

Information Sharing and Family Violence Reforms Toolkit

For

- centre-based education and care services;
- government, Catholic and independent schools;
- system and statutory bodies; and
- education health, wellbeing and inclusion workforces

This resource addresses issues of family violence. If you are concerned for your safety or that of someone else, contact the police, and call 000 for emergency assistance. If you have experienced violence or sexual assault and require immediate or ongoing assistance, contact 1800 RESPECT (1800 737 732) to talk to a counsellor from the National Sexual Assault and Domestic Violence hotline. For confidential support and information, contact safe steps 24/7 family violence response line on 1800 015 188. If you need to talk to someone it is recommended that you speak to your leadership team about arranging appropriate support. You can also talk to your GP or an allied health professional. Victorian government school staff can also contact the Department of Education and Training's Employee Assistance Program on 1300 361 008.

In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people. The Victorian Government proudly acknowledges Aboriginal people as Australia's First Peoples and as the Traditional Owners and custodians of the land and waterways upon which we depend.

We acknowledge Victoria's Aboriginal communities and culture and pay respect to their Elders past and present. Aboriginal culture is founded on a strong social and cultural order that has sustained up to 60,000 years of existence. Victorian Aboriginal communities and peoples are culturally diverse, with rich and varied heritages and histories. The impacts of colonisation — while having devastating effects on the traditional life of Aboriginal Nations — have not diminished Aboriginal people's connection to country, culture or community.

The Victorian Government recognises the long-standing leadership of Aboriginal communities in Victoria to prevent and respond to family violence, supported through self-determination and self-management, to improve outcomes for Aboriginal people and families, whilst also acknowledging the devastating impacts and accumulation of trauma across generations as a result of colonisation and the dispossession of land and children.

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Introduction

About this Toolkit

Purpose

This *Information Sharing and Family Violence Reforms Toolkit (Toolkit)* is intended to support services to:

- implement the Information Sharing and Family Violence Reforms (referred to as the Reforms) in their workplaces
- equip professionals to share information confidently, safely and appropriately to improve children's and families' wellbeing and safety.

This *Toolkit* is one of a suite of training resources that sits alongside, and complements, the face-to-face training sessions and eLearning modules for over 6,000 education and care services that are prescribed by law under the Reforms.

Specifically, this resource is for:

- long day care, kindergarten and before and after school hours care services (which in this *Toolkit* will be referred to as centre-based education and care services)
- government, Catholic and independent schools (which in this *Toolkit* will generally be referred to as schools)
- Catholic and independent Catholic system bodies that assist, manage or govern Catholic schools in Victoria (which in this *Toolkit* will generally be referred to as system bodies). Please note system bodies are prescribed as Information Sharing Entities (ISEs) only to the extent that these bodies provide support or services to Catholic schools relating to: student wellbeing or safety, or professional ethics and conduct, or learning diversity
- Victorian Institute of Teaching, Victorian Curriculum and Assessment Authority and Victorian Registration and Qualifications Authority (which in this *Toolkit* will generally be referred to as statutory bodies)

- some education health, wellbeing and inclusion workforces (for example, Department of Education and Training's (the Department Health, Wellbeing and Inclusion Workforces).

This *Toolkit* and associated templates, checklists and materials can be adapted for your settings and used as appropriate to meet the needs of your organisation. This should be done in alignment with your existing organisational requirements and procedures.

For Victorian government schools, this *Toolkit* can be used alongside the Department's Child and Family Violence Information Sharing Schemes Policy and guidance information (www2.education.vic.gov.au/pal/information-sharing-schemes/policy).

This *Toolkit* should also be read in conjunction with the legally binding documents, the *Child Information Sharing Scheme Ministerial Guidelines*, the *Family Violence Information Sharing Guidelines* and *Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)*, as well as other resources relevant to the Reforms.

If you have any further questions regarding these Reforms or this *Toolkit*, including to request support with implementation, you can contact: CISandFVIS@education.vic.gov.au or the Victorian Government Enquiry Line 1800 549 646.

Key acronyms for the three Reforms

CISS - Child Information Sharing Scheme

FVISS - Family Violence Information Sharing Scheme

MARAM - Family Violence Multi-Agency Risk Assessment and Management Framework

ISE - Information Sharing Entity

RAE - Risk Assessment Entity

Child Information Sharing Scheme (CISS) summary

This document is designed to assist professionals in the application of the Child Information Sharing Scheme. The *Child Information Sharing Scheme Ministerial Guidelines* detail the legal obligations of prescribed Information Sharing Entities (ISEs). Ministerial guidelines and additional resources are available at infosharing.vic.gov.au.

Who

Who can share and request information?

- Whenever the scheme's threshold is met, nominated professionals in ISEs must share relevant confidential information upon request, and they can request and proactively share information under the scheme.

Who can they share information with?

- Information can be shared with any organisation that is a prescribed ISE. An online ISE list is available at iselist.www.vic.gov.au/ise/list/
- ISEs can also share information with a child, a person with parental responsibility for the child or a person with whom the child is living, for the more limited purpose of managing a risk to the child's safety.

Whose information can be shared?

- Information can be shared about any person, whenever the scheme's threshold is met.

Why

What are the reasons that information can be shared?

Threshold part 1: Promoting child wellbeing or safety

An ISE can request or share information about any person for the purpose of promoting the wellbeing or safety of a child or group of children.

Threshold part 2: Sharing to assist another ISE

The disclosing ISE must reasonably believe that sharing the information may assist the receiving ISE to carry out one or more of the following activities:

- making a decision, an assessment or a plan relating to a child or group of children
- initiating or conducting an investigation relating to a child or group of children
- providing a service relating to a child or group of children
- managing any risk to a child or group of children.

What

What information can be shared?

- ISEs can share any confidential information about any person, which includes sensitive, personal and health information. This can include case notes, observations, assessments, contact details, service engagement history, and any other information relevant to promoting the wellbeing or safety of a child or group of children.

What information cannot be shared?

- ISEs should not share information that does not meet the threshold of promoting the wellbeing or safety of the child or children in the particular circumstances. For example, irrelevant parts of a case file or health record should not be shared.
- ISEs must not share excluded information (see the *Child Information Sharing Ministerial Guidelines* for more information).
- ISEs must not share information that is restricted from sharing by another law.

When

When can information be shared or requested?

- Information can be shared or requested any time that the threshold of the scheme is met.
- ISEs can share proactively and request information whenever, in their professional judgement, the threshold of the scheme is met.
- ISEs must share information in response to a request whenever, in their professional judgement, the threshold of the scheme is met.
- ISEs should respond to requests for information in a timely manner (including when they are declining to provide information in response to the request).

How

How should information be shared or requested?

- Professionals must follow all data security requirements that apply to their organisation.
- The Victorian Information Privacy Principles (including data security requirements) apply to all organisations in relation to the handling of information that is collected under the scheme.

Principles

Legislative principles to guide sharing

1. Give precedence to the wellbeing and safety of a child or group of children over the right to privacy.
2. Seek to preserve and promote positive relationships between a child and the child's family members and people significant to the child.
3. Seek to maintain constructive and respectful engagement with children and their families.
4. Be respectful of and have regard to a child's social, individual and cultural identity, the child's strengths and abilities and any vulnerability relevant to the child's safety or wellbeing.
5. Promote a child's cultural safety and recognise the cultural rights and familial and community connections of children who are Aboriginal, Torres Strait Islander or both.
6. Seek and take into account the views of the child and the child's relevant family members, if it is appropriate, safe and reasonable to do so.
7. Take all reasonable steps to plan for the safety of all family members believed to be at risk from family violence.
8. Only share confidential information to the extent necessary to promote the wellbeing or safety of a child or group of children, consistent with the best interests of that child or those children.
9. Work collaboratively in a manner that respects the functions and expertise of each ISE.

Excluded information under CISS

Excluded information is any information that, if shared, could be reasonably expected to do the following:

- a. Endanger a person's life or result in physical injury – this includes the child, their family or any other person. For example, if sharing the location of a child could be reasonably expected to pose a threat to the life or physical safety of the child or another person, this information should not be shared.
- b. Prejudice the investigation of a breach or possible breach of the law or prejudice the enforcement or proper administration of the law – including police investigations. For example, if any information that could unfairly influence or reveal details of a police investigation or Commission for Children and Young People investigation.
- c. Prejudice a coronial inquest or inquiry. For example, information that could unduly influence a witness expected to give evidence before a coronial inquest.
- d. Prejudice the fair trial of a person or the impartial adjudication of a particular case. For example, if the information would unfairly influence the outcome of a proceeding.
- e. Disclose the contents of a document, or a communication, that is of such a nature that the contents of the document, or the communication, would be privileged from production in legal proceedings on the ground of legal professional privilege or client legal privilege. For example, if the information is legally privileged.
- f. Disclose or enable a person to ascertain the identity of a confidential source of information in relation to the enforcement or administration of the law. For example, if that information could reveal or be used to reveal the name of a person who has confidentially provided information to police.
- g. Contravene a court order or a provision made by or under the *Child Wellbeing and Safety Act* or any other Act that:
 - prohibits or restricts, or authorises a court or tribunal to prohibit or restrict, the publication or other disclosure of information for or in connection with any proceeding
 - or
 - requires or authorises a court or tribunal to close any proceeding to the public. For example, if information is part of a closed court proceeding.
- h. Be contrary to the public interest. For example, revealing information about covert investigative techniques.

Family Violence Information Sharing Scheme (FVISS) summary

For more comprehensive information, see the [Family Violence Information Sharing Guidelines](#).

Who

Who can share information?

Information Sharing Entities (ISEs) are authorised to share information. These ISEs are prescribed by regulations.

Who can they share information with?

Information can be shared with any organisation that is a prescribed ISE. An online ISE list is available at iselist.www.vic.gov.au/ise/list/.

Some ISEs are also prescribed as Risk Assessment Entities (RAEs) that can request information for a family violence assessment purpose.

Whose information can be shared?

Information about any person, that is relevant to assessing or managing family violence risk, can be shared. Consent is not required from any person to share information that is relevant to assessing or managing family violence risk to a child, if there is a serious risk to any person, or if sharing is permitted by another law.

If none of the above apply, consent is required to share the information of an adult victim survivor, including a student over 18 years of age, or a third party. Consent is never required to share information about a perpetrator, alleged perpetrator or adolescent using or at risk of using family violence.

Professionals should seek and take into account the views of the child and/or family member (who is not a perpetrator, alleged perpetrator or adolescent using or at risk of using family violence) before sharing their information, wherever safe, reasonable and appropriate to do so.

Why

Why can they share?

ISEs can share information for two purposes:

1. to establish and assess family violence risk (family violence **assessment** purpose)
2. to manage family violence risk, including via ongoing risk assessment (**protection** purpose).

All ISEs can share information for a protection purpose. Only ISEs that are also prescribed as RAEs can request information for a family violence assessment purpose. All ISEs can share proactively with RAEs for a family violence assessment purpose.

What

What information can be shared?

Only information that is relevant to assessing or managing family violence risk is permitted to be shared.

What information cannot be shared?

- ISEs must not share excluded information*
- ISEs cannot share information that would contravene another law that has not been specifically overridden by the scheme*
- ISEs cannot share information if the applicable consent requirements have not been met

*see the [Family Violence Information Sharing Guidelines](#) for more information.

When

When can information be shared?

If the information is not excluded and is relevant to assessing or managing family violence risk, an ISE:

- can **share proactively** with other ISEs, including RAEs
- can share information relevant to a family violence assessment purpose with RAEs
- can request information from other ISEs, including RAEs, that is relevant for a protection purpose
- must **respond to information requests** from other ISEs and RAEs and provide relevant information.

Principles

Legislative principles to guide sharing

1. ISEs should:
 - a. work collaboratively to coordinate services in a manner that respects the functions and expertise of each ISE
 - b. give precedence to the right to be safe from family violence over the right to privacy
 - c. only collect, use or disclose a person's confidential information to the extent that the collection, use or disclosure of the information is necessary:
 - i. to assess or manage risk to the safety of a person from family violence
 - ii. to hold perpetrators of family violence accountable for their actions.
 - d. collect, use or disclose the confidential information of a person who identifies as Aboriginal or Torres Strait Islander in a manner that:
 - i. promotes the right to self-determination and is culturally sensitive
 - ii. considers the person's familial and community connections.
 - e. have regard for and be respectful of a person's cultural, sexual and gender identity and religious faith.
2. When sharing any person's information to assess or manage risk to a child, ISEs should:
 - a. promote the agency of the child and other family members at risk of family violence by ensuring their views are taken into account (having regard for the appropriateness of doing so and the child's age and maturity)
 - b. take all reasonable steps to ensure the information is shared in a way that:
 - i. plans for the safety of all family members at risk of family violence
 - ii. recognises the desirability of preserving and promoting positive relationships between those family members and the child.
 - c. take into consideration the age and stage of the child, and their cultural, sexual and gender identity.

Excluded information under FVISS

Any information that could be reasonably expected to:

- a. endanger a person's life or result in physical injury (e.g. if sharing the address of the victim survivor could alert a person known to pose a threat to their whereabouts then this information should not be shared)
- b. prejudice the investigation of a breach or possible breach of the law or the enforcement or proper administration of the law in a particular instance (e.g. if information reveals the details of a police investigation)
- c. prejudice a coronial inquest or inquiry or the fair trial of a person or the impartial adjudication of a particular case (e.g. if the information was cited as evidence in a closed session of the court)
- d. disclose the contents of a document or a communication that would be privileged from production in legal proceedings on the ground of legal professional privilege or client legal privilege
- e. disclose, or enable a person to ascertain, the identity of a confidential source of information in relation to the enforcement or administration of the law (e.g. where certain information is known only to a particular person, their identity as a confidential source could be ascertained if that information was shared)
- f. contravene a court order or law that prohibits or restricts, or authorises a court or tribunal to prohibit or restrict, the publication or other disclosure of information for or in connection with any proceeding
- g. contravene a court order or law that requires or authorises a court or tribunal to close any proceeding to the public (e.g. if the court closes proceedings under Section 30 of the Open Courts Act 2013 or Section 68 of the FVPA on the basis that an affected family member, protected person or witness may be caused distress or embarrassment, then an ISE would not be able to share information about the proceedings that took place in closed court)
- h. be contrary to the public interest (e.g. information that could reveal covert investigative techniques).



Applying the threshold tests

You must meet the requirements for sharing before using the Schemes to share information. The requirements for sharing are **different** depending on the **purpose** for sharing.

Often you may be sharing for both purposes. In that case you must meet the requirements of the scheme you are sharing under.

Under CISS

The *Child Information Sharing Scheme Ministerial Guidelines* provide detailed guidance about the circumstances in which information can be shared between professionals. All ISEs are bound by the guidelines.

There is a three-part threshold test that must be met before any information sharing under CISS can occur:

Relevant information can be shared when the CISS requirements are met:

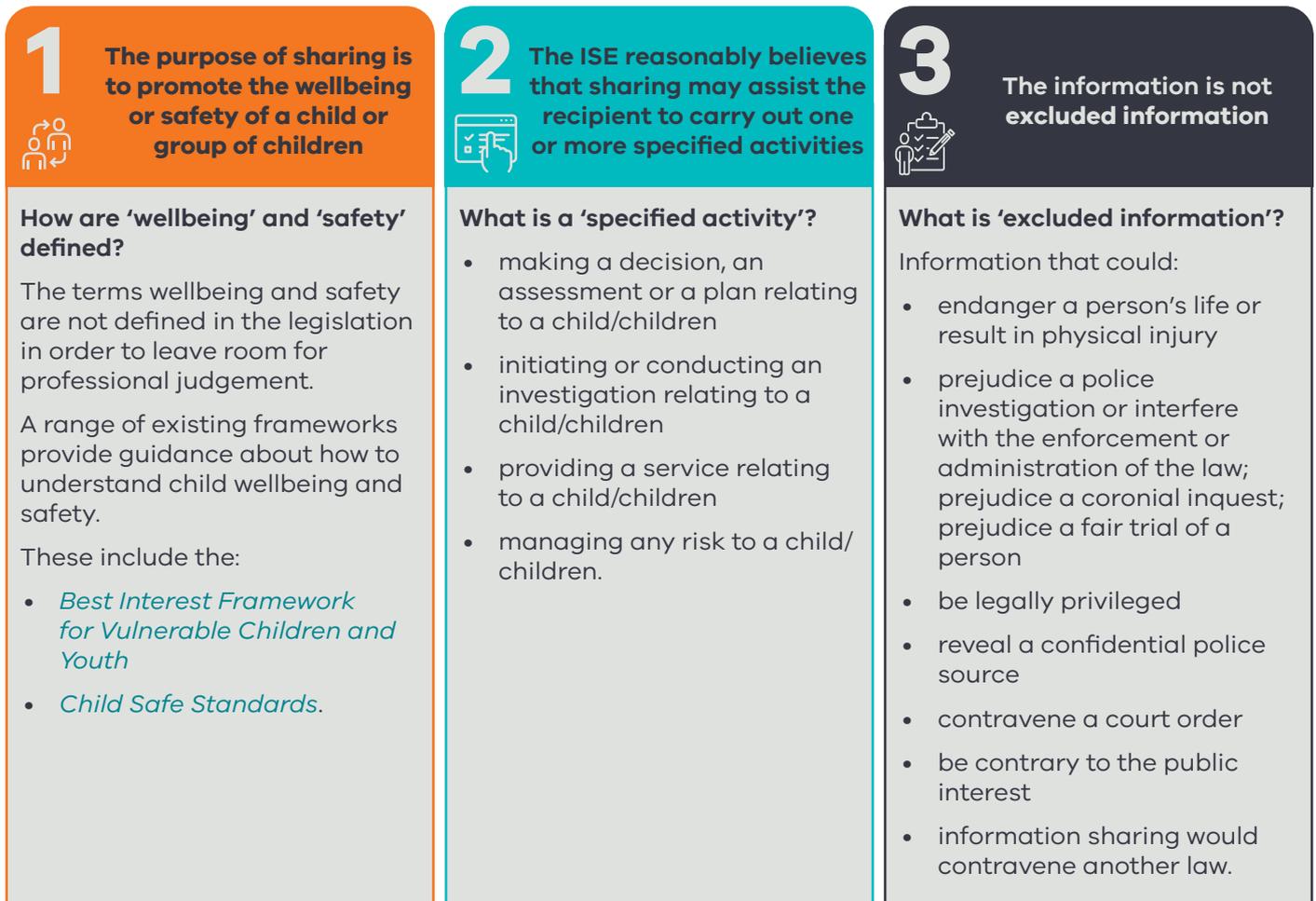


Figure 1: Diagram showing the three-part threshold test for CISS

Under FVISS

The *Family Violence Information Sharing Guidelines* provide detailed guidance about the circumstances in which professionals can share information to assess or manage family violence risk to adults or children. All ISEs are bound by the guidelines. In summary:

Relevant information can be shared when the FVISS requirements are met:



Figure 2: Diagram showing the three requirements for FVISS

Decision tree: Can I share information under the Child Information Sharing Scheme (CISS)?

Can I share information to promote the wellbeing or safety of a child under the Child Information Sharing Scheme (CISS)?

Start

Is my organisation a prescribed Information Sharing Entity (ISE)?

TIP: Check the online ISE list

Yes

Am I authorised by my organisation to share information under CISS?

Yes

Is the organisation I am sharing with a prescribed ISE?

TIP: Check the online ISE list

Yes

1

No

You **cannot** share the information under CISS*

No

Identify roles authorised to share under CISS in your organisation

No

You **cannot** share the information under CISS*

1

Am I sharing the information to promote the wellbeing or safety of a child or group of children?

TIP: Consider the CISS legislative principles and use professional judgement and existing child best interests and developmental frameworks when determining whether information sharing promotes child wellbeing or safety. See the *Child Information Sharing Scheme Ministerial Guidelines* for further guidance.

Yes

2

Do I reasonably believe that sharing the information may assist the other organisation to carry out one or more of the following activities?

- make a decision, an assessment or a plan relating to a child/children?
- initiate or conduct an investigation relating to a child/children?
- provide a service relating to a child/children?
- manage any risk to a child/children?

No

You **cannot** share the information under CISS*

No

You **cannot** share the information under CISS*

Yes

3

3

Is any of the information I want to share excluded information or would sharing contravene another law?

TIP: For a complete list of excluded information and laws that continue to restrict sharing of certain information see the CISS Ministerial Guidelines. ISEs are not required to conduct investigations to determine that information is not excluded information before sharing it. Rather, if they are aware that information falls within an excluded category then they are not permitted to share that information. ISEs also cannot share information known to be restricted under another law.

Yes

You **cannot** share the information under CISS*

No

Have I sought and taken into account the views of the child and/or relevant family members?

TIP: Consent is not required from any person prior to sharing their relevant information. However, ISEs should seek and take into account the views of a child or relevant family members whenever it is safe, reasonable and appropriate, to do so.

YOU CAN SHARE THE INFORMATION USING THE CHILD INFORMATION SHARING SCHEME

***I can't share information under CISS. What should I do?**

There is a range of information sharing mechanisms outside CISS.

Organisations and services should share information and collaborate as permitted by law. Privacy, child safety reporting and information sharing obligations continue to apply, including: mandatory reporting obligations, reporting to Child Protection if there is a significant risk of harm, and information sharing with Child Protection.

Decision tree: Can I share information under the Family Violence Information Sharing Scheme (FVISS)?

Can I share information to assess or manage family violence risk under the Family Violence Information Sharing Scheme (FVISS)?

Start

Is my organisation a prescribed Information Sharing Entity (ISE)?
TIP: Check the online ISE list

Yes

No

You **cannot** share the information under FVISS*

Am I authorised by my organisation to share information under FVISS?

Yes

No

Identify roles authorised to share under FVISS in your organisation

Is the organisation I am sharing with a prescribed ISE?
TIP: Check the online ISE list

Yes

No

You **cannot** share the information under FVISS*

1

1

I am sharing information for a...

Family violence protection purpose

OR

Family violence assessment purpose

Yes

Yes

Do you have a reasonable belief that this information is necessary to manage a risk of family violence?

Is the organisation I am sharing information with a Risk Assessment Entity (RAE)?

No

Yes

Yes

No

You **cannot** share the information under FVISS*

2

You **cannot** share the information under FVISS*

*I can't share information under FVISS. What should I do?

There is a range of information sharing mechanisms outside FVISS. Organisations and services should share information and collaborate as permitted by law. Child safety reporting and information sharing obligations continue to apply, including: mandatory reporting obligations, reporting to Child Protection if there is a significant risk of harm, and information sharing with Child Protection.

2

I am sharing information to assess or manage risk to a...

Child victim survivor (under 18) or adult victim survivor (where there is risk to a child)

OR

Adult victim survivor (where there is no risk to a child)

Yes

Consent is not required from any person prior to sharing their relevant information

However, if appropriate, safe and reasonable to do so, obtain the views of the child, and/or other family members at risk of family violence, or a relevant third party, prior to sharing their information.

3

Yes

I am sharing perpetrator or alleged perpetrator information

Yes

Consent is not required to share information

Yes

Is it necessary to share information to lessen or prevent a serious threat to an individual's life, health, safety or welfare?

Yes

I am sharing adult victim survivor or third party information

No

Has the adult victim survivor or third party provided consent to share their information?

Yes

No

3

Is any of the information I want to share excluded information or would sharing contravene another law?

TIP: For a complete list of excluded information and laws that continue to restrict sharing of certain information see the FVISS Ministerial Guidelines. ISEs are not required to conduct investigations to determine that information is not excluded information before sharing it. Rather, if they are aware that information falls within an excluded category then they are not permitted to share that information. ISEs also cannot share information known to be restricted under another law.

No

Yes

You **cannot** share the information under FVISS*

You **cannot** share the excluded information under FVISS*

YOU CAN SHARE THE INFORMATION USING THE FAMILY VIOLENCE INFORMATION SHARING SCHEME

Implementation planning template

KEY ACTIVITIES	TIME	STATUS	PERSON
NB – Text in this colour are priorities for the minimum readiness requirements for the introduction of the Reforms.			
Step 1: Committing to action and engaging your workforces			
Complete Leader Briefing Session or eLearning modules	3 hours		
Identify and release key staff to complete eLearning modules and/or attend the Practical Workshops for Professionals	1 day		
Read the <i>Information Sharing and Family Violence Reforms Contextualised Guidance</i> and the <i>Information Sharing and Family Violence Reforms Toolkit</i>			
Run a whole staff briefing to introduce and embed the Reforms within your organisation			
Establish an implementation team			
Identify roles and responsibilities within your organisation for information sharing, including to identify roles that are appropriate to request and share information. Ensure you also consider this against the MARAM roles and responsibilities; or identify the wellbeing staff that will support staff in identification and response to family violence			
Step 2: Assessing your readiness (organisation’s improvement plan)			
Identify and review/update current organisational policies and procedures for information sharing, and how they link up with the Reforms, including to ensure child voice is central to information sharing and collaboration**			
Think about how the Reforms will impact on current practices within your organisation, and the changes needed to ensure child-inclusive approaches			
Review current processes for sharing and documenting information about child wellbeing and safety, and identifying and responding to family violence			
Check what has already been implemented through the <i>Child Safe Standards</i> and <i>Respectful Relationships</i>			
Assess what guidance, support and training staff will need to identify and respond to family violence			

KEY ACTIVITIES	TIME	STATUS	PERSON
Step 3: Planning and implementing			
<p>Develop new or consolidate current processes, guidance and tools for sharing information and documentation, to deliver child-focused practice approaches, including*:</p> <ul style="list-style-type: none"> • establishing an initial point of contact for responding to and managing information requests • making requests • responding to all requests • managing proactive sharing • record keeping and complaints processes. 			
<p>Map stakeholders and current networks in your community with other Information Sharing Entities (ISEs), including family violence Risk Assessment Entities (RAEs).</p> <ol style="list-style-type: none"> Identify and strengthen existing partnerships and networks. Develop new partnerships and networks. Consider developing shared protocols that will streamline information sharing and collaboration. 			
<p>Update policies, procedures, practice guidance and tools to reflect new processes and procedures that remain child focused and aligned with the <i>Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)</i>*</p>			
<p>Complete MARAM training</p>			
Step 4: Evaluating and monitoring			
<p>Implementation team to**:</p> <ul style="list-style-type: none"> • monitor, refine, manage and evaluate the ongoing implementation of the Reforms (continual improvement process). 			
Step 5: Reviewing and reflecting			
<p>Implementation team to go to forums, networks, etc. to provide feedback on implementation of the Reforms.</p>			

*Consider, review and update policies and procedures to align with the Department's policies (government schools only) www2.education.vic.gov.au/pal/information-sharing-schemes/policy

**Government schools to use the *Framework for Improving Student Outcomes (FISO) Improvement Model*.

Implementation tool: Determining the changes needed

Determine the changes needed in your centre, school or organisation by comparing the ‘as-is’ to the ‘to-be’ in the context of the Reforms.

This table provides a checklist of topics to think about and document when describing the current and future state. When using this table:

- start by filling out the information you can using existing documentation
- it is also useful to highlight what is NOT changing to reassure staff in your settings and teams.

NB – text in this colour relates to the requirements of MARAM, which will be relevant to information sharing.

	EXAMPLE CURRENT (as-is) QUESTIONS	EXAMPLE FUTURE (to-be) QUESTIONS
Change management	<ul style="list-style-type: none"> • What approaches, mindsets, beliefs and attitudes exist at the organisational level in relation to wellbeing and family violence identification, response and information sharing? • Which policies exist at the organisational level in relation to wellbeing and relate to family violence identification and response? 	<ul style="list-style-type: none"> • What cultural changes for the setting, team, group or individual will be required? • What changes in approach or attitude will be required? (e.g. proactive information sharing, collaborative practice).
Roles and responsibilities	<ul style="list-style-type: none"> • Who are the key people who need to be involved? • What are the current reporting lines? • What are the current roles and responsibilities of the people/ functions/groups? 	<ul style="list-style-type: none"> • What will staff have to do differently in their practice or workflows? • Will there be new reporting lines? How will this change from the current state? • What teams/individuals need to complete training? • How will teams have to work across functional teams and with new parties externally?
Staff capability building	<ul style="list-style-type: none"> • What current skills/knowledge is relevant to the changes? (e.g. foundational knowledge of family violence, engagement skills). • What current knowledge or skills will be enhanced/changed? • What current barriers/challenges exist to making the change? (e.g. attitudes, capacity to review and update policies and procedures). 	<ul style="list-style-type: none"> • What information will staff need to know to be able to perform effectively in their roles? (e.g. new policies, referral pathways). • What new skills will staff require to perform effectively? (e.g. how to meet new reporting requirements).

	EXAMPLE CURRENT (as-is) QUESTIONS	EXAMPLE FUTURE (to-be) QUESTIONS
Communications	<ul style="list-style-type: none"> • What are your current messages to staff, children, young people and their families about information sharing? • How are these messages currently communicated? 	<ul style="list-style-type: none"> • What new messages need to be communicated to staff, children, young people and their families? • What channels of communication need to be utilised to send these new messages?
Policies and procedures	<ul style="list-style-type: none"> • Which policies relate to information sharing? • How does the organisation identify and respond to family violence today (consider interaction with students, services and WH&S policies)? • Who is involved in this process? • What does the process look like now? (e.g. draw a flow chart to demonstrate how the organisation currently identifies and responds to family violence). • How does the organisation promote the wellbeing and safety of children? • How does the organisation perform assessment of children's needs? • What are the critical changes we need to make to our policies and procedures? 	<ul style="list-style-type: none"> • What policies need to be amended? • What changes to family violence identification and response practice will be required? • How will this process happen in the future? (e.g. draw a flow chart after all the changes are in place to understand where to focus training and engagement). • Will the involvement of individual staff/ teams change?
Systems and technology	<ul style="list-style-type: none"> • What is the current system/ technology? (e.g. paper based). • What level of skill is required to use the current system/technology? • What are the system limitations to using online tools? • What is the effect of the existing system on the working environment? (e.g. difficulty of keeping standardised records). 	<ul style="list-style-type: none"> • What systems/tools will staff be using? • What knowledge and skills will be required to operate the systems/ tools? • Will staff require training on the system/ technology? • How will this system/technology change the working environment and current working procedures?

Implementation tool: Identifying change areas and actions

This tool assists with identifying the areas of change, as well as the specific activities that need to be undertaken for each one.

No.	CHANGE AREA	FUTURE STATE	GAP	ACTIONS	WHO	TIMELINE
e.g.	Procedure	<ul style="list-style-type: none"> adopt a standardised, streamlined record keeping process 	<ul style="list-style-type: none"> template procedures designed around implementation of the template 	<ul style="list-style-type: none"> customise template review and update procedures for a standardised, streamlined record keeping process 	Implementation team in your centre or school	Early 2021
1	Change management					
2	Roles and responsibilities					
3	Staff capability building					
4	Communications					
5	Policies and procedures					

Collaborating with other services implementation checklist

Determine the changes needed in your centre, school or organisation by comparing the 'as-is' to the 'to-be' in the context of the Reforms. This table provides a checklist of topics to think about and document when describing the current and future state. When using this table:

- start by filling out the information you can using existing documentation
- it is also useful to highlight what is NOT changing to reassure staff in your settings and teams.

	EXAMPLE CURRENT (as-is) QUESTIONS	EXAMPLE FUTURE (to-be) QUESTIONS
Change management	<ul style="list-style-type: none"> • What specialist services in your area do you currently have a partnership or relationship with? • What referral processes and collaborative practices do you have in place with these services? 	<ul style="list-style-type: none"> • What other specialist services operate in your area? • What changes in approach or attitude will be required to establish and maintain these relationships? (e.g. proactive information sharing, collaborative practice).
Roles and responsibilities	<ul style="list-style-type: none"> • Who currently maintains contact and relationships with local specialist services? • What are their current roles and responsibilities? • What other teams/groups currently interact with these services? 	<ul style="list-style-type: none"> • Who is best placed in your centre, school or organisation to make contact with other specialist services to establish relationships? • Who should draw up and maintain a list of key professionals or services with the names of key people who might be of assistance? • Who needs to have access to this information? • Consider establishing multi-disciplinary support teams/care teams
Staff capability building	<ul style="list-style-type: none"> • What current barriers/challenges exist to working collaboratively with other services? • How can current relationships with other services be improved? 	<ul style="list-style-type: none"> • What formal and/or informal processes could be developed to break down any barriers/challenges to working collaboratively within existing relationships/partnerships? • What formal and/or informal processes for sharing information and developing new collaborative relationships/partnerships need to be put in place?

	EXAMPLE CURRENT (as-is) QUESTIONS	EXAMPLE FUTURE (to-be) QUESTIONS
Communications	<ul style="list-style-type: none"> • What are your current messages to staff regarding processes involved in working collaboratively with other services? • How are these processes currently overseen and communicated? 	<ul style="list-style-type: none"> • Who will be the initial key contact for your centre, school or organisation? • How will new processes for working collaboratively with other services and key contacts be communicated to relevant staff? • Who will be responsible for following up with services periodically for updates?
Policies and procedures	<ul style="list-style-type: none"> • What referral protocols and pathways already exist with other services? • How is information currently shared with other services? • What supporting forms or templates are currently used? 	<ul style="list-style-type: none"> • What new referral protocols and pathways with other services need to be developed? • How will current supporting forms or templates need to be adapted to work collaboratively with other services and align with the Reforms?

Integrated record keeping checklist

As Information Sharing Entities (ISEs), you have specific record keeping obligations under the Family Violence Information Sharing Scheme (FVISS) and the Child Information Sharing Scheme (CISS). Many ISEs will already record much of this information as part of their existing record keeping and case noting practices.

ISEs can choose how to meet their record keeping obligations, which might include written or online case notes, specific record keeping forms or IT solutions, depending on the needs and requirements of your organisation or service. Example record keeping forms for both Schemes can be found at vic.gov.au/guides-templates-tools-for-information-sharing¹.

When sharing under FVISS

Consider whether you are sharing about this person as:

- a perpetrator
- an alleged perpetrator
- adolescent using or at risk of using family violence
- an adult victim survivor
- a child victim survivor
- a third party
- any person where the victim survivor is a child.

When sharing under CISS

Consider whether you are sharing about:

- a child
- a relevant family member of that child
- any other person, to promote the child's wellbeing or safety.

When you receive a request to share information

You must record:

- the ISE that requested the information
- the date of the request
- the information that was requested
- if refusing a request, the request and the reason why it was refused².

When you share information (either proactively or on request)

You should:

- know and record what scheme you are sharing under (FVISS, CISS or both³)
- know and record whose information is being shared about⁴ (see next page)
- record how the threshold for sharing was met⁵.

You must record:

- the information that was shared
- the date on which the information was shared
- who the information was shared with
- relevant risk assessments or safety plans that have been prepared for a person at risk of family violence.

 You do not need to record any other information when sharing about perpetrators and alleged perpetrators.

If sharing about:

- adult victim survivors of family violence or third parties under FVISS (where a child is at risk)
- a child's parent under CISS
- child victim survivors of family violence
- any child in order to promote their wellbeing or safety.



You must also record:

- whether you sought their views⁶ about sharing their information⁷
- if their views were not sought, record the reason why
- if they were informed that their information was shared⁸.

If sharing about:

- adult victim survivors of family violence (where no child is at risk)
- third parties (where no child is at risk).



You must also record:

- whether information was shared with consent and whether the consent was written, verbal or implied⁹
- if the information was shared without consent, record the reason why¹⁰
- if the information was shared without consent, record if the person was informed that their information was shared without consent¹¹.

¹ This is a record keeping tip sheet only. For further advice on record keeping review the [Family Violence Information Sharing Guidelines](#) and the [Child Information Sharing Scheme Ministerial Guidelines](#).

² You should advise the requestor in writing about why you have refused their request for information.

³ This will help determine what information you need to record.

⁴ This will help determine what information you need to record.

⁵ Refer to the [Family Violence Information Sharing Guidelines](#) and the [Child Information Sharing Scheme Ministerial Guidelines](#).

⁶ Including the child and/or their parent depending on the child's capacity when sharing about the child.

⁷ You may also want to keep records of their views as this might inform steps you take to address their concerns.

⁸ If the person was not informed, you may also want to record the reason why that person was not informed as it could be relevant to future practice.

⁹ You may also want to keep records of the consent.

¹⁰ Where no child is at risk, information can be shared about an adult victim survivor or third party under FVISS when it is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of an individual.

¹¹ If the person was not informed, you may also want to record the reason why that person was not informed as it could be relevant to future practice and inform ongoing assessment and management of family violence risk.

Template for making or responding to a request and proactively sharing information under CISS and/or FVISS

This template can be used by Information Sharing Entities (ISEs) to request information, proactively share information, or respond to a request for information under the:

- Child Information Sharing Scheme (CISS) – Part 6A of the *Child Wellbeing and Safety Act 2005*
- Family Violence Information Sharing Scheme (FVISS) – Part 5A of the *Family Violence Protection Act 2008*

ISEs are not legally required to use this template to request or share information under CISS or FVISS and can adapt this template for use in their organisation. ISEs may also prefer to request or share information verbally. Making written requests is not mandatory.

Some ISEs have their own forms for information sharing requests, such as:

- [Victoria Police - online request form](#)
- [Corrections Victoria](#)
- Child Protection - Schools can request information from, or share information with, Child Protection at a local level. For example, with a department case worker currently involved with a student or family.

In circumstances where the existing worker is unknown, or if the information is historical or relates to a closed Child Protection case, schools can contact the Information Sharing Unit:

Email: info.exchange@dhhs.vic.gov.au

Phone: 1300 090 979.

Education and care services should follow the processes of prescribed statutory authorities when requesting information under the schemes.

I am

- Making a request for information to an Information Sharing Entity (ISE) (**PART 1**)
- Proactively sharing information with an ISE or Risk Assessment Entity (RAE) (**PART 1 and PART 2**)
- Responding to a request from an ISE or an RAE (**PART 3**)

PART 1: Making a request for information or proactively sharing information

Date:	
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- 1. ISE details** (organisations must be an ISE to request, share or receive information under CISS and/or FVISS. If you are unsure about the ISE status of an organisation visit: iselist.www.vic.gov.au/ise/list/)

ISE 1 (the ISE that is requesting information OR proactively sharing information)			
ISE Name:			
Contact person:		Email:	
Position title:		Phone:	

ISE 2 (the ISE that is responding to the request OR receiving information)			
ISE Name:			
Contact person:		Email:	
Position title:		Phone:	

- 2. Our ISE is requesting information about**

TIP: complete this table for each person about whom you're sharing information.

First name:		Last name:	
Date of birth:		Address:	
CISS	<input type="checkbox"/> Child <input type="checkbox"/> Family member of child <input type="checkbox"/> Third party		
FVISS	<input type="checkbox"/> Child victim survivor <input type="checkbox"/> Adult victim survivor <input type="checkbox"/> Adolescent using family violence <input type="checkbox"/> Adolescent at risk of using violence (consent requirements same as for alleged perpetrators, your organisation must be an RAE to request information about alleged perpetrators for a family violence assessment purpose) <input type="checkbox"/> Third party <input type="checkbox"/> Perpetrator <input type="checkbox"/> Alleged perpetrator (your organisation must be an RAE to request information about alleged perpetrators for a family violence assessment purpose)		

3. Our ISE is requesting or proactively sharing information (tick all that apply)

Tip: If you are requesting information under both schemes, you must identify a relevant purpose under each scheme.

Scheme	Purpose of requesting/sharing	Specified activity (CISS only)
<input type="checkbox"/> Under CISS	<input type="checkbox"/> To promote the wellbeing or safety of a child or group of children	<input type="checkbox"/> To make a decision, assessment, or plan relating to a child or group of children <input type="checkbox"/> To initiate or conduct an investigation relating to a child or group of children <input type="checkbox"/> To provide a service relating to a child or group of children <input type="checkbox"/> To manage risk to a child or group of children
<input type="checkbox"/> Under FVISS	<input type="checkbox"/> Family violence protection purpose: managing a risk of a person committing family violence or a person being subjected to family violence (including the ongoing assessment of the risks). <input type="checkbox"/> Family violence assessment purpose: the information is being shared to establish or assess the risk of a person committing family violence or being the subject of family violence. (Information can only be shared for assessment purposes with a RAE)	

Details of the information that is being requested or proactively shared

Tip: Summarise the information you are requesting or sharing. The information can also be attached to this template.

4. Seeking and taking into account views under CISS and FVISS

Were the views of the child/family member (non-perpetrator) sought?

- Yes. Briefly detail whose views were sought and what the views were

- No. Briefly detail why it was not safe, reasonable or appropriate to seek/obtain views

If you are sharing information with an ISE or RAE go to PART 2

If you are responding to a request from an ISE go to PART 3



PART 2: Additional requirements when sharing information under CISS and/or FVISS

1. Consent requirements if you are sharing information under FVISS

TIP: The following questions must be answered for each person whose information is shared, if you are sharing under FVISS.

Are you sharing confidential information about an adult victim survivor or third party?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, was consent obtained to share information about the adult victim survivor or third party?	<input type="checkbox"/> No, there is a serious threat to an individual's life, health, safety or welfare <input type="checkbox"/> No, the disclosure is relevant to assessing or managing family violence risk to a child victim survivor (under 18 years) <input type="checkbox"/> Yes, written <input type="checkbox"/> Yes, verbal <input type="checkbox"/> Yes, implied

2. Excluded information if you are sharing information under CISS and/or FVISS

TIP: The following question must be answered if you are sharing information under CISS and/or FVISS

Is the information excluded information under CISS and/or FVISS?

TIP: Refer to the Ministerial Guidelines for the schemes for more information about what is excluded information: vic.gov.au/guides-templates-tools-for-information-sharing

- Yes – You **must** review your request and revise your submission to remove excluded information before proceeding
- No – You can proceed with the request

PART 3: Responding to a request from an ISE or an RAE

Date:	
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1. I have confirmed that the request was made by

- An ISE under CISS and/or FVISS
- An RAE under FVISS (an organisation must be an RAE under FVISS to request or receive information for a family violence assessment purpose)

2. Does the request meet the requirements for sharing?

CISS (the request must meet all the requirements for the information to be shared)	FVISS (the request must meet all the requirements for the information to be shared)
<ul style="list-style-type: none"> <input type="checkbox"/> The information will promote a child’s wellbeing or safety <input type="checkbox"/> Sharing may assist in the carrying out of a professional activity <input type="checkbox"/> Information is not excluded information 	<ul style="list-style-type: none"> <input type="checkbox"/> Information sharing is for a family violence assessment purpose or protection purpose <input type="checkbox"/> The applicable consent requirements are met <input type="checkbox"/> Information is not excluded information <input type="checkbox"/> Sharing information does not contravene another law

3. Will the requested information be shared?

- Yes – all requested information will be shared
- No – the request does not meet the requirements for sharing
- Partially – only information that meets the requirements will be shared.

Why was the request was partially or wholly refused?

Provide further details on why you have refused the request. An example may be that:

- the information is excluded information under CISS and/or FVISS
- the organisation is not a prescribed ISE under CISS and/or FVISS
- the request did not meet the threshold tests under CISS

Email template for declining a request under CISS and/or FVISS

When declining to share information under the Schemes, you must record the details of the request and why it was refused.

In these instances, you should start a dialogue with the requesting ISE so they understand what can be shared if any of the requirements are not met.

Email template for declining a request under the Child Information Sharing Scheme (CISS) and Family Violence Information Sharing Scheme (FVISS)

Under the Child Information Sharing Scheme (CISS) and the Family Violence Information Sharing Scheme (FVISS), Information Sharing Entities (ISEs) must decline a request for information from another ISE or a Risk Assessment Entity (RAE) in writing.

This template provides an example of how to decline a request for information under Part 6A of the *Child Wellbeing and Safety Act 2005* or Part 5A of the *Family Violence Protection Act 2008*.

This template fulfills the mandatory record keeping requirements when declining a request under both Schemes.

This template is not mandatory and is a guide. It can be adapted for use in your workplace. When declining to share information under the Schemes, you should start a dialogue with the requesting ISE so they understand what can be shared if any of the requirements are not met.

This document does not replace the need to refer to the CISS and FVISS Ministerial Guidelines themselves for information on declining a request under the Schemes or record keeping requirements under the Schemes.

NB. Text in this colour can be deleted as applicable.

To: < email >

From: < email >

Subject: Declining request to disclose confidential information under the < Child Information Sharing Scheme and/or Family Violence Information Sharing Scheme >

Good Morning/Afternoon < name of requestor >

I have received your request from < name of requesting ISE > to share confidential information under the < Child Information Sharing Scheme (CISS) and/or Family Violence Information Sharing Scheme (FVISS) > about:

Surname	
Given name(s)	
Date of birth	
Address	

You requested that < name of responding ISE > share confidential information:

- for the purpose of promoting the wellbeing or safety of a child or a group of children under CISS
- for a family violence assessment purpose under FVISS
- for a family violence protection purpose under FVISS

I am declining your request to share confidential information under < CISS and/or FVISS > as:

CISS – Child wellbeing or safety	FVISS – Assessment or protection purpose	CISS/FVISS – Relevant information
<input type="checkbox"/> The request did not meet the requirements for sharing under CISS	<input type="checkbox"/> The request did not meet the requirements for sharing under FVISS	<input type="checkbox"/> Our organisation does not hold the information you requested

Further details on why the request was refused:

< Provide further details on why you have refused the request. An example may be that:

- the information is excluded information under CISS and/or FVISS
- the organisation is not a prescribed ISE under CISS and/or FVISS
- the request did not meet the threshold tests under CISS >

I trust you will accept < responding ISEs > decision. However, if you wish to discuss this matter further, please contact < responding ISE's Contact Officer Name > on < responding ISE's Contact Officer's phone > during business hours.

Yours sincerely

< Name >

Title: < insert >

Organisation: < insert >

Phone: < insert >

Email: < insert >

Mailing Address: < insert >

Template for recording complaints made under CISS and/or FVISS

Record keeping template for complaints made under the Child Information Sharing Scheme (CISS) or the Family Violence Information Sharing Scheme (FVISS)

Information sharing entities (ISEs) must meet record keeping requirements if a complaint is made about information sharing under CISS or FVISS.

This template provides an example of how to record a complaint received by an ISE when performing their information sharing functions under Part 6A of the *Child Wellbeing and Safety Act 2005* OR Part 5A of the *Family Violence Protection Act 2008*. Record keeping requirements that are mandatory under the schemes are marked with an asterisk (*).

This template is not mandatory and is a guide. This document does not replace the need to refer to the CISS and FVISS Ministerial Guidelines for information on complaints.

This template can be used in conjunction with the Complaints checklist.

This template can be used if:

- a complaint is made directly to the ISE, and
- the complaint relates to how the ISE has performed its information sharing function under:
 - *Part 6A of the Child Wellbeing and Safety Act 2005*; or
 - *Part 5A of the Family Violence Protection Act 2008*.

For examples of the types of complaints ISEs may receive please see the Complaints checklist.

ISEs can adapt this template for use in their organisation and are not legally required to use this form to record complaints.

N.B Text in this colour should be removed when using this template

Date the complaint was made*

Date the complaint was received*

Details of the person who received the complaint

Name	
Organisation	
Role Title	
Contact Number	
Email	

Details of the person or organisation that made the complaint

The complainant is a (tick all that apply):

- Information Sharing Entity (ISE) including Risk Assessment Entity (RAE)
- Third party
- Child or family member

- Victim survivor of family violence
- Adolescent using family violence**
- Adolescent at risk of using violence**
- Perpetrator or alleged perpetrator**

**under FVISS you do not need to have sought consent to share the information of a perpetrator or alleged perpetrator of family violence, or adolescents using or at risk of using family violence. Please seek further guidance from your organisation on how to respond to a complaint made by one of these categories of persons.

Name	
Organisation (if applicable)	
Role Title (if applicable)	
Contact Number	
Email	

Details of the complaint

What was the nature of the complaint? (provide a summary of the complaint including any relevant details)*	The nature of the complaint and relevant details must be recorded. An example of a complaint may be that your organisation did not respond to an information sharing request from another ISE in a timely manner.
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Action taken to address the complaint

What action was taken to resolve the complaint?*	Any action that was taken to resolve the complaint must be recorded.
If the complaint could not be resolved, what action was taken?*	If the ISE was unable to resolve the complaint, any further action (if any) that was taken must be recorded.
How much time did it take to resolve the complaint?*	The time taken to resolve the complaint must be recorded. Your organisation should acknowledge and respond to concerns or complaints in a timely and respectful manner.
Is there necessary action that has been taken to prevent, or lessen, the risk of further similar complaints?*	Any necessary action that has been taken to prevent or lessen the risk of further similar complaints, by addressing the reasons for the complaint, must be recorded. For example, if the complaint related to the timeliness of a response to an information sharing request from another ISE, the ISE receiving the complaint may have taken action to review and update its protocols for responding to requests under CISS/ FVISS.

Complaints checklist

ISEs may receive complaints from a wide range of individuals. These may include:

1. Individuals in relation to privacy breaches. For example, if the ISE has:
 - misidentified an adult victim survivor as a perpetrator and shared information about them without consent
 - shared information that is not relevant to the purpose for which it was shared.
2. Individuals in relation to any other conduct under the Schemes. For example, if the ISE has:
 - not sought the views of a child and/or relevant family member and the complainant believes it was reasonable, safe and appropriate to do so
 - in the view of the complainant, failed to foster positive relationships between a child and significant people in the child's life, in the way they applied the Schemes.
3. Other ISEs in relation to how the ISE is sharing information under the Schemes. For example, an ISE may make a complaint about:
 - another ISE refusing to share relevant information that should be shared
 - the timeliness of responses.

When updating complaints policies and procedures, ISEs should:

- contact their privacy officer in the first instance for an assessment
- consider whether affected individuals should be notified of possible privacy breaches, how that privacy breach should be dealt with given the nature of the breach and any relevant risk factors associated with the breach
- consider any relevant existing Memorandum of Understanding or agreements with other services that should be followed when resolving complaints
- consider the nature of the complaint and the best way to address the complainant's concerns, particularly the different approaches that may be relevant where the complaint is from a child, family member or another organisation

- ensure that there are appropriately authorised and trained personnel to investigate complaints
- consider whether an external mediator should be used to resolve some complaints
- provide advice on expectations for how complainants should be treated, including:
 - reassurance that the complaint is being treated seriously
 - that the nature of the complaint is understood
 - that the complainant will be kept up to date about the progress of the complaint.
- provide advice on proposed responses to complaints (e.g. apology, changes in operational practices, change in organisational policies and procedures to address systemic issues, compensation, upskilling of staff in identified areas)
- consider the timeliness of responding to complaints, taking into account the nature of the complaint and any risk factors, and provide guidance on the expected timeframes within which the organisation should respond to complaints
- ensure protocols are in place for how a complainant should be notified of an outcome
- ensure that the policies and procedures allow for complainants to respond to a decision
- ensure that there is a process for referring any unresolved complaint to the relevant Commissioner
- ensure that record keeping obligations in relation to complaints are included.

The following information must be recorded if a complaint is received under the Schemes:

- date the complaint was made and received
- nature of the complaint
- action taken to resolve the complaint
- action taken to lessen or prevent the issue from recurring
- time taken to resolve the complaint
- if the complaint was not resolved, further action that was taken.

Observable signs of trauma that may indicate family violence

Children and young people will respond to experiences of family violence in different ways and some will not show any outward signs, and may perform equal to, or better than their peers. However, there is a range of observable signs of trauma that may indicate family violence identified through evidence and research. The tables below provide some of the observable signs of trauma which may indicate a child or young person is experiencing family violence or other health and wellbeing issues.

Table 1: General observable signs of trauma that may indicate family violence is occurring for children or young people

Signs of family violence or trauma can manifest as either physical, emotional or behavioural and can include:

- being very passive and compliant
- showing wariness or distrust of adults
- demonstrating fear of particular people and places
- poor sleep patterns and emotional dis-regulation
- becoming fearful when other children cry or shout
- developmental regression (i.e. reverting to bed-wetting)
- bruises, burns, sprains, dislocations, bites, cuts
- fractured bones, especially in an infant where a fracture is unlikely to have occurred accidentally
- poisoning
- internal injuries
- wearing long-sleeved clothes on hot days in an attempt to hide bruising or other injury
- being excessively friendly to strangers
- being excessively clingy to certain adults
- a strong desire to please or receive validation from certain adults
- excessive washing or bathing
- unclear boundaries and understanding of relationships between adults and children
- excessive sexualised behaviour/advanced sexual knowledge
- violence or sexualised behaviour to other children.

Table 2: Observable signs of trauma that may indicate family violence for babies and toddlers:

a baby (under 18 months)

- excessive crying
- excessive passivity
- underweight for age
- significant sleep and/or feeding difficulties
- reactions to loud voices or noises
- extreme wariness of new people
- no verbal 'play' (such as imitating sounds)
- frequent illness
- anxiety, overly clingy to primary caregiver.

a toddler

- as for baby (under 18 months), and:
- excessive irritability
- excessive compliance
- poor language development
- delayed mobility
- blood in nappy, underwear.

Table 3: Age-related signs of trauma that may indicate family violence for children and young people:

a pre-schooler

- extreme clinginess
- significant sleep and/or eating difficulties
- poor concentration in play
- inability to empathise with other people
- frequent illness
- poor language development and/or significant use of 'baby talk'
- displaying maladaptive behaviour such as frequent rocking, sucking and biting
- aggression towards others
- adjustment problems (e.g. significant difficulties moving from kindergarten to school)
- anti-social play or lack of interest in engaging with others.

a primary school-aged child

- rebelliousness, defiant behaviour
- limited tolerance and poor impulse control
- temper tantrums or irritability, being aggressive or demanding
- physical abuse or cruelty to others, including pets
- avoidance of conflict
- showing low self-esteem
- extremely compliant behaviour, being passive, tearful or withdrawn
- excessively oppositional or argumentative behaviour
- risk-taking behaviours that have severe or life-threatening consequences
- lack of interest in social activities
- delayed or poor language skills
- experiencing problems with schoolwork
- poor social competence (few or no friends, not getting on well with peers, difficulties relating to adults)
- acting like a much younger child
- poor school performance
- often being tired and/or falling asleep in class
- poor coping skills
- sleep issues
- bed wetting
- excessive washing
- frequent illness
- complaining of headaches or stomach pains
- self-harm
- displaying maladaptive behaviour
- displaying aggressive behaviour
- displaying sexual behaviour or knowledge unusual for the child's age
- telling someone sexual abuse has occurred
- complaining of pain going to the toilet
- enacting sexual behaviour with other children
- excessive masturbation
- being frequently hungry
- being poorly nourished
- stealing food
- having poor hygiene
- wearing inappropriate clothing (e.g. wearing summer clothes in winter)
- staying at school outside school hours
- being unsupervised for long periods
- not having their medical needs attended to
- being abandoned by their parents.

an adolescent

- as for primary school aged children, and also:
- school refusal/avoidance (absenteeism/disengagement)
- criminal or antisocial behaviours, including using violence against others
- eating disorders
- substance abuse
- depression
- suicidal ideation
- risk-taking behaviours
- anxiety
- pregnancy
- controlling or manipulative behaviour
- obsessive behaviour
- homelessness or frequent changes in housing arrangements.

Table 4: Signs of trauma that may indicate family violence is occurring for adults

Form	Signs of trauma that may indicate family violence is occurring for adult victims	
Physical	<ul style="list-style-type: none"> • bruising • fractures • chronic pain (neck, back) • fresh scars or minor cuts • terminations of pregnancy 	<ul style="list-style-type: none"> • complications during pregnancy • gastrointestinal disorders • sexually transmitted diseases • strangulation.
Psychological	<ul style="list-style-type: none"> • depression • anxiety • self-harming behaviour • eating disorders • phobias • somatic disorders 	<ul style="list-style-type: none"> • sleep problems • impaired concentration • harmful alcohol use • legal and illegal drug use • physical exhaustion • suicide attempts.
Emotional	<ul style="list-style-type: none"> • fear • shame • anger • no support networks 	<ul style="list-style-type: none"> • feelings of worthlessness and hopelessness • feeling disassociated and emotionally numb.
Social/financial	<ul style="list-style-type: none"> • homelessness • unemployment • financial debt 	<ul style="list-style-type: none"> • no friends or family support • isolation • parenting difficulties.
Demeanour	<ul style="list-style-type: none"> • unconvincing explanations of any injuries • describe a partner as controlling or prone to anger • anxiety in the presence of a partner • recent separation or divorce 	<ul style="list-style-type: none"> • be accompanied by their partner, who does most of the talking • needing to be back home by a certain time and becoming stressed about this • reluctance to follow advice.

Evidence-based risk factors for family violence

The tables below list risk factors and explanations that are relevant to child and adult victim’s circumstances as well as risk factors and explanations for child and adult victim survivors caused by perpetrators behaviour.

- Factors that are emerging as evidence-informed family violence risk factors are indicated with a hash (#).
- **Serious risk factors, those which may indicate an increased risk of lethality, are highlighted in orange text.**

These tables, along with further information, can be found in the [MARAM Foundation Knowledge Guide](#).

Further contextualised practice guidance about MARAM for education and care workforces will be made available over time.

Table 1: Risk factors specific to children’s circumstances

There is evidence that the following child circumstance factors may indicate the presence or escalation of family violence risk, and they should be considered as a prompt to undertake assessment or during assessment of risk for children.

RISK FACTORS	EXPLANATION
History of professional involvement and/ or statutory intervention #	A history of involvement of Child Protection, youth justice, mental health professionals, or other relevant professionals may indicate the presence of family violence risk, including that family violence has escalated to the level where the child requires intervention or other service support. ¹
Change in behaviour not explained by other causes #	A change in the behaviour of a child that can’t be explained by other causes, may indicate presence of family violence or an escalation of risk of harm from family violence for the child or other family members. Children may not always verbally communicate their concerns, but may change their behaviours to respond to and manage their own risk, which may include responses such as becoming hyper vigilant, aggressive, withdrawn or overly compliant.
Child is a victim of other forms of harm #	Children’s exposure to family violence may occur within an environment of polyvictimisation. Child victims of family violence are also particularly vulnerable to further harm from opportunistic perpetrators outside the family such as harassment, grooming, and physical or sexual assault. Conversely, children who have experienced these other forms of harm are more susceptible to recurrent victimisation over their lifetimes, including family violence, and are more likely to suffer significant cumulative effects. Therefore, if a child is a victim of other forms of harm, this may indicate an elevated family violence risk.

¹ This is where family violence is established as present through risk assessment. In some instances engagement with, for example Child Protection, has been instigated as a controlling behaviour by one party over another.

Table 2: Risk factors relevant to an adult victim’s circumstances

RISK FACTORS	EXPLANATION
Physical assault while pregnant/ following new birth	Family violence often commences or intensifies during pregnancy and is associated with increased rates of miscarriage, low birth weight, premature birth, foetal injury and foetal death. Family violence during pregnancy is regarded as a significant indicator of future harm to the woman and child victim. This factor is associated with control and escalation of violence already occurring.
Self-assessed level of risk #	Victims are often good predictors of their own level of safety and risk, including as a predictor of re-assault. Professionals should be aware that some victims may communicate a feeling of safety, or minimise their level of risk, due to the perpetrator’s emotional abuse tactics creating uncertainty, denial or fear, and may still be at risk.
Planning to leave or recent separation	For victims who are experiencing family violence, the high risk periods include when a victim starts planning to leave, immediately prior to taking action, and during the initial stages of or immediately after separation. Victims who stay with the perpetrator because they are afraid to leave often accurately anticipate that leaving would increase the risk of lethal assault. Victims (adult or child) are particularly at risk during the first two months of separation.
Escalation — increase in severity and/or frequency of violence	Violence occurring more often or becoming worse is associated with increased risk of lethal outcomes for victims.
Imminence #	Certain situations can increase the risk of family violence escalating in a very short timeframe. The risk may relate to court matters, particularly Family Court proceedings, release from prison, relocation, or other matters outside the control of the victim which may imminently impact their level of risk.
Financial abuse/ difficulties	Financial abuse (across socioeconomic groups), financial stress and gambling addiction, particularly of the perpetrator, are risk factors for family violence. Financial abuse is a relevant determinant of a victim survivor staying or leaving a relationship.

Table 3: Risk factors for adult or child victim survivors caused by perpetrator behaviours

RISK FACTORS	EXPLANATION
Controlling behaviours	Use of controlling behaviours is strongly linked to homicide. Perpetrators who feel entitled to get their way, irrespective of the views and needs of, or impact on, others are more likely to use various forms of violence against their victim, including sexual violence. Perpetrators may express ownership over family members as an articulation of control. Examples of controlling behaviours include the perpetrator telling the victim how to dress, who they can socialise with, what services they can access, limiting cultural and community connection or access to culturally appropriate services, preventing work or study, controlling their access to money or other financial abuse, and determining when they can see friends and family or use the car. Perpetrators may also use third parties to monitor and control a victim or use systems and services as a form of control over a victim, such as intervention orders and Family Court proceedings.
Access to weapons	A weapon is defined as any tool or object used by a perpetrator to threaten or intimidate, harm or kill a victim or victims, or to destroy property. Perpetrators with access to weapons, particularly guns and knives, are much more likely to seriously injure or kill a victim or victims than perpetrators without access to weapons.
Use of weapon in most recent event	Use of a weapon indicates a high level of risk because previous behaviour is a likely predictor of future behaviour.
Has ever harmed or threatened to harm victim or family members	Psychological and emotional abuse are good predictors of continued abuse, including physical abuse. Previous physical assaults also predict future assaults. Threats by the perpetrator to hurt or cause actual harm to family members, including extended family members, in Australia or overseas, can be a way of controlling the victim through fear.
Has ever tried to strangle or choke the victim	Strangulation or choking is a common method used by perpetrators to kill victims. It is also linked to a general increased lethality risk to a current or former partner. Loss of consciousness, including from forced restriction of airflow or blood flow to the brain, is linked to increased risk of lethality (both at the time of assault and in the following period of time) and hospitalisations, and of acquired brain injury.
Has ever threatened to kill victim	Evidence shows that a perpetrator's threat to kill a victim (adult or child) is often genuine and should be taken seriously, particularly where the perpetrator has been specific or detailed, or used other forms of violence in conjunction to the threat indicating an increased risk of carrying out the threat, such as strangulation and physical violence. This includes where there are multiple victims, such as where there has been a history of family violence between intimate partners, and threats to kill or harm another family member or child/children.

Table 3 continued: Risk factors for adult or child victim survivors caused by perpetrator behaviours

RISK FACTORS	EXPLANATION
Has ever harmed or threatened to harm or kill pets or other animals	There is a correlation between cruelty to animals and family violence, including a direct link between family violence and pets being abused or killed. Abuse or threats of abuse against pets may be used by perpetrators to control family members.
Has ever threatened or tried to self-harm or commit suicide	Threats or attempts to self-harm or commit suicide are a risk factor for murder–suicide. This factor is an extreme extension of controlling behaviours.
Stalking of victim	Stalkers are more likely to be violent if they have had an intimate relationship with the victim, including during, following separation and including when the victim has commenced a new relationship. Stalking when coupled with physical assault, is strongly connected to murder or attempted murder. Stalking behaviour and obsessive thinking are highly related behaviours. Technology-facilitated abuse, including on social media, surveillance technologies and apps is a type of stalking.
Sexual assault of victim	Perpetrators who sexually assault their victim (adult or child) are also more likely to use other forms of violence against them.
Previous or current breach of court orders/intervention orders	Breaching an intervention order, or any other order with family violence protection conditions, indicates the accused is not willing to abide by the orders of a court. It also indicates a disregard for the law and authority. Such behaviour is a serious indicator of increased risk of future violence.
History of family violence #	Perpetrators with a history of family violence are more likely to continue to use violence against family members and in new relationships.
History of violent behaviour (not family violence)	Perpetrators with a history of violence are more likely to use violence against family members. This can occur even if the violence has not previously been directed towards family members. The nature of the violence may include credible threats or use of weapons and attempted or actual assaults. Perpetrators who are violent men generally engage in more frequent and more severe family violence than perpetrators who do not have a violent past. A history of criminal justice system involvement (e.g. amount of time and number of occasions in and out of prison) is linked with family violence risk.
Obsession/jealous behaviour toward victim	A perpetrator’s obsessive and/or excessive behaviour when experiencing jealousy is often related to controlling behaviours founded in rigid beliefs about gender roles and ownership of victims and has been linked to violent attacks.
Unemployed / Disengaged from education	A perpetrator’s unemployment is associated with an increased risk of lethal assault, and a sudden change in employment status — such as being terminated and/or retrenched — may be associated with increased risk. Disengagement from education has similar associated risks to unemployment.

Table 3 continued: Risk factors for adult or child victim survivors caused by perpetrator behaviours

RISK FACTORS	EXPLANATION
Drug and/or alcohol misuse/ abuse	Perpetrators with a serious problem with illicit drugs, alcohol, prescription drugs or inhalants can lead to impairment in social functioning and creates an increased risk of family violence. This includes temporary drug-induced psychosis.
Mental illness / Depression	Murder–suicide outcomes in family violence have been associated with perpetrators who have mental illness, particularly depression. Mental illness may be linked with escalation, frequency and severity of violence.
Isolation	A victim is more vulnerable if isolated from family, friends, their community (including cultural) and the wider community and other social networks. Isolation also increases the likelihood of violence and is not simply geographic. Other examples of isolation include systemic factors that limit social interaction or facilitate the perpetrator not allowing the victim to have social interaction.
Physical harm #	Physical harm is an act of family violence and is an indicator of increased risk of continued or escalation in severity of violence. The severity and frequency of physical harm against the victim, and the nature of the physical harm tactics, informs an understanding of the severity of risk the victim may be facing. Physical harm resulting in head trauma is linked to increased risk of lethality and hospitalisations, and of acquired brain injury.
Emotional abuse #	Perpetrators’ use of emotional abuse can have significant impacts on the victim’s physical and mental health. Emotional abuse is used as a method to control the victim and keep them from seeking assistance.
Property damage #	Property damage is a method of controlling the victim, through fear and intimidation. It can also contribute to financial abuse, when property damage results in a need to finance repairs.

Table 4: Risk factors specific to children caused by perpetrator behaviours

RISK FACTORS	EXPLANATION (These are in addition to ‘risk factors for adult or child victims caused by perpetrator behaviours’, above)
Exposure to family violence #	Children are impacted, both directly and indirectly, by family violence, including the effects of family violence on the physical environment or the control of other adult or child family members. ² Risk of harm may be higher if the perpetrator is targeting certain children, particularly non-biological children in the family. Children’s exposure to violence may also be direct, include the perpetrator’s use of control and coercion over the child, or physical violence. The effects on children experiencing family violence include impacts on development, social and emotional wellbeing, and possible cumulative harm.

² This can occur where family violence by a perpetrator causes the emotional or physical absence of other adult or child family members who would normally care for that child.

³ These examples of sexualised behaviour toward children are crimes.

Table 4 continued: Risk factors specific to children caused by perpetrator behaviours

RISK FACTORS	EXPLANATION (These are in addition to 'risk factors for adult or child victims caused by perpetrator behaviours', above)
Sexualised behaviours towards a child by the perpetrator #	<p>There is a strong link between family violence and sexual abuse. Perpetrators who demonstrate sexualised behaviours towards a child are also more likely to use other forms of violence against them, such as:³</p> <ul style="list-style-type: none"> • talking to a child in a sexually explicit way • sending sexual messages or emails to a child • exposing a child to sexual acts (including showing pornography to a child) • having a child pose or perform in a sexual manner (including child sexual exploitation). <p>Child sexual abuse also includes circumstances where a child may be manipulated into believing they have brought the abuse on themselves, or that the abuse is an expression of love, through a process of grooming.</p>
Child intervention in violence #	<p>Children are more likely to be harmed by the perpetrator if they engage in protective behaviours for other family members or become physically or verbally involved in the violence.</p> <p>Additionally, where children use aggressive language and behaviour, this may indicate they are being exposed to or experiencing family violence.</p>
Behaviour indicating non return of child #	<p>Perpetrator behaviours including threatening or failing to return a child can be used to harm the child and the affected parent.⁴ This risk factor includes failure to adhere to, or the undermining of agreed childcare arrangements (or threatening to do so), threatened or actual removal of children overseas, returning children late, or not responding to contact from the affected parent when children are in the perpetrator's care. This risk arises from or is linked to entitlement-based attitudes and a perpetrator's sense of ownership over children. The behaviour is used as a way to control the adult victim, but also poses a serious risk to the child's psychological, developmental and emotional wellbeing.</p>
Undermining the child-parent relationship #	<p>Perpetrators often engage in behaviours that cause damage to the relationship between the adult victim and their child/ children. These can include tactics to undermine capacity and confidence in parenting and undermining the child-parent relationship, including manipulation of the child's perception of the adult victim. This can have long-term impacts on the psychological, developmental and emotional wellbeing of the children and it indicates the perpetrator's willingness to involve children in their abuse.</p>
Professional and statutory intervention #	<p>Involvement of Child Protection, counsellors, or other professionals indicates that the violence has escalated to a level where intervention is required and indicates a serious risk to a child's psychological, developmental and emotional wellbeing.</p>

⁴ This refers to behaviours where this is used as a tactic of a perpetrator for power and control, not actions of a parent/ carer to keep their child/ren safe from a perpetrator.

Where can I find further resources and support?

Key information and contacts for the Reforms

Briefings and workshops (via webinar)

The Department offers:

- Leaders Briefings to support organisational leaders to prepare for and implement the Reforms in their respective workplaces; and
- Practical Workshops for Professionals that build workforce confidence in how to share information safely utilising the Schemes, how to apply the Reforms in practice and the meet the relevant record keeping requirements of the Schemes.

Leaders should identify relevant staff to complete sessions or modules. It is recommended that 1-2 Leaders and 2-3 staff undertake the relevant professional learning available. Leaders Briefings and Practical Workshops for Professional will be available until December 2021.

To register for an upcoming briefing or workshop, visit: vic.gov.au/training-for-information-sharing-and-maram

eLearning modules

eLearning modules are available as equivalent learning options to the briefings and workshops.

To access eLearning modules visit: vic.gov.au/training-for-information-sharing-and-maram

Customised briefings or support for your centre, school or organisation

Contact CISandFVIS@education.vic.gov.au to:

- request a targeted briefing/workshop for your centre, school or service
- seek reimbursement of Casual Relief Teaching (CRT) funding
 - for centre-based education and care staff (including Outside School Hours Care staff) if staff attendance will impact the mandated staff numbers for service delivery to attend Department delivered Practical Sharing Workshops
 - for nominated school staff (government and non-government) to attend face-to-face

sessions. CRT will be considered on a case-by-case basis for up to three staff members. Consideration will be based on school size and location, with priority consideration to schools experiencing difficulty due to recent events. For example, bushfire affected or other circumstances.

CRT funding is not available for sessions delivered as part of separate forum/events organised by providers.

Ministerial Guidelines

For further information and guidance, please refer to the:

- *Child Information Sharing Scheme Ministerial Guidelines: Guidance for information sharing entities*
- *Family Violence Information Sharing Guidelines: Guidance for Information Sharing Entities*
- *MARAM practice guides and resources.*

Self-care

Supporting children and families who are experiencing wellbeing and safety concerns, including family violence, can be highly stressful and challenging. It is important for your organisation to provide a supportive environment and have practices in place to maintain your mental, emotional and physical health.

As in any role in which you support the safety, wellbeing and learning of children, you will be best placed to care for others when you practise regular self-care.

What should I do to take care of myself?

It is important to prioritise self-care so that you can engage in this work over time without burning out or suffering negative impacts to your health and wellbeing.

Headspace has developed a list of self-care tips to maximise your wellbeing:

- regularly engage in an activity that you find relaxing
- practise regular relaxation
- maintain your friendships

- don't be afraid to ask for help
- get regular exercise
- eat a nutritious, balanced diet
- be kind to yourself
- take some quiet time out for yourself, away from your usual demands, even if this is only for 15 minutes a day
- plan something to look forward to
- get good quality sleep.

For more information, see: headspace.org.au/assets/Uploads/18-Tips-for-a-healthy-headspace-headspace-fact-sheet-PRINT.pdf.

Where can I go to access support?

Beyondblue 1300 224 636 or beyondblue.org.au

Lifeline 13 11 14 (24-hour crisis line) or lifeline.org.au

Department employee health, safety and wellbeing services

For more information on:

- **Employee Assistance Program**
- **Manager Assist help line** – a dedicated telephone service which provides principals, school leaders and managers with confidential advice and coaching on supporting their staff
- **LifeWorks Health and Wellbeing Online Platform**

see: edugate.eduweb.vic.gov.au.

Occupational Health and Safety (OHS) Advisory Service

The Department's OHS Advisory Service now has mental health and wellbeing specialists to assist leadership teams to proactively safeguard wellbeing and respond to wellbeing issues.

Phone: 1300 074 715

Email: safety@education.vic.gov.au

Workplace Contact Officer

A Workplace Contact Officer is a member of staff who has volunteered to be a point of contact for colleagues experiencing harassment, discrimination, bullying, victimisation or family violence. Any Workplace Contact Officer can be contacted for a confidential discussion at any time.

For more information or to contact an officer, see: education.vic.gov.au/hrweb/divequity/Pages/WCONet.aspx.

Health and Safety Representatives and Designated Work Groups

Health and Safety Representatives (HSRs) are elected by their co-workers to represent Designated Work Groups (DWG) about occupational health and safety issues, concerns and interests.

DWGs and HSRs form part of the Department's OHS Management System. For more information, see: education.vic.gov.au/hrweb/safetyhw/Pages/ohscomms.aspx.

Conflict Resolution Support Service

The Conflict Resolution Support Service is available for Department employees and managers who need support in addressing workplace conflict. The service provides mediation, case conference and facilitated meetings, conflict coaching and team conflict intervention. This service is provided by Converge International and can be arranged by your principal or manager.

Phone: 1300 687 633

Email: mediation@convergeintl.com.au

Workplace bullying

Bullying is against the Department's values and may lead to action under the Guidelines for Managing Complaints, Misconduct and Unsatisfactory Performance (Teaching, Public Service).

For more information, see: education.vic.gov.au/hrweb/Documents/OHS/workplacebullyingpolicy.docx.

Medical Advisory Service

The Medical Advisory Service is a free of charge telephone and email advisory service for managers and principals provided by a team of occupational health professionals who are familiar with the Department's human resource management policies, employee health obligations and the operational requirements of schools.

This service is operated by InjuryNET, and is available Monday to Friday, 8.30am–5.00pm (excluding public holidays).

Phone: 1300 031 057

Email: DET@injurynet.com.au

Alternatively, you can log in at injurynet.com.au/DET.

All calls and emails will be responded to on the same day, with comprehensive advice provided within 24 hours.

Department policies and strategies

Child and Family Violence Information Sharing Schemes Policy

This policy outlines how Victorian government schools request and share information under the Schemes. It also includes detailed guidance for schools to guide information sharing activities.

For more information, see: www2.education.vic.gov.au/pal/information-sharing-schemes/policy

Safe and Well in Education Strategy

The *Safe and Well in Education Strategy* outlines a five-year roadmap for the Department to systematically enhance and support health, safety and wellbeing outcomes for all of its employees.

For more information, see: education.vic.gov.au/hrweb/Documents/OHS/Safe and Well Education Strategy 2019-2024.pdf.

Health, Safety and Wellbeing Policy

The Department is committed to creating an environment where employees are safe and well and have the opportunity to flourish.

For more information, see: education.vic.gov.au/hrweb/Documents/OHS/healthsafetywellbeingpolicy.docx.

Mental Health and Wellbeing Procedure and Guide

The *Mental Health and Wellbeing Procedure and Guide* provides support and advice that will result in better health and safety outcomes for employees.

To access the *Mental Health and Wellbeing Procedure*, see: education.vic.gov.au/hrweb/Documents/OHS/mentalhealthwellbeingprocedure.docx.

To access the *Mental Health and Wellbeing Guide*, see: education.vic.gov.au/hrweb/Documents/OHS/mentalhealthwellbeingguide.docx.

Mental Health and Wellbeing Charter

The Department's approach to employee mental health and wellbeing is led by its support of the Whole of Victorian Government Mental Health and Wellbeing Charter.

For more information, see: education.vic.gov.au/hrweb/employcond/Pages/MHW-Charter.aspx.

Respectful Workplaces

The Respectful Workplaces portal contains eLearning modules, policies and procedures, resources and additional support to help you understand what a respectful workplace looks like and how you can help create a workplace that is healthy, safe, inclusive and free from bullying, harassment and discrimination.

For further information, see: education.vic.gov.au/hrweb/divequity/Pages/respect.aspx.

Family violence support

1800 RESPECT explains why working in the family violence field may evoke different emotions

The Lookout lists some signs and symptoms of vicarious trauma and burnout at thelookout.org.au/other-professionals/self-care. It is important to recognise that these are normal responses to the challenges of this type of work. If you notice that you are experiencing some or all of these symptoms, it can help to reach out to a manager, trusted colleague or other support person. This may include accessing one of the services listed below.

For support contact:

- safe steps Family Violence Response Centre
1800 015 188
- The Lookout thelookout.org.au
- No to Violence (Men's Referral Service)
1300 766 491 ntv.org.au/
- The Orange Door orangedoor.vic.gov.au
- Department family violence support education.vic.gov.au/school/teachers/health/Pages/family-violence-support.aspx

Professional development (Department workforces)

- Department family violence eLearning module: [Supporting those affected by family violence](#)

References

Child Information Sharing Scheme Ministerial Guidelines and Family Violence Information Sharing Guidelines

vic.gov.au/guides-templates-tools-for-information-sharing

Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)

vic.gov.au/maram-practice-guides-and-resources

MARAM Foundation Knowledge Guide and MARAM practice guides and resources

vic.gov.au/maram-practice-guides-and-resources

Online ISE list

iselist.www.vic.gov.au/ise/list/

Respectful Relationships

education.vic.gov.au/about/programs/Pages/respectfulrelationships.aspx

Child Safe Standards

education.vic.gov.au/school/teachers/health/childprotection/Pages/default.aspx

Framework for Improving Student Outcomes

www2.education.vic.gov.au/pal/fiso/guidance/fiso-improvement-model

Best Interest Framework for Vulnerable Children and Youth

providers.dhhs.vic.gov.au/sites/default/files/2017-08/the-best-interests-framework-for-vulnerable-children-and-youth.pdf

Child Wellbeing and Safety Act 2005

legislation.vic.gov.au/in-force/acts/child-wellbeing-and-safety-act-2005

Family Violence Protection Act 2008

legislation.vic.gov.au/in-force/acts/family-violence-protection-act-2008



Working with people who have experienced sexual assault or domestic and family violence is extremely demanding work. It is quite normal to have a range of responses both positive and negative to the work. Being aware of the potential impact of this work on your own wellbeing and taking steps to minimise the negative impacts are important strategies of self-care.

1800respect.org.au/resources-and-tools/wellbeing-and-self-care/



