

**Response to the Family Violence Reform Implementation Monitor's Call for
Submissions: Monitoring the Family Violence Reforms – July 2020**

Submission #007 – Individual practitioner – Anonymous Psych/Counselling Service

Q1. What are the major changes you have seen in the family violence service system since the Royal Commission into Family Violence made its final report and recommendations in 2016?

Broader awareness of screening for DV in allied health sector
GPs in particular are more aware of what signs to look out for.

However the responsiveness of the FV sector to work with the broader system has not improved, if anything since the RC the FV sector has declined in its effectiveness to respond.

The FV sector and government agencies (Family Safety Victoria and DHHS) are ineffective, so much time and money is spent on back office red tape, a lack of accountability of senior managers and executives to drive effective and responsive service delivery.

Vic Pol have significantly changed in a positive way, Vic Pol across the state is highly engaged in this area, and officers on the ground have dramatic improved how they respond to DV and work with partner agencies. DoJ however still have a long way to go and need to look at how Vic Pol have reformed to better meet the needs of community and how they engage with the broader service system.

Q2. How has the experience of accessing services and support changed since the Royal Commission for victim survivors, including children, and perpetrators of family violence?

No.

The FV sector is highly political and pushes an outdated white feminists bias that is not child focused. There are elements of racial and socio economic bias that skews assessments. There is a lack of passion at the front line to work hard for the clients.

Q3. What are the most critical changes to the family violence service system that still need to occur?

Change in leadership across the FV sector and Government agencies that are directly responsible for the service delivery.

Family Safety Victoria hinders service delivery and creates confusion and additional red tape.

Service delivery that is not just 9-5 monday - friday. More outreach service offerings and DoJ need to be more engaged with managing risk.

Q4. Are there any parts of the family violence reforms that have not yet progressed enough and require more attention?

DoJ.

Leadership and commitment from senior managers and executives from the FV sector and DHHS and FSV.

Q5. Are there any improvements that could be made to the implementation approach of the family violence reforms?

People are still being passed off across the system.

New service providers and service delivery competition - similar to NDIS. The big CSOs are complacent, relationships with oversight agencies are highly political and this does not drive service excellence.

Looking to private practitioners, or alternative organisations who could meet demand and provide a more innovative and flexible service. Learnings from the NDIS could be examined to see what opportunities there are to reform FV.

Q6. What has been the biggest impact of the COVID-19 pandemic on your organisation or sector? How have the services that your organisation or sector provides had to change?

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Q7. Has the COVID-19 pandemic highlighted any strengths or weaknesses in the family violence service system?

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Q8. Are there any changes resulting from the COVID-19 pandemic that you think should be continued?

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Q9. The Monitor invites you to make any final general comments around the family violence service system reform.

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