

RESPONDING TO FAMILY VIOLENCE

A guide for service providers
and practitioners in Tasmania



ACRONYMS AND ABBREVIATIONS	
CSS	Child Safety Service
DHHS	Department of Health and Human Services
DHLS	Defendant Health Liaison Service
DOE	Department of Education
DOJ	Department of Justice
DPAC	Department of Premier and Cabinet
DPFEM	Department of Police, Fire and Emergency Services
FA	Family Argument
FV	Family Violence
FVCSS	Family Violence Counselling and Support Service
FVMS	Family Violence Management System
FVO	Family Violence Order
ICC	Integrated Case Coordination
IFVO	Interim Family Violence Order
PFVO	Police Family Violence Order
RAST	Risk Assessment Screening Tool
SAH / S@H	Safe At Home
SARA	Spousal Assault Risk Assessment



CONTENTS

RESPONDING TO FAMILY VIOLENCE	4
Background	4
Seeking support	4
Purpose	5
Principles	5
DEFINING FAMILY VIOLENCE	6
What is family violence in Tasmania?	6
What is not family violence in Tasmania?	8
Elder abuse	10
Child abuse	11
THE EXPERIENCE OF FAMILY VIOLENCE	12
Children and young people	12
At-risk groups	13
Co-morbidity	13
RECOGNISING AND RESPONDING TO FAMILY VIOLENCE	14
Indicators of family violence	14
Engaging with adult victims	14
Engaging with perpetrators	16
Engaging with children and young people	17
Responding to disclosures of family violence	18
MAKING REFERRALS	19
Consent	19
Discussing options	20
WHERE TO GET HELP	22
Explaining entry points and pathways	23
Tasmania Police	24
National Domestic Violence Order Scheme	26
SPECIALIST FAMILY VIOLENCE SERVICES	27
FURTHER INFORMATION	33
TASMANIA'S FAMILY VIOLENCE POLICY FRAMEWORK	34
Safe At Home	34
<i>Safe Homes, Safe Families: Tasmania's Family Violence Action Plan 2015-2020</i>	34
<i>National Plan to Reduce Violence Against Women and their Children 2010-2020</i>	35



RESPONDING TO FAMILY VIOLENCE

BACKGROUND

This practice guide has been developed by the Tasmanian Government, in collaboration with the Family Violence Consultative Group, service providers and community sector organisations.

To help people affected by family violence, it is important to ensure there is a common understanding of what constitutes family violence in Tasmania and of the range of services that are available to provide support.

Under *Safe Homes, Safe Families: Tasmania's Family Violence Action Plan 2015-2020* (Safe Homes, Safe Families), some existing family violence programs and services have been expanded and new programs and services established to meet the needs of people affected by family violence.

In addition, mainstream and non-specialist family violence services are increasingly being asked to consider family violence as a possible co-morbidity, as community awareness and intolerance of family violence increase, and disclosures become more common.

To enable the expanded service system to work effectively and efficiently, it is essential that all service providers and practitioners are equipped to respond to family violence if or when it presents in their day-to-day work.

All service providers and practitioners have a role to play in supporting clients impacted by family violence. A victim's only disclosure of family violence may be to their general practitioner, or a perpetrator's only contact with a service provider may be through their access to housing services. These interactions can be viewed as an opportunity to engage in a conversation about family violence and serve as a catalyst for victims and perpetrators to access assistance from specialist family violence services.

Service providers and practitioners must be clear about their areas of expertise and stay within the parameters of their role. If family violence does present in your work, this practice guide aims to enable you to make appropriate referrals to specialist services.

SEEKING SUPPORT

Family violence work can be difficult and stressful. Ensure you have adequate workplace supports when reading and considering the ideas in this practice guide. Refer to your employee assistance program for support.

PURPOSE

The practice guide is intended for use by all service providers and practitioners who come into contact with victims and/or perpetrators of family violence.

The practice guide will assist service providers and practitioners to understand:

- the legislative definition of family violence in Tasmania, including the behaviours and relationships that are considered family violence in Tasmania; and
- the services available to support those impacted by family violence.

The practice guide aims to support a more integrated response for those affected by family violence. An integrated response refers to:

- government and community services working in a coordinated and collaborative manner to provide holistic, safe and accountable responses to victims and perpetrators of family violence;
- streamlined pathways through the service system; and
- seamless service delivery between service providers.

The involvement and support of different service providers and practitioners can lead to strong, coordinated and collaborative responses that have the collective capacity to keep victims safe and hold perpetrators to account.

PRINCIPLES

- Family violence is a violation of human rights and should not be tolerated in any community or culture.
- The safety of victims, both adults and children, is paramount and will be the first priority of any response.
- The *Family Violence Act 2004* (Tas) provides the framework for the response to family violence in Tasmania.
- Victims of family violence will not be held responsible for perpetrators' behaviour.
- Perpetrators of family violence will be held accountable for their behaviour; and acts that constitute a criminal offence will be dealt with accordingly.
- Children have unique vulnerabilities in family violence situations and all efforts must be made to protect them from short and long-term harm.



This practice guide has been developed as an action under *Safe Homes, Safe Families: Tasmania's Family Violence Action Plan 2015 - 2020*



DEFINING FAMILY VIOLENCE

The *Family Violence Act 2004* (Tas) (the Act) defines family violence in Tasmania.

The Act commenced in 2005. It emphasises the criminal nature of family violence and the importance of tailored support services and information to improve the safety of victims, adults and children, exposed to family violence.

Under the Act, the safety, psychological wellbeing and interests of people affected by family violence are the most important considerations.

WHAT IS FAMILY VIOLENCE IN TASMANIA?

CONDUCT

In Tasmania, family violence includes a range of violent behaviours (referred to as 'conduct' in legislation), including:

- assault, including sexual assault;
- threats;
- coercion;
- intimidation;
- verbal abuse;
- abduction;
- stalking; or
- an attempt to do any of those things.

Family Violence Act 2004 (Tas)



Section 7 defines family violence
Section 8 defines economic abuse
Section 9 defines emotional abuse

In Tasmania, family violence is recognised as more than physical violence and also includes:

- economic abuse;
- emotional abuse;
- intimidation;
- breaching any existing orders relating to family violence; and
- property damage.

RELATIONSHIPS

In Tasmania, family violence occurs where violent conduct is committed directly or indirectly against a person's spouse, partner or ex-partner.

Spouse or partner is another person with whom the person is, or has been, in a marriage or 'significant' relationship.

To determine if two people were or are in a 'significant' relationship, police and the courts look at the circumstances of the relationship and consider factors including the length of the relationship; whether the couple are living together; and the care and support of children.

In Tasmania, family violence can only occur in marriages or significant relationships between two adults, or between two people where one or both are aged 16 to 18 years.

Family Violence Act 2004 (Tas)



Section 4 defines spouse or partner; family relationship, (referring to the *Relationships Act 2003* (Tas)); and the age restrictions.

Relationships Act 2003 (Tas)



Section 4 defines significant relationships and the circumstances that determine if two people are in a significant relationship.

Under the *Family Violence Act 2004* (Tas) the safety, psychological wellbeing and interests of people affected by family violence are the most important considerations.



WHAT IS NOT FAMILY VIOLENCE IN TASMANIA?

OTHER CONDUCT

Family argument

A family argument (FA) is a dispute between two persons, in a family relationship, where family violence as defined in Section 7 of the *Family Violence Act 2004* (Tas), has not been, and is not likely to be, committed.

Example: A couple may engage in a loud, verbal argument that attracts attention of concerned neighbours who, in response, contact Tasmania Police. On arrival, Tasmania Police make an assessment about whether a situation is a family argument or family violence.

Sexual assault

The *Criminal Code Act 1924* (Tas) defines sexual assault and rape.

Sexual assault and rape are only classified as family violence where they have been perpetrated by a spouse or partner.

Sexual assault or rape perpetrated in a casual dating situation, for example date rape, is not family violence as the relationship is not deemed significant by the *Relationships Act 2003* (Tas).

Where there are immediate safety and risk concerns, call Tasmania Police on 000.

Where there are safety, risk and wellbeing concerns, call 1800RESPECT on 1800 737 732 or the Tasmanian Sexual Assault Crisis Line on 1800 697 877.

Refer to page 29 for information about the specialist sexual assault support services available to support clients who have experienced sexual assault and rape, including in circumstances of family violence.

OTHER RELATIONSHIPS

Violence perpetrated in families by someone other than a spouse or partner, or in dating situations where the relationship is not deemed significant by the *Relationships Act 2003* (Tas), is not considered family violence in Tasmania because the relationships are not covered by the *Family Violence Act 2004* (Tas).

Example: Violence perpetrated by a child against a parent is not considered family violence because the violence is not perpetrated by a spouse or partner.

Legal responses

Responses to violence perpetrated in these other relationships may be addressed by a number of Acts, including:

- *Children, Young Persons and Their Families Act 1997* (Tas)
- *Youth Justice Act 1997* (Tas)
- *Justices Act 1959* (Tas)
- *Criminal Code Act 1924* (Tas)
- *Magistrates Court (Children's Division) Act 1998* (Tas)
- *Justices (Restraint Orders) Rules 2013* (Tas)

Seeking help

All violence is wrong and help is available. Those affected by other types of violence should consider:

- reporting incidents to Tasmania Police;
- applying for a restraint order (through Tasmania Police or the Magistrates Court); or
- discussing their options with support services.

Criminal Code Act 1924 (Tas)

Section 127a defines sexual assault
Section 185 defines rape

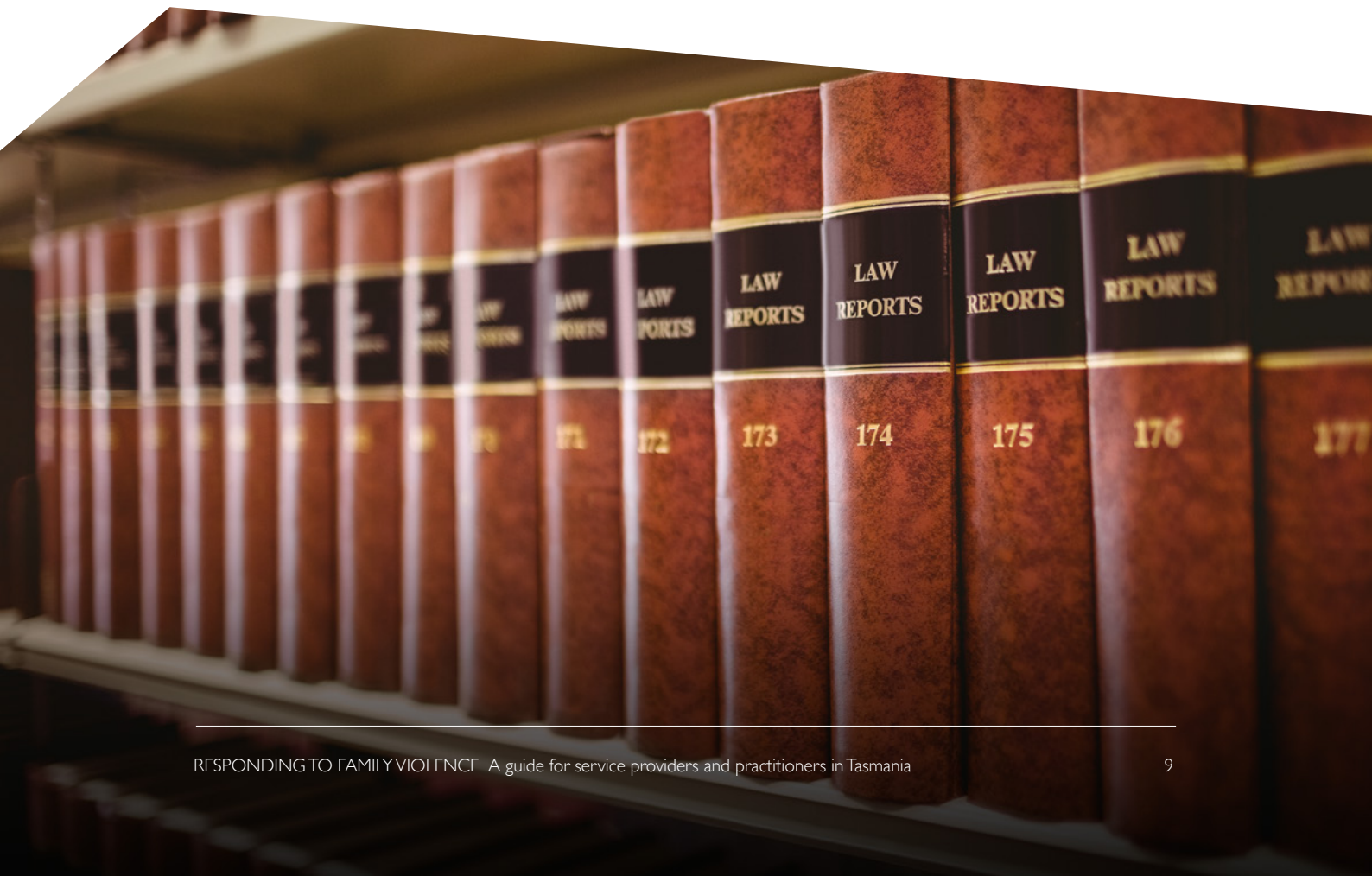


WHAT'S THE DIFFERENCE BETWEEN DOMESTIC AND FAMILY VIOLENCE?

The terms domestic violence and family violence are often used interchangeably. However, the scope of relationships covered by domestic and family violence legislation varies across the states and territories.

Tasmania uses the term 'family violence' to acknowledge that children who witness violence have their safety, psychological wellbeing or interests affected by violence directed at one of their carers and, as a result, are victims in their own right.

In other jurisdictions, violence perpetrated by a spouse or partner is known as domestic violence, and family violence is a broader term that can include violence between other family members.



ELDER ABUSE

Elder abuse is a single or repeated act of abuse occurring in a relationship where there is an implication of trust, which causes harm to an older person. The trusting relationship can be between the abused and their partner; children, in-laws, grandchildren, carers, neighbours and friends, nurses, social workers, home help or even professionals looking after the person's finances. As such, elder abuse can be formal or informal, voluntary or imposed.

Abuse of older people can include physical, psychological, emotional, financial, sexual and social abuse as well as intentional or unintentional neglect.

Elder abuse is also considered family violence where the abuse is perpetrated by a spouse or partner.

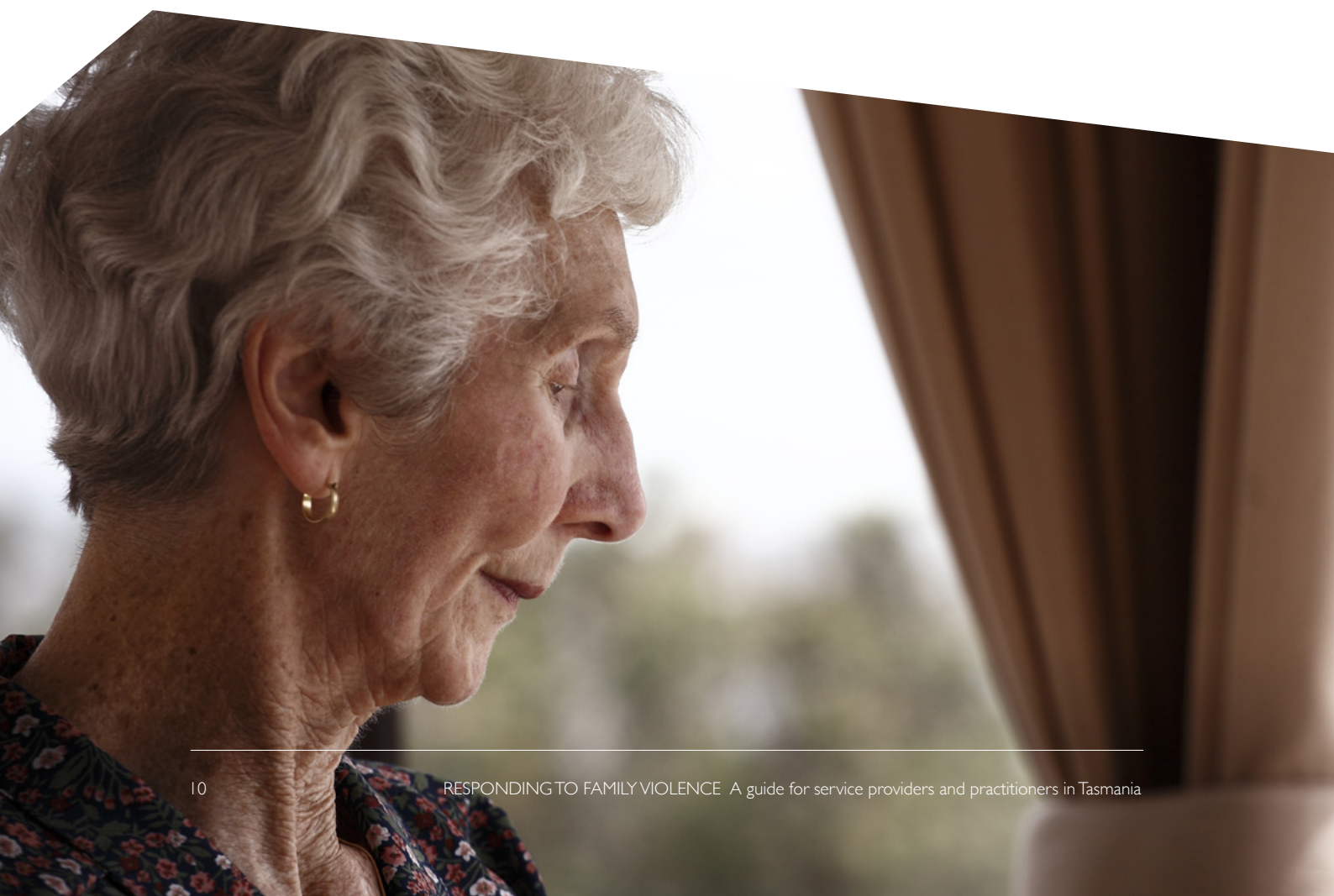
Where abuse against an older person is perpetrated by a child, carer or friend, it is not family violence, because the violence is not perpetrated by a spouse or partner.

Where there are immediate safety and risk concerns, call Tasmania Police on 000.

Where there are safety, risk and wellbeing concerns, call the Tasmanian Elder Abuse Hotline on 1800 441 169.

The hotline is a free, confidential, statewide service, operated by Advocacy Tasmania, which is available Monday to Friday, from 9am to 4pm. Further information is available at www.advocacytasmania.org.au.

Protecting Older Tasmanians from Abuse: Tasmania's Elder Abuse Prevention Strategy, is the Tasmanian Government's elder abuse policy. More information can be found at www.dhhs.tas.gov.au/elderabuse.



CHILD ABUSE

Child abuse includes neglect, physical abuse, sexual abuse, psychological harm and family violence.

The response to child abuse in Tasmania is delivered by the Child Safety Service (CSS) in the Department of Health and Human Services (DHHS). The role of CSS is to protect children and young people who are at risk of abuse or neglect. The protection of children and young people in Tasmania is covered by the *Children, Young Persons and Their Families Act 1997 (Tas)*.

All adults have a moral responsibility to report suspected or actual child abuse. Additionally, in Tasmania it is mandatory for some service providers and professionals to report suspected or actual child abuse. This requirement overrides confidentiality.

Children, Young Persons and Their Families Act 1997 (Tas)



Section 4 defines 'at risk'

Section 14 defines and lists 'prescribed persons', who are obliged to report a child affected by family violence.

Where there are immediate safety and risk concerns, call Tasmania Police on 000.

Where there are safety, risk and wellbeing concerns for children, call the Child Safety Service on 1300 737 639.





THE EXPERIENCE OF FAMILY VIOLENCE

Family violence has short and long-term physical, emotional, psychological, financial and other effects. Every person is different, and the individual and cumulative impact of each act of violence depends on many complex factors.

While each person's experience of family violence will be unique, there are many common effects of living with violence and living in fear.

The obvious physical effects of family violence are physical injury and death.

There are also other effects on physical health – such as insomnia, chronic pain, physical exhaustion and, for women, reproductive health problems – that are not necessarily the result of physical injuries.

People experiencing family violence are more likely to experience depression, panic attacks, phobias, anxiety and sleeping disorders. They have higher stress levels and are at greater risk of suicide attempts. They are at increased risk of misusing alcohol and other drugs.

Seeing the effects of violence on their children can be profoundly distressing, particularly for mothers experiencing family violence. Their capacity to parent children can be affected by the physical, emotional and cognitive effects of their own experiences of the violence, and by men's deliberate attempts to undermine their confidence and ability as mothers.

CHILDREN AND YOUNG PEOPLE

Children and young people also have unique experiences of family violence, which are often very different from those of adults. They have their own distinct needs, independent of those of their parents or caregivers.

While many children show great resilience, family violence can have a very profound impact on them. Children do not need to see or hear family violence to be affected. For children, the experience of living in a situation where their needs for love and security are secondary to the unpredictable, controlling behaviour of a violent parent, can be a form of complex trauma.

All responses to family violence should consider children's safety and ongoing support as paramount.

AT-RISK GROUPS

Family violence can happen to anyone. It affects people from all walks of life regardless of age, gender, race, culture, ethnicity, religion, sexual identity, disability status, economic status or location.

While each victim's experience of family violence will be unique, there are diverse groups who are at increased risk of experiencing family violence; at increased risk of experiencing more frequent and severe violence; and/or who face additional barriers to seeking and accessing support and securing safety.

These groups may include:

- women;
- women who are pregnant or in early motherhood;
- Aboriginal and Torres Strait Islander people;
- people with a disability;
- lesbian, gay, bisexual, transgender and intersex (LGBTI) people;
- people who are culturally and linguistically diverse including migrants and refugees;
- older people; and
- children and young people.

It should be noted that there is a high level of diversity between, and within, at-risk groups.

CO-MORBIDITY

The term co-morbidity describes two or more factors occurring in the same person. They can occur at the same time or one after the other, and interactions between the factors may worsen the course of both.

Family violence is often a co-morbidity with other factors, including:

- alcohol and other drugs
- mental health issues
- acquired brain injury

These factors may be present in family violence and contribute to the dynamics within the relationship. However, they are not the cause of, or an excuse for, family violence.



RECOGNISING AND RESPONDING TO FAMILY VIOLENCE

INDICATORS OF FAMILY VIOLENCE

Indicators that a person may be a victim of family violence include the person:

- being intimidated or frightened by their partner;
- being withdrawn or reluctant to speak;
- being overly anxious to please their partner;
- revealing their partner constantly follows, calls or texts them wanting to know where they are, what they are doing and who they are with;
- revealing they are regularly criticised or verbally put down by their partner;
- revealing that their partner is jealous and possessive;
- referring to their partner as having a bad temper or being moody;
- repeatedly having bruises, broken bones or other injuries; and
- revealing their partner controls their money.

ENGAGING WITH ADULT VICTIMS

Screening is victim-focused and enables practitioners to frame questions that will name the possibility of violence and attend to the safety of the client.

It is important that the client is interviewed in private, and never in front of an alleged perpetrator. This is important to:

- respect the client's right to privacy and confidentiality;
- ensure the client's safety; and
- enable the client to speak and disclose their experiences without fear of reprisals.

When English is not a victim's first language, use a qualified interpreter. Do not use a partner, child or friend as an interpreter.

Victims of family violence can find it difficult to disclose that they are experiencing family violence for a variety of reasons, including:

- fear of not being believed;
- shame attached to violence being committed by someone you love; feeling responsible for the violence; or feeling different from peers;
- judgemental attitudes displayed by workers;
- threats from the alleged offender to the victim and/or children; and
- concern for the future, especially for pregnant women.

Identifying family violence is a challenging task.

Family violence may be masked by other dynamics; deliberately or unintentionally minimised by the victim; or denied or minimised by the perpetrator. In some circumstances, it may be difficult to distinguish family violence from forms of conflict that are not usually regarded as abusive.



Questions you might ask adults if you suspect they are experiencing family violence:

- How are things at home?
- How are you and your partner relating?
- Is there anything else happening that might be affecting your health?
- Are there ever any times when you are frightened of your partner?
- Are you concerned about your safety and the safety of your children?
- Does the way your partner treats you make you feel unhappy or depressed?

Specific questions linked to clinical observations

- You seem very anxious. Is everything all right at home?
- When I see injuries like this, I wonder if someone could have hurt you?
- Is there anything else that we haven't talked about that might be contributing to this condition?

ENGAGING WITH PERPETRATORS

It is not the role of mainstream service providers and practitioners to provide therapeutic intervention in relation to the violent behaviour and the role it plays in the perpetrator's life, or to the underlying causes for the violent behaviour.

Any engagement with a family violence perpetrator must be undertaken in such a way that their victim and children are not put at risk.

If you suspect or know your client is perpetrating or has perpetrated family violence, seek advice and support from appropriate specialist family violence services (refer to page 32).

Where there are immediate safety and risk concerns, call Tasmania Police on 000.

Where there are safety, risk and wellbeing concerns for children, call the Child Safety Service on 1300 737 639.

The language used to describe violence in relationship settings is varied and often contested. This practice guide uses the term perpetrator in line with Australia's National Research Organisation for Women's Safety (ANROWS) and the language of the *National Plan to Reduce Violence Against Women and their Children 2010-2022*.

ENGAGING WITH CHILDREN AND YOUNG PEOPLE

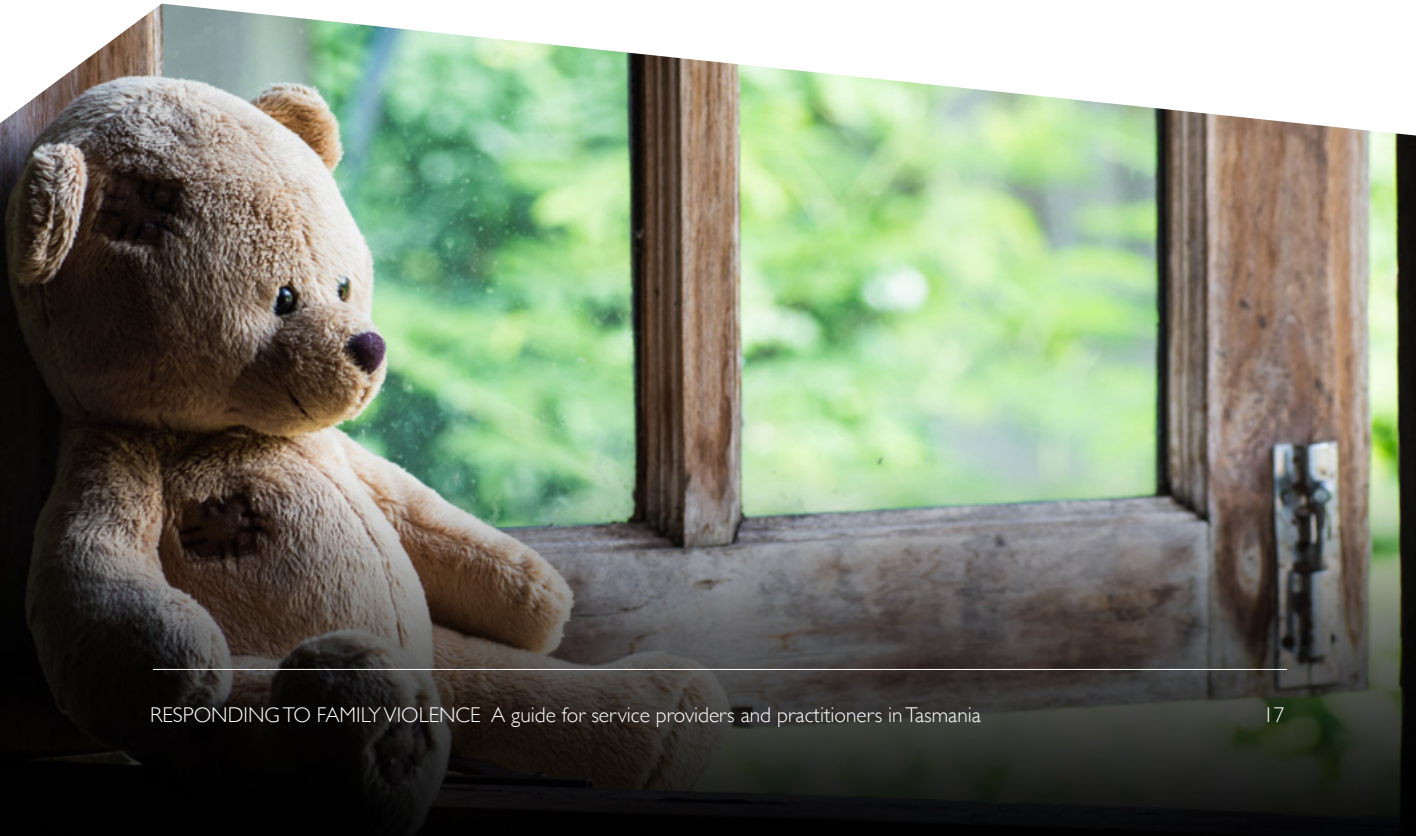
Family violence is a form of child abuse, whether children experience the violence directly or not. It affects the safety, stability and development of unborn children, infants, children and young people, and causes them developmental, neurological, relational, physical and emotional harm.

The level, nature and impact of this harm depends on children's individual experiences, their own needs and strengths, and on the care, support and healing opportunities they are offered by adults, including professionals in the service system.

Children who come into contact with the family violence system, or whose parents or caregivers do, require a response that directly engages with their needs, including their relationship to the perpetrator; familial context and circumstances; culture and identity; risk and trauma response; and their stage of development.

Questions you might ask children and young people if you suspect they are experiencing family violence:

- How are things at home?
- Who lives at home with you?
- Who in your family do you like to be with?
- When you feel worried, sad or scared, who in your family do you talk to?
- Do they help you?
- Is there anyone in your family you don't like to be with sometimes? Why?



RESPONDING TO DISCLOSURES OF FAMILY VIOLENCE

The support a person receives when they first disclose family violence is crucial.

In response to disclosures of family violence, it is important that all service providers adopt a non-judgemental attitude and provide empathy and support.

In your contact with your client:

- uphold their right to be treated with dignity, and respect their experiences;
- do not blame the victim;
- do not make excuses or absolve the alleged perpetrator from responsibility;
- talk to the victim about duty-of-care obligations and the limits to confidentiality;
- be sensitive to the cultural needs of Aboriginal people; people with disabilities; people from culturally and linguistically diverse backgrounds; and people of diverse gender and sexuality; and
- when English is not a victim's first language, use a qualified interpreter – do not use a partner, child or friend as an interpreter.

The most important principle is safety – is what I am doing making it safer for the person experiencing family violence?

Specialist family violence services can provide advice and support to service providers and practitioners.

A compassionate, non-judgemental and informed approach, with referrals to the right specialist services, will be appropriate for most service sectors.

Where there are ongoing interactions with clients who have experienced family violence, it is important to work collaboratively with other service providers and practitioners and be mindful of ongoing risk and safety issues.

Service providers and practitioners must be clear about their areas of expertise and stay within the parameters of their role. If family violence does present in your work, this guide aims to enable you to make appropriate referrals to specialist services.





MAKING REFERRALS

Referral to support services is an important component of care. It is the process of making contact with, or providing information to, a specialist service provider; to access a service on behalf of a victim, adult or child, or perpetrator.

Client referrals to specialist services should be made when:

- the victim, adult or child, is at risk if they stay in the current environment;
- medical assistance is required;
- a criminal justice response is required;
- legal advice is required to ensure victim safety and wellbeing;
- counselling and support is required;
- specialist sexual assault support or medical assistance is required;
- the perpetrator requires help and support to stop using violence;
- other factors, such as alcohol and other drugs, are contributing to risk and compromising safety;
- appropriate cultural support is required;
- interpreter services are needed;
- advocacy or practical support is required; or
- the client would like to understand more about their options, processes and/or possible outcomes.

Perpetrators

Referral is an important aspect of engaging perpetrators of violence. The act of referring reinforces to the perpetrator that their violence is unacceptable and needs to stop. It also provides an opportunity to stress that they will need support to change their behaviour. Some forms of intervention are not safe in the context of family violence, for example, couples counselling, mediation, family therapy or individual counselling that does not focus on the violence.

People who perpetrate violence often present at a range of mainstream services for concerns other than violence, such as alcohol and other drug misuse, mental health concerns, anger management, relationship difficulties or parenting issues. They may present with a range of complex needs, and it is important to ensure they are referred to an appropriate service. Seek specialist advice and support in the referral of perpetrators – refer to page 32.

CONSENT

Referrals should be made in consultation with the client, with their informed consent, except where there are immediate safety and risk concerns for the victim or others. In such situations, referral alone is not a sufficient response to secure the immediate safety of a victim.

Where there are immediate safety and risk concerns, call Tasmania Police on 000.

Where there are safety, risk and wellbeing concerns, call the Family Violence Response and Referral Line on 1800 633 937.

Where there are safety, risk and wellbeing concerns for children, call the Child Safety Service on 1300 737 639.

DISCUSSING OPTIONS

Referral should be guided by the victim's preferences and needs.

The option for referral to appropriate services should be introduced with an explanation of:

- the purpose of referral;
- the information that will be shared to facilitate the referral;
- the possible outcome of referrals (including benefits and risks); and
- any response or actions that may be taken after referral.

Where a victim declines or is unwilling or unable to accept a referral to support services, this decision must be respected. Victims may decline offers of assistance for a number of complex reasons, including concerns related to culture, religious beliefs, fear, finances, previous experiences with support agencies, fear about losing children or a combination of these and/or other factors.

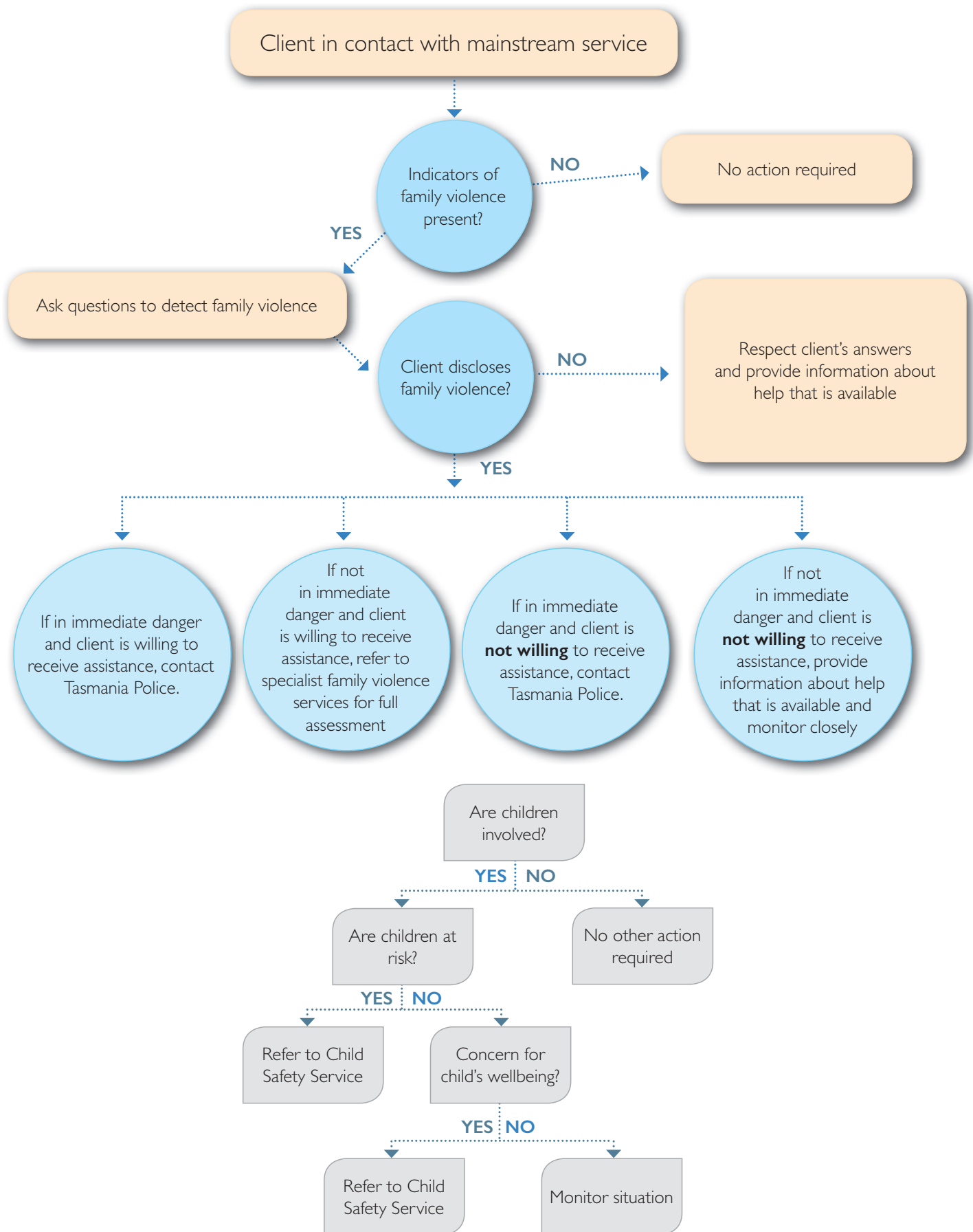
Leaving a violent relationship is the time when a victim is most at risk of experiencing violence or for the violence to escalate.

If a victim indicates they do not want assistance:

- provide them with written information and contact details for support services, where it is safe to do so;
- attempt to arrange ongoing opportunities to remain in contact with the victim and use these times to encourage a victim to accept a referral to appropriate support services for their own safety and wellbeing; and
- determine an appropriate response to address the safety, risk and wellbeing of any children who are also experiencing violence. This may include a referral to the CSS without the victim's consent. Concerns for the safety and wellbeing of any children should be discussed with the victim.



Figure 1: A guide to referring clients

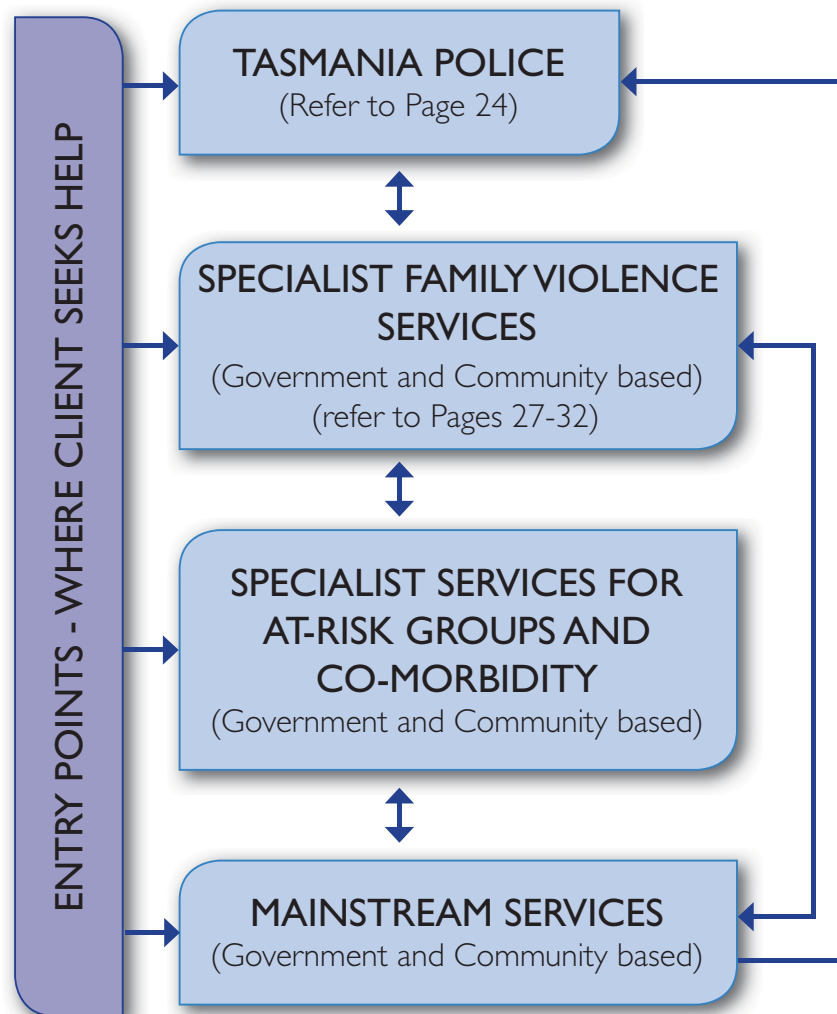


Graphic courtesy of Domestic Violence Resource Centre Victoria



WHERE TO GET HELP

Figure 2: Family violence service entry points and service pathways



The most important thing a victim of family violence can do is to get help. They need information and support to make themselves safe and stop the violence.

In an emergency, always call 000.

EXPLAINING ENTRY POINTS AND PATHWAYS

Tasmania Police

Further information about what happens when Tasmania Police respond to a family violence incident is provided at Figure 3 on page 25.

All family violence incidents reported to Tasmania Police enter the Tasmanian Government's Safe At Home system, which provides specialist support to victims, including children, and perpetrators. Refer to page 34 for more information about Safe At Home.

Specialist family violence services

Victims and perpetrators, as well as service providers and practitioners, can access specialist services directly for support and/or advice.

Specialist family violence services may engage Tasmania Police in response to a client.

Go to page 27 for listings of specialist family violence services.

Specialist services for at-risk groups or co-morbidity services

Specialist services for at-risk groups or co-morbidity services may contact Tasmania Police on behalf of their client, or refer clients to specialist family violence services.

Specialist family violence services may contact specialist services for at-risk groups or co-morbidity services seeking expert advice or specialist support for an at-risk client (with specific cohort needs), for example, a woman with a disability, or a client with a co-morbidity, for example, alcohol and other drugs.

See page 13 for information about at-risk groups and co-morbidity.

Mainstream services

Mainstream services may refer clients to other services to receive expert advice and specialist support.

Specialist services may refer clients to mainstream services to access other support, for example, Centrelink payments.

TASMANIA POLICE

Where there are immediate safety and risk concerns, call Tasmania Police on 000.

To report an incident of family violence, call your local Tasmania Police station on 131 444. People with hearing impairments can call TTY 106.

You may also call the Family Violence Response and Referral Line on 1800 633 937.

An assessment will be made as to whether to provide a police response or transfer to appropriate services, such as the Family Violence Counselling and Support Service.

How can police help?

Only police have the power and ability to intervene 24 hours a day, seven days a week and restore safety if an incident is occurring.

Under the *Family Violence Act 2004* (Tas), police have the power to enter premises, without a warrant, where they reasonably suspect that family violence is being, has been, or is likely to be, committed, or at the request of a person who apparently lives at the premises.

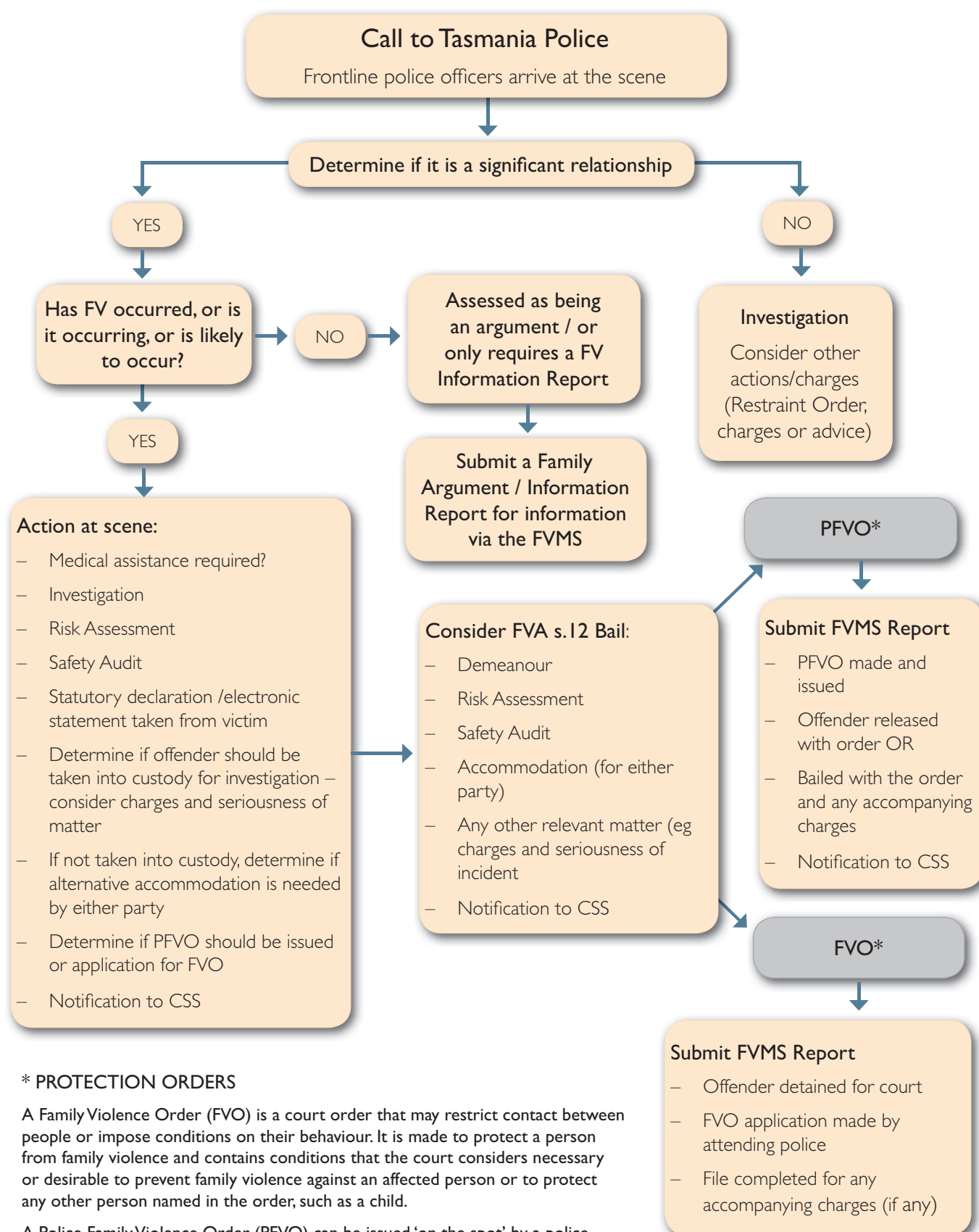
Police will take all measures possible to ensure the victim and children's welfare and safety are not compromised. They are also committed to ensuring that the perpetrators are held accountable.

Upon entering premises, the police may conduct searches of both people and property, seize any object suspected to be used in family violence or make arrests.

The police may arrest, without a warrant, any person suspected to have committed family violence. An arrested person may be detained for a reasonable period required to determine a charge or charges, carry out a risk assessment or safety audit, implement safety measures, and make and serve a Police Family Violence Order (PFVO).



Figure 3: Tasmania Police Response



*** PROTECTION ORDERS**

A Family Violence Order (FVO) is a court order that may restrict contact between people or impose conditions on their behaviour. It is made to protect a person from family violence and contains conditions that the court considers necessary or desirable to prevent family violence against an affected person or to protect any other person named in the order, such as a child.

A Police Family Violence Order (PFVO) can be issued 'on the spot' by a police officer, if the officer is satisfied that a person has committed, or is likely to commit, a family violence offence. The length of a PFVO is 12 months.

NATIONAL DOMESTIC VIOLENCE ORDER SCHEME

In November 2017, new laws came into force Australia-wide to improve the protection of family violence victims.

In the past, domestic and family violence orders (Orders) only applied in the state or territory in which they were issued or registered. That has now changed.

The National Domestic Violence Order Scheme (NDVOS) enables an order to be recognised and enforced Australia-wide, regardless of the state or territory in which it was issued or registered.

In Tasmania, the NDVOS applies to Family Violence Orders and Police Family Violence Orders, as well as New Zealand Orders registered in Tasmania.

What you need to do

All Orders made after 25 November 2017 will automatically be issued as a nationally recognised order.

That means any police officer, in any state or territory, can access and enforce an Order; and any Court, in any state or territory, can prosecute for a breach of an Order, or vary or revoke an Order.

If an Order was made before 25 November 2017, applicants (victims) can apply to any Court to have it declared a nationally recognised order. This is particularly relevant if they are planning to move or travel interstate.

If a variation to an Order is needed, applicants can apply to any Court to have it varied and the varied Order will automatically be recognised in all states and territories.

Further information is available at <https://www.ag.gov.au/ndvos>, including information in a number of languages.

Tasmania-specific information is available at <http://www.justice.tas.gov.au/national-domestic-violence-order-scheme>

If you have any questions, or require further support, contact a specialist legal service listed on pages 31-32.



SPECIALIST FAMILY VIOLENCE SERVICES

The following services and organisations can provide specialist family violence advice and support to assist you and/or your client. The services can be accessed directly by clients or service providers and practitioners on behalf of their clients.

Where times are not listed, the services are available 24 hours a day, 7 days a week.

Where specific cohorts are not identified, the services can be accessed by any child, young person or adult.

24 HOUR HELPLINES (NATIONAL AND STATEWIDE)	
Tasmania Police (Emergency)	000
Family Violence Response and Referral Line	1800 633 937
Tasmania Police (Local Station for non-emergency)	131 444
Child Safety Service	1300 737 639
1800RESPECT	1800 737 732
Tasmanian Sexual Assault Crisis Line	1800 697 877
Men's Referral Service	1300 766 491
Lifeline	131 114
Kids Helpline	1800 551 800
Translating and Interpreting Service	131 450
National Relay Service (Monday to Friday, 8am to 6pm)	1800 555 660
TTY/voice calls (24-hour)	133 677
Speak and listen (24-hour)	1300 555 727
SMS relay (24-hour)	0423 677 767



COUNSELLING AND SUPPORT SERVICES

Family Violence Counselling and Support Service STATEWIDE Service for children, young people and adults affected by family violence <i>Children and Young People Program</i> Monday to Friday: 9am - 5pm <i>Adult Program</i> Monday to Friday: 9am - midnight Weekends and public holidays: 4pm - midnight www.dhhs.tas.gov.au	1800 608 122
SHE (Support, Help, Empowerment) STATEWIDE Service for people affected by family violence Monday to Friday: 9am - 5pm Out of hours by appointment www.she.org.au	03 6278 9090
Safe Choices STATEWIDE (Face to face service in south and north west) Service for children, young people and adults affected by family violence Monday to Friday: 9am - 5pm www.safechoicestas.org.au	1800 806 189
Australian Childhood Foundation STATEWIDE Service for children and young people aged 17 years or younger Monday to Friday: 9am - 5pm www.childhood.org.au	1300 381 581
Yemaya Women's Support Service NORTH Service for women aged 16 years and over Monday to Friday: 9am - 5pm	03 6334 0305
Anglicare (Relationship Abuse of an Intimate Nature) NORTH WEST (Outreach available to West Coast, Circular Head and King Island) Service for children, young people and adults Monday to Friday: 9am - 5pm www.anglicare-tas.org.au/service/relationship-abuse-intimate-nature/service-details	1800 243 232
Huon Domestic Violence Service SOUTH Service for children, young people and adults affected by family violence in the Huon Valley Monday to Friday: 9am - 4.30pm www.huondomesticviolence.com.au	03 6264 2222
1800RESPECT NATIONAL www.1800respect.org.au	1800 737 732
Daisy App NATIONAL Lists State and local services Download Daisy for free from the App Store or Google Play www.1800respect.org.au/daisy	



SEXUAL VIOLENCE SUPPORT SERVICES

Tasmanian Sexual Assault Crisis Line STATEWIDE Available 24 hours a day, 7 days a week	1800 697 877
1800RESPECT NATIONAL Available 24 hours a day, 7 days a week www.1800respect.org.au	1800 737 732
Sexual Assault Support Service (SASS) SOUTH www.sass.org.au	03 6231 1811
Laurel House NORTH www.laurelhouse.org.au	03 6334 2740
Laurel House NORTH WEST www.laurelhouse.org.au	03 6431 9711



HOUSING AND EMERGENCY ACCOMMODATION

Housing Connect STATEWIDE Monday to Friday: 9am - 5pm www.dhhs.tas.gov.au/housing/housing_connect	1800 800 588
Karinya Young Women's Refuge NORTH Young women aged 13 to 20 years www.kyws.org.au	03 6331 0774 (Monday to Friday, 9am - 5pm) 1800 800 588 (After hours)
Launceston Women's Shelter (Magnolia Place) NORTH Women and women with children www.lws.org.au	03 6344 5322
Orana House NORTH Adult men www.citymission.org.au/find-a-service/crisis-accommodation	03 6335 3000



HOUSING AND EMERGENCY ACCOMMODATION

YouthFutures NORTH Young males aged 13 to 20 years www.youthfutures.org.au/accommodation	03 6331 6622
Oakleigh Accommodation Services (Salvation Army) NORTH WEST Men, women and women with children www.salvationarmy.org.au/en/Find-Us/Tasmania/Services/1/Housing--Homeless/	03 6430 4121
Hobart Women's Shelter SOUTH Women and women with children www.hobartws.org.au	03 6273 8455
Jireh House SOUTH Women and women with children www.jirehhouse.org.au	03 6232 3850
Launch Youth SOUTH Young males aged 13 to 20 years www.pathwaystas.org.au/index.php/launch-youth	03 6224 3090
Mara House (Colony 47) SOUTH Young women aged 13 to 20 years www.colony47.com.au/housing-homelessness/mara-house/	03 6231 2782 0418 315 027
McCombe House (Salvation Army) SOUTH Women and women with children www.salvationarmy.org.au	1800 005 576
Youthcare (Anglicare Tas) SOUTH Young men aged 13 to 20 years www.anglicare-tas.org.au/service/youthcare	1800 243 232 03 6273 9215
Warrawee NORTH WEST Women and women with children www.warraweewomensshelter.com.au	03 6425 1382



HOUSING AND EMERGENCY ACCOMMODATION


Wyndarra NORTH WEST Families and individuals www.wyndarra.org.au	03 6452 2722
Youth, Family and Community Connections NORTH WEST Young males and females aged 13 to 20 years www.yfcc.com.au	03 6423 6635
Annie Kenney Young Women's Emergency Accommodation Service SOUTH Young women between 13 and 20 years old www.catholiccaretas.org.au/ak-youngwomen-semergency-accommodation	03 6272 7751 0418 134 221
Bethlehem House SOUTH Adult men www.bethlehemhouse.org.au	03 6234 4594



LEGAL SERVICES

Legal Aid Commission of Tasmania STATEWIDE Monday to Friday: 9am - 5pm	1300 366 611
Tasmanian Aboriginal Community Legal Service STATEWIDE Legal services for Aboriginal and Torres Strait Islander people Monday to Friday: 9am - 5pm	1800 064 865
Women's Legal Service Tasmania STATEWIDE Legal services for women Monday, Tuesday, Thursday, Friday: 10.00am-12.30pm and 1.30pm-3.30pm Wednesday: 2.00pm to 4.00pm www.womenslegaltas.org.au	1800 682 468 03 6419 7050 North-West Family Violence Unit 03 6349 1943 North/North-East Family Violence Unit

 LEGAL SERVICES	
Court Support and Liaison Service STATEWIDE Service for adult and child victims of family violence www.justice.tas.gov.au/victims/court_support	1300 663 773
Hobart Community Legal Service SOUTH Hobart Office: Monday to Thursday: 9am - 5pm Friday: 9am - 1pm Sorell and Bridgewater Offices: Tuesday to Friday: 9.30am - 12.30pm www.hobartlegal.org.au	03 6223 2500 Hobart 03 6265 1911 Sorell 03 6263 4755 Bridgewater
Launceston Community Legal Service NORTH www.lclc.net.au	1800 066 019
North West Community Legal Service NORTH WEST www.nwclc.org.au	03 6424 8720

 BEHAVIOUR CHANGE AND PERPETRATOR SERVICES	
Defendant Health Liaison Service STATEWIDE Service for people who have been involved in a family violence incident and have been issued with a PFVO or FVO	0419 009 628 South 0400 066 169 North and North-West
Men's Referral Service STATEWIDE Service for men Available 24 hours a day, 7 days a week www.mrs.org.au	1300 766 491
Men Engaging New Strategies (MENS) Program Relationships Australia Tasmania STATEWIDE Program for medium risk family violence offenders www.tas.relationships.org.au/	1300 364 277
Tools for Men - Anglicare SOUTH Program for adult men www.anglicare-tas.org.au/service/tools-men	1800 243 232

FURTHER INFORMATION

1800RESPECT

www.1800respect.org.au

Australia's National Research Organisation for Women's Safety

www.anrows.org.au

DV-Alert

www.dvalert.org.au

National Plan to Reduce Violence Against Women and their Children 2010-2022

www.plan4womenssafety.dss.gov.au

Our Watch

www.ourwatch.org.au

Safe At Home

www.safeathome.tas.gov.au

Safe Homes, Safe Families: Tasmania's Family Violence Action Plan 2015-2020

www.dpac.tas.gov.au/safehomessafefamilies



Tasmania's Family Violence Policy Framework

SAFE AT HOME

Safe at Home is the Tasmanian Government's integrated criminal justice response to family violence. It is founded on the principle of the 'primacy of the safety of the victim' and uses a pro-arrest, pro-prosecution strategy to realise this principle.

The Safe at Home service system is underpinned by the *Family Violence Act 2004* (Tas). Operated in partnership by DPFEM, DoJ, DHHS, DoE and DPAC, its objectives are to:

- improve the safety and security for adult and child victims of family violence in the short and long term;
- ensure that perpetrators are held accountable for family violence as a public crime [and change their offending behaviour];
- reduce the incidence and severity of family violence in the longer term; and
- minimise the negative impacts of contact with the criminal justice system on adult and child victims.

More information is available at www.safeathome.tas.gov.au.

Integrated Case Coordination

A key feature of the Safe at Home service response is integrated case coordination (ICC). ICC was introduced in recognition of the fact that no one service can manage all of the risk and safety issues associated with a Safe at Home case. ICC is a systematic and holistic approach to coordinating interventions to address the risk and safety

needs of Safe at Home clients across professional and agency boundaries. It aims to maximise the efficient use of available resources in order to produce better outcomes for clients through 'seamless' service delivery.

ICC Process

Each week, ICC meetings are held in all four police districts (north, south, east and west) to review all family violence incidents (cases) in the region over the past week.

Case coordinators are appointed for each case, based on the needs of the victims and perpetrators involved. A review process is established to ensure efficient ongoing management of the case.

SAFE HOMES, SAFE FAMILIES: TASMANIA'S FAMILY VIOLENCE ACTION PLAN 2015-2020

The Tasmanian Government launched Safe Homes, Safe Families in August 2015. Safe Homes, Safe Families aims to provide a coordinated approach across the government and non-government sectors to respond effectively to the issues associated with family violence.

The priorities of Safe Homes, Safe Families are:

1. Changing attitudes and behaviours that lead to family violence.
2. Supporting families affected by family violence.
3. Strengthening our legal responses.

More information is available at www.dpac.tas.gov.au/safehomessafefamilies.

**NATIONAL PLAN TO REDUCE
VIOLENCE AGAINST WOMEN
AND THEIR CHILDREN
2010-2020**

Tasmania is a signatory to the *National Plan to Reduce Violence against Women and their Children 2010-2022* (the National Plan), which was endorsed by the Council of Australian Governments (COAG) and released in February 2011.

The National Plan is a 12-year strategy that brings together the efforts of all Australian governments, together with the non-government sector, businesses and community to make a significant and sustained reduction in violence against women and their children. It drives an integrated approach to preventing and responding to domestic, family and sexual violence.

More information is available at www.plan4womenssafety.dss.gov.au.





Department of Premier and Cabinet

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**If you or someone you
know is impacted by family violence:**

Call the Safe at Home Family Violence Response and Referral Line on 1800 633 937
or visit www.1800respect.org.au

In an emergency, always call 000