

SIX-STEP FAMILY VIOLENCE ACTION PLAN

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ASK

2.
RESPOND

3.
ASSESS RISK
AND ACT

4.
INFORM

5.
RESPECT
CHOICES

6.
MONITOR
AND
DOCUMENT

REPEAT AS
REQUIRED

RESOURCE

7



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1. ASK

Tell your client what you have observed and **ask them directly** if they are experiencing family violence.

If they say yes, follow the steps below.

If they say no, give them [INFORMATION ABOUT FAMILY VIOLENCE](#) and make a note of your concerns.

Ask again next time you see something that causes you suspicion.

INFORMATION ABOUT FAMILY VIOLENCE

www.humanservices.gov.au/customer/subjects/family-and-domestic-violence

2. RESPOND

Tell your client:

- ⊕ The violence is never the victim's fault. The perpetrator is accountable for their actions.
- ⊕ Violence is never OK.
- ⊕ Your client was right to tell you.
- ⊕ You will help your client find the right supports and you will support your client's choices.
- ⊕ What you discuss will remain confidential unless someone is at immediate risk of being hurt or if children are at risk.

3. ASSESS RISK AND ACT

DOMESTIC VIOLENCE HOTLINE

Responding to Domestic or Family Violence Resource

Ask: Is anyone in immediate danger right now or as soon as this appointment is over?

If yes, call 000 and ask for Police. Encourage your client to remain on site with you and seek support from your manager.

Ask: Do you feel safe to leave here today?

If no, help your client ring [YOUR STATE OR TERRITORY'S DOMESTIC VIOLENCE HELPLINE](#) and ask for immediate support to make a safety plan.

Ask: Are there any children living in the home where the family violence is occurring?

If yes, check the [CHILD PROTECTION REPORTING REQUIREMENTS FOR YOUR STATE OR TERRITORY](#) and seek support from your manager.

Tell: If a job seeker discloses that they are experiencing family or domestic violence, you should refer them to the Department of Human Services (Centrelink) for further assistance and to other services appropriate to their current needs. Under other employment services programs you should confirm your responsibility to refer job seekers to the Department of Human Services (Centrelink) and refer them where required or consider other appropriate referrals.

Notify [DEPARTMENT OF HUMAN SERVICES \(CENTRELINK\) SOCIAL WORKERS](#) as soon as possible after immediate safety needs have been addressed.

CENTRELINK SOCIAL WORKERS

<https://www.humanservices.gov.au/customer/services/social-work-services#a5>

CHILD PROTECTION REPORT

Child Protection for jobactive Providers

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4. INFORM

If they are a Principle Carer Parent, tell your client that their experience of family violence exempts them from activity requirements and complete the exemption application through [ESS](#).

If your client is not a Principal Carer Parent, tell them that there are options to apply for an exemption or reduction in activity requirements. Explain the process to them and, if they wish to apply, complete the application through [ESS](#).

Tell your client that you can restructure their Job Plan (if relevant) to ensure that their activities support them to address the violence that they are currently experiencing or their recovery from past violence, while also supporting the goal of getting into work.

Tell your client about their options, such as:

- Counselling, through a Family Violence Specialist Service or other counselling/mental health professional
- Group work – either victim support or behaviour change for perpetrators
- Courses that support a victim to build skills in managing their safety, such as cyber safety
- Activities that relate to securing stable accommodation
- Flexibility around days and times for activities to allow for court attendance, etc.

If your client is in jobactive, tell them that the Employment Fund can be used to help access items, support and services that will both address their current experience of violence and support their employment goals. Tell your client about their options, such as:

- Purchasing a phone that the perpetrator can't control, including credit
- Paying for professional services such as counselling
- Paying for crisis accommodation, where all other avenues have been exhausted.
- Post Placement Support.

Tell your client that you believe them and that you will keep working with them, but that some of their needs are best met by other professionals. If your client needs a level or type of support that you can't, shouldn't or aren't qualified to provide, refer them to a Family Violence Specialist Service (your [STATE OR TERRITORY HOTLINE](#) can help you find a local service) and gain consent to keep in touch with their worker so that you can keep adjusting your support if things change. Also talk to your client about whether they have any [SPECIFIC NEEDS](#) because of their culture, sexuality or another reason, and work together to identify the right supports in your local area.

ESS

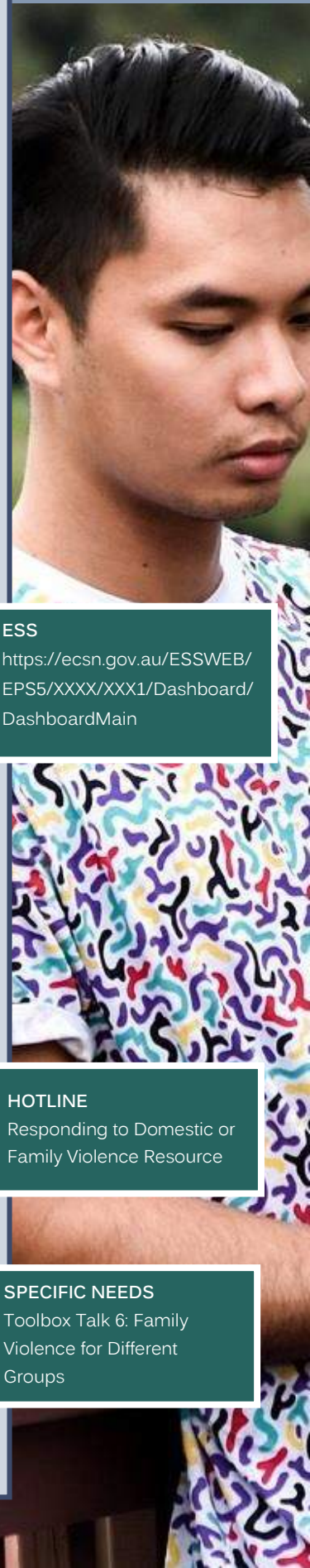
<https://ecsn.gov.au/ESSWEB/EP55/XXXX/XXX1/Dashboard/DashboardMain>

HOTLINE

Responding to Domestic or Family Violence Resource

SPECIFIC NEEDS

Toolbox Talk 6: Family Violence for Different Groups



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5. RESPECT CHOICES

Remember, it's not for you to tell your client what they should do. They understand their situation much better than you do, and they know which options are feasible for them and which options aren't.

FOR VICTIMS WHO DO NOT CHOOSE TO LEAVE THEIR HOME...

Give them information about their local Family Violence Specialist Service.

Tell them that they can get help to put a [SAFETY PLAN](#) in place.

Tell them that they may have options to stay home but still [SEEK PROTECTION](#) from their perpetrating partner.

Ask them if there are ways that you can vary your support that will help them to be safer.

Remind them that you can still help them if they change their mind about staying later down the track, but that you respect their choice.

Support the safety of the job seeker by ensuring confidentiality, and ensuring that contact is made in a way that does not expose or put the job seeker at risk, e.g. avoid a text message with an appointment location and time that someone other than the job seeker could access.

FOR VICTIMS WHO CHOOSE TO LEAVE (OR ARE PREPARING TO LEAVE)...

Ensure they are linked in with their local Family Violence Specialist Service or refer them if they are not.

Gain consent to work with their family violence worker and any other involved agencies so that you can make sure you coordinate support and can respond quickly when the time comes to leave.

Check to see whether your client has an [ESCAPE PLAN](#), and tell them they can get support from their family violence worker to set one up. Jobactive may be able to fund certain items, such as a new phone through the Employment Fund.

Work with other agencies to ensure that your client's needs for accommodation, protection from the perpetrator, essentials such as clothes and food and reduction of any barriers to leaving can be met.

Support the safety of the job seeker by ensuring confidentiality, and ensuring that contact is made in a way that does not expose or put the job seeker at risk, e.g. avoid a text message with an appointment location and time that someone other than the job seeker could access.

FOR PERPETRATORS WHO DO NOT HAVE ANY PROTECTION ORDERS IN PLACE...

Remind them that you are willing to work with them, but do not endorse, condone or excuse their violent behaviour. Explain your organisation's expectations around client behaviour, the jobactive guidelines on [SERVICE RESTRICTIONS](#) (where relevant) and broader employment services requirements.

Affirm their choice to stop violence and change their coercive or controlling behaviour.

Talk about what is involved in [BEHAVIOUR CHANGE](#) and which local services are available.

If the client is not interested in a behaviour change program, explore other options for stopping violence which could be included in the Job Plan, such as counselling or anger

FOR PERPETRATORS WHO HAVE BEEN SERVED A PROTECTION ORDER...

Remind them that you are willing to work with them, but do not endorse, condone or excuse their violent behaviour.

Explain your organisation's expectations around client behaviour, the jobactive guidelines on [SERVICE RESTRICTIONS](#) (where relevant) and broader employment services requirements.

Understand that their participation in behaviour-change programs or other terms of the intervention order may be involuntary – they have to do it even though they may not want to.

Find ways to give them choices, such as which service they want to work with.

Talk about what is involved in [BEHAVIOUR-CHANGE](#) and which local services are available.

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SAFETY PLAN

www.1800respect.org.au/get-help/staying-safe-understanding-safety-planning/

SEEK PROTECTION

Protection Orders Resource

ESCAPE PLAN

www.1800respect.org.au/escape-bag-checklist/login

HOW VIOLENT AND CONTROLLING BEHAVIOUR AFFECTS OTHERS

www.ntvmrs.org.au/

BEHAVIOUR CHANGE

www.ntvmrs.org.au/get-help/behaviour-causing-problems/

SERVICE RESTRICTIONS

<https://docs.employment.gov.au/documents/job-seekers-challenging-behaviours-guideline>

6. MONITOR AND DOCUMENT

At the end of every appointment with your client or any follow-up work, include any developments about their experience of family violence in your client progress notes or case notes.

If you think the pattern of violence is escalating, go back to **STEP 3: ASSESS RISK AND ACT.**

Come back to any of the steps in this plan as often as you need to, then follow the process through to Step 6.

SEEK PROTECTION

Refer to Resource 5