guidelines

 Women and children experiencing or at risk of family violence occurring or re-occurring on the circumstances of each individual and/or family. and leanings from the initial rollout. The extent and nature of screening and triage is • Perpetrators currently or at risk of perpetrating family violence informed by the source and detail of the referral • Children and families where there is a significant well-being concern for the child or young person **ACCESS REVIEW & MONITORING SCREENING, IDENTIFICATION & TRIAGE** ASSESSMENT & PLANNING **CONNECTION TO SERVICES SERVICE RESPONSES** People can make direct contact via Interim Integrated Practice Framework Integrated and dynamic engagement, assessment, planning, action, information provision and review throughout (incl. FV MARAM Framework, Best int ests framework, Principles for Perpetrator Intervention Primary premises Phone and online 1. Is The Orange Door the right service? Integrated risk and needs assessment Prioritise and match services to meet Crisis response Client outcomes and experience Outreach/outposted needs (as identified during assessment Coordinated by The Orange Door in consultation with local services · Ongoing monitoring of fluctuating risk If not, provide information, advice and/or referral Considers all members of the family workers • Ability to reactivate cases quickly as needed and planning) Immediate supports Best practice risk assessment 2. Determine urgency, priority and type of response Strong feedback loop Clients can receive (including access to brokerage) Feedback on client experience • Needs assessment (incl. client goals and strengths) Gather information from different sources. with statewide after a combination of Delivered • Emergency accommodation • Feedback loops with services – was the L17 Referral from Brings perpetrator into view hours services • Talk with clients (as appropriate) and/or review different service directly by (via safe steps) intervention delivered and effective? • Safety planning (incl. for perpetrators) Victoria Police referral information responses as part workers in The • Draws information together from internal and Identify factors that may affect client engagement, of their support **Targeted interventions** Orange Door external sources to create a complete picture risk, urgency, complexity plan (e.g. a System intelligence Delivered directly through The Orange Door. Statewide after hours (outreach as required) Scope of screening and triage is based on nature of targeted • Collecting data to build a better picture of Designed to help individuals and families self-manage, stabilise a services Creates a support plan referral (e.g. CP referrals may go straight to intervention and demand and demographics situation, or actively engage people while they wait for a longerdirect allocation to term response. Tracking performance, measuring against IFS for case Includes: Professional Referral management) Screening, triage, assessment and planning may involve Monitoring capacity, identifying blockages (e.g. CP, MCHs, legal Goal-directed, discrete intervention Connection Multi-agency assessment and/or service planning (case-conferencing) and gaps in the service system • Information, advice and basic safety and support planning service, GPs, schools) process will differ Secondary consultation with practice leaders and other services • Identifying and sharing best practice Coordinating services for people who are able to self-support according to the · Rapid responses, where appropriate (e.g. a client or family is already known, or a situation is high risk) Access to brokerage These activities can occur formally and informally, and at any point along the service continuum. Any service or response required professional can refer and circumstances Monitoring FV perpetrators someone to the Hubs. of each case · Joint visits and assertive outreach **Service System Navigator** Referral processes may Case coordination/ **Gathering information** be formalised for some Core services Family Violence Information **Child Information Sharing** management will • Central Information Point (CIP) request agencies (e.g. CP) Allocation • Specialist family violence services for women Sharing Scheme be delivered by Client interviews into core The Orange Door • Specialist family violence perpetrator services for men Feedback loop between services Records of current and/or previous Practice Leaders and services and external Integrated Family Services and advice to The Orange Door services input engagement with services Central Information Point (CIP) Provide advice and/or refer if: services for clients • Aboriginal services and organisations providing FV and IFS services on the service system (incl. The Orange Door CRM) information and Team of reps from DHHS, Victoria Poli No FV or child safety and wellbeing with complex Follow up with referrer **Corrections Victoria and Courts** advice concerns during needs If EV criminal history of perpetrator · They gather and share critical information about Concerns warrant CP involvement screening, · Information sharing between agencies an alleged perpetrator of family violence Risk Assessment and Management Panels (RAMPs) Immediate risk warrants 000 triage, assessment Guidance on Warm response **RAMPs Operational Guidelines** and planning prioritisation and referral to Victim of non-familial sexual assault Demand other (refer to CASA) Practice leadership Management services · People with other safety wellbeing Other services to meet people's needs Framework issues (refer to relevant service, e.g. **Aboriginal Practice** Advanced Family Senior CP Integrated Referral options and pathways are determined based on the network housing, mental health, AOD) Leader Violence Practice Leader Practitioner Practice Leader of services in each local area, but may include: Aboriginal clients have the early childhood, including vouth services choice of receiving FSV Staff Maternal and Child Health • Centres Against Sexual Assault services through an Aboriginal service or Support Staff Services & parenting services **Hub Manager** & sexual assault support organisation services · Aboriginal Services and organisations • victim support services · Courts and tribunals schools Cultural safety is If an Aboriginal person Formal interfaces with the broader system (expanding over time) legal services · training and employment These services have a formal interface embedded in the chooses to receive Victoria Police • MDCs, CASAs, sexual assault support financial counselling services with The Orange Door in each area, service design, physical services through The Orange Door Child Protection services enabling them to contribute to homelessness and housing Centrelink infrastructure, and the Aboriginal Practice information gathering, triage, • Victims Support Agency (VSA) • After hours services (statewide and Consumer Affairs Victoria practice of The Orange services Leader is consulted assessment and planning functions of Courts local) health services, including: • services for older people (with client permission) The Orange Door. In some areas The mental health, alcohol and LGBTI services Orange Door may develop formal other drugs, forensic services, • multicultural services interfaces with additional services in the LEGEND: hospitals and community disability services local area network. health · Corrections Victoria Key functions and Relationships between The Orange Door and other services may processes transition to formal interfaces over time Liaison points and services 'outside' The Hubs Client Relationship Management System (CRM) Orange Door Child Information Sharing Scheme Workforce located 'in Service Agreements between DHHS and Core Agencies **Hubs Operational Guidelines** Partnership Agreements that bring together Core Agencies FV Information Sharing Scheme The Orange Door FV Multi-Agency Risk Assessment Framework (MARAM) DHHS Outcomes Framework Family Violence Outcomes Framework **Evaluation Framework** The Orange Door workers FV Regional Integration Committees Governance Hubs Statewide Reference Group Hubs Leadership Group Local Hubs Establishment Forums ChildFIRST and IFS Alliances Dhelk Dja Partnerships and Action Groups Core frameworks, tools and guidelines Child Wellbeing and Safety Act 2005 Family Violence Protection Act 2008 Children, Youth and Families Act (CYFA) 2005 Broader frameworks and

Eligible clients proceed to assessment:

While this service model document describes the processes and functions

of The Orange Door in stages, we recognise that in reality they constitute

review. The pace, order and nature of each function/service will depend

an ongoing and fluid process of assessment, planning, response and

This diagram outlines the core functions and features of The Orange

continue to evolve based on evaluation, feedback loops, best practice

Door Service Model. It does not seek to represent the client

experience or service flows. The Orange Door Service Model will