship** program is centered around DFV and sexual assault services.
- Department of Education is developing their own **Respectful Relationships program**.
- **'No More' public education campaign**, launched in 2009, continues to run to encourage men in the Northern Territory to play an active role in protecting women and their children from violence.

Northern Territory

Priority 2 - understanding diverse experiences of violence

Priority 3 - integrated services and collaboration and coordinating care and coordination

- **Cross-border Justice Scheme**
- The NT Police leads key NT Government and specialist agencies in the Family Safety Framework. The Framework is a coordinated response to support victims of domestic or family violence, who are at high risk of serious injury or death as a result of the violence. It facilitates information sharing between agencies and enables consistent risk assessment and responses. Following the success of the Framework's first introduction in Alice Springs in July 2012, it has since been rolled out to other NT areas.

Priority 4 - perpetrator interventions

- **Family Violence Behaviour Change program** seeks to increase perpetrator accountability and induce behaviour change
- **Domestic Violence Prevention Unit** provides support and referral for victims
- **Safety is Everyone's Right Strategy** includes aspects to ensure all NT funded perpetrator programs are evidence based and comply with National Standards

Priority 5 - continuing to build the evidence base

- The Northern Territory Government is a member of ANROWS.

Source: DSS

Table A.1.4: South Australian programs

South Australia

Priority 1 - driving whole of community action to prevent violence

Violence Against Women Collaborations are multi-agency partnerships aimed at filling gaps in service provision and developing strategies to prevent violence through cultural and attitudinal change.

Priority 2 - understanding diverse experiences of violence

Priority 3 - integrated services and collaboration and coordinating care and coordination

- The **Family Safety Framework** is an initiative of the 'A Right to Safety' Agenda and aims to ensure that the services provided to families who are vulnerable to violence are structured and systemic.
- **Cross-border Justice Scheme**
- **Multi Agency Protection Service** which co-locates key agencies, led by SA Police, to share vital information faster and identify victims and emerging patterns of harm before they escalate, ensuring that children and families at risk are provided within a timely service when incidents arise.
- **The Women's Domestic Violence Court Assistance Service** provides a greater level of support within the court system for victims of violence by providing assistance to help women deal

South Australia

	successfully with courts systems and increase their access to justice.
Priority 4 – perpetrator interventions	<ul style="list-style-type: none"> • Database of serial offenders of domestic violence to improve risk management and information sharing processes. • Intervention Orders where the Court can mandate male domestic violence offenders into perpetrator intervention programs.
Priority 5 - continuing to build the evidence base	<ul style="list-style-type: none"> • The South Australian Government is a member of ANROWS. • White Ribbon Australia research has been used to develop training programs • David Mandel business model used (based on child protection) is a common language across all of Australia. • Patricia Project is a nationwide pathway/research which connects DV services with child protection services. It allows for assessment of perpetrators and a review of cases, allowing service providers to learn from past incidences. • Gender and Violence Survey • Coroner’s DV Research Officer • DV Serial Offender Database

Source: DSS and the SA Officer for Women

Table A.1.5: Queensland programs

Queensland

Priority 1 - driving whole of community action to prevent violence	<p>For the majority of the Second Action Plan, QLD has not had a state domestic violence plan putting them significantly behind the other states. However, this has been addressed with the implementation of the Bryce Taskforce Report and the launch of the Domestic and Family Violence Prevention Strategy 2016-2026 in early 2016 along with the accompanying First Action Plan which establishes the foundations for the strategy. The strategy is a vehicle to drive change across all sectors of the Queensland community and can be found at www.communities.qld.gov.au/gateway/end-domestic-and-family-violence/dfvp-strategy. On 2 November 2016, the Queensland Government launched a new violence prevention plan to help women and girls in Queensland live without fear, threats or experience of violence – the Queensland Violence Against Women Prevention Plan 2016 - 2022.</p> <p>On 15 October 2015, the <i>Criminal Law (Domestic Violence) Amendment Act 2015</i> and the <i>Coroners (Domestic and Family Violence Death Review and Advisory Board) Amendment Act 2015</i> were passed by the Queensland Parliament. Among other things, the</p>
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Queensland

Criminal Law (Domestic Violence) Amendment Act 2015 strengthens penalties for breaches of domestic violence orders to increase perpetrator accountability. The *Coroners (Domestic and Family Violence Death Review and Advisory Board) Amendment Act 2015* establishes the Domestic and Family Violence Death Review and Advisory Board and provides a legislative framework to ensure the Board can effectively perform its functions.

The *Domestic and Family Violence Protection and Another Act Amendment Act 2015* was passed by the Queensland Parliament on 3 December 2015. These amendments require courts to hear cross applications together and determine the person most in need of protection. In addition, courts will be required to consider imposing an ouster condition excluding a perpetrator from the family home in all applications for domestic violence orders. A new principle has also been inserted into the *Domestic and Family Violence Protection Act 2012* to provide that, to the extent it is appropriate and practicable, the views and wishes of a person who fears or experiences domestic violence should be sought before a decision affecting them is made under the Act.

These three amendments acts are part of an ongoing reform process and each progresses priority legislative amendments to implement specific recommendations of the Special Taskforce on Domestic and Family Violence in Queensland.

The QLD Government has designated the month of May to be the Domestic and Family Violence Prevention month (the Month). The Month comprises a series of social marketing campaigns, activities and events to raise awareness and support in preventing violence.

Priority 2 - understanding diverse experiences of violence

Priority 3 - integrated services and collaboration and coordinating care and coordination

Trial of Integrated Service Responses

Victim Assist QLD is a financial support scheme under the *Victims of Crime Assistance Act 2009*. The scheme assists the victims of domestic and family violence in their recovery by providing information, referral and financial assistance.

Priority 4 - perpetrator interventions

- **Specialist domestic violence courts** to deal with all domestic and family violence and criminal/breach proceedings
- **Court based support officers** for victims of domestic violence

Queensland	
	<ul style="list-style-type: none"> • State-wide integrated response to domestic violence to provide consistent response to victims and perpetrators • Amendments to Criminal Law for Domestic Violence to increase accountability of perpetrators and increase protection for victims.
Priority 5 - continuing to build the evidence base	<ul style="list-style-type: none"> • The Queensland Government is a member of ANROWS. • Special Taskforce on Domestic and Family Violence undertook a comprehensive and coordinated review of domestic and family violence in QLD

Source: DSS

Table A.1.6: Tasmanian programs

Tasmania	
Priority 1 - driving whole of community action to prevent violence	<ul style="list-style-type: none"> • The TAS Government provides support to State Service employees who are experiencing family violence. The support is provided in the form of personal leave entitlements, flexible work arrangements and Employee Assistance Programs to help the relevant employees maintain relative stability in legal, financial, health, housing and child care matters. • Under Safe Homes, Safe Families all Tasmanian Government Departments will undertake the White Ribbon Workplace Accreditation Program. • To support the Workplace Accreditation Program, the Tasmanian Training Consortium, in the Department of the Premier and Cabinet has developed <i>Recognise, Respond, Refer: The Tasmanian Government's Family Violence Training Package</i>. • A Safe Homes, Safe Families training program is being developed for all Tasmanian Department of Education frontline staff, including staff in TasTAFE and LINC's (facilities that provide library, research, and literacy services). • The Tasmanian Government has joined Our Watch.
Priority 2 - understanding diverse experiences of violence	<ul style="list-style-type: none"> • The TAS Department of Education has developed the 'Learners First' strategy to educate school children about the importance of respect and raise awareness of gender issues in relationships. • The Tasmanian Government's Family Violence Consultative Group, which informs and provides feedback on the Government's response to family violence includes members from specialised and general family violence services, as well as organisations representing specific cohorts including women, CALD, LGBTI, disability, Aboriginal Tasmanians, men, older and young Tasmanians.

Tasmania	
Priority 3 - integrated services and collaboration and coordinating care and coordination	<ul style="list-style-type: none"> • Safe at Home Policy involves various agencies working in collaboration to address family violence. • The Safe Families Coordination Unit (SFCU) enhances the existing frontline response and Safe At Home service system by supporting the better coordination of services for those impacted by family violence.
Priority 4 – perpetrator interventions	<ul style="list-style-type: none"> • Safe at Home Policy improves the safety of family violence victims and holds perpetrators accountable to their violent behaviour. • Under Safe Homes, Safe Families additional funding has been allocated to support perpetrator programs in Tasmania.
Priority 5 - continuing to build the evidence base	<ul style="list-style-type: none"> • The Tasmanian Government is a member of ANROWS. • Collaboration between the University of Tasmania School of Health Science and Social Sciences and the Salvation Army in research on reducing the harmful impact of exposure to domestic violence on children is one example of local research focused on domestic and family violence.

Source: DSS

Table A.1.7: Victorian programs

Victoria	
Priority 1 - driving whole of community action to prevent violence	<ul style="list-style-type: none"> • The VicHealth Framework <i>‘Preventing violence before it occurs: A framework and background paper to guide the primary prevention of violence against women in Victoria’</i> is a primary prevention initiative of the VIC Government. • The VIC Government 2015-2016 State Budget delivered an \$81.3 million package over five years to prevent violence against women and children, respond to family violence and strengthen perpetrator accountability • In November 2015, the inaugural Victoria Against Violence campaign was launched to engage and educate the wider community about the connection between family violence and gender inequality. • The Our Watch Respectful Relationship Education in Schools (RREis) project was also launched in 2015 and worked with up to 19 government and non-government secondary schools to implement a holistic approach to promote a culture of equality and respect among students, teachers and school communities. • The VIC Government has provided continuous funding to Our Watch and has worked closely with them to deliver prevention projects to share knowledge and experience, as well as developing the Victorian Workplace Equality and Respect Project.

Victoria

- VIC has launched its first ever Gender Equality Strategy to promote gender equality as an important component of family violence prevention.

Priority 2 - understanding diverse experiences of violence

- As part of the **Royal Commission into Family Violence**, consultation was held on the impact of policy and service delivery in Aboriginal and Torres Strait Islander communities. There were a number of consultations held as part of Victoria's first Gender Equality Strategy for culturally and linguistically diverse communities.
- The **Domestic Violence Resource Centre Victoria Knowledge Centre** and Associated Workshops provide broad based information for domestic violence workers and work with Our Watch to engage organisations that work with CALD communities.
- The **Workforce Development Program on Gender and Disability Program**, delivered by Women with Disabilities Victoria, developed and implemented an organisational change program aimed at building the capacity of disability organisations to deliver gender equitable and sensitive programs and services. It also delivered training to frontline workers to recognise and prevent violence against women with disabilities.
- The VIC Government supported **Our Watch** to engage with organisations that have strong existing relationships with diverse communities and are committed to involving them in the design, implementation and monitoring of initiatives.

Priority 3 - integrated services and collaboration and coordinating care and coordination

- The VIC Government has placed a strong focus on ensuring the **safety of women in mental health care facilities**. Some of the actions taken include the development of training programs, changes to policy frameworks, and updates to inpatient specifications.
- Australia's first **Family Violence Command** within Victoria Police was launched in Victoria in 2015. The command is dedicated to improving responses to family violence, sexual assault and child abuse.
- **Family Violence Strengthening Risk Management demonstration projects**
- **Dandenong Court model** is a family drug court trial that commenced in 2014. It offers an integrated justice approach where the woman is not required to attend court to argue her case. The VIC Government delivered **significant sexual assault reforms** in 2014. New offences were introduced which target the distribution, or threats to distribute, intimate images of another person. New exceptions to child

Victoria

pornography offences were also introduced which apply where young people engage in non-exploitative 'sexting'. These laws fulfill the Victorian Government's commitment to implement the recommendations of the Victoria Parliamentary Law Reform Committee's report following its Inquiry into Sexting.

- A number of offences were also introduced to improve responses to child sex abuse. These include:
 - a 'failure to disclose' offence, for adults who fail to disclose child sexual abuse to police;
 - a grooming offence, to target individuals who communicate with a child or their parents with the intent of committing a sexual offence; and
 - a 'failure to protect' offence that applies to people within organisations who knew of a risk of child sexual abuse by someone in the organisation and had the authority to reduce or remove the risk, but negligently failed to do so.
- Improvements were also introduced to Victoria's sexual offence laws following consultation for reform. These changes came into effect in July 2015, and include:
 - a clear, simple and consistent drafting style for the offences of rape and sexual assault;
 - a new fault element in rape and sexual assault: the accused does not reasonably believe that the complainant is consenting;
 - making jury directions in rape and sexual assault trials better tailored to the specifics of each case; and
 - a new 'course of conduct charge', which will assist in the prosecution of people who engage in repeated and systematic sexual abuse over a period of time.
- Building on the establishment of specialised Sexual Offence and Child Abuse Investigation Teams (SOCITs), with Centre Against Sexual Assault (CASA) counselor/advocate services, and incorporating reforms to sex offences legislation, Victoria Police has commenced a review of the Code of Practice for Investigating Sexual Assault. The revised Code of Practice will be released in early 2016.

Priority 4 – perpetrator interventions

- **Domestic Violence Resource Centre Victoria**, supported by the Victorian Department of Human Services, and Monash University jointly conducted a research on domestic homicides. The research generated evidence relating to the effectiveness of

Victoria

2005's homicide laws reforms on the sentencing on women who kill abusive intimate partners.

- **Family violence safety notices** are issued by the Victorian Police to respondents at a family violence incident to stop a respondent from using family violence.

Priority 5 - continuing to build the evidence base

- The Victorian Government is a member of ANROWS.
- **Our Watch, VicHealth and ANROWS** have formed a **partnership to develop an evidence-based national framework** to increase understanding of causal factors and guide future practice in addressing violence.
- **The Royal Commission into Family Violence** in Victoria provides practical recommendations to prevent family violence, based on an examination of the current service system and best practice approaches.
- The Victorian Government also commissioned ANROWS to help develop the **Victorian Family Violence Index**. This will help set benchmarks for government and society to measure various aspects of family violence such as prevalence, impact, response and prevention

Source: DSS

Table A.1.8: Western Australian programs

Western Australia

Priority 1 - driving whole of community action to prevent violence

- The **WA Safer Families, Safer Communities Kimberley Family Violence Regional Plan** focuses on Aboriginal families and communities as a priority and outlines a whole of community response. This includes improved access to and effectiveness of existing service responses, including civil and criminal justice processes, and working alongside Aboriginal people, families and communities to develop and/or strengthen local responses to family violence.

• Freedom from Fear Action Plan 2015

Priority 2 - understanding diverse experiences of violence

- The **WA Safer Families, Safer Communities Kimberley Family Violence Regional Plan** aims to address the over representation of Aboriginal women as victims of family violence by working with Aboriginal communities to create safe and accountable responses to those experiencing abuse. The plan includes approaches specific to Aboriginal people, families and communities and is entrenched in a strong Aboriginal law and culture framework.

Priority 3 - integrated services and collaboration and

- **Family and Domestic Violence Common Risk Assessment and Risk Management Framework second addition (CRARMF)**. The CRARMF has

Western Australia

coordinating care and coordination

been developed for use by all government and community sector service providers to support a consistent approach to identifying and providing effective and timely responses to victims of family and domestic violence, and holding perpetrators accountable for their behaviour. The new edition extends the original framework and includes additional standards for information sharing, managing the risks posed by perpetrators, and guidance on facilitating effective referral pathways.

- The **Family and Domestic Violence Response Team** is a partnership between the Department of Child Protection and Family Support, WA Police and specialist Family and Domestic Violence Coordinated Response Service providers. The purpose of the FDVRT is to provide a consistent interagency response to victims of domestic and family violence following a police call out. A shared database called the Triage Application has been developed to support the operations of the FDVRT, including the recording of outcomes.
- **Family Safety Teams** are being established in East and West Kimberley. The Family Safety Teams are a partnership between the Department for Child Protection and Family Support, WA Police, the Department of Corrective Services and community sector family and domestic violence services. The Family Safety Teams provide a coordinated multi agency response to support individuals and families experiencing family and domestic violence.
- **Cross-border Justice Scheme**

Priority 4 – perpetrator interventions

- **Communicare Breathing Space** is a residential family and domestic violence men’s behavior change program. The service operates as an alternative to removing women and children from their family home.
- **Practice Standards for Perpetrator Intervention: Engaging and Responding to Men who are Perpetrators of Family and Domestic Violence.** The minimum standards have been developed to support agencies and organisations to respond to men who use violence, hold them accountable and provide them with the opportunity to take responsibility for their behaviour. The minimum standards establish key components of program governance, design, delivery, review and evaluation for men's behaviour change programs.

Priority 5 - continuing to build the evidence base

- The Western Australian Government is a member of ANROWS.

Source: DSS

Appendix 2: Consultation method and survey questions

KPMG met with the Second Action Plan Implementation Executive Group (ImpEG) in November 2015 to review methodologies for the Evaluation of the Second Action Plan and confirm key stakeholders in the Australian Government and state and territory representatives in governments and non-government organisations.

KPMG undertook a range of consultations with government and non-government stakeholders between January and March 2016, to inform the evaluation. This included stakeholders with responsibility for policy, program development and funding of services and initiatives, as well as those with responsibility for the delivery of interventions and services. A full list of stakeholders appears in Appendix 3.

KPMG also undertook a number of workshop forums with non-government service providers and community stakeholders. These workshops were facilitated between November 2015 and February 2016. The participant list for these workshops was determined in collaboration with the Department of Social Services to ensure that there was a diverse representation of perspectives in consultations including Aboriginal and Torres Strait Islander women, and women from culturally and linguistically diverse background.

The approach used in each workshop forum was a staged process of explanation, discussion and consolidation, focused on the key priorities and outcomes in the Second Action Plan. During each forum we aimed to capture the content of the discussion and provide a high level overview of the key themes in discussion at the end of the day.

KPMG designed and delivered a national online survey to a range of non-government and community based providers involved in responding to violence against women and their children. This includes national and state based non-government service providers, peak bodies, local governments and Aboriginal community controlled organisations across Australia. The survey included a number of primary evaluation questions, aimed at assessing the high level success of the National Plan and progress toward the five priorities of the Second Action Plan. The survey also included practical secondary evaluation questions aimed assessing the delivery of key actions identified for implementation under the Second Action Plan for reducing violence against women and their children. The national online survey was undertaken in November to December 2015. A copy of the questions is provided below in Table A.2 on the following page. It should be noted that in the actual survey, the questions were not numbered. The survey applied a skip logic such that if a survey respondent answers 'no' to question 16, then they will directly proceed to question 19 (skipping questions 17-18). If a survey respondent answers 'yes' to question 16, then they will proceed to question 17.

Table A.2: Survey Questions

#	Question
1	Please indicate in which State/Territory your organisation operates? ACT / NSW / NT / QLD / SA / TAS / VIC / WA
2	Please indicate your organisation type: Non-Government provider / Statutory authority / Peak body / Australian Government / State Government / Local Government / Aboriginal community organisation
3	What services does your organisation deliver? (Please tick all that apply) Counselling / Support / Legal Services / Family Violence Services / Perpetrator Behaviour Change Programs / Other services targeted at perpetrators of domestic violence / Other services targeted at victims of domestic violence / Homelessness Services / Out of Home Care Services / Telephone Helpline Services / Mental Health Services / Advocacy / Drug and Alcohol Services / Refuge / Other, Please specify
4	Who are your primary clients? (Please tick all that apply) Victims of family and domestic violence / Perpetrators of family and domestic violence / Children affected by family and domestic violence / Young people affected by family and domestic violence / N/A
5	Do you provide services to any of the following groups? (Please tick all that apply) Aboriginal and/or Torres Strait Islander people / Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people / Culturally and linguistically diverse (CALD) people / People with disability / Elderly people / Children and young people / Other, Please specify
6	From your organisation's point of view, how effective have actions been in driving whole of community action to prevent violence? <ul style="list-style-type: none"> a. Supporting communities to prevent, respond to and speak out against violence b. Improving media engagement on violence against women and their children c. Promoting gender equality across a range of spheres, including women's economic independence and leadership d. Supporting young people through The Line campaign and by addressing issues relating to the sexualisation of children e. Strengthening the design and delivery of respectful relationship programs f. Incorporating Respectful Relationships education into the national curriculum g. Enhancing online safety for children and young people
7	How could our approach to driving whole of community action to prevent violence be improved through the Third Action Plan?
8	From your organisation's point of view, how effective have actions been to understand the diverse experiences of violence? <ul style="list-style-type: none"> a. Improving access to information and resources, and providing avenues for advocacy and leadership to meet the needs of Aboriginal and Torres Strait Islander women and their children b. Improving outcomes for Aboriginal and Torres Strait Islander Australians through building community safety c. Gaining a better understanding of 'what works' in improving Aboriginal and Torres Strait Islander community safety d. Working with CALD communities to reduce violence and to support women and their children

#	Question
	e. Delivering awareness-raising training and prevention activities that are tailored to meet the needs of women with a disability
9	How could our understanding of the diverse experiences of violence be improved through the Third Action Plan?
10	From your organisation's point of view, how much progress has been made in supporting innovative services and integrated systems? <ul style="list-style-type: none"> a. Continuing to build a first stop support for women and their children experiencing violence b. Developing national standards for telephone and online counselling services c. Strengthening systems and service integration to ensure that specialist responses to violence against women and their children are supported and effective d. Using collaborative models e. Using information sharing protocols and risk assessment tools f. Strengthening service delivery models and systems integration in remote and cross-border contexts, to meet the needs of Aboriginal and Torres Strait Islander women and their children experiencing violence g. Supporting children who have experienced, witnessed or been exposed to violence h. Improving information sharing across court processes i. Implementing a national scheme for family and domestic violence protection orders j. Continuously improving systems by reviewing domestic and family violence-related deaths and child deaths k. Continuing to strengthen pro-active policing, highlighting and building on good practice
11	How could supporting innovative services and integrated systems be improved through the Third Action Plan?
12	From your organisation's point of view, how much progress has been made in improving perpetrator interventions? <ul style="list-style-type: none"> a. Improving the evidence base on perpetrator interventions, with a focus on reducing recidivism and a better understanding of high-risk groups b. Finalising and setting national outcome standards for best practice perpetrator interventions c. Building capacity to implement national outcome standards for perpetrator interventions d. Improving the quality and quantity of perpetrator interventions
13	How could perpetrator interventions be improved through the Third Action Plan?
14	From your organisation's point of view, how much progress has been made in continuing to build the evidence base? <ul style="list-style-type: none"> a. Expanding the quality and quantity of national research on violence against women and their children through the implementation of the National Research Agenda b. Measuring the prevalence of violence against women and their children c. Measuring community attitudes towards violence through national surveys d. Building the National Data Collection and Reporting Framework
15	How could we continue to build on the evidence base through the Third Action Plan?
16	Does your organisation collaborate within and across different sectors involved in responding to victims and perpetrators of domestic and family violence? Yes / No

#	Question
17	How frequently does your organisation collaborate with the following sector(s)? Police / Legal Services / Courts / Child Protection / Community Services / Housing and Homelessness / Sexual Assault Services / Domestic and Family Violence Services / Education / Mental Health / Drug and Alcohol / Health / Youth / Aboriginal and Torres Strait Islander / Disability / CALD services / LGBTI services / Other, Please specify
18	Please describe how you collaborate across these different sectors.
19	To what extent do you think that the Second Action Plan has contributed to the progress against the six National Outcomes? a. Communities are safe and free from violence b. Relationships are respectful c. Aboriginal and Torres Strait Islander communities are strengthened d. Services meet the needs of women and their children experiencing violence e. Justice responses are effective f. Perpetrators stop their violence and are held to account
20	From your organisation's point of view, are there still gaps or challenges that have not yet been addressed in the First and Second Action Plans?
21	From your organisation's point of view, what should be the main priority areas for the Third Action Plan?

Source: KPMG 2016

Appendix 3: List of stakeholders consulted

Government Workshops

Table A.3.1: Consultation Schedule

Date	Government	No. of Participants
1/12/2015	Queensland	13
11/12/2015	South Australia	15
14/12/2015	Tasmania	11
15/12/2015	Northern Territory	9
17/12/2015	New South Wales	9
17/12/2015	Western Australia	11
18/1/2016	Australian Capital Territory	19
18/1/2016	Victoria	11
Total		98

Source: KPMG 2016

Table A.3.2: Queensland – Monday 1st December 2015

Attendee	Department
Mel Dwyer (on behalf of Andrew Ross)	Public Safety Bureau Agency (PSBA), representing police
Peter Evans	Department of Housing and Public Works
Natasha Boyle	Department of Housing and Public Works
Abigail Reid	Disability Services
Michelle Weaver	Department of Justice and Attorney General
Melissa Corser	Department of Education and Training
Chris Loos	Department of Education and Training
Donna O’Shea	Department of Communities, Child Safety and Disability Services
Gabe Scattini	Department of Communities, Child Safety and Disability Services
Sarah Stamp	Department of Communities, Child Safety and Disability Services
Hannah Dibley (on behalf of Michelle Parker)	Department of Premier and Cabinet
Sue Chamley	Department of Social Services
Christine (last name unknown)	Department of Social Services

Table A.3.3: Tasmania – Monday 14th December 2015

Attendee	Department
Anita Doig	Department of Education
Amanda Johnson	Department of Justice
Jane Fleming	Department of Health and Human Services
Louise Schoe	Department of Social Services
Toni Rowley	Department of Social Services
Amy Robertson	Department of Premier and Cabinet
Pip Shirley	Department of Premier and Cabinet
Anita Griffin	Department of Education
Bek Davis	Department of Police, Fire and Emergency Services
Brett Berry	Department of Police, Fire and Emergency Services
Brook Teale	Department of Premier and Cabinet

Table A.3.4: Northern Territory – Tuesday 15th December 2015

Attendee	Department
Deborah Butler	Department of Health
Jason Bonson	Office of Men's Policy
Joanne Stringer	Department of Justice and Attorney-General
Tim Price	Department of Social Services
Suzanne Everingham	Office of Women's Policy
Kadeja James	DFV in Department of Children and Families
Lesley Miller	Department of Housing
Dawna Turner	Department of Housing
Nike Petrou	DV Directorate (Department of Justice)

Table A.3.5: New South Wales – Thursday 17th December 2015

Attendee	Department
Alexandra Mattinson	Women NSW
Carolyn Thompson	Women NSW
Lindsay Blount	Department of Social Services
Paul Cramer	Department of Social Services
Annie Chapman	Department of Social Services
Christie Robertson	Family and Child Services
Genelle Warne	NSW Police
Reynato Reodica	Department of Education
Danielle (last name unknown)	NSW Health

Table A.3.6: Western Australia – Thursday 17th December 2015

Attendee	Department
Robyn Antenucci	Department of Justice
Elke Browne	Department of Aboriginal Affairs
Michael Hovane (on behalf of Julie Jackson)	Legal Aid WA
Megan Rimes (on behalf of Coosje Griffiths)	Department of Education
Astrid Kalders	Corrective Services
Jenny O'Callaghan	Department of Health
Silvana Green	Australian Government Department of Human Services
Rita Afsa (on behalf of Helen Maddocks)	Office of Multicultural Interests
David (last name unknown – on behalf of Wendy Murray)	Disability Services Commission
Carol Pulford	WA Police
Sherrilee Mitchell	Department of Child Protection and Family Support

Table A.3.7: Australian Capital Territory – Monday 18th January 2016

Attendee	Organisation
Christine Long	Community Health Program, Division of Women, Youth and Children, Health Directorate
Austin Kenney	Child and Youth Protection Services
Maureen Sheehan	Community Services Directorate
Anne Jenkins	Housing ACT, Community Services Directorate
Janet-Lee Hibberd	Community Corrections, Justice and Community Safety Directorate
Philip Kellow	Justice and Community Safety Directorate
Vanessa Little	Territory and Municipal Services Directorate
Leon Larkin	ACT Corrective Services

Attendee	Organisation
Joyce Fleur	Health
John Hinchey	Victim Support ACT
Claire Barbato	Community Services Directorate
Bridie Doyle	Office for Women, Community Services Directorate
Chrystina Stanford	Canberra Rape Crisis Centre
Joe Hutchinson	Tuggeranong Child and Family Centre
Tej Kaur	Melaleuca Place
Robin Butler	DSS Family Safety Taskforce
Laura (last name unknown)	Women's Health Services
Vicki Parker	Justice and Community Safety
Joanna Price Murray	(unknown)

Table A.3.8: Victoria – Monday 18th January 2016

Attendee	Department
Dannii De Kretser	Department of Premier and Cabinet
Camilla Macdonell	Office of Multicultural Affairs and Citizenship, Department of Premier and Cabinet
Marcus Stewart (on behalf of Rachel Davis)	Office of Aboriginal Affairs Victoria, Department of Premier and Cabinet
Anna Malbon	Department of Education and Training
Annette Laidler	Department of Education and Training
Fiona Dowsley	Crime Statistics Agency
Frances Jackson	Department of Treasury and Finance
Siona Tobolov	Department of Treasury and Finance
Julie Warren	Department of Health and Human Services
Kate Blanch	Department of Premier and Cabinet
Ross Porter	Victoria Police

Table A.3.9: South Australia – 11 December 2015

Attendee	Department
Annie Francis	Department for Communities and Social Inclusion
Katrina Dee	Yarrow Place Rape and Sexual Assault Centre
Sue King	Corrections
Joanna Martin	Attorney-General's Department
Kristina Birchmore	Department of Health
Paul Bennetts	Department of Social Services
Sarah Fletcher	Attorney-General's Department
Kellie Tillbrook	Attorney-General's Department
Suraya Naidoo	Department for Communities and Social Inclusion
Henry Pharo	The Department for Correctional Services
Tricia Spargo	Attorney-General's Department
Carol Shard	Department for Communities and Social Inclusion
Matthew Sanderson	Department of Premier and Cabinet
Simona Marty	(unknown)

Non-Government Workshops

Table A.3.10: Consultation Schedule

Date	State	No. of Participants
10/12/2015	Queensland	11
14/12/2015	Tasmania	6
15/12/2015	Northern Territory	8
17/12/2015	New South Wales	14
17/12/2015	Western Australia	15
18/1/2016	Australian Capital Territory	8
27/1/2016	Victoria	16
4/2/2016	South Australia	13
Total		91

Table A.3.11: Queensland – Thursday 10th December 2015

Attendee	Organisation
Shelly Bradford	Centacare Safer Families Support
Stephanie Anne	(unknown)
Victoria (last name unknown)	WWILD
Kathy Faulkner	(unknown)
Karen Aspinall	Laurel House
Louse Judge	Trustees of the Roman Catholic Archdiocese of Brisbane
Belinda Lideall	(unknown)
Linda Ann-Northey	Working Against Violence Support Service and Ending Violence Against Women Queensland
Beck Sherman	(unknown)
Belinda Liddell	(unknown)
Stacey Ross	(unknown)

Table A.3.12: Tasmania – Monday 14th December 2015

Attendee	Organisation
Gillian Long	Migrant Resource Centre and the Phoenix Centre
Jill Maxwell	Sexual Assault Support Services
Pauline van Adrichem	Women's Legal Service
Janet Saunders	Hobart Women's Shelter and Warrawee Women's Shelter
Elena (name unknown) representing Yabbo Thompson	Migrant Resource Centre
Toni Rowley	Department of Social Services

Table A.3.13: Northern Territory – Tuesday 15th December 2015

Attendee	Organisation
Joanne Lau	North Australian Aboriginal Family Violence Legal Service
Vanessa Lathlam	Top End Legal Service
Isabella (last name unknown)	Top End Legal Service (intern)
Nina Lemos	YWCA of Darwin
Fiona Crick	Department of Social Services
Alex (last name unknown – on behalf of Jayne Lloyd)	Catholiccare

Attendee	Organisation
Anya (last name unknown – on behalf of Kerry Boswell)	Somerville Community Services
Samantha (last name unknown on behalf of Meryl Gee)	Ruby Gaea Darwin Centre Against Rape

Table A.3.14: New South Wales – Thursday 17th December 2015

Attendee	Organisation
Kai Noonan	Aids Council of NSW
Clare McHugh	Early Childhood Australia
Janet Loughman	Women’s Legal Services NSW
Daniel Witthaus	No To Violence and the Men’s Referral Service
Tibor Mokany	Baptistcare NSW and ACT
Karen Willis	Rape and Domestic Violence Services Australia and 1800RESPECT
Mary Haiek (on behalf of Rosemary Hamill)	Barnardos Australia
Janet Henegan	CatholicCare
Patrick Deegan (on behalf of)	Northern Rivers Social Development Council
Kerrie McFadden	Relationships Australia NSW
Rebecca Gray (on behalf of Joanna Quilty)	Relationships Australia NSW
Lindsay Blount	Department of Social Services
Paul Cramer	Department of Social Services
Bronwyn Evans	Department of Social Services

Table A.3.15: Western Australia – Thursday 17th December 2015

Attendee	Organisation
Heidi Guldbaek	Women’s Law Centre
Kate Jeffries	Communicare
Rod West	Centrecare
Leanne Baron	Starick
(Unknown)	Aboriginal Family Legal Service
Anne Moore	The Lucy Saw Centre
Angela Hartwig	Women’s Council for Domestic and Family Violence Services
Naava Brooks	Salvation Army
Yolanda Strauss	Womens Health and Family Services
Deborah Edwards	Department of Social Services
Alison Evans	Women’s Community Health Network WA
Simone Clinch-Moore	Aboriginal Alcohol & Drug Service Inc
Daniel Morrison	Aboriginal Alcohol & Drug Service Inc
Catherine Wilson	Aboriginal Alcohol & Drug Service Inc
Professor Donna Chung	Faculty of Health Sciences, Curtin University

Table A.3.16: Australian Capital Territory – Monday 18th January 2016

Attendee	Organisation
Zoya Patel	YWCA Canberra
Greg Aldridge	Canberra Men’s Centre
Marcia Williams	Women’s Centre for Health Matters
Robyn Martin	Beryl Women’s Refuge
Sue Salthouse	Women with Disabilities ACT
Susan Clarke-Lindfield	Toora House
Michael Costigan	Tara Costigan Foundation
Sandra (last name unknown)	Migration Services

Table A.3.17: Victoria – Wednesday 27th January 2016

Attendee	Organisation
Cathy Humphreys	The University of Melbourne
Fiona McCormack	Domestic Violence Victoria
Kate Colvin	Council to Homeless Persons
Elise Thomas (on behalf of Andrew Gargett)	Aboriginal Family Violence Prevention and Legal Service
Stephanie Rich	Women's Health West
Mischa Barr	Women's Health Victoria
Angelika Jayaram	Safe Steps
Nathan De Guara	No to Violence
Pasanna Mutha-Merenegge	Women's Legal Service Victoria
Sara Kearney	Our Watch
Emma Partridge	Our Watch
Gayle Correnti	Berry Street
Phil Cleary	Advocate
Emma Gierschick	Advocate for children with special needs
Renee Imbesi	VicHealth
Leah Hickey	Children's Court of Victoria

Table A.3.18: South Australia – Thursday 4th February 2016

Attendee	Organisation
Sandra Dann	Working Women's Centre
Cheryl Axelby	Aboriginal Legal Rights Movement
Tamara Stewart-Jones	Multicultural Youth SA
Mary OatWay	DSS
Jill Davidson	Shine SA
Katrina Dee	Yarrow Place Rape and Sexual Assault Service
Craig Rigney	Kornar Winmil Yunti
Claire Tatyzo	YWCA
Tony Waters	OARS
Susie Smith	Limestone Coast Domestic Violence Service
Cynthia Caird	Migrant Resource Centre
Sumbo Ndi	Relationships Australia SA
Mergho Ray	Relationships Australia SA

Apologies in Workshops

Table A.3.19: Apologies in workshops

Workshop Date	Location	Apologies	Department/Organisation
Monday 1st December 2015	Queensland	Kylie Stephen	Department of Communities
Monday 1st December 2015	Queensland	Barb Shaw	Department of Communities
Monday 1st December 2015	Queensland	Josephine Rinaudo	Department of Communities
Monday 1st December 2015	Queensland	Deanne Minnicon	Department of Aboriginal and Torres Strait Islander Partnerships
Monday 1st December 2015	Queensland	Marjorie Weber	Department of Aboriginal and Torres Strait Islander Partnerships

Interviews with National Plan Partners

Table A.3.20: Interviews with National Plan Partners

Interview Date	Representative	Organisation
Friday 5th February 2016	Carolyn Frohmader, Executive Director	Women with Disabilities Australia
Monday 8th February 2016	William Milne, Director Lisette Aarons, Assistant Director Anthea Saflekos	National Centre for Crime and Justice Statistics , Australian Bureau of Statistics
Tuesday 9th February 2016	Stella Conroy, Deputy Chief Executive Officer	Families Australia
Wednesday 10th February	Leanne Dowse, Associate Professor, Chair in Intellectual Disability Behaviour Support	University of New South Wales
Tuesday 18th February 2016	Libby Davies, Chief Executive Officer	White Ribbon Australia
Tuesday 18th February 2016	Merrindahl Andrew, Program Manager Megan Morris, Policy Officer	Australian Women Against Violence Alliance (AWAVA)
Tuesday 8th March 2016	Julie Oberon	Australian Women Against Violence Alliance (AWAVA)

KPMG tried to organise an interview with Lifeline but was unable to.

KPMG also contacted the Office of the Children’s eSafety Commissioner for interview. Given its recent establishment as an Office in July 2015, the eSafety Office felt it could not usefully comment at that juncture, but looks forward to doing so under the Third Action Plan.

Contact us:

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