

Safe at Home – Integrated Case Coordination (ICC)

This information sheet outlines the purpose of Safe at Home, explains the role of ICC, identifies who participates in ICC meetings, and describes how decisions are made. It is intended to support a shared understanding of how coordinated case management strengthens safety, accountability, and outcomes across Tasmania's family violence service system.

1. What is Safe at Home?

Safe at Home is the Tasmanian Government's coordinated response to family violence, focused on victim-survivors safety. Guided by *the Family Violence Act 2004*, it brings together multiple services to ensure a timely and effective response. Safe at Home is led by the Department of Justice, with Tasmania Police as the gatekeeper, with the system involving six government departments and eleven business units. Entry to the service system occurs when a family violence incident or family argument is reported to Police.

2. What is ICC?

Integrated Case Coordination (ICC) is a collaborative team-based approach to managing family violence cases. It brings specialist services together to share information, assess risk, and take coordinated action to keep adult and child victim-survivors safe. ICC functions as a safety hub within each district, ensuring services work together for more effective case management that prioritises victim-survivor safety and wellbeing.

3. Who attends ICC?

ICC meetings are held on a weekly basis in the South, East, North and North-West districts, and is attended by a representative from the following partner agencies:

- **Department of Justice (DoJ)** - Safe at Home (SaH), Court Support & Liaison Service (CSLS), Tasmanian Prison Service (TPS) and Community Corrections (CC).
- **Department of Police, Fire & Emergency Management (DPFEM)** - Family Violence Unit (FVU) and Police Prosecution (PP).
- **Department of Health (DoH)** - Family Violence Counselling and Support Service (FVCSS) and Defendant Health Liaison Service (DHLS).
- **Department for Education, Children and Young People (DECYP)** – Child Safety Service (CSS) and Education.

Designated agency representatives bring specialist knowledge of the complexities and dynamics of family violence and victim-survivors are often active clients of their service. At each ICC meeting, representatives share relevant information to support collaborative discussions focusing on identifying and managing risks. Actions are assigned to appropriate agencies for follow-up, ensuring a coordinated and accountable response.

4. What is discussed and how are decisions made?

Prior to each ICC meeting, agency representatives complete the following:

- Review internal systems and databases to identify and extract information relevant to new or ongoing cases for sharing with ICC members during the scheduled meeting.
- Ensure assigned action items are completed prior to the meeting to support informed discussion and effective decision making.

During each ICC meeting, the following occurs:

- All family violence incidents reported to Tasmania Police in the past week are reviewed and allocated a Case Coordinator who supports the victim-survivor and provides updates to ICC.
- Current cases are discussed including safety planning and additional supports.
- Assessment of victim-survivor financial assistance applications, ensuring timely access to supports such as *Keeping Women Safe in Their Home* and the *Flexible Support Package*, and connecting applicants to alternative funding pathways when required.
- Consideration of applications to vary (upgrade or downgrade), extend or revoke protective orders e.g. Police Family Violence Order (PFVO), Interim Family Violence Order (IFVO) or Family Violence Order (FVO), subject to completed application forms and supporting evidence of changed circumstances or risk.
 - IFVO/FVO Variation forms can be obtained through a legal representative or on the Magistrates Court website www.magistratescourt.tas.gov.au/going_to_court or for PFVO variations, application forms can be obtained from local police stations. A copy must be provided to police for review prior to ICC.
 - Clear evidence supporting the application, such as a change in address, workplace, or level of risk, including documentation of engagement with support services where relevant will need to be provided. Applications for revocation or downgrade must also show actions taken to address family violence and how this has reduced the risk of future offending.
- Actions are assigned to relevant agencies as appropriate.
- Minutes are recorded at each meeting and are available to the court.

During ICC meetings, members hold informed discussions to address identified risks, prioritising the safety and wellbeing of victim-survivors and their children while ensuring perpetrator accountability. This collaborative approach supports a consistent, trauma-informed, and risk-focused response, strengthening shared responsibility, communication, and outcomes.

Visit www.safeathome.tas.gov.au or use the QR code to learn more about the Safe at Home service system.

