

## Nine reform priorities

Nine Reform Priorities as listed in the DHS "Guiding Integration FV Service Reforms 2006-2009 Document"

### **One: Establishment of regional coordination and planning structure**

### **Two: Working together to provide quality services for clients**

Development of close working relationships between services for men and services, for women and children; interagency protocols; arrangements for joint case work; information sharing protocols; agreements about resource sharing.

### **Three: Development of clear referral pathways and intake processes**

Family Violence Services, including indigenous Healing and Time Out services; Police and Courts; Child Protection services, Child First (Community based Intake) and Family services; Housing services; Health Services (including GP's, hospitals, Maternal and Child Health services and Mental Health services; and other support services including Sexual Assault services, victim support services, Drug and Alcohol services).

### **Four: Continuous improvement strategies and success and barriers for integrated system**

Collecting and reviewing data including indigenous and other specific population groups collecting information about clients' experiences of the service system; identifying cross sector service issues and developing remediation strategies; monitoring local service system characteristics; sharing good practice models; monitoring progress against work plan milestones.

### **Five: Access by Indigenous Victorians working with Indigenous communities that may include:**

Training for mainstream staff in relation to cultural sensitivity; monitoring of service access by indigenous clients; actively seeking feedback from indigenous clients about their experience of the service system; cultural audits of service delivery.

### **Six: Access by diverse groups (CALD; disability: gay, lesbian, bi-sexual & transgender)**

Links with organisations such as the Immigrant Women's Domestic Violence Service; regional providers of services for people with a disability and the Also Foundation for gay and Lesbian victims of family violence.

**Seven: Focus on children and young people**

Child Protection to consult with Family Violence services re the development of protocols with Child Protection, Child First, (Community-based Intake) and Family Services.

**Eight: Developing critical linkages**

Respective theoretical frameworks and practice approaches need to be understood and articulated to negotiate effective relationships; priority sectors may include Child Protection and Family Services; Housing Services; Health Services.

**Nine: Workforce development to support quality services**

A highly skilled and well supported workforce is critical to the delivery of quality services; Regional Committees and service providers develop a workforce strategy that includes recruitment strategies, staff support and supervision processes, identification of local training needs and strategies to share local expertise.