

Stop the Violence  
End the Silence

NSW Domestic and Family Violence  
Action Plan



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# Foreword



Kristina Keneally  
Premier of NSW



Jodi McKay  
Minister for Women

The NSW Government is determined to make women's and children's lives safer by stopping the violence and getting us all to end the silence about domestic and family violence. Our new strategy - *NSW Domestic and Family Violence Action Plan: Stop the Violence, End the Silence* sets out to achieve this for the most vulnerable in our community.

The statistics on domestic and family violence are shocking. Official reports show one in three women are physically assaulted in their lifetime and 42 per cent of homicides are a result of domestic and family violence. This is both intolerable and unacceptable.

The Keneally Government's *Domestic and Family Violence Action Plan* lays the foundation for a shift in how we as a government, as a community and as

individuals, respond to domestic and family violence. It recognises that stamping out domestic and family violence is the responsibility of the whole community and we need to change the way our society treats domestic violence if we are to effectively prevent and respond to it.

The Action Plan builds on models that have worked but importantly, it sets clear directions of where we should be heading. It is clear more needs to be done.

The Government will work hard to ensure that all key agencies involved in the Plan deliver consistent and effective responses to women and families experiencing or at risk of domestic and family violence.

The Action Plan was developed with the advice and guidance of experts in the field, both government and non-government, and importantly, from people who have endured violence firsthand. Their experience and expertise in the area of violence against women is invaluable and we acknowledge, with thanks, that this Plan has drawn on that knowledge and experience to form key actions.

The involvement of the Premier's Council on Preventing Violence Against Women in developing

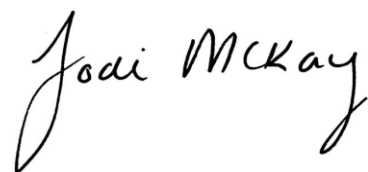
this Plan was essential. The Council is the peak non-government advisory body on domestic and family violence in NSW and gives both of us important advice on these issues. Members are almost exclusively drawn from the non-government sector and have extensive expertise. Council members gave valuable advice on this Plan's direction.

We have two clear aims in mind with this Action Plan – to stop the violence and to end the silence.

Women should no longer live in fear of violence, suffer violence or stay silent about violence. Nor should we, the people of NSW, be silent about these dreadful crimes. This Action Plan is the basis upon which we will tackle this problem together and ultimately achieve these aims.



The Hon Kristina Keneally MP  
Premier



The Hon Jodi McKay MP  
Minister for Women

## Introduction

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Women and children in NSW have the right to be and feel safe; particularly in the place they should feel most secure – the family home.

For many women and children this is not so. Between July 2008 and June 2009 there were 26,081 recorded domestic violence assaults in NSW. Such violence has to stop.

This Action Plan provides a strategy for Government, non-government organisations and the community on how we can work together better to stop domestic and family violence and respond more effectively when it happens.

In recent years there have been many initiatives to help stop domestic and family violence, by both Government and non-government agencies. These initiatives have been vital in improving the lives of many women and children across NSW so they can live their lives free from violence. This Action Plan builds on these initiatives.

Tackling domestic and family violence is a major priority for the NSW Government as stated in the

*NSW State Plan.* As part of this Plan we are working to:

- provide safe and appropriate long-term accommodation and support to people experiencing domestic and family violence, relationship and family breakdown
- provide more protection for victims while increasing conviction rates through reform of sexual assault laws and procedures
- reduce the level of domestic violence for Aboriginal children and young people
- provide more support for victims of domestic and family violence, through access to specialist police officers
- implement a more coordinated and strategic policing response to domestic and family violence while meeting the needs of victims
- improve support for victims of crime in the court system, particularly victims of domestic and family violence, sexual assault and hate-based crimes.

The *NSW Domestic and Family Violence Action Plan* builds on the priorities laid out in the State Plan and sets the direction for reducing domestic

and family violence and ending the silence when it does occur.

The Plan coordinates Government and non-government action across support services that community and government organisations and the criminal justice system deliver. It also aims to embed prevention and early intervention approaches and integration of services into agencies' responses to domestic and family violence with actions carried out at the local level.

## **Working with our non-government sector partners**

The role of the non-government sector in preventing and responding to domestic and family violence is significant. Organisations such as women's refuges, women's health centres, community legal centres and family support services, have tirelessly passed on their innovative thinking and developed best practices. They improve the lives of many women who have suffered from domestic and family violence.

The ongoing partnership between Government and the non-government sector is important in

responding better to victims of domestic and family violence and in implementing the Action Plan.

## Principles

The following principles will guide NSW's response to domestic and family violence:

- domestic and family violence is a whole-of-Government and whole-of-community problem and needs a collaborative, integrated response
- there must be a strong emphasis on prevention as well as intervention strategies
- actions must help Aboriginal communities to close the gap on violence
- actions must be strategic yet flexible enough to be applied at a local level
- there must be linkages to other NSW and Commonwealth initiatives
- actions must be evidence-based
- actions must recognise program sustainability.

## Structure

The Action Plan has the following structure:

1. Strategic directions
2. Priorities
3. Actions
4. Monitoring and evaluation.

## Strategic directions

Actions will focus on five strategic directions:

- Prevention and early intervention
- Protection, safety and justice
- Provision of services and support
- Building capacity
- Data collection and research.

## NSW priorities and actions

Within the five strategic directions, 91 actions will be based on a number of key priorities, which were identified through research and by agencies during the consultation process.

## Measuring our performance

The primary goal of this Action Plan is to reduce domestic and family violence in NSW.

We will develop a range of indicators to measure our progress in reaching this primary goal and implementing the actions in the Plan.

Through the *NSW State Plan*, we will also measure the:

- victimisation rate for domestic violence for Aboriginal people (0–17 years) including assault and sexual assault
- number of incidents of personal crime reported to police in NSW per year
- difference between the predicted and actual rate of reconviction within 24 months for adults receiving a custodial sentence, adults receiving a non-custodial sentence and juvenile offenders
- percentage of Local Court criminal cases remaining at the end of each financial year, which were less than six months old.

## Scope of the Action Plan

This Action Plan is Part One of the two-stage Strategy to Prevent Violence Against Women. The focus of this Plan is on domestic and family violence. Sexual Violence against women will be examined in Part Two.

It is expected that further initiatives will evolve from the partnerships developed between government and non-government agencies and services as this Plan is implemented.

## Timeframes

The Action Plan identifies three timeframes for completing actions. These are:

- immediate - substantially started within 12 months
- short-term - substantially started within two years
- long-term - substantially started within 3–5 years.

## How the Action Plan will make a difference

This Plan gives a coherent approach to stopping domestic and family violence against women. It builds on initiatives already in place that prevent violence, better assess the risk of violence in our communities and then respond when violence occurs. It also helps to end the silence by targeting messages that violence is not acceptable, as well as supporting women who have experienced violence, through the criminal justice system so they are confident about reporting. Integrating these actions will help this Plan make a difference to those who have experienced, or may experience, domestic and family violence in NSW.

It aims to:

- reduce the prevalence of domestic and family violence
- increase community awareness that such violence is not acceptable
- increase reporting of and proceedings in domestic violence matters

- give individuals the best possible responses, both for the short-term and long-term
- make sure these responses are consistent, integrated and embedded within the priorities of relevant agencies.

Ways in which we will achieve these aims include:

- making sure victims of domestic and family violence are treated with compassion and respect and given referrals to counsellors, legal advice and housing assistance if needed
- providing appropriate and practical housing options across the State, with an emphasis on women and children staying in their own homes
- helping Aboriginal communities to deal with domestic and family violence in ways that are culturally appropriate and specific to their needs
- actively promoting domestic and family violence awareness education in schools
- continuing to review and build on legislation to see that women and children are given the best possible protection by the criminal justice system

- improving the way the Government coordinates its responses to domestic and family violence; for instance, setting up a governance structure to drive and coordinate the implementation of the Action Plan
- improving the collection of 'time and place' prevalence data about domestic and family violence in NSW so risks can be better assessed and decisions made about allocating resources locally and when services are needed
- embedding all of these features into our responses.

## Action Plan context

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### Development of the Plan

The Action Plan builds on the discussion paper on domestic and family violence released by former Minister for Women, the Hon Verity Firth MP, in December 2008. In response to the paper, 68 submissions were received: 7 from individuals, 51 from non-government organisations and 10 from government agencies. Those submissions which consented to being public are available on the Office for Women's Policy (OFWP) website ([www.women.nsw.gov.au](http://www.women.nsw.gov.au)).<sup>1</sup>

Between February and August 2009, OFWP's Violence Prevention Coordination Unit held 30 consultations with key government and non-government stakeholders across NSW, including rural and remote areas.<sup>2</sup> Members of the Premier's Council on Preventing Violence Against Women (the Premier's Council) helped run these consultations. Over 300 people took part in the

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<sup>1</sup> See Appendix A for details.

<sup>2</sup> See Appendix B for details.

forums. Locations and participants are listed in Appendix B.

## What you told us

Several key issues were consistently raised in the consultations and submissions, and these form the basis of this Action Plan. They were the:

- need for better coordination and integration across government agencies and between government and non-government service providers, to enable effective responses to women suffering violence
- need for Aboriginal communities to have alternative pathways to address domestic and family violence
- importance of crisis, medium and long-term support and availability of culturally-appropriate and suitably-located services for women and their children when leaving violent relationships
- need for consistent, improved criminal justice responses, including those from police and courts

- creation of high-level governance structures to oversee the implementation of the Action Plan
- need for appropriate, timely, sustainable and ongoing training on domestic and family violence issues for all relevant government and non-government service providers
- need for improved data collection
- need for improved and sustained evaluation of services and programs
- need to be consistent with national developments in domestic and family violence, including the *Time for Action* report and pending the *National Plan to Reduce Violence Against Women and their Children*.<sup>3</sup>

## NSW and national initiatives

A range of NSW, and other state, territory, Commonwealth and international initiatives on domestic and family violence were taken into account while developing the Plan.

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<sup>3</sup> The Prime Minister, the Hon Kevin Rudd MP has committed to releasing the National Plan in 2010.

## **NSW legislation**

*Crimes (Domestic and Personal Violence) Act 2007*

*Victims Rights Act 1996*

*Victims Support and Rehabilitation Act 1996*

## **NSW policy**

*Keep Them Safe: A Shared Approach to Child Wellbeing*

*A Way Home: Reducing Homelessness in NSW*

*NSW Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities 2006–2011*

*NSW Health Policy and Procedures for Identifying and Responding to Domestic Violence*

*Two Ways Together – a 10-year plan (2003–2012) to improve the lives of Aboriginal people and their communities*

*Working Together: Preventing Violence against Gay, Lesbian, Bisexual and Transgender People (Strategic Framework 2007–2012)*

*Better Together: A New Direction to Make NSW Government Services Work Better for People with a Disability and their Families 2007–2011*

*The Domestic Violence Interagency Guidelines*

*Reference to the NSW Law Reform Commission on issues about violence against women and their children*

*The NSW Police Force Domestic and Family Violence Policy*

## **National**

*Time for Action: The National Council's Plan for Australia to Reduce Violence against Women and their Children 2009–2021*

*The National Plan to Reduce Violence against Women*

*The Road Home: Homelessness White Paper  
Women's Safety Agenda*

*Council of Australian Governments (COAG) – service delivery strategy*

*Australian Bureau of Statistics (ABS) Conceptual Framework for Family and Domestic Violence Australia 2009*

*National Child Protection Framework*

*Australasian Policing Strategy for the Prevention and Reduction of Family Violence*

*Reference to the Australian Law Reform Commission on domestic violence and sex laws*

## **International**

*The United Nations' Convention on the Elimination of All Forms of Discrimination against Women (CEDAW)*

*The United Nations' Declaration on the Elimination of Violence against Women*

*The United Nations' Millennium Development Goals*

*The United Nations' Handbook for Legislation on Violence Against Women*

*The United Nations' Beijing Platform for Action*

*The United Nations' Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power*

*Amnesty International: Setting the Standard International Good Practice to Inform an Australian National Plan of Action to Eliminate Violence against Women*

## **Keep Them Safe**

*Keep Them Safe – A Shared Approach to Child Wellbeing* is the NSW Government's response to the Special Commission of Inquiry into Child Protection Services in NSW. It is a comprehensive reform package that is changing the way

government agencies work together and in partnership with non-government organisations to better support children, young people and their families. *Keep Them Safe* is the Government's five-year plan to change fundamentally the way children and families are supported and protected in this State.

Many of the reforms in *Keep Them Safe* will also help families that are affected by domestic and family violence. The Action Plan builds on many of these reforms.

## **NSW Homelessness Action Plan**

*A Way Home: Reducing Homelessness in NSW*, NSW Homelessness Action Plan 2009–2014, was launched in August 2009 during Homeless Persons Week. The *NSW Homelessness Action Plan* is a new approach to homelessness which includes working more closely with the non-government sector. The *NSW Homelessness Action Plan* aims to:

‘...change the way we understand homelessness and its impact on the community, the way we design and deliver services to homeless people and people at

risk of becoming homeless; and change the way we work across government, the non-government sector and with the broader community to improve our responses to homelessness.’<sup>4</sup>

It contains three strategic directions including: preventing homelessness, responding effectively to homelessness and breaking the cycle.

The *NSW Homelessness Action Plan* identifies women and children escaping violence as a priority group. It has strategies to better meet the housing needs of these women and their children and includes the following projects:

- Staying Home Leaving Violence
- helping women keep tenancies and increasing housing options for women and children escaping violence through better access to private rental markets, including through the Start Safely Private Rental Subsidy Scheme

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<sup>4</sup> *A Way Home: Reducing Homelessness in NSW*, NSW Homelessness Action Plan 2009–2014.

- providing long-term accommodation and support for women and children escaping domestic violence

The *NSW Domestic and Family Violence Action Plan* is consistent with and draws on the actions in the *Homelessness Action Plan*.

Regional homelessness action plans are also being developed. The plans will focus on the key homelessness priority groups in each region, including women and children escaping domestic violence. The plans will include newly funded initiatives and action to deliver on priorities in each region identified through regional planning and consultation and reflecting the objectives of the National Partnership Agreement on Homelessness. These initiatives will be delivered in partnership with government and non-government organisations. Delivery of the plans and related initiatives is expected to commence from July 2010.

# Understanding domestic and family violence

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## Definition and scope

### *What is domestic violence?*

There are many definitions of domestic violence. This Plan recognises that domestic violence, also referred to as Intimate Partner Violence, is gender-based violence and a violation of human rights. It involves:

‘Violent, abusive or intimidating behaviour carried out by an adult against a partner or former partner to control and dominate that person. Domestic violence causes fear, physical and/or psychological harm. It is most often violent, abusive or intimidating behaviour by a man against a woman. Living with domestic violence has a profound effect upon children and young people and may constitute a form of child abuse.

The above definition includes violence in same sex relationships. Domestic violence

includes physical abuse; sexual abuse; psychological, emotional and verbal abuse; social abuse; economic abuse; and harassment and stalking. These various forms of abuse often occur simultaneously as a form of systematic abuse with the effect of coercing and controlling a partner. Many forms of domestic violence are offences under the *NSW Crimes Act 1900*.<sup>5</sup>

This definition agrees with the most common one found in the studies Laing and Bobic reviewed in their 2002 paper *Economic Costs of Domestic Violence: Literature Review*.<sup>6</sup> The key element in all of these definitions is ‘control’ or its synonym, power.

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<sup>5</sup> NSW Health (2003), *Policy and Procedures for Identifying and Responding to Domestic Violence*, NSW Health, Sydney, p.4. Other relevant NSW legislation includes the *Crimes (Domestic and Personal Violence) Act 2007*.

<sup>6</sup> Laing, L. & Bobic, N. (2002), *Economic Costs of Domestic Violence: Literature Review*, Australian Domestic and Family Violence Clearinghouse, Sydney.

## *What is family violence?*

Similarly, there is no single universally-accepted definition of what family violence is. This Plan recognises, in agreement with the National Council, that:

‘Family violence refers to violence against women perpetrated by a family member which may include, but is not limited to, their intimate partner. The range of behaviours that constitute family violence are the same as those defined under “domestic violence” above.’<sup>7</sup>

This Plan uses the terms domestic and family violence interchangeably. The Plan focuses heavily on intimate partner violence to reflect the strong evidence which shows this is the most common form of violence against women.<sup>8</sup>

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<sup>7</sup> The National Council to Reduce Violence against Women and their Children (2009), *Time for Action: The National Council’s Plan for Australia to Reduce Violence against Women and their Children, 2009–2021*, FaHCSIA, Canberra, p. 188.

<sup>8</sup> World Health Organisation (2008), *Violence Against Women Fact Sheet*, available at <http://www.who.int/mediacentre/factsheets/fs239/en/>.

## Behaviours associated with domestic and family violence

**Physical abuse** – direct assaults on the body (shaking, slapping, pushing), use of weapons, driving dangerously, destruction of property, abuse of pets in front of family members, assault of children, locking the victim out of the house, and sleep deprivation.

**Sexual abuse** – any form of forced sex or sexual degradation, such as sexual activity without consent, causing pain during sex, assaulting genitals, coercive sex without protection against pregnancy or sexually-transmitted disease, making the victim perform sexual acts unwillingly, criticising, or using sexually-degrading insults.

**Emotional abuse** – blaming the victim for all problems in the relationship, constantly comparing the victim with others to undermine self-esteem and self-worth, sporadic sulking, withdrawing all interest and engagement (e.g. weeks of silence), blackmail.

**Verbal abuse** – continual ‘put downs’ and humiliation, either privately or publicly, with attacks following clear themes that focus on

intelligence, sexuality, body image and capacity as a parent and spouse.

**Social abuse** – systematic isolation from family and friends through techniques such as ongoing rudeness to family and friends, moving to locations where the victim knows nobody, and forbidding or physically preventing the victim from going out and meeting people.

**Economic abuse** – complete control of all monies, no access to bank accounts, providing only an inadequate ‘allowance’, using any wages earned by the victim for household expenses.

**Spiritual abuse** – denying access to ceremonies, land or family, preventing religious observance, forcing victims to do things against their beliefs, denigration of cultural background, or using religious teachings or cultural tradition as a reason for violence.

Source: Commonwealth Office for Women 2008; Inspire Foundation 2008.

## Prevalence of domestic and family violence

A significant amount of research has been undertaken on the prevalence of domestic and family violence. Studies have shown that it is common across society. This is more so in disadvantaged groups, such as Aboriginal communities, single parents under 25 years of age and in areas of public housing, higher male unemployment and where there is a higher population turnover.<sup>9</sup>

When looking at prevalence studies, it must be noted that two key factors influence the conclusions: the first is the significant under-reporting of domestic and family violence;<sup>10</sup> the second is that each study relies on its own definition of domestic and/or family violence so it is hard to compare studies.

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<sup>9</sup> NSW Ombudsman (2006), *Domestic Violence: Improving Police Practice*, NSW Ombudsman, Sydney. People, J., (2005), 'Trends and Patterns in Domestic Violence Assaults', *Crime and Justice Bulletin*, no 89, Bureau of Crime Statistics and Research, Sydney.

<sup>10</sup> Even in self-reporting surveys, victims may be reluctant to disclose.

Key studies which look at the prevalence of domestic and family violence in Australia include:

- The Australian Bureau of Statistics' 2005 *Personal Safety Survey*
- Access Economics (2004) *The Cost of Domestic Violence to the Australian Economy: Part I: Commonwealth of Australia.*
- *Women's experiences of male violence: findings from the Australian component of the International Violence Against Women Survey (IVAWS 2004).*

## Domestic violence in NSW

NSW Bureau of Crime Statistics and Research data shows that during the past five years, from July 2004 to June 2009, recorded rates of domestic violence-related assaults have stayed stable in NSW. Between July 2004 and June 2005 there were 26,229 recorded domestic violence assaults and 26,081 between July 2008 and June 2009.<sup>11</sup> The Bureau uses NSW Police Force data for

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<sup>11</sup> NSW Bureau of Crime Statistics and Research, unpublished data, *June 2009 NSW Recorded Crime Statistics* (reference jh09-8156).

information on the trends and patterns in domestic violence assaults in NSW.

The highest rates of recorded domestic violence-related assaults are in the North Western and Far West regions of NSW. The top three Local Government Areas (LGAs) in the number of domestic violence incidents per head of population in 2008/09 were Bourke, Walgett and the Moree Plains. The top three LGAs in the Sydney statistical division were Campbelltown, Blacktown and Wyong.<sup>12</sup>

Rates in the number of domestic apprehended violence orders (AVOs) granted in NSW increased from 295.7 per 100,000 population in 2003 to 324.8 in 2008. The highest rates of domestic AVOs granted in 2008 were in the Far West and North Western statistical divisions (1,218.3 and 714.4 per 100,000 population respectively). The lowest rates were in the Central Northern Sydney and Lower Northern Sydney statistical sub-divisions

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<sup>12</sup> *ibid.*

(90.6 and 101.5 per 100,000 population respectively).<sup>13</sup>

Significantly, after the NSW Police Force started using the Domestic Violence Standard Operating Procedures (DVSOPs), which are proactive policing practices, there was a 9.35% increase in domestic violence arrests and an 11.1% increase in charges laid between January and July 2009.

In 2006, Aboriginal women in NSW were nearly six times as likely to be victims of domestic violence-related assault as the general female population.<sup>14</sup> Aboriginal children and young people are three times more likely than all children and young people to be reported to police as victims of domestic violence and sexual assault.<sup>15</sup>

We will continue to collate and review prevalence data about domestic and family violence in NSW and consider this data in allocating resources.

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<sup>13</sup> NSW Bureau of Crime Statistics and Research, *2008 NSW Criminal Courts Statistics*, BOCSAR, Sydney.

<sup>14</sup> NSW Department of Aboriginal Affairs (2007), *Two Ways Together Report on Indicators 2007*, NSW Department of Aboriginal Affairs, Sydney, p. 64.

<sup>15</sup> *ibid*, p. 71-2.

## Domestic and family violence and alcohol

Australian and international research has suggested that there are several risk factors for intimate partner physical violence, including some that are linked with the male's behaviour in that relationship, including drinking habits, general aggression levels and controlling behaviour.<sup>16</sup>

Anecdotal evidence and research shows a link between domestic violence and alcohol use, with one study finding that 30–35% of Australasian family violence victims reported that the perpetrator had been drinking alcohol on the most recent occasion of violence.<sup>17</sup> Another study

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<sup>16</sup> For example, Mouzos, J. & Makkai, T. (2004), *Women's Experiences of Male Violence: Findings from the Australian Component of the International Violence Against Women Survey*, Australian Institute of Criminology, Research and Public Policy Series No 56, Canberra.

<sup>17</sup> Kaufman, Kantor, and Straus (1990) cited in Nicholas, R. (2005), *'The Role of Alcohol in Family Violence'*, A discussion paper prepared for the Commissioners' Drugs Committee of the Conference of Police Commissioners of Australasia and the South West Pacific Region by the Australasian Centre for Policing Research.

reported that alcohol is involved in somewhere between 25–50% of family violence episodes.<sup>18</sup>

For Indigenous family violence, the link between domestic violence and drinking alcohol is particularly severe with 76% of Indigenous intimate partner homicides in 2003–2004 involving alcohol compared to 33% of non-Indigenous intimate partner homicides.<sup>19</sup>

Further, women who are dependent on alcohol are at much greater risk of becoming a domestic violence victim and women who experience domestic violence may misuse alcohol as a way of coping with the abuse.<sup>20</sup>

However, there is also evidence to suggest that while there may be a link between alcohol use and domestic violence, it is not a causal link. Many

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<sup>18</sup> Victorian Government Department of Human Services (2008) *A new blueprint for alcohol and other drug treatment services 2009-2013: Client-centred, client focused*. Melbourne, Victoria.

<sup>19</sup> Mouzos, J 2005, 'Homicide in Australia 2003 - 2004 National Homicide Monitoring Program Annual Report', *Australian Institute of Criminology, Research and Public Policy Series*, vol. 66. p.17

<sup>20</sup> Nicholas 2005; Chan (2005) *Alcohol issues in Domestic Violence*, Australian Domestic and Family Violence Clearinghouse, UNSW, Sydney.

domestic violence incidents occur in households where there has been no alcohol used. Alcohol and drug use is a factor that needs to be taken into account in both domestic violence perpetrator and alcohol treatment programs to offer holistic and effective treatment options.

## Human rights context

Australia is a signatory to the *Convention on the Elimination of All Forms of Discrimination against Women* (CEDAW) and the *Convention on the Rights of the Child* (CRC). The Committee on the Elimination of Discrimination against Women defines gender-based violence as violence that is directed against a woman because she is a woman or that affects women disproportionately.<sup>21</sup> It recognises that gender-based violence is a form of discrimination that seriously inhibits women's ability to enjoy rights and freedoms on an equal basis with men.

The *Declaration on the Elimination of Violence against Women* and the *Beijing Declaration and*

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<sup>21</sup> Committee on the Elimination of Discrimination against Women, General Recommendation 19.

*Platform for Action* recognises that violence against women is both a violation of women's human rights, and an impediment to equality and the full enjoyment by women of all human rights.

The NSW Government accepts its obligation to act in the spirit of these charters, and help the Commonwealth Government meet its obligations. NSW legislation that addresses domestic and family violence, the *Crimes (Domestic and Personal) Violence Act 2007*, includes in its objects provisions that are consistent with the *Declaration on the Elimination of Violence against Women* and the CRC. The Act recognises that it is mainly men who commit domestic violence against women and children, it extends beyond physical violence and can involve taking advantage of power imbalances and patterns of abuse over many years.

This Plan reflects these international charters and recognises the right of every human being to live a life of dignity that is free from violence.

## Cost and impact of domestic and family violence

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The effects and cost of domestic violence on women, children and society as a whole are severe and far-reaching. It seriously affects the economic, social, financial, psychological and physical health and wellbeing of women trying to rebuild their lives (and care for their children) after domestic violence.

### **Economic costs**

Access Economics, commissioned by the Commonwealth Office for the Status of Women, released a report in 2004 called *The Cost of Domestic Violence to the Australian Economy*. This key report estimated that the total annual cost of domestic violence to the Australian economy in 2002–03 was \$8.1 billion. The largest contributor was pain, suffering and premature mortality at \$3.5 billion. The remaining costs totalled \$4.6 billion with the largest part consumption costs, especially lost household economies of scale. The next largest categories were production at \$484

million and administration at \$480 million. Access Economics noted that:

‘the total lifetime cost of domestic violence is estimated to be **\$224,470 per victim** experiencing domestic violence in 2002–03. Total lifetime costs are once again dominated by pain and suffering costs incurred by the victim.’<sup>22</sup>

The National Council to Reduce Violence Against Women and Their Children found that NSW spent about \$180 million on addressing domestic violence against women in 2007–08. This represents 33% of total spending of Australian governments and the highest rate of all jurisdictions.<sup>23</sup>

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<sup>22</sup> Access Economics Pty Ltd (2004), *The Cost of Domestic Violence to the Australian Economy: Part I*, Commonwealth of Australia.

<sup>23</sup> National Council to Reduce Violence against Women and their Children (March 2009), *The Cost of Violence against Women and their Children*.

## Other costs are:

- women often have to stop regular activities due to the abuse
- women may have to take sick leave from work because they are suffering from physical or mental harm
- women may have to move from their homes and pay expenses such as moving costs or penalties for breaking a lease
- abused women earn less than those who do not suffer abuse, even after controlling for other factors that affect earnings.<sup>24</sup>

## Long-term costs

Domestic violence has serious long-term effects on women and children that extend well beyond the immediate experience of violence and leaving an abusive relationship. Studies highlight the long-term impact on women and children in the areas of health, justice, income, child support, parenting

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<sup>24</sup> Sneddon, C. (2007), *Scoping Violence Against Women in Australia*, Australian Domestic and Family Violence Clearinghouse, Sydney.

and social support services.<sup>25</sup> Serious long-term impacts on women's health may include an increased risk of 'a range of negative health outcomes, including depression, post-traumatic stress disorder, eating disorders, arthritis, early menopause and cancer'.<sup>26</sup> There were also serious negative impacts on levels of income, home ownership and superannuation, as well as lengthy, difficult and expensive legal and family law-related proceedings.

## Specific population groups <sup>27</sup>

This Plan provides a responsive framework to the broad needs of people experiencing violence. It also recognises that some victims of domestic and family violence have specific and sometimes quite

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<sup>25</sup> Evans, I. (2007), *Battle-scars: Long-term Effects of Prior Domestic Violence*, Monash University, Melbourne.

<sup>26</sup> *ibid*, p. 5.

<sup>27</sup> More detailed discussion on specific population groups can be found in the *Discussion Paper on the NSW Domestic and Family Violence Framework* (2008), Department of Premier and Cabinet, NSW Government, Sydney, pp. 7–13.

complex needs that warrant more targeted responses, for example:

- children who witness domestic violence
- victims who have a child with a disability
- women and families living in physical and/or social isolation
- older women
- women in same-sex relationships
- Aboriginal women
- culturally and linguistically diverse (CALD) women
- migrant and refugee women
- women with disabilities
- young women
- homeless women
- victims with mental health issues
- victims with drug and/or alcohol addictions
- women in prison.

## *Aboriginal women*

Aboriginal women suffer higher rates of more serious violence than other women. For example, Aboriginal women have been found to be homicide victims up to ten times more often than non-Aboriginal women.<sup>28</sup> In a national survey of violence against women, 20% of Aboriginal women reported physical violence in the last 12 months, compared with 7% of non-Aboriginal women.<sup>29</sup> Aboriginal women are 35 times more likely to be hospitalised due to family violence-related assaults than non-Aboriginal women and 50% of Aboriginal women treated in hospital for assault have family violence-related injuries.<sup>30</sup>

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<sup>28</sup> Strang, H. (1992), *Homicides in Australia*, Australian Institute of Criminology, Canberra, as cited in Mulroney, J. (2003), *Australian Statistics on Domestic Violence*, Australian Domestic and Family Violence Clearinghouse, Sydney, p. 10.

<sup>29</sup> Mouzos, J. & Makkai, T. (2004), 'Women's Experiences of Male Violence: Findings from the Australian Component of the International Violence Against Women Survey (IVAWS)', *Research and Public Policy Series*, no. 56, Australian Institute of Criminology, Canberra, p. 30.

<sup>30</sup> Lumb, B. & Farrelly, T. (2009), 'Family Violence, Help-Seeking & the Close-Knit Aboriginal Community: Lessons for Mainstream Service Provision', *Australian Domestic & Family Violence*

Furthermore, data in the Australian part of the International Violence Against Women Survey (IVAWS) published in 2004, shows that the rate of Aboriginal women who are victims of domestic and family violence may be up to 40 times that for non-Aboriginal women.<sup>31</sup>

The close-knit nature of the Aboriginal community, with its kinship networks, means that family violence has the potential to affect a wide circle of people. Therefore, women who have experienced violence in Aboriginal communities may be reluctant to leave the physical and emotional support of families which, combined with obligations and loyalties, compel them to stay in the violent environment.<sup>32</sup>

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*Clearinghouse Issues Paper 19, Australian Domestic & Family Violence Clearinghouse, Sydney.*

<sup>31</sup> Mouzos, J. & Makkai, T. (2004), 'Women's Experiences of Male Violence: Findings from the Australian Component of the International Violence Against Women Survey (IVAWS)', *Research and Public Policy Series*, no. 56, Australian Institute of Criminology, Canberra.

<sup>32</sup> Lumb, B. & Farrelly, T. (2009), 'Family Violence, Help-Seeking & the Close-Knit Aboriginal Community: Lessons for Mainstream Service Provision', *Australian Domestic & Family Violence Clearinghouse Issues Paper 19, Australian Domestic & Family Violence Clearinghouse, Sydney.*

There are complex causes behind the high rates of family and domestic violence in Aboriginal communities in NSW, including socio-economic disadvantage and historical factors such as colonisation and forced removal of children. These have impaired community functioning and increased Aboriginal families' vulnerability to family violence.

### ***Men who experience domestic violence***

Although data is limited, it is clear that some men also experience domestic violence. Abused men are much more likely to experience psychosomatic symptoms, stress, depression and alcoholism, than non-abused men.<sup>33</sup> Violence against any person is abhorrent, no matter what gender they are. Further research is needed to work out more clearly how often and severely men suffer from domestic violence.

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<sup>33</sup> Stets, J.E. & Straus, M.A. (1990), 'Gender Differences in Reporting Marital Violence and its Medical and Psychological Consequences', in M.A. Straus & R.J. Gelles (eds), *Physical Violence in American Families: Risk Factors and Adaptations to Violence in 8,145 Families*, Transaction, New Brunswick, pp. 151–166.

## Actions

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### Prevention and early intervention in domestic and family violence

Our priorities:

1. Prevent domestic and family violence
2. Prevent the escalation and reoccurrence of domestic and family violence

**Prevention** is a key focus of this Plan, with many actions aimed at preventing violence and targeting a range of sectors and settings. This includes working in schools, vocational education and training settings, universities, communities, businesses, workplaces, and within government and non-government sectors to develop and carry out primary prevention activities. Preventing violence means working on the underlying causes which can lead to violence. These prevention strategies need to target the population as a whole, as well as particular groups at higher risk of experiencing violence.

It is equally important to have a range of actions targeting individuals or groups who show early

signs of either experiencing or using violence. We have categorised these as **early intervention** strategies.

### *What the consultations told us is needed...*

- **prevention** – sustained, evaluated prevention strategies targeting the whole community and particular ‘at risk’ communities and the mainstreaming of preventative strategies across key government agencies
- **early intervention** – an increased emphasis on early intervention to prevent the escalation of domestic and family violence and to give early and effective help, referral and support
- **systems review** – a domestic violence death review process in the Action Plan
- **common assessment processes** – to identify ‘high risk’ clients across agencies, allowing for greater standardisation of services offered to those clients.

## *What the research tells us...*

Whilst there are only a few rigorously-evaluated primary prevention strategies in Australia currently, there is broad agreement (internationally and in Australia) that prevention strategies which intervene before violence occurs are both sound and viable.<sup>34</sup> To address effectively the multiple and complex factors that underlie and add to domestic and family violence, preventative strategies need to target a range of environments and levels, such as individual/relationship (including families), community and organisational, and societal.<sup>35</sup>

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<sup>34</sup> See for example VicHealth (2007), *Preventing Violence before it Occurs: A Framework and Background Paper to Guide Primary Prevention of Violence against Women in Victoria*, VicHealth, Melbourne. In addition, other Australian jurisdiction's domestic and family violence action plans have a specific focus on prevention and related actions targeting different environments. See for example: *For Our Sons and Daughters: Queensland Government Strategy to Reduce Domestic and Family Violence: Program of Action 2009–2014*; the *Western Australian Family and Domestic Violence Action Plan 2007–2008*; and the National Plan.

<sup>35</sup> VicHealth (2007), *Preventing Violence Before it Occurs: A Framework and Background Paper to Guide Primary Prevention*

The Evidence Check Review,<sup>36</sup> which the Sax Institute brokered for the Office for Women's Policy within the NSW Department of Premier and Cabinet, noted that:

- awareness campaigns should be developed from a theoretical base and thoroughly pretested before roll-out
- baseline, ongoing and post-program measures should be taken to evaluate a campaign's ability to meet the stated aims
- school-based programs need to offer adequate training and consultations with teaching staff and appear to work best when a cross-curriculum approach is used.

The review also noted that, as a crisis and short-term intervention for people who witness or experience domestic violence, a comprehensive

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*of Violence against Women in Victoria*, VicHealth, Melbourne, p. 12.

<sup>36</sup> Loxton, D., Hosking, S., Stewart Williams, J., Brookes, J., & Byles, J. (2008), *A Review of Selected Domestic and Family Violence Prevention Programs*, Priority Research Centre for Gender, Health and Ageing at the University of Newcastle for the Sax Institute, Newcastle.

website is a cost-effective service and can be very helpful.

In summary, programs that appear to run most successfully are ones that learn from extensive community consultations, are well resourced, take a holistic approach (including consideration of colonisation, exclusion, racism, perceptions of local services, substance use, etc), are multidisciplinary and interagency in nature and take account of the individual community needs and experiences.

Research has also shown that repeated acts of domestic violence are prevented by early intervention, crisis and long-term management programs. The *Evidence Check Review* found that an effective prevention program requires coordinated, integrated or interagency responses. The study noted that the need for referral procedures based on multiple agency or interagency responses was evident, and that communications and effective information networks helped referral systems and collaborative program approaches.

A literature review undertaken for the Commonwealth's Partnerships Against Domestic Violence (PADV) program, *Current Perspectives on Domestic Violence*, identified three early intervention strategies to prevent the escalation and recurrence of violence against women. They involve working with:

- young people to break the intergenerational cycle of violence
- victims and perpetrators to break the cycle of violence
- communities to educate against violence.<sup>37</sup>

The Action Plan aims to include the common themes that emerge throughout the research: that there is a need for a more long-term integrated response to domestic violence which aims to prevent it in the first place, reduce existing levels of violence and prevent its escalation and recurrence.

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<sup>37</sup> Strategic Partners Pty Ltd in collaboration with the Research Centre for Gender Studies, University of South Australia (1999), *Current Perspectives on Domestic Violence: A Review of National and International Literature*, Office for Women, Canberra.

## *What we are already doing...*

- developing the Cross Agency Risk Assessment and Management project to provide an overarching framework to assess the risk of further violence
- running the prevention and early intervention program *Brighter Futures* which aims to improve outcomes for children and young people aged 0–8 years
- rolling out the actions in *Keep Them Safe*, the NSW Government’s plan to improve the safety and wellbeing of children and young people
- implementing the NSW Government’s *Interagency Plan To Tackle Child Sexual Assault in Aboriginal Communities*
- running projects such as Tackling Violence which requires rugby league players to abide by a code of conduct with penalties if a player commits a domestic violence-related offence and to wear the ‘Let’s Tackle Domestic Violence’ badge on their jerseys
- supporting projects that educate school-aged children on preventing sexual assault and domestic violence

- rolling out the *Homelessness Action Plan* which increases investment in prevention and early intervention
- expanding the Staying Home Leaving Violence program, and giving out the *Start Safely* rental subsidy to make sure women have appropriate and practical housing options.

### ***What we will do...***

We aim to implement preventative actions that will stop the violence and end the silence of domestic and family violence. The actions will create safer environments for women and children by addressing the underlying factors that contribute to domestic and family violence. This will be done through community building, education and activities to raise awareness. They also aim to make sure women feel confident about reporting the violence, that they will be listened to and believed, and the violence will be stopped.

The Action Plan's first strategic direction, prevention and early intervention, is underpinned by the key priorities of: i) awareness-raising campaigns and ii) education and community building. The actions under these priorities will

target a range of environments (including schools, workplaces and communities), as well as individual, community and social levels.

For example, key actions include public awareness-raising campaigns targeting the general population on the importance of respectful, non-violent relationships. The Plan sets out culturally- and community-appropriate preventative actions that build on our existing efforts to target specific populations at an increased risk of violence. These include Aboriginal, remote, rural, culturally and linguistically diverse, and refugee communities, which are unlikely to be effectively reached by a broad, whole-of-society approach.

Education and community building form the second priority area for preventative actions. They recognise the importance of building community capacity to identify, respond to and stop the silence about domestic and family violence. Key actions include working with the non-government sector, local government, key professions and community representatives to promote awareness and build capacity to respond to this problem. They will also promote leadership and mentoring

opportunities to support individuals and the community to live free from violence.

These prevention strategies are not just about increasing public awareness of domestic and family violence. They aim to change behaviours and empower communities, individuals and society as a whole to take an effective stand against domestic and family violence.

The Plan also has a range of early intervention actions that target individuals or groups who show early signs of either experiencing or using violence.<sup>38</sup>

An example is the trial, implementation and evaluation of a cross-agency risk assessment and management framework. Government agencies and non-government organisations will use the framework with victims currently seeking help, to assess the risk of further violence and coordinate effective service responses. Actions like this aim to

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<sup>38</sup> This adopts the definitions of ‘early intervention’ and ‘intervention’ strategies adopted by VicHealth (2006), *Review of Communication Components of Social Marketing/Public Education Campaigns Focusing on Violence against Women*. Paper 2 of the Violence Against Women Community Attitudes Project, p. 8.

maximise successful outcomes for women and children and reduce the escalation and reoccurrence of domestic and family violence.

The Action Plan also contains intervention strategies, which are implemented after violence occurs. They deal with the violence itself and its effects. Key actions include arranging crisis and long-term accommodation and social support for victims and setting up a domestic violence death review model in NSW.

These prevention and intervention strategies need to be culturally sensitive for Aboriginal communities and help support and strengthen them to respond to domestic and family violence. To achieve this, the Plan has actions that support Aboriginal women and communities, including developing capacity (through the Safe Families program in Western NSW) to support victims and those at risk of domestic and family violence.

At the heart of many of these actions is the aim of preventing the intergenerational cycle and dimension of domestic violence, including the risk of future generations committing violence.

## Priority 1: Prevent domestic violence

How will we do it?	Lead agency	Partner agencies	When
1. Support and promote awareness-raising campaigns that provide positive messages, reinforcing community values such as respectful relationships and target a diverse range of population sub-groups.	Premier and Cabinet (OFWP)	Whole of government	Immediate and ongoing
2. Support and promote awareness of a ‘Stop Domestic Violence Week’ each year.	Premier and Cabinet (OFWP)		Short-term
3. Work with community and business leaders (including Aboriginal leaders) to promote best practice anti-violence messages and violence prevention strategies.	Premier and Cabinet (OFWP)		Immediate and ongoing

## Priority 1: Prevent domestic violence (continued...)

<p>4. Establish:</p> <p>(a) a NSW Domestic &amp; Family Violence website which will provide a ‘one-stop shop’ of relevant information, including links to government and non-government services, legislation, and a service directory for use by referring agencies</p> <p>(b) a young persons’ specific website which deals with domestic and family violence issues.</p>	Premier and Cabinet (OFWP)	Whole of government	Short-term
<p>5. Expand the Tackling Violence program, which engages football players to reinforce the message that violence against women is not acceptable, to 11 communities across NSW.</p>	Premier and Cabinet	DJAG, NSW Police Force	Short-term

## Education & community building

How will we do it?	Lead agency	Partner agencies	When
<p>6. (a) Promote and implement, where possible, locally-designed, best practice, respectful relationship education in schools, tailored to meet local needs.</p> <p>(b) Ensure domestic violence teaching resources are readily available to all schools (primary and secondary).</p>	<p>Education and Training</p>	<p>Human Services (CS), NSW Police Force, NGOs</p>	<p>Immediate and ongoing</p>
<p>7. Provide information on respectful relationships and domestic violence services, including community and culturally-competent information, resources and services, to families and individuals at key transition points (for example birth of children and starting school).</p>	<p>NSW Health, Education and Training</p>	<p>Whole of government</p>	<p>Immediate and ongoing</p>

## Education & community building (continued...)

8. Conduct forums with Aboriginal, CALD and religious leaders to enhance the capacity of communities to identify domestic violence and develop local solutions to address it.	Premier and Cabinet & DJAG	Whole of government & NGO sector	Immediate to short-term
9. Work with the Commonwealth government to develop practical and culturally-competent information strategies to assist newly-arrived immigrants and refugees to become familiar with NSW laws relating to violence against women, the NSW legal system, and focus on respectful relationships and the unacceptability of violence against women and girls.	DJAG, Communities NSW (CRC)	NSW Police Force, DJAG (Legal Aid), NGOs	Immediate to short-term

## Priority 2: Preventing the escalation and reoccurrence of domestic and family violence

How will we do it?	Lead agency	Partner agencies	When
10. Continue to roll out the Start Safely rental subsidy for women escaping domestic and family violence.	Human Services (Housing NSW)		Immediate
11. Ensure that those involved in the Family Case Management project under <i>Keep Them Safe</i> recognise that domestic and family violence may be a key feature of those families who will be included in the project and are able to appropriately refer victims of domestic violence to relevant support services.	Premier and Cabinet	Whole of government and NGOs	Immediate
12. Trial, implement and evaluate the Cross Agency Risk Assessment and Management framework – Domestic and Family Violence (CARAM – DFV) for use by key frontline agencies and NGOs.	NSW Health	NSW Police Force, Human Services (CS), DJAG, and NGOs	Immediate

## Priority 2: Preventing the escalation and reoccurrence of domestic and family violence (continued...)

<p>13. a) Incorporate issues for women with a disability and victims who have a child with a disability into a risk management framework (CARAM).</p> <p>b) Incorporate issues for women with a disability and victims who have a child with a disability into mainstream training.</p>	NSW Health	Human Services (ADHC)	Short-term
<p>14. Complete the expansion of the Staying Home Leaving Violence project to an additional 10 locations during 2010–2011.</p>	Human Services (CS)	NSW Police Force, Human Services (Housing NSW), NSW Health, Legal Aid, NGOs	Immediate
<p>15. Implement a Domestic Violence Death Review Team in NSW.</p>	DJAG	Premier and Cabinet	Immediate

## Priority 2: Preventing the escalation and reoccurrence of domestic and family violence (continued...)

<p>16. a) Audit the implementation of the NSW Health Domestic Violence Routine Screening (DVRS) program for all women presenting to antenatal and early childhood services and, for women aged 16 years and over, who attend drug and alcohol, and mental health services.</p> <p>b) Extend implementation to cover all target services.</p> <p>c) Extend DVRS to other community health services.</p>	<p>NSW Health</p>		<p>a) Short-term</p> <p>b) Long-term</p> <p>c) Long-term</p>
<p>17. Continue to provide appropriate referrals, counselling and advocacy to people affected by domestic and family violence through the Domestic Violence Line.</p>	<p>Human Services (CS)</p>		<p>Immediate</p>

## Priority 2: Preventing the escalation and reoccurrence of domestic and family violence (continued...)

18. As part of the sustained home visiting program to be rolled out by NSW Health for new mothers, ensure that nurses who visit these mothers are trained in identifying domestic and family violence and have appropriate contacts to refer them to.	NSW Health	NGOs, Human Services (CS)	Short-term
19. Expand the NSW Aboriginal Maternal and Infant Health Strategy (AMIHS) to 31 teams and ensure that all teams are equipped to identify domestic and family violence and have appropriate referral contacts and maintain linkages with the <i>Brighter Futures</i> program.	NSW Health		Short-term

## Priority 2: Preventing the escalation and reoccurrence of domestic and family violence (continued...)

<p>20. Ensure that workers in the trial of the family referral services (under <i>Keep Them Safe</i>) have the capacity, as appropriate to their roles, to refer clients to domestic and family violence services.</p>	<p>NSW Health</p>	<p>Human Services (CS), Juvenile Justice, ADHC), Education and Training</p>	<p>Immediate</p>
<p>21. Conduct an audit of men’s counselling and support services, including telephone support services in NSW, to ensure that NSW has adequate services for men who want assistance before they become violent.</p>	<p>Premier and Cabinet (OFWP)</p>		<p>Short-term</p>

## Protection, safety and justice

Our priorities:

1. Consistent, improved responses from legislation, courts, police and legal representatives
2. Perpetrators being held accountable

Protection, safety and justice for those experiencing domestic and family violence are key priorities for this Action Plan. We recognise that it is particularly important for victims to have access to justice and get consistent, effective responses from the criminal justice system.

### *What the consultations told us is needed...*

These actions result from issues raised at consultative forums and written submissions, including:

- **consistent, improved criminal justice responses**
  - increased, sustained training programs for police and magistrates to develop improved responses to domestic and family violence

- **improved information for victims and perpetrators** – standardised domestic violence-related information for victims and perpetrators about the court process and legal issues
- **perpetrator programs** – evaluated perpetrator programs with minimum standards.

### *What the research tells us...*

Research has shown that a strong criminal response to domestic violence is important not just for victim safety, but because the 'criminal law is a powerful agency of public disapproval and reprobation'.<sup>39</sup> However, a strong criminal focus on domestic violence is most effective when combined with an integrated service response and appropriate support networks. The *Evidence Check Review* confirms this, noting the successful elements when police, courts and other services, such as health and accommodation (as in the Domestic Violence Intervention Court Model (DVICM) and the

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<sup>39</sup> Holder, R. (2001), 'Domestic and Family Violence: Criminal Justice Interventions', *Australian Domestic and Family Violence Clearinghouse, Issues Paper 3*, Australian Domestic and Family Violence Clearinghouse, Sydney.

Women’s Domestic Violence Court Advocacy Program (WDVCAP)), work together. These include:

- adequate funding
- communication and consultation between stakeholders
- clear goals and responsibilities for stakeholders
- attention to the location of the program
- continued monitoring of outcomes.

The review also found that NSW Health, NGO services and the community have developed and carried out successful interagency collaborative projects. Evaluations of services show that successful programs have:

- community consultation and education
- continuous funding
- flexibility
- links to multiple agencies’ and services’ consultations with the intended target groups (including those who have lived with domestic violence, Aboriginal and culturally and linguistically diverse groups)

- open communication
- clear policies to guide dealings between different services.

### *What we are already doing...*

- introducing innovative legislative reforms including expanding the definition of stalking and intimidation, giving more protection to children in apprehended violence order (AVO) proceedings and allowing NSW Police to apply for interim apprehended violence orders by telephone on a 24-hour basis (whether or not the court is sitting)
- creating a new stand-alone domestic violence act, the *Crimes (Domestic and Personal Violence) Act 2007*
- setting up the DVICM in Campbelltown and Wagga Wagga
- rolling-out domestic violence evidence kits to all NSW Police Force local area command services across the State
- creating a Domestic and Family Violence Team in Police Headquarters

- expanding the number of domestic violence liaison officers across the State in the NSW Police Force
- using revised NSW Police Force standard operating procedures specifically dealing with domestic and family violence.

### *What we will do...*

The Plan recognises that it is particularly important for domestic violence victims to have access to the criminal justice system and get consistent, effective and sensitive responses.

Key actions to achieve greater and fairer access to the criminal justice system include building on our successful initiatives by expanding the Domestic Violence Duty Solicitor Scheme to an additional 15 regions and providing standardised plain English information about domestic violence and court processes across a range of settings.

The effective and long-term protection of victims, children and their families is also essential. This needs improved, coordinated criminal justice

initiatives that stop violence once it occurs and protects victims from further violence. It also requires effective referral pathways to other (non-legal) services (e.g. accommodation, health, financial and other issues) to help victims and families move towards lives free from violence.

Actions include:

- supporting and expanding programs where a non-government domestic violence worker collaborates with Police within Police local area commands
- reviewing legislation to give victims the best possible protection
- continuing the Domestic Violence Intervention Court Model (DVICM) so the NSW justice system has innovative responses to domestic and family violence; such as developing, trialling and evaluating practices, and finding systemic issues and strategies that can be tested and applied in any location in NSW.

The effective immediate and long-term protection of victims and their children also means that

offenders stop their violence and are held accountable. There is much debate (and a need for further research) into how effective perpetrator programs are in reducing repeat offences, achieving positive behaviour changes and reducing violence against women and children.<sup>40</sup>

The *Evidence Check Review* found that the following points help improve outcomes for perpetrator programs:

- safety of potential victims and their children should be the top priority of any program designed to reduce repeat offences of domestic violence
- rigorous evaluation of current programs should be done so that repeat offences and

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<sup>40</sup> See for example the National Plan's discussion of perpetrator programs, their effectiveness and the need to build the evidence base in this area, pp. 133–143. Issues are also looked at in Dr Laing, L, *Responding to Men who Perpetrate Domestic Violence: Controversies, Interventions and Challenges*. Australian Domestic & Family Violence Clearinghouse; and the National Crime Prevention Report *Ending Domestic Violence: Programs for Perpetrators (1999)*.

behavioural changes are measured pre- and post-treatment

- checking literature for advances in the field to help further develop expertise
- consider funding the development of effective perpetrator programs.

The Plan recognises that more research needs to be done into what helps stop violent behaviour.

Issues needing further consideration include establishing minimum standards for perpetrator programs around the State; working with Aboriginal communities to develop appropriate perpetrator programs; and evaluating the effectiveness of perpetrator programs on achieving positive change and increasing safety of women and families.

The Action Plan recognises the need to develop programs and services designed for those who commit domestic and family violence. Experience and research suggests that these programs should be responsive to the different characteristics of adolescent offenders on the one hand, and adults on the other. Adult models may not be suitable for

adolescents; therefore the actions include consideration of the best approaches for younger perpetrators.

## Priority 1: Consistent, improved responses from legislation, courts, police and legal representatives

How will we do it?	Lead agency	Partner agencies	When
22. Through the Domestic Violence Intervention Court Model (DVICM), develop and implement innovative criminal justice responses to domestic violence.	DJAG	NSW Police Force, NSW Health, Human Services (Housing, Community Services)	Immediate
23. Expand the Domestic Violence Duty Solicitor scheme to an additional 15 regions where the Women’s Domestic Violence Court Advocacy program has a presence.	Legal Aid		Short-term

## Priority 1: Consistent, improved responses from legislation, courts, police and legal representatives (continued...)

24. Explore the option of an evaluated pilot AVO-defendant lawyer scheme in two regions (one managed by Legal Aid and one by the Aboriginal Legal Service) to ensure better outcomes for victims and defendants.	Legal Aid	Aboriginal Legal Service	Long-term
25. Support and expand a number of Domestic Violence Proactive Support Services (DVPASS) operating in identified Police Local Area Commands.	Premier and Cabinet (OFWP)	NSW Police Force, Human Services (CS), NGOs	Immediate - Short-term
26. Provide standardised domestic violence-related information for victims and perpetrators about the court process and legal issues.	DJAG		Short-term
27. Develop enhanced collaborative approaches between community legal centres and Legal Aid, to improve service delivery responses for domestic violence victims.	Legal Aid		Short-term

## Priority 1: Consistent, improved responses from legislation, courts, police and legal representatives (continued...)

28. Revise and re-publish NSW Government Interagency Domestic Violence Guidelines to ensure consistent advice to victims of domestic violence.	Premier and Cabinet	Whole of government	Short-term
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### Legislative issues

How will we do it?	Lead agency	Partner agencies	When
29. Review the definition of domestic violence in the <i>Crimes (Domestic and Personal Violence) Act 2007</i> to consider whether it captures all relevant forms of violence, such as (but not limited to) economic, emotional, sexual and animal abuse.	DJAG		Immediate

## Legislative issues (continued...)

<p>30. Review the objects in the <i>Crimes (Domestic and Personal Violence) Act 2007</i> to consider:</p> <p>(a) recognising the presumption that a victim of domestic violence has the right to remain in the family home</p> <p>(b) focusing on perpetrators of domestic violence taking responsibility for their actions.</p>	DJAG		Short-term
<p>31. Review the <i>Crimes (Domestic and Personal Violence) Act 2007</i> to consider allowing courts to make voluntary referral orders to a program which has the primary objective of stopping or preventing domestic violence on the defendant's part, promoting the protection of the protected person or assisting a child to deal with the effects of domestic violence.</p>	DJAG		Short-term

## Legislative issues (continued...)

<p>32. Continue to review the <i>Crimes (Domestic and Personal Violence) Act 2007</i> to consider providing a statutory presumption (which can be displaced) in favour of the protected person remaining in their place of residence.</p>	<p>DJAG</p>		<p>Short-term</p>
<p>33. Ensure consistency between the <i>Crimes (Domestic and Personal Violence) Act 2007</i> and reforms to the tenancy laws in the area of AVOs and the rights of occupants.</p>	<p>DJAG</p>		<p>Short-term</p>
<p>34. Develop a police bail risk assessment checklist for domestic violence matters.</p>	<p>DJAG</p>	<p>NSW Police Force</p>	<p>Short-term</p>

## Priority 2: Perpetrators

How will we do it?	Lead agency	Partner agencies	When
35. Support research on recidivism in relation to domestic violence, including research into effective recidivism reduction measures, what changes behaviour and maintains this change, and adolescent perpetrators of domestic violence.	DJAG (Corrective Services), Human Services (JJ)		Short-term
<p>36. (a) Consider establishing minimum standards for perpetrator programs that operate around the state and provide technical support so operators can meet those standards.</p> <p>(b) Consider developing, in collaboration with Aboriginal communities, culturally-competent perpetrator programs for Aboriginal communities with high rates of domestic and family violence.</p> <p>(c) Examine the appropriateness of perpetrator programs for adolescents.</p>	<p>(a) DJAG</p> <p>(b) DJAG (Corrective Services)</p> <p>(c) Human Services (JJ)</p>	<p>Premier and Cabinet, Human Services AANSW), NSW Health, NSW Police Force, NGOs</p>	<p>(a) Long-term</p> <p>(b) Long-term</p> <p>(c) Long-term</p>

## Priority 2: Perpetrators (continued...)

<p>37. (a) Evaluate the effectiveness of community-based perpetrator programs as delivered by Corrective Services.</p> <p>(b) Consider the option of expanding these state-wide evaluated community-based perpetrator programs as delivered by Corrective Services.</p>	<p>DJAG (Corrective Services)</p>	<p>DJAG</p>	<p>Long-term  Long-term</p>
<p>38. Explore the option of developing, in collaboration with Aboriginal communities a healing centre model which offers services and programs that reflect Aboriginal culture in a space that incorporates Aboriginal peoples’ tradition and beliefs.</p>	<p>DJAG (Corrective Services)</p>	<p>Human Services (AANSW)</p>	<p>Short-term</p>
<p>39. Review services and strategies (including housing assistance) targeted to perpetrators to ensure the safety of women and children.</p>	<p>Human Services (CS; Housing NSW)</p>	<p>DJAG (Corrective Services)</p>	<p>Short-term</p>

## Priority 2: Perpetrators (continued...)

40. Provide a reference to the NSW Premier's Council on Preventing Violence Against Women to explore innovative methods in managing perpetrators' compliance with orders, such as the 'Hope Card' in operation in overseas jurisdictions.	Premier and Cabinet (OFWP)		Immediate
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## Providing services and support

Our priorities:

1. Integrated, coordinated whole-of-government response
2. Forward thinking, high quality evidence-based support services

A central focus of this Plan is providing integrated, coordinated and effective responses to people experiencing domestic and family violence both from government agencies and non-government organisations. Some key actions addressing this build on the actions in strategic directions 1 and 2. Other key actions flow from *Keep them Safe* and the *NSW Homelessness Action Plan* to deliver consistent services to women and children experiencing, or at risk of, domestic and family violence.

Some actions in this section build on initiatives that have been shown to work and deliver positive outcomes for women and families. In recent times we have tested some effective models and recognise that different responses are required

depending on people's needs. For instance, in areas of high need, intensive integrated models are best. However, in other areas, responses may not need the same level of intervention. As we build the evidence base, we can better target our interventions and support services based on an assessment of greatest risk.

### *What the consultations told us is needed...*

- **clear objectives and principles** – to guide government work in this area so that it is integrated, coordinated and accountable. This may include formal memoranda of understanding between agencies, clear description of services and governance/reporting structures
- **a high-level governance structure** – for this Plan, including reporting to the Human Services and Justice Chief Executive Officers Forum
- **integrated service delivery** – integrated and coordinated services from government and non-government sectors and responses that meet cultural and community needs

- **service provision** – to meet long-term and medium-term support needs of women who have experienced domestic and family violence (as well as the current focus on crisis support services)
- **funding** – recurrent, long-term funding to enable sustainable outcomes (particularly in rural, remote and Aboriginal communities)
- **alignment with existing, related NSW action plans** – the Plan should encompass existing actions from the *NSW Homelessness Action Plan* and *Keep them Safe: A Shared Approach to Child Wellbeing*, and carry out the NSW Government’s *Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities*
- **improvement of, and further support for, existing integrated government measures** to tackle domestic and family violence - e.g. the Domestic Violence Line; Staying Home Leaving Violence; NSW Police Force domestic violence liaison officers; Domestic Violence Routine Screening Program (NSW Health); the Education Centre Against Violence (NSW Health); the

## Women’s Domestic Violence Court Advocacy Program and the Domestic Violence Intervention Court Model

- **accommodation** – that meets crisis, transitional and long-term accommodation and housing needs, particularly in remote and rural communities
- **inclusive services** – access to services for marginalised and particularly disadvantaged groups. These include communities which are remote and rural, Aboriginal, culturally and linguistically diverse, and refugee or ‘newly emerging’; women with a disability; people from same-sex relationships; and people who are transgender or intersex.

### *What the research tells us...*

Research into best practice models for tackling domestic and family violence has emphasised the need for a coordinated, integrated approach from government agencies as well as the non-government sector. Often the focus has been on an integrated criminal justice system however it is

recognised that, as the causes of domestic and family violence are multifaceted and arise from an array of factors, other areas of response must also be integrated. When considering efforts to end men's violence towards women, Dobash *et al.* stressed the need for interventions to include responses at three levels:

- individual – work that responds to the needs of individual women and contributes towards their safety and wellbeing
- institutional – improves the service delivery response to victims of domestic violence and perpetrators
- social – work that contributes towards changing the beliefs and attitudes that underpin violence and allow it to continue.<sup>41</sup>

Integrated responses at all levels help a victim experiencing domestic and family violence to get the best service possible. They can avoid the

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<sup>41</sup> Dobash, R. E., Dobash, R. P., Cavanagh, K., & Lewis, R. (eds.) (2000), *Changing Violent Men*, Sage Publications, Thousand Oaks, California.

re-traumatisation caused by having to negotiate the myriad of support options available, some of which may not be able to respond properly. An integrated response should allow a victim to be empowered by the process, make them safe, recognise their diverse needs and hold the perpetrator, and not the victim, accountable.<sup>42</sup> A fragmented approach results in agencies and service providers focusing on only part of the problem.

### *What we are already doing...*

- expanding the Staying Home Leaving Violence program across the State
- expanding the Women’s Domestic Violence Court Advocacy Program (WDVCAP) across the state
- implementing the *Start Safely* program to help domestic violence victims into private accommodation

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<sup>42</sup> Urbis Keys Young (2002), *Research into Good-Practice Models to Facilitate Access to the Civil and Criminal Justice System by People Experiencing Domestic and Family Violence: Final Report*, Commonwealth of Australia.

- supporting the Integrated Domestic and Family Violence Services program in several locations across NSW
- employing the NSW Police Force region domestic violence coordinators to bring together government and non-government agencies across the state, to respond consistently to women and families escaping domestic violence.

### *What we will do...*

This Plan also recognises that integration and coordination is needed to support victims' individual needs. This can be achieved when services collaborate to provide 'wraparound' support to the client to give the most effective response.

Other key actions include:

- putting in place a governance structure that uses the Department of Premier and Cabinet's regional governance framework

- engaging with local governments (for example, to see that domestic violence is addressed in community safety plans)
- building the capacity of local domestic violence committees.

These actions aim to build collaboration at different levels of government, and between government agencies, local government and communities. Positive outcomes include developing improved service delivery responses (and addressing gaps) and using reporting measures to gauge success and respond to issues.

Integrated, coordinated service delivery also reduces the longer-term effects of violence on women, children, families and communities. This can be achieved by supporting services to move beyond the ‘crisis’ stage of escaping violence and help victims to lead lives free from violence.

It is also a critical focus of the Plan to deliver integrated, coordinated services to the wide range of women and communities experiencing domestic and family violence (including rural and remote,

women with a disability, victims who have a child with a disability, culturally and linguistically diverse, refugee and Aboriginal communities). Actions include:

- expanding the Rural Women’s Outreach project to southern NSW and setting up an Aboriginal-specific rural outreach service
- completing the implementation of the Orana Far West Safe House project, which gives families escaping violence safe accommodation (supported by specialist workers) to transition on to affordable housing. The project has a particular focus on Aboriginal women and children in these communities.

## Priority 1: Integrated, coordinated, whole-of-government response

How will we do it?	Lead agency	Partner agencies	When
<p>41. (a) Explore the option of expanding the Integrated Domestic and Family Violence Services programs to additional locations identified as particular ‘hot spots’ (based on prevalence data and existing service infrastructure) for domestic and family violence.</p> <p>(b) Ensure that any such programs have a focus on case management, crisis and long-term trauma.</p>	Human Services (CS)	DJAG, NSW Police Force, NSW Health, Human Services (AANSW), Communities NSW (CRC) and NGOs	Long-term

## Priority 1: Integrated, coordinated, whole-of-government response (continued...)

<p>42. Evaluate the role, responsibilities and outcomes of the domestic violence police regional coordinators 12 months after the release of the Action Plan.</p>	<p>Premier and Cabinet, Justice and Human Services Chief Executive Officer's (JH&amp;S CEO's)</p>	<p>NSW Police Force</p>	<p>Short-term</p>
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## Priority 1: Integrated, coordinated, whole-of-government response (continued...)

43. Engage with relevant LGAs to ensure that all local councils include measures to prevent and respond to domestic and family violence in their community safety plans.	Premier and Cabinet	Australian Local Government Association, Local Government and Shires Association, Australian Local Government Women's Association.	Short-term
44. Review and extend domestic violence counselling services in NSW Health-funded services.	NSW Health		Short-term

## Priority 2: Forward-thinking, high quality, evidence-based support services

How will we do it?	Lead agency	Partner agencies	When
<p>45. Complete the implementation of the Orana Far West Safe House project and enhance the project through the commitment of additional capital funds to improve the safe house properties. The Orana Far West Safe House project provides safe accommodation for families escaping violence in parts of western NSW, with a special focus on supporting Aboriginal women and children in these communities.</p>	<p>Human Services (CS)</p>	<p>Human Services (Housing NSW)</p>	<p>Immediate to short-term</p>
<p>46. Expand the Rural Women’s Outreach project, (which provides legal advice, community legal education and support) to assist Aboriginal women and women in southern NSW.</p>	<p>Legal Aid</p>		<p>Short-term</p>

## Priority 2: Forward-thinking, high quality, evidence-based support service (continued)

47. Review the current ranking and allocation system for priority housing to enable better identification of those most vulnerable or at greatest risk of homelessness (such as women and children who are leaving violent homes).	Human Services (Housing NSW)		Immediate to short-term
48. Develop models for intervention and protocols for emergency departments to identify and respond to victims of domestic violence, including collection of forensic evidence.	NSW Health	NSW Police Force	Short-term

## Priority 2: Forward-thinking, high quality, evidence-based support services (continued...)

<p>49. (a) Provide long-term accommodation and support for women and children experiencing domestic and family violence.</p> <p>(b) Provide integrated services to assist women escaping domestic violence to maintain private tenancies, access social housing, and link with appropriate supports.</p>	<p>(a) Human Services (CS, Housing NSW)</p> <p>(b) Human Services (CS, Housing NSW)</p>	<p>(a) NGOs</p> <p>(b) Premier and Cabinet (OFWP), NSW Health, NGOs</p>	<p>(a) Immediate, short- and long-term</p> <p>(b) Start of 2010</p>
<p>50. Explore the option of a formal brokerage funding program for local service providers in order to ensure early access to emergency services to ensure the safety of women and their children.</p>	<p>Human Services (CS)</p>	<p>NGOs</p>	<p>Immediate to short-term</p>
<p>51. Explore options with such organisations as the RSPCA to expand existing strategies that ensure the safety of pets for women leaving violence.</p>	<p>Premier and Cabinet (OFWP)</p>		<p>Short-term</p>

## Priority 2: Forward-thinking, high quality, evidence-based support services (continued...)

52. Improve outcomes for female inmates who have been victims of domestic violence by ensuring access to specialist trauma and recovery counselling whilst in gaol and ongoing support post-release.	DJAG (DCS)	NSW Health	Immediate, short- and long-term
53. Work with the Royal Australian College of General Practitioners to implement a system of referral between GPs and domestic and family violence support agencies.	Premier and Cabinet (OFWP)	NSW Health	Short-term
54. Support the wellbeing of older people through prevention and education strategies around violence and other crime.	Human Services (ADHC), DJAG, NSW Health	NSW Police Force	Immediate, short- and long-term
55. Include education about domestic and family violence in interpreters' induction or refresher training.	Communities NSW (CRC), NSW Health		Short-term

## Building capacity

Our priorities:

1. Workforce development
2. Partnerships and leadership
3. Organisational change

Building capacity within government, the non-government sector and communities is essential to preventing, reducing and responding to domestic and family violence.

### *What the consultations told us is needed...*

- **Enhanced training** – increased, sustained training on domestic and family violence issues for relevant professionals in both government and non-government sectors e.g. police, magistrates, GPs, mental health workers and relevant staff
- **committed leadership** – at the highest levels of key agencies such as the NSW Police Force.

## *What the research tells us...*

Capacity building involves finding, using and developing the abilities of individuals, families and community organisations to work out strategies for responding to, and preventing, domestic and family violence. Research has shown that better results are achieved when government and communities work together, and existing strengths and resources within communities are built on and supported. This is of particular importance in Aboriginal, CALD and newly-arrived refugee communities. A capacity-building approach provides opportunities for the NSW Government to respond to and support community-led initiatives.

Training is a crucial part of workforce development. However, for training to fulfil its capacity-building function there must be a range of integrated initiatives to support it. It must also be relevant, timely, fair and accessible. Furthermore, effective professional development is ongoing, cumulative and coordinated. Learning opportunities must be tailored to the needs of service providers in a range

of contexts and with varying levels of experience. There should be a balance between training that is specific to individual agencies and professions, and professional development that is delivered in a cross-agency context.

### *What we have done...*

- created the Violence Prevention Coordination Unit in the Office for Women’s Policy, Department of Premier and Cabinet to lead whole-of-government responses to violence against women
- established a \$2.9 million grants fund for non-government organisations to develop innovative domestic violence projects that prevent and minimise the impacts of domestic violence, which includes \$900,000 specifically for Aboriginal projects
- established the Premier’s Council on Preventing Violence against Women
- created the Intersectoral Domestic and Family Violence Education and Training (IDFVET) project to develop minimum standards and

benchmarks for good practice in workforce training and continuing professional development to help coordinate domestic and family violence workforce training and make it consistent across the diverse sectors.

- amended NSW Police Force policies and developed a communications strategy to educate all police about reporting domestic violence incidents to Community Services
- established the Safe Families program, as part of the *Two Ways Together* approach, which aims to build resilience in Aboriginal communities; forge effective partnerships between government service agencies and Aboriginal community groups; and build community capacity to identify and respond to threats to community wellbeing.

### ***What we will do...***

Building capacity within government, non-government sectors and communities is essential in preventing, reducing and responding to domestic and family violence. The Action Plan addresses three

priorities in this area: i) workforce development; ii) partnerships and leadership; and iii) organisational change.

The first priority recognises that developing workforce understanding and capacity on domestic and family violence is essential for achieving better outcomes for women, children and communities experiencing violence. Key actions include coordinated work with other government agencies on initiatives (for example *Keep Them Safe*) to make sure government and non-government workforce development and training on domestic and family violence issues is ongoing.

Capacity-building actions also aim to support government and non-government agencies to deliver better informed quality services, for example, expanding the work of the Drug and Alcohol Expertise Unit in Community Services (which supports child protection caseworkers state-wide) and including staff with expertise in domestic and family violence.

Actions under this strategic direction also aim to improve partnerships with non-government

organisations and within communities. This includes supporting and building community partnership planning mechanisms that develop local and regional plans to tackle domestic and family violence. The actions also add to existing community partnership programs, such as the Aboriginal Affairs NSW-led Partnership Community Program, and holding forums for domestic violence committees.

Finally, the actions promote building capacity and leadership at individual, community, organisational and senior government levels. This is not only critical in getting out clear, strong messages that condemn domestic and family violence in all its forms, but also in driving behavioural, cultural, organisational and social change.

Actions to achieve this include:

- developing, implementing and monitoring specific training for the judiciary on domestic and family violence (the Judicial Domestic Violence project);

- introducing domestic violence education packages and resource materials for judicial officers, the legal profession, policymakers and health professionals.

## Priority 1: Workforce development

How will we do it?	Lead agency	Partner agencies	When
56. Support the development of community-based advocacy networks which work with and help to inform the work of government agencies and service providers through the justice and human services regional governance structure.	Premier and Cabinet	Whole-of-government, NGOs	Short-term
57. Work with the Public Service Association to develop specific formal and informal employment support initiatives in the public service that enable women who have experienced violence to enter or return to the workforce.	Premier and Cabinet, (OFWP)		Short-term
58. Expand the work of the Drug and Alcohol Expertise Unit in Community Services, which provides advice and support to child protection caseworkers, to include domestic violence, by creating new positions with expanded roles and responsibilities and relevant clinical expertise.	Human Services (CS)	NSW Health	Immediate

## Priority 1: Workforce development (continued...)

<p>59. Ensure that the delivery of domestic and family violence services is included in the NSW Government’s five-year plans in relation to NGO capacity building and workforce development.</p>	<p>Human Services (CS)</p>	<p>Human Services (ADHC, Housing, JJ), NSW Health</p>	<p>Long-term</p>
<p>60. Ensure that facilitators of the Schools as Community Centres program have access to contact details of current services to which to refer people identified as being at risk of, or experiencing, domestic and family violence.</p>	<p>Education and Training</p>	<p>NGOs</p>	<p>Short-term</p>
<p>61. Through the Partnership Community Program, government agencies will provide ongoing support and encouragement to local Aboriginal community governance groups to identify responses to family violence within their communities. Government will also work with the local governance groups to implement localised strategies that address the issue of family violence.</p>	<p>Human Services (AANSW)</p>	<p>Whole-of-government, and NGOs</p>	<p>Short to long-term</p>

## Priority 2: Partnerships and leadership

62. Provide pathways for the domestic violence committees to inform the work of government agencies, such as through the justice and human services regional governance structure.	Premier and Cabinet (OFWP)	Whole-of-government	Short-term
63. Convene a domestic violence committee forum to facilitate networking and promote the exchange of ideas and information about preventing domestic and family violence across communities.	Premier and Cabinet (OFWP)		Short-term
64. Coordinate violence against women awareness-raising activities with an emphasis on the participation of leaders in government.	Premier and Cabinet (OFWP)		Ongoing

## Aboriginal-specific strategies

How will we do it?	Lead agency	Partner agencies	When
65. Explore delivering improved social housing options for large Aboriginal families who are experiencing, or at risk of, domestic and family violence.	Human Services (Housing NSW)		Long-term
66. Work in partnership with Aboriginal people to roll out to additional communities the Indigenous Family Violence Partnership Project (IFVPP).	DJAG	Human Services (AANSW)	Immediate

### Priority 3: Organisational change

<p>67. Design and conduct a needs analysis to identify the information needed by judges and magistrates, to allow for:</p> <ul style="list-style-type: none"> <li>■ consistency in managing domestic violence matters in court</li> <li>■ consistency in approaches to sentencing for domestic violence matters</li> <li>■ greater understanding of the impact of decisions on the victims of domestic violence.</li> </ul>	DJAG (NSW Judicial Commission)		Immediate
<p>68. Identify and develop new training and resource material on dealing with domestic violence matters in the courtroom tailored to the needs of judicial officers.</p>	DJAG	DJAG (Judicial Commission)	Immediate to short-term
<p>69. Explore options with the NSW Law Society and Universities to incorporate gender training into the practical legal training for lawyers' curriculum.</p>	DJAG, Premier and Cabinet (OFWP)		Short-term

### Priority 3: Organisational change (continued...)

<p>70. Incorporate core domestic violence subjects into appropriate Vocational Education &amp; Training (VET) courses, such as child services, health services assistance, aged care work and community services.</p>	<p>Education and Training</p>		<p>Long-term</p>
<p>71. (a) Encourage in-house Continuing Legal Education training for lawyers in practices where they will have contact with victims and perpetrators. (b) Produce standardised domestic violence information, including referral information, for private legal practitioners and make this information available electronically.</p>	<p>(a) Legal Aid, (b) DJAG</p>	<p>NSW Law Society</p>	<p>Long-term  Short-term</p>
<p>72. Publish domestic violence best practice guidelines across Legal Aid services and for other lawyers who have contact with domestic violence victims or perpetrators.</p>	<p>Legal Aid</p>	<p>Aboriginal Legal Service, community legal centres</p>	<p>Immediate to short-term</p>

### Priority 3: Organisational change (continued...)

<p>73. (a) Conduct an audit of the existing domestic and family violence workforce training provision.</p> <p>(b) Conduct an assessment of professional development needs of government agencies and NGOs with respect to domestic and family violence.</p>	NSW Health (ECAV )	Whole-of-government	<p>a) short-term</p> <p>b) long-term</p>
<p>74. Convene an information forum during Domestic Violence Week for elected leaders, ministerial staff, members of Parliament and non-frontline bureaucrats on domestic violence-related issues.</p>	Premier and Cabinet (OFWP)	Whole-of-government and NGOs	Short-term
<p>75. Build on existing training packages for Aboriginal workers and community members working in domestic and family violence and related areas, in collaboration with Aboriginal communities.</p>	NSW Health, Human Services (AANSW)	Human Services (CS)	Short to long-term
<p>76. Ensure that Community Services caseworkers receive domestic violence-specific training, jointly with other agencies and non-government workers.</p>	Human Services (CS)		Short-term

### Priority 3: Organisational change (continued...)

<p>77. Embed into Human Services (ADHC) staff training, a component on domestic violence and women with a disability, and appropriate referral pathways.</p>	<p>Human Services (ADHC)</p>	<p>DJAG</p>	<p>Short to long-term</p>
<p>78. Develop and implement a media strategy for victims of crime. This will include initiatives to engage and influence media journalists and publishers’ portrayal of crime and victims, including victims of domestic and family violence.</p>	<p>Premier and Cabinet, DJAG</p>		<p>Short-term</p>
<p>79. Incorporate information on the association between domestic and family violence-related trauma, substance abuse and poor mental health outcomes, into training for mental health and drug and alcohol workers.</p>	<p>NSW Health (ECAV)</p>		<p>Long-term</p>

### Priority 3: Organisational change (continued...)

80. Liaise with the Royal Australian College of General Practitioners on ways to promote and encourage best-practice, consistent training on domestic and family violence-related issues for GPs, particularly in relation to cases of violence against older women.	Premier and Cabinet (OFWP)	NSW Health	Long-term
81. Develop minimum standards and benchmarks for good practice in relation to domestic and family violence workforce training and continuing professional development.	NSW Health	Whole-of-government, NGOs	Long-term

## Data and research

Our priorities:

1. Improved streamlined data collection
2. High quality evidence-based research to inform programs and policies

Article 4 of the United Nations' *Declaration on the Elimination of Violence against Women*

(unanimously adopted by all member states in 1993 to strengthen and complement the *Convention on the Elimination of all Forms of Discrimination Against Women*) sets out a number of measures that states should adopt to reduce violence against women. One of these is:

‘Promote research, collect data and compile statistics, especially concerning domestic violence, relating to the prevalence of different forms of violence against women and encourage research on the causes, nature, seriousness and consequences of violence against women and on the effectiveness of measures implemented to prevent and redress

violence against women; those statistics and findings of the research will be made public.’

It is critical that we continue to build the evidence base to inform best-practice programs, policies and approaches for preventing, reducing and responding to domestic and family violence. This includes time and place mapping to better anticipate when and where violence occurs and deploy resources. It also includes building greater evidence-based responses to women and children experiencing violence across diverse communities and cultures, to ensure that we best meet their needs. Building this evidence base is a key direction of the Action Plan as is continuing to use high quality, evidence-based research to inform programs and policies.

### *What the consultations told us is needed...*

- **data collection** – better data collection, to improve existing service delivery in both government and non-government sectors
- **a research agenda** – to examine long-term issues (e.g. trauma issues; domestic and family violence in Aboriginal and ‘newly-emerging’

refugee communities; and effectiveness of police responses) and to establish the evidence base for initiatives to combat domestic and family violence

- **common definitions of domestic and family violence** – for government and non-government agencies to work from
- **an evaluation of existing services and programs** – to make sure high quality, effective programs continue, and that ineffective programs are improved.

### *What the research tells us...*

Collecting statistical data over the past few decades has greatly improved the understanding of the prevalence of domestic and family violence. There have been several major and specific studies of domestic and family violence over the past decade, both in Australia and overseas. This has heightened awareness and understanding of this complex issue. The available data is drawn from the following main sources:

- Australian Bureau of Statistics (ABS) Personal Safety Survey carried out between August and December 2005 and released in August 2006
- Australian section of the International Violence Against Women Survey (IVAWS) that the Australian Institute of Criminology (AIC) carried out in 2002/03 and published in 2004
- World Health Organisation (WHO) collected data for a study on women's health and domestic violence from over 24,000 women in 10 countries in 2005 (while this study did not include Australia, it shows the global nature, scope and prevalence of domestic and family violence)
- Supported Accommodation Assistance Program (SAAP) data which shows domestic and family violence represents 20% of SAAP support periods in 2007/08.

The data from these sources shows 'unequivocally that this society is still beset by high levels of

domestic and family violence,<sup>43</sup> and that such violence has significant and sometimes devastating outcomes for victims, including homicide, homelessness and poor social, mental and physical health outcomes.

However, while these studies give us an idea of how widespread domestic and family violence is, there is much that the statistical data does not reveal, for example, ‘about how violence is experienced and understood by victims, or why some people take up violent behaviour and others do not’.<sup>44</sup>

The Australian Domestic and Family Violence Clearinghouse found the ‘use of statistical data, together with qualitative research studies, provides a fuller picture of the nature of domestic and family violence, such as its gender dynamics, its secrecy, and the shame and fear which lie behind the

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<sup>43</sup> Marcus, G & Braaf, R., (May 2007) ‘*Domestic and Family Violence Studies, Surveys and Statistics: Pointers to Policy and Practice*’, Australian Domestic and Family Violence Clearinghouse, Sydney.

<sup>44</sup> *ibid.*

figures’.<sup>45</sup> Good qualitative data is needed to improve both crisis responses and prevention strategies.

Researchers agree that consistent data collection on domestic and family violence, both in Australia and overseas, is generally problematic. In Australia, the definition of domestic and family violence varies between jurisdictions and agencies. It is important to develop common, standardised data collection methods, including common fields and demographic information, to get more accurate data and help improve existing service delivery in both government and non-government sectors.

### *What we have already done...*

- commissioned the Review of Selected Domestic and Family Violence Prevention Programs
- produced the research paper, *Trends and Patterns in Domestic Violence Assaults*,<sup>46</sup> which

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<sup>45</sup> *ibid.*

<sup>46</sup> Bureau of Crime Statistics and Research (BOCSAR) & NSW Health (Oct. 2005) ‘Trends and Patterns in Domestic Violence Assaults,’ *Crime and Justice Bulletin*, No 89, Sydney.

the Bureau of Crime Statistics and Research (BOCSAR) completed with NSW Health

- funded the Older Women’s Network to research the needs of older women
- Requested that the Australian Housing and Urban Research Institute (AHURI) develop a synthesis of available research on homelessness and domestic and family violence. It found that:
  - domestic and family violence combined with a lack of affordable housing is a major cause of women’s homelessness
  - socioeconomic disadvantage is a key risk factor for homelessness caused by domestic and family violence
  - helping women and children to stay in their homes, if possible, is better as it reduces disruption, particularly to social and educational supports
  - for Aboriginal families, community-based ‘safe houses’ for women are more effective than mainstream services.

## *What we will do...*

The Action Plan makes improving data collection a priority with changes to the key data collection methods of government agencies. This will improve consistency and the way data is recorded on domestic and family violence incidents and responses.

In particular, the actions recognise the importance of capturing all forms of domestic and family violence, and the need to survey and collect greater data samples from specific sub-populations who are more at risk of this type of violence.

Information-sharing between government agencies and non-government organisations is a complex issue which needs to be addressed. There are significant challenges for the sharing of confidential information about individuals, children and families such as the need to balance rights to privacy on one hand, and safety and protection on the other. This matter is being considered by the NSW Law Reform Commission who is looking at information-sharing systems and protocols. This is critical to giving

people effective ‘wraparound’ services that best meet their needs.

A long-term research agenda is necessary to drive evidence-based responses to domestic and family violence. Key areas for further research include:

- relevant police practices in NSW and Australia
- breaking the intergenerational transmission of violence
- effective strategies for preventing and reducing family violence in Aboriginal communities
- perpetrator programs and positive behaviour change
- particular needs and experiences of older women and marginalised communities.

## Priority 1: Data collection

How will we do it?	Lead agency	Partner agencies	When
<p>82. Deliver regular comprehensive overviews on domestic and family violence that provide detailed information on trends and patterns, particularly with regard to intimate partner violence. The overviews should include information on (but not be limited to):</p> <ul style="list-style-type: none"> <li>• measuring domestic violence</li> <li>• trends in domestic violence</li> <li>• location of incident</li> <li>• time of incidents</li> <li>• involvement of alcohol</li> <li>• gender</li> <li>• age</li> <li>• Aboriginal status</li> <li>• injury</li> </ul> <p>The first overview should be delivered by 2011 followed by a second overview by 2015.</p>	BOCSAR		Immediate to long-term

## Priority 1: Data collection (continued...)

How will we do it?	Lead agency	Partner agencies	When
<p>83. Explore options to develop a databank of statistics (non-personal, disaggregated information) to be maintained jointly by all the key organisations involved with perpetrators and victims/survivors of such violence to establish:</p> <ul style="list-style-type: none"> <li>a. a source of consistent information</li> <li>b. a clear picture of prevalence</li> <li>c. access to services for victims and perpetrators.</li> </ul>	Premier and Cabinet	Whole-of-government	Long-term
<p>84. Ensure that all police officers are appropriately trained in the accurate flagging of domestic violence-related incidents on the NSW Police Force computerised database.</p>	NSW Police Force		Long-term

## Priority 1: Data collection (continued...)

85. Conduct analysis of crime-mapping data to identify regional trends in the prevalence of domestic violence across NSW.	DJAG	Premier and Cabinet	Immediate
86. Ensure that the NSWLRC Inquiry concerning family violence includes consideration of information-sharing and domestic violence, and how to achieve the best outcome for victims whilst maintaining privacy.	DJAG	NSWLRC	Immediate

## Priority 2: Research

<b>How will we do it?</b>	<b>Lead agency</b>	<b>Partner agencies</b>	<b>When</b>
87. (a) Undertake further research on police practices in pro-arrest jurisdictions within Australia. (b) Review the effectiveness of the amendments made to the Police Standard Operating Procedures in November 2008.	(a) Premier and Cabinet (b) NSW Police Force	(a) NSW Police Force	Short-term

## Priority 2: Research

<p>88. Support further research into restorative justice programs for Aboriginal people drawing on practical examples in NSW and internationally, as well as existing literature, to assess the effectiveness of such programs in the context of domestic violence offences.</p>	<p>Premier and Cabinet (OFWP)</p>		<p>Long-term</p>
<p>89. Support research into breaking the intergenerational transmission of violence.</p>	<p>Premier and Cabinet (OFWP)</p>	<p>Human Services (JJ)</p>	<p>Long-term</p>
<p>90. Support research into:</p> <ul style="list-style-type: none"> <li>(a) the understanding of service providers across the state about the needs of older women experiencing domestic violence</li> <li>(b) mapping the ‘hidden homelessness’ of older women leaving their homes as a result of violence.</li> </ul>	<p>Premier and Cabinet (OFWP)</p>		<p>Short-term</p>

## Priority 2: Research (continued...)

91. Convene a subcommittee of the Domestic Violence Senior Officers Group to develop key performance indicators to monitor the implementation of the Action Plan.	Premier and Cabinet (OFWP)	Whole-of-government	Immediate
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# Implementing, monitoring and evaluating the Action Plan

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## Governance structure

Clear reporting lines are critical for implementing the Action Plan and achieving improved outcomes for domestic and family violence.

There will be a partnership between a number of groups to carry out this Plan: government agencies, the non-government sector and other community stakeholders. Collaboration and communication between these groups is important to make sure actions are rolled out in a timely manner, domestic and family violence is given priority, and that the actions work as intended.

### *Government*

The structure supporting the implementation and ongoing development of the Action Plan will be:

- 1. The Human Services & Justice Cabinet Committee:** This is the highest level of

governance for Human Services and Justice agencies. It is made up of Ministers whose portfolio responsibilities include Police, Community Services, Health, Housing, Attorney General's, Corrective Services, Aboriginal Affairs, Disability and Ageing and Women.

2. **Justice and Human Services CEOs:** This is a forum of chief executives of the Justice and Human Services agencies that reports to the Human Services and Justice Cabinet Committee. It advises the committee on key issues relevant to those Ministers' portfolios and makes decisions that impact on relevant agencies.
3. **The Domestic & Family Violence Senior Officers Group (DFVSOG):** This is the key interagency body for domestic and family violence. The Violence Prevention Coordination Unit in the Office for Women's Policy within the Department of Premier and Cabinet chairs the group. Members include senior officers from:
  - Department of Human Services (Ageing, Disability and Home Care, Community

Services, Housing NSW, Juvenile Justice, Aboriginal Affairs)

- NSW Police Force
- NSW Health
- Department of Education and Training
- Department of Justice and Attorney General
- Legal Aid NSW

The DFVSOG will:

- develop key performance indicators to measure and monitor implementation of the Action Plan
- oversee evaluation of the Action Plan
- monitor and resolve interagency issues on domestic and family violence
- report and provide advice and recommendations to the Justice and Human Services CEOs on implementing and evaluating the Action Plan.

**4. Justice and Human Services Regional Manager Network:** The Regional Manager Network (RMN) refers to the collective of regional managers of NSW Government agencies. Regional manager clusters (RMC) are the groups of regional managers within the RMN. There are two main regional managers clusters: 1) Justice and Human Services and 2) Economic Development and Environment.

The Justice and Human Services Regional Manager Cluster (JHSRMC) responds when needed to the priorities of government, the regional interagency objectives of agencies and the needs of the communities they serve. The JHSRMC will draw in non-government organisations, local government and local business partners as required, to help with their decision-making. Regional strategic plans will inform and drive implementation of the *Domestic and Family Violence Action Plan* at a regional level.

The JHSRMC is accountable to the Department of Premier and Cabinet and the Justice and Human Services CEOs Group.

## ***Community***

The bodies that will see that the non-government sector and communities are involved in implementing and progressing the Action Plan will be:

- 1. The Premier's Council on Preventing Violence Against Women:** This includes mostly non-government members who have extensive experience and knowledge about domestic and family violence issues. The Council will continue to advise the Minister for Women and the Premier on relevant domestic and family violence issues in NSW and the ongoing implementation and evaluation of the Action Plan.
- 2. Regional domestic and family violence committees:** Regional committees will be responsible for overseeing the development, implementation and monitoring of the *Domestic*

*and Family Violence Action Plan* at a regional level. The committees will be linked to and supported by the Justice and Human Services regional manager clusters, under the Department of Premier and Cabinet Regional Coordination Program.

There will be representation from all levels of government and non-government agencies in regional areas. The NSW Police Force regional coordinators will chair these committees and be responsible for giving reports to the Justice and Human Services regional manager clusters. They will report in turn to the Domestic Violence Senior Officers Group on key regional issues about implementing the Plan.

- 3. Local domestic violence committees:** These committees bring together government agencies, non-government organisations and community members to develop local plans for responding to local domestic violence issues, helping services to work together and reporting on progress.

**4. Local councils' community safety plan committees:** These committees develop community safety plans for local areas. The plans include strategies to prevent violence against women.

## ***Keep Them Safe, the Homelessness Action Plan and the Domestic and Family Violence Action Plan***

The implementation of the actions arising from *Keep Them Safe*, the *Homelessness Action Plan* and the *Domestic and Family Violence Action Plan* will come together through the NSW Justice and Human Services regional managers clusters. The regional managers will develop strategic plans for their region which will drive the roll-out of initiatives and make sure there is an integrated and coordinated approach to complementary actions carried out across the state.

## **Implementing the Plan**

Implementation of the actions will be monitored progressively over five years. Each government agency is responsible for developing the actions it leads on and their progress. The Justice and Human Services CEOs Forum will review progress and report to the Cabinet Committee on Human Services. There

will be annual public reports to show our progress on the actions.

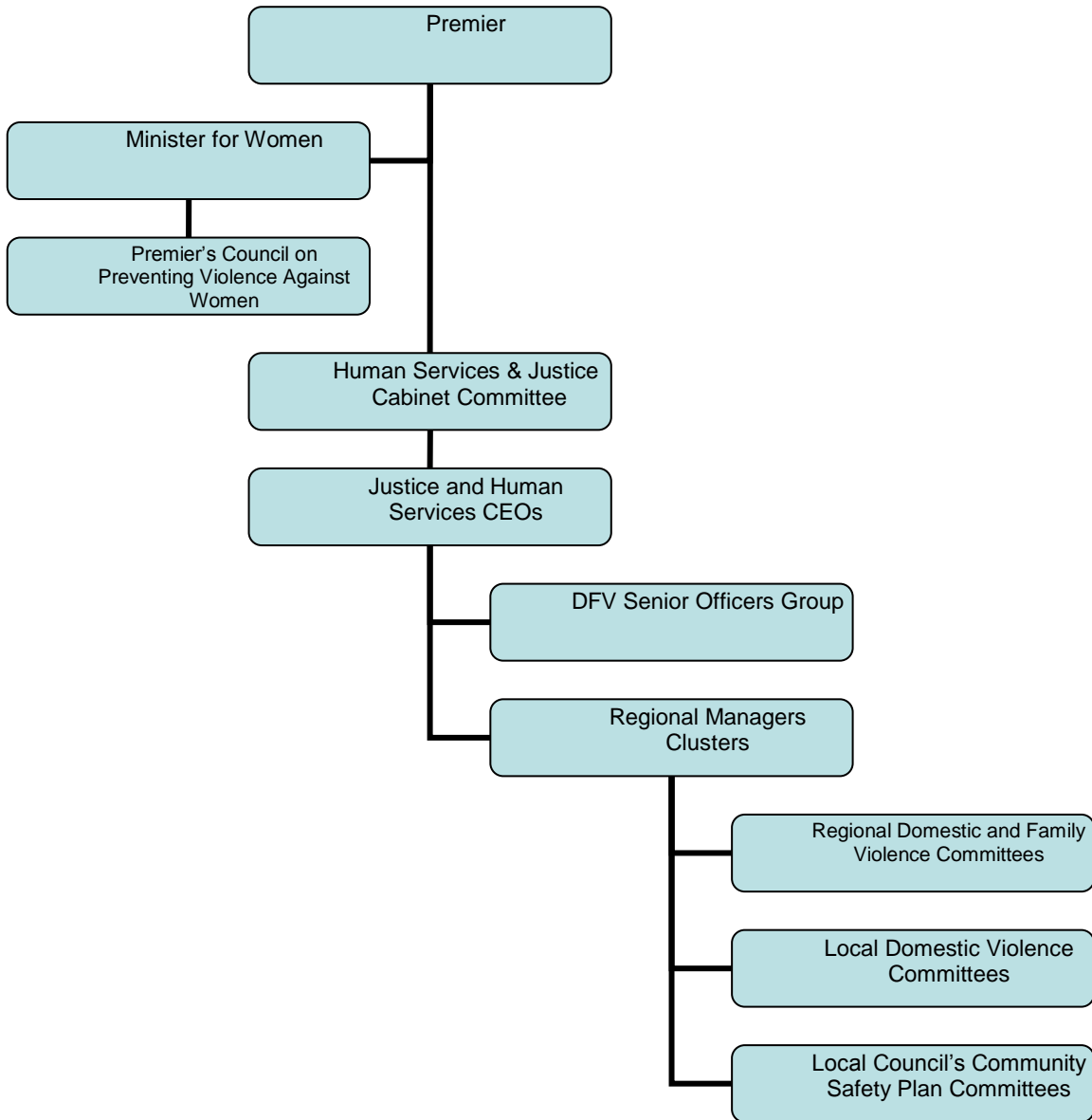


Figure 1. Reporting lines for the Action Plan

The Violence Prevention Coordination Unit, in the Department of Premier and Cabinet’s Office for Women’s Policy, will coordinate implementation of the Action Plan together with relevant NSW

Government agencies. The strategic directions and key priority areas identified in the Plan will inform agencies' core business and resource allocation. The Plan will be implemented in consultation with the non-government and community sectors.

## **Evaluating the Plan**

Our long-term progress will be evaluated against the performance measures developed for each strategic direction. An interim report will be done two years after the Action Plan begins and there will be a final evaluation after five years. Reviewing these measures will help us find out whether our actions are having an impact on domestic and family violence in NSW.

# Appendices

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## Appendix A: Submissions

The Office for Women's Policy received 68 submissions from interested individuals and agencies after the release of the Discussion paper.

### NSW Government agencies

1. Department of Education and Training
2. Department of Health
3. Department of Human Services (Aboriginal Affairs NSW)
4. Department of Human Services (Ageing, Disability and Home Care)
5. Department of Human Services (Community Services)
6. Department of Human Services (Housing NSW)
7. Department of Justice and Attorney General (Attorney General's)
8. Department of Justice and Attorney General (Corrective Services)
9. Department of Justice and Attorney General (Legal Aid NSW)
10. Office of the Police Commissioner

## Non-government agencies

1. Aids Council of NSW
2. Australian Domestic and Family Violence Clearinghouse
3. The Benevolent Society (1)
4. The Benevolent Society (2)
5. Canterbury City Council
6. Coffs Harbour Women’s Health Centre Inc.
7. Combined Community Legal Centres Group NSW
8. Country Women’s Association of NSW
9. The Deli Women and Children’s Centre on behalf of South East Sydney Combined Domestic Violence Committee
10. Domestic and Family Violence Intervention Service, Campbelltown
11. Domestic Violence Committee Coalition
12. Family Planning NSW
13. Hawkesbury Action Network Against Domestic Violence
14. Inner City Legal Centre and the Gender Centre (joint submission)
15. Intellectual Disability Rights Service
16. Intersex International Australia
17. Leichhardt/Marrickville Domestic Violence Liaison Committee
18. Liverpool Women’s Health Centre
19. Men’s Health Australia

20. Met West Violence Prevention Network
21. Multicultural Disability Advocacy Association of NSW
22. NSW Council of Social Services
23. NSW Liberal/Nationals Coalition on behalf of the Shadow Minister for Community Services and Women, Ms Pru Goward MP
24. NSW Older Women's Network
25. NSW Women's Electoral Lobby
26. NSW Women's Refuge Movement Working Party Inc.
27. NSW Young Lawyers
28. Office of the Director of Public Prosecutions
29. The Outer West Domestic Violence Network
30. Penrith Youth Interagency
31. Port Macquarie Hastings Domestic Violence Committee
32. Rosie's Place
33. Same Sex Domestic Violence Interagency
34. Soroptimist International – Griffith Branch
35. Soroptimist International Manly Inc.
36. Sutherland Shire Family Services
37. UnitingCare Children, Young People and Families
38. Victims Advisory Board
39. VIEW – Voice, Interests & Education of Women's Clubs of Australia
40. VOCAL – The Victims of Crime Assistance League Inc.
41. Wagga Wagga Domestic Violence Liaison Committee

42. The WASH House
43. Western Sydney Community Forum
44. Western Sydney Human Services Officers Group
45. White Ribbon Foundation
46. Wirringa Baiya Aboriginal Women's Legal Centre Inc.
47. Women with Disabilities Australia
48. Women's Domestic Violence Court Advocacy Service Network Inc.
49. Women's Health NSW Peak Association
50. Women's Legal Services NSW
51. Confidential

## **Individual submissions**

1. Phillip Birch
2. Leon Flegg
3. Chris Poulton
4. Helen Poynten
5. Phillipa Yelland
6. Confidential
7. Confidential

## Appendix B: Consultations

### *Consultations for the NSW Domestic and Family Violence Action Plan:*

The Office for Women's Policy (OWFP) held 25 consultation forums across the state, with over 300 representatives from government and non-government agencies attending.

#### **Armidale**

1. Department of Human Services (Ageing, Disability and Home Care)
2. Department of Human Services (Community Services)
3. Indigenous Coordination Centre
4. NSW Health
5. NSW Police Force
6. Tamworth Corrective Services - Department of Justice and Attorney General

#### **Bathurst**

1. Bathurst Community Health Centre
2. Bathurst Health Service
3. Bathurst Interagency & Bathurst Health Council
4. Bathurst Women and Children's Refuge

5. Blue Mountains/Lithgow/Bathurst Women's Domestic Violence Court Advocacy Service
6. Central Tablelands Housing Association
7. Central West Women's Health Centre
8. Department of Human Services (Community Services)
9. Interrelate Family Centres
10. NSW Police Force
11. Operation Courage/Orange Domestic Violence Action
12. Orange Community Accommodation Service
13. Wimlah Women's Refuge

## **Bega**

1. Bega Valley Shire Council
2. Bega Women's Domestic Violence Court Advocacy Service
3. Bega Women's Resource Centre
4. Community Offender Services
5. Department of Education and Training
6. Department of Human Services (Aboriginal Affairs)
7. Department of Human Services (Community Services)
8. Department of Human Services (Housing NSW)
9. Department of Human Services (Juvenile Justice)
10. Families NSW
11. Far South Coast Family Support
12. Greater Southern Area Health Service
13. NSW Police Force

14. South East Women and Children's Services/Bega Women's Refuge
15. South East Women and Children's Services/Staying Home Leaving Violence

## **Bourke**

1. Bourke Aboriginal Intensive Family Based Service
2. Bourke/Brewarrina Women's Domestic Violence Court Advocacy Service
3. Bourke High School
4. Bourke Local Court
5. Bourke Public School
6. Brewarrina Aboriginal Justice Group
7. Community Health Bourke
8. Department of Education and Training
9. Department of Environment and Climate Change
10. Department of Human Services (Aboriginal Affairs)
11. Department of Justice and Attorney General (Attorney General's)
12. Intensive Family Based Services (out of Community Services program)
13. Mission Australia
14. NSW Police Force
15. Outback Division of General Practice
16. Women's Legal Services

## Broken Hill

1. Broken Hill Aboriginal Family Violence Prevention Legal Service
2. Broken Hill Skills Centre
3. Catherine Haven Women's Refuge
4. Greater Western Area Health Service
5. Mission Australia
6. Multicultural Women's Resource and Information Centre
7. NSW Police Force

## Central Coast

1. The Benevolent Society
2. Central Coast Domestic Violence Court Advocacy Service
3. Department of Education and Training
4. Department of Human Services (Ageing, Disability and Home Care)
5. Department of Human Services (Community Services – Domestic Assault Response Team)
6. Department of Human Services (Housing NSW)
7. Department of Premier and Cabinet
8. Domestic Violence Response Training (DiVeRT)
9. Gosford City Council
10. Gosford Family Support Service
11. Interrelate Family Centres
12. Kamira

13. Katakudu Women's Housing Inc.
14. NSW Police Force
15. NSW Police Force – Domestic Assault Response Team
16. NSW Health
17. NSW Sport and Recreation
18. Regional Youth Support Services Inc.
19. Toukley Women's Refuge
20. Woy Woy Women's and Children's Services

## Coffs Harbour

1. Clarence River Women's Refuge
2. Coffs Harbour Base Hospital
3. Coffs Harbour Family Support
4. Community Partnerships Against Domestic and Family Violence
5. Department of Human Services (Community Services)
6. Kempsey Women's Domestic Violence Court Advocacy Service
7. Kempsey Women's Refuge
8. **Lyn's Place – Manning District Emergency Accommodation Service**
9. Macksville Family Support Service
10. North Coast Area Health Service
11. NSW Police Force
12. St Lawrence and Associates Consulting Services

## 13. Warrina Women’s Refuge

### **Dubbo**

1. Barnardos Australia
2. Department of Justice and Attorney General (Attorney General’s)
3. Dubbo Emergency Accommodation
4. Dubbo Family Support Service
5. FaHCSIA Indigenous Coordination Centre
6. Grace Cottage
7. Greater West Area Health Services
8. NSW Police Force
9. PCYC Wellington
10. UnitingCare Burnside
11. Wellington Information and Neighbourhood Services Inc.
12. Western NSW Community Legal Centre

### **Fairfield**

1. Bonnyrigg Community Centre
2. Bosnian Women’s Cultural Association
3. Cabramatta Multicultural Family Centre
4. Centre for Women’s Health
5. Department of Human Services (Community Services)
6. Department of Human Services (Housing NSW)
7. Fairfield City Council

8. Fairfield Community Health
9. Fairfield Migrant Resource Centre
10. Fairfield/Liverpool Youth Health Service
11. Immigrant Women’s Health Service
12. Immigrant Women’s Speak Out Association
13. Inner West Women’s Domestic Violence Court Advocacy Service
14. Joan Harrison’s Support Service
15. Muslim Women’s Association
16. Non English Speaking Housing Women’s Scheme Inc.
17. NSW Police Force
18. Riverwood Community Centre
19. Service for the Treatment and Rehabilitation of Torture and Trauma Survivors

## **Liverpool/Campbelltown**

1. Auburn Diversity Centre
2. Auburn Migrant Resource Centre
3. Baptist Community Services Lifecare Counselling and Family Services
4. The Benevolent Society
5. Centrelink Liverpool
6. Chisholm Care
7. Domestic and Family Violence Intervention Service
8. Gandangara Local Aboriginal Land Council

9. Green Valley Liverpool Domestic Violence Service
10. Liverpool Hospital
11. Macarthur Women’s Domestic Violence Court Advocacy Service
12. NSW Police Force
13. South West Women’s Housing
14. UnitingCare Burnside
15. WILMA Women’s Health Centre
16. YWCA NSW

## **Moree**

1. Aboriginal Community Justice Group
2. Baravon Cottage Refuge
3. The Benevolent Society
4. Inverell Family and Youth Support Service
5. Inverell Refuge
6. Ministry of Transport
7. Moree Domestic Violence Court Advocacy Service
8. Moree Family Support Service
9. Moree Probation and Parole - Department of Justice and Attorney General (Corrective Services)
10. Moree Women’s Refuge
11. Narrabri Family Crisis Centre
12. NSW Police Force
13. Thiyamali Family Violence Service Inc.

## 14. Wirraway Aboriginal Women's Housing

### **Mount Druitt**

1. Anglicare
2. Department of Human Services (Community Services)
3. Department of Human Services (Housing NSW)
4. Department of Human Services (Juvenile Justice)
5. Mt Druitt Ethnic Communities Agency
6. Mt Druitt Family Violence Service
7. Richmond Fellowship NSW – Charmian Clift Cottages
8. Sydney West Area Health Service
9. SydWest Multicultural Services
10. TAFE NSW
11. The Women's Activities and Self-Help House

### **Parramatta**

1. Department of Education and Training
2. Department of Human Services (Community Services)
3. Education Centre Against Violence
4. Family Worker Training & Development Program
5. Lifeline
6. NSW Police Force
7. The Royal Australian College of General Practitioners  
Women and Violence project
8. Women's Health NSW

## 9. Women’s Legal Services NSW/Domestic Violence Advocacy Service

### Penrith

1. Anglicare
2. Department of Education and Training
3. Department of Human Services (Community Services)
4. Department of Justice and Attorney General (Attorney General’s)
5. Department of Justice and Attorney General (Corrective Services)
6. Department of Premier and Cabinet
7. Nepean Hospital
8. NSW Police Force
9. Office of the Director of Public Prosecutions
10. Penrith City Council
11. Penrith Court
12. Penrith Women’s Refuge
13. Penrith Women’s Resource Centre
14. Relationships Australia
15. South Penrith Youth and Neighbourhood Services
16. Sydney West Area Health Service
17. Uniting Care Burnside
18. Wimlah Women and Children’s Refuge

## Redfern

1. Barbana Men's Group
2. Central Sydney and Inner West Services
3. The Deli Women and Children's Centre
4. Department of Human Services (Aboriginal Affairs)
5. Department of Human Services (Community Services)
6. Department of Justice and Attorney General (Corrective Services)
7. Elsie's Refuge for Women and Children
8. The Marian Centre
9. Marrickville Legal Centre
10. Mudgin Gal Aboriginal Women's Services
11. NSW Police Force
12. Redfern Legal Centre
13. Redfern-Waterloo Authority
14. South Eastern Sydney and Illawarra Area Health Service
15. Sydney Community Aid Multicultural Neighbourhood Centre
16. Warringa Baiya Aboriginal Women's Legal Centre
17. Women's Domestic Violence Court Advocacy Service – Legal Aid NSW
18. A Women's Place - Mission Australia

## Shellharbour

1. AIDS Council of NSW
2. Barnardos Australia
3. Family Services Illawarra
4. Illawarra Migrant Resource Centre
5. Legal Aid NSW
6. NSW Health
7. NSW Police Force
8. Salvation Army Women's Refuge
9. Ulladulla Domestic Violence Support Service
10. Warilla Neighbourhood Centre
11. Wollongong City Council
12. YWCA NSW

## Sydney CBD consultative forums

1. Aboriginal Legal Service
2. The Aged-Care Rights Service – Older Persons Legal Service
3. AIDS Council of New South Wales
4. Australian Domestic and Family Violence Clearinghouse
5. The Benevolent Society Centre for Women's Health
6. Bureau of Crime Statistics and Research
7. Combined Pension and Superannuation Association
8. Community Legal Centres NSW
9. Council on the Ageing NSW

10. Delvena Women's Refuge
11. Department of Education and Training
12. Department of Human Services (Community Services)
13. Department of Human Services (Housing NSW)
14. Department of Human Services (Juvenile Justice)
15. Department of Justice and Attorney General (Attorney General's)
16. Domestic and Family Violence Intervention Service
17. Education Centre Against Violence
18. Inner City Legal Centre
19. Jean's Place Refuge
20. Judicial Commission of NSW
21. Legal Aid NSW
  
22. Liverpool Women's Health Centre
23. Manly Warringah Women's Resource Centre
24. Mental Health Association
25. Mental Health Coordinating Council
26. Ministry for Police
27. The National Association for Prevention of Child Abuse and Neglect
28. National Disability Services
29. NSW Commission for Children and Young People
30. NSW Council of Social Services

31. NSW Domestic Violence Coalition
32. NSW Health
33. NSW Police Force
34. NSW Women’s Refuge Movement Resource Centre
35. Older Women’s Network
36. Peak Physical Disabilities Council
37. People with Disabilities Australia
38. Social Policy Research Centre, University of NSW
39. South Eastern Sydney and Illawarra Area Health Service
40. St George Domestic Violence Counselling Service
41. St Vincent’s City Health
42. St Vincent de Paul’s Society
43. University of Technology, Sydney
44. University of Western Sydney
45. Wirringa Baiya Aboriginal Women’s Legal Centre
46. Women’s Legal Services NSW
47. Youth Action and Policy Association

## **Wagga Wagga**

1. Betty’s Place Women’s Refuge
2. Brighter Futures, Mission Australia
3. Department of Human Services (Ageing, Disability and Home Care)
4. Department of Human Services (Community Services)

5. Department of Justice and Attorney General (Attorney General's)
6. Department of Premier and Cabinet
7. Disability Advocacy Network
8. Domestic Violence Intervention Court Model - Sisters Housing Enterprises
9. FaHCSIA Indigenous Coordination Centre
10. Family Relationship Centre
11. Griffith Women's Refuge
12. Linden Place Child Sexual Assault Counselling Service
13. Ministry of Transport
14. Multicultural Council of Wagga Wagga
15. NSW Police Force
16. Sexual Assault Service, Wagga Wagga Community Health
17. Tirkandi Inaburra Cultural and Development Centre
18. Tumut Domestic Violence Committee
19. Tumut Regional Family Services Inc.
20. Wagga Family Support Services Inc.
21. Wagga Wagga Court Advocacy Scheme
22. Wagga Wagga Women's Health Centre
23. Women's Centre Albury

## **Wilcannia**

1. NSW Health
2. NSW Police Force
3. Refuge workers from a range of Orana Far West Women's Safe Houses

**In addition to the consultations listed above, a number of in-confidence sessions were also held.**

## Appendix C: Glossary

AANSW	Aboriginal Affairs NSW
ADHC	Ageing, Disability and Home Care
AVO/ADVO	Apprehended violence order/apprehended domestic violence order
BOCSAR	Bureau of Crime Statistics and Research
CALD	Culturally and linguistically diverse
CLCs	Community legal centres
CRC	Community Relations Commission
CS	Community Services
DCS	Department of Corrective Services
DET	Department of Education and Training
DJAG	Department of Justice and Attorney General
DPC	Department of Premier and Cabinet
DVICM	Domestic Violence Intervention Court Model
DVPASS	Domestic Violence Pro-Active Support Services. These are services providing

integrated criminal justice and social welfare interventions to support victims of domestic violence through collaboration of partner agencies.

ICM	Integrated case management
JHS (CEOs)	Justice and Human Services Chief Executive Officers
JJ	Juvenile Justice
LGA	Local government area
National Council	The National Council to Reduce Violence against Women and their Children
NGO	Non-government organisation
NSWLRC	New South Wales Law Reform Commission
OFWP	Office for Women's Policy
PSWO	Public Sector Workforce Office
SAAP	Supported Accommodation Assistance Program. SAAP was set up in 1985 to bring together Commonwealth, state and territory

government programs to help people experiencing or at risk of homelessness. The National Affordable Housing Agreement replaced SAAP on 1 January 2009.

#### WDVCAS

Women's Domestic Violence Court Advocacy Service. This program was developed to assist victims of violence to get AVOs and access support services that can help them with their ongoing needs.

