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### **Appendix 1** PSI coordinators

## Background and Purpose

The Orange Door helps people to access the services or practical supports they need to be safe and address underlying challenges to their recovery, stability and wellbeing.

The Orange Door has access to flexible brokerage so that supports can be arranged to meet the needs of individuals and families, rather than people being allocated a predetermined service mix.

The 2017-18 State Budget provides \$15.0 million over four years for The Orange Door brokerage, to promote the safety and wellbeing of people and families accessing The Orange Door statewide. The Orange Door brokerage is designed to provide people with flexible support to respond to individuals and families at risk of or who have experienced family violence (including children) and children and families who access services via The Orange Door to support their children's care, development and wellbeing. The Orange Door brokerage will be used to improve the safety of victim survivors which can include use by perpetrators of family violence.

The purpose of this document is to provide mandatory program requirements for the implementation and distribution of brokerage to clients of The Orange Door.

This document:

- is intended to ensure consistency in how the brokerage funding is distributed
- explains the background, purpose, monetary value, monitoring and reporting requirements of The Orange Door brokerage
- provides advice for Orange Door practitioners about:
  - how to determine which clients receive brokerage
  - the type of goods or services which could be purchased with brokerage
  - the acquittal required

## Principles of The Orange Door brokerage

The principles underpinning the use of brokerage are that it:

- is strengths-based, where possible
- is culturally appropriate
- is underpinned by accountability and informed by the outcomes framework
- considers the needs of individuals, children and families from diverse backgrounds
- focuses on and prioritises safety and wellbeing in the context of family violence
- addresses children's needs in their own right
- is tailored to the individual or family and is informed by their needs and preferences.

## Target group and eligibility for The Orange Door brokerage

The Orange Door brokerage is available to clients of The Orange Door.

The Orange Door brokerage, has two main functions:

- immediate support – immediate brokerage funding to help people to stabilise and/or divert from the system that is unconnected to a case plan
- support that is linked to assessment and planning.

The Orange Door brokerage is used to:

- address the immediate needs of people and families
- enhance their safety, stability and development
- provide practical support earlier in the service delivery system, such as at access and intake
- divert them from entering further into the service system if this is not needed
- proactively engage them to enter the service system where required.

## What can the Orange Door brokerage buy

The Orange Door brokerage will provide people with quick and flexible support. The brokerage is not ongoing so must be distributed with consideration of the ongoing costs of any item and the impact on the person/family when the funding ceases.

There is no minimum amount for use of The Orange Door brokerage. The maximum amount of Orange Door Brokerage a person can receive in one support period is expected to be no more than \$5,000. This does not preclude clients from receiving The Orange Door brokerage for future presentations, provided a new assessment has been conducted. In cases where more than \$5000 is required within one support period, practitioners must consult with the Integrated Practice Leader or Aboriginal Practice Leader to reach an agreed approach.

Access to The Orange Door brokerage does not preclude people from accessing a Flexible Support Package, however priority must be given to people who are not likely to access a Flexible Support Package. Flexible support packages deliver a personalised and holistic response to victims/survivors experiencing family violence who have a case management or support plan in place by assisting them to access support, move out of crisis, stabilise and improve their safety, well-being and independence into recovery. For further information please see the [Family violence flexible support packages \(FSP\) program requirements](#)

The Orange Door coordinates the practical help needed in the short term to address safety and wellbeing issues –The Orange Door brokerage may be used to purchase goods and services including but not limited to:

- a locksmith to visit the home of a victim of family violence and replace or install improved locks or provide personal safety responses through the **Personal Safety Initiative (PSI)**. For information on the Personal Safety Initiative please see [Personal Safety Initiative \(PSI\) Operational Guidelines](#). See **appendix 1** for contact details of local PSI Coordinators.
- public transport cards ('mykis') or taxi vouchers to attend a critical appointment
- SIM cards or use of telephones and internet that are unable to be monitored by a perpetrator of family violence
- food vouchers or parcels, including infant supplies such as nappies or formula

- alternative housing and accommodation such as such as crisis accommodation, private rental assistance (if not eligible for private rental brokerage programs), relocation costs and furniture needs
- health and wellbeing supports, including medical or pharmaceutical costs not covered by Medicare or Pharmaceutical Benefits Scheme, physical aides, counselling or specialist services
- child development and safety requirements, including education items, school uniforms or books, therapeutic supports
- financial security and independence – clothing, care or placement of pets, financial counselling,
- identification and connection with culture and identity – travel, culturally specific service support

### The Orange Door brokerage used for perpetrators

Where brokerage is used for perpetrators, the purpose **must be to reduce the risk to, or enhance the safety of victim survivors** through purchasing products or services that engage perpetrators to stabilise and link them into programs to address their use of violence. The Integrated Practice Leader (IPL) or the Aboriginal Practice Leader (APL) must approve the brokerage used for perpetrators. Examples of the brokerage used for perpetrators include, but are not limited to, the following:

- short term accommodation – including motel accommodation immediately after a family violence incident to keep the perpetrator away from the family home and in view
- physical and mental health – medical or pharmaceutical costs not covered by Medicare or Pharmaceutical Benefits Scheme, physical aides, counselling or specialist services, including mental health, and drug and alcohol services.
- participation in employment or education
- transport to and from appointments scheduled as part of the initial plan because of incapacity to attend without this support
- material needs. For example, material needs may be provided to prevent the perpetrator returning to the family home to improve victim's safety.
- identification and connection with culture and identity – travel, culturally specific service support

### Exclusions

- The Orange Door brokerage must not be used for the following purposes:
  - illegal activity
  - gambling or alcohol
  - other free or low-cost services readily available within the community.
  - **to replace or duplicate supports available through other funding sources**, including other Local, State and Commonwealth Government programs.
- Brokerage funding **must not** be used for cash payments.

**NOTE:** To pay for goods or services, the funds must be allocated directly to an Australian Taxation Office (ATO) registered third party with an Australian Business Number (ABN) who has provided the goods or service required.

## Roles and responsibilities

The administration of The Orange Door brokerage is required to be flexible and quick. The following provides a description of the roles and responsibilities in the administration of The Orange Door brokerage.

### Orange Door Practitioners:

The key responsibilities for Orange Door Practitioners are to:

- determine suitability, eligibility and priority for The Orange Door brokerage
- undertake an assessment of need, anticipated outcomes and positive impact the brokerage assistance will have on The Orange Door clients' safety, stability and wellbeing
- ensure a safety plan is in place if family violence is present
- explore alternative sources of financial support before utilising Orange Door brokerage.
- Seek approval for Orange Door brokerage from a Practice Leader prior to administering any funds
- procure the item or service in a way that avoids conflict of interest and represents good value for money and in accordance with local policies and procedures.
- document in the CRM and clearly communicate with the clients receiving the brokerage, the purpose of the brokerage, its timing (over what time frame it will be used) and expected outcome.
- Provide receipts for any items procured in accordance with local policies and procedures.

### Integrated Practice Leader and Aboriginal Practice Leader

The Integrated Practice Lead and Aboriginal Practice Lead will be entrusted to make consistent decisions about brokerage based on recommendations from Orange Door practitioners across all Orange Door areas including access points

The IPL and APL will undertake the following activities:

- ensure the hub practitioners monitor and record all brokerage and approve brokerage decisions
- ensure that brokerage provided to perpetrators of family violence improves the safety of women and children.

### Client Support Officers (FSV)

- ensure all brokerage expenditure is entered into the spreadsheet provided, as described in table 1

### Hub Managers

- Ensure that the brokerage expenditure is reported monthly through the Hub Leadership Group meeting

### Agency funded to administer The Orange Door brokerage

The funding for The Orange Door brokerage will be provided to the Community Service Organisations responsible for employing the Integrated Practice Leader and Aboriginal Practice Leader positions and

will be provided to the agency through SAMS2 under its own activity, Support and Safety Hubs – Hubs Brokerage (38012): funding for immediate and flexible support for The Orange Door clients

The partner agencies that are funded to administer the brokerage funding may retain five per cent of the funding to contribute to administration and development of administration procedures and processes

The agencies that are funded to administer the Orange Door brokerage will undertake the following activities:

- put in place appropriate administrative procedures and processes to ensure timely and flexible access to brokerage and payment processes
- administer payment processes
- ensure all brokerage data is accurately entered on the acquittal spreadsheet template as described in table 1
- ensure funds are available for the full funding period
- submit acquittals to FSV as required
- provide a regular report to the HLG on:
  - The number of clients receiving brokerage
  - The quantum of payments YTD
  - Expected trends relating to goods and services provided.

## Monitoring and acquittal

The minimum number of targets is noted with the funding provided. The Orange Door partner agency that is funded to administer the brokerage funding may retain five per cent of the funding to contribute to administration of The Orange Door brokerage and development of administration procedures and processes. While the partner agency funded to administer the brokerage via service agreements, in practice it requires an integrated effort by all partner agencies.

The use of these funds is flexible and may be used to deliver a number of packages, provided the minimum number of packages are met as per the service agreement, and funds are distributed evenly over the financial year.

The following information must be recorded for clients receiving The Orange Door brokerage. The Orange Door brokerage excel spreadsheet has been provided for this purpose. Practice Leaders and/or Hub practitioners need to complete the spreadsheet when brokerage is approved and provide it monthly through the Hub Leadership Group meeting and to FSV staff who report to the Hub Manager. The Hub Manager will monitor the brokerage budget. Payments are made by the agencies that employs the IPL and APL.

**Table 1: Summary of data required for clients receiving The Orange Door brokerage**

Data required	Reported as
Value of The Orange Door brokerage per client in an episode of support <i>This data is gathered to measure the average, median and range of value</i>	Amount in dollars including GST

Data required	Reported as
<p><i>of the brokerage across the state and by DHHS area.</i></p>	
<p>Demographic description of people receiving the brokerage reported as numbers of clients</p> <p><i>This information is gathered to determine if the brokerage is:</i></p> <ul style="list-style-type: none"> <li><i>provided to a diverse range of clients</i></li> <li><i>provided as part of a response to both family services and family violence services.</i></li> </ul> <p><i>We want to learn how brokerage is used for perpetrators.</i></p> <p><i>The spreadsheet does not include 'unknown'. Make the best judgement you can.</i></p>	<p>Gender (male, female or other)</p> <p>Estimated age (0-5, 6-11, 12 – 18, 19 – 25, 26- 40, 41-60, over 60) years</p> <p>Is the person Aboriginal or Torres Strait Islander? Yes or No</p> <p>Does the person identify as LGBTI? Yes or No</p> <p>Is the person from a Culturally and Linguistically Diverse background? Yes or No</p> <p>Does the person have a disability? Yes or No</p> <p>Is Family Violence present? Yes - At risk, current or previous? Or No</p> <p>Is the client receiving the brokerage a perpetrator of Family Violence? Yes or No</p> <p>Is the client receiving the brokerage a victim survivor of Family Violence? Yes – current, previous or at risk - or No</p> <p>Is the brokerage provided to address the wellbeing of a child or young person (under 21)? Yes or No</p> <p>Did other family members receive hub brokerage at the same time? Yes or No</p>
<p>Categorisation of goods and services purchased</p> <p><i>This information is gathered to determine what goods and services are purchased using The Orange Door brokerage.</i></p>	<p>(categorise under the following categories: physical health, mental health (includes counselling), accommodation, employment, education, transport, cultural support, white goods, food, clothing, telecommunications, legal services or other)</p>
<p>Multiple brokerage received</p> <p><i>This information is gathered to determine if people are accessing more than one episode of the brokerage and other packages as well.</i></p>	<p>Report if the person received more than one episode of The Orange Door brokerage a quarter</p> <p>Report if the person has received a Family Violence Flexible Support Package or a Child FIRST and Family Services Support Package in the past year</p>
<p>What is the aim of the intervention?</p> <p><i>This information is gathered to determine if brokerage is used for crisis as well as non-crisis responses?</i></p>	<p>Categorise the intention of the brokerage into one of four categories below:</p> <ul style="list-style-type: none"> <li>crisis support</li> <li>avoid crisis or escalation in need and risk</li> <li>engagement</li> <li>self-management</li> </ul>
<p>By what channel did the client access the brokerage?</p> <p><i>This information is gathered to determine if the brokerage is generating self referrals.</i></p>	<p>Categorise as:</p> <ul style="list-style-type: none"> <li>L17</li> <li>Child and family services referral</li> <li>Other professional referral</li> <li>Self-referral</li> </ul>
<p>Did the client have a safety plan?</p>	<p>Yes or No</p>

Data required	Reported as
<i>This is to determine if clients experiencing family violence have a safety plan</i>	
Postcode of the client receiving brokerage <i>To determine if brokerage is targeted to clients from more disadvantaged areas.</i>	Enter four digit postcode of where they usually reside
Was the brokerage provided on the same day as the decision was made to provide brokerage? <i>To determine if brokerage at intake is responsive and quick</i>	Yes or No

De-identified information about The Orange Door brokerage will be made available to all agencies accessing The Orange Door brokerage to promote good practice, value, consistency and fairness. Hubs Leadership Groups must consider including The Orange Door brokerage as a standing agenda item at the Operations and/or Executive meetings to learn about and refine the distribution of the brokerage.

## Review and evaluation

For agencies receiving The Orange Door brokerage, the initial performance measure will be the number of clients receiving immediate and flexible support during the reporting period. This will be a cumulative measure based on a count of each client that receives a support package. The monitoring frequency will be monthly.

Family Safety Victoria is working with the sector to develop an appropriate outcomes framework and will continue to update this document as the work evolves.

Workers, agencies and client feedback will be sought as part of the evaluation of The Orange Door brokerage.



## Appendix 1

Local Personal Safety Initiative Coordinators – as at January 2020

– *not for public distribution*

Division	DHHS Area	Agency	Local Coordinator / Contact	Email / Phone
<b>Statewide</b>	Statewide	Domestic Violence Victoria	Kim Hay	<a href="mailto:kimhay@dvvic.org.au">kimhay@dvvic.org.au</a> 9921 0878
<b>North</b>	Hume Moreland	Berry Street	Meg Humphrey	<a href="mailto:mhumphrey@berrystreet.org.au">mhumphrey@berrystreet.org.au</a> 9450 4700
	Loddon	Centre for Non-Violence	Genevieve Ladds	<a href="mailto:genevievelevel@cnv.org.au">genevievelevel@cnv.org.au</a> 5430 3000
	Mallee	Mallee Domestic Violence Service and Sexual Assault Unit	Lily Watson	<a href="mailto:lilyw@msau-mdvs.org.au">lilyw@msau-mdvs.org.au</a> 5021 2130
	North Eastern Melbourne	Berry Street	Meg Humphrey	<a href="mailto:mhumphrey@berrystreet.org.au">mhumphrey@berrystreet.org.au</a> 9450 4700
<b>East</b>	Goulburn	Primary Care Connect	<i>Vacant</i> Contact – Sheree Monteleone	<a href="mailto:sheree@primarycareconnect.com.au">sheree@primarycareconnect.com.au</a> 5823 3200
	Inner Eastern Melbourne	EDVOS	Victoria G	<a href="mailto:victoriag@edvos.org.au">victoriag@edvos.org.au</a> 9259 4200
	Outer Eastern Melbourne	EDVOS	Victoria G	<a href="mailto:victoriag@edvos.org.au">victoriag@edvos.org.au</a> 9259 4200
	Ovens Murray	Centre Against Violence	Sarah Hill	<a href="mailto:shill@cav.org.au">shill@cav.org.au</a> 5722 2203
<b>South</b>	Outer Gippsland	Gippsland Lakes Community Health	Georgina Vague	<a href="mailto:georginah@glch.org.au">georginah@glch.org.au</a> 5152 0020
	Southern Melbourne	WAYSS	Jamie-Lee B	<a href="mailto:jamieleeb@wayss.org.au">jamieleeb@wayss.org.au</a> 9792 1205
	Inner Gippsland	Quantum Support Services	Kate O'Connor	<a href="mailto:kate.oconnor@quantum.org.au">kate.oconnor@quantum.org.au</a> 1800 243 455
	Bayside Peninsula	Good Shepherd	<i>Vacant</i> Contact – Georgia Tzelepis	<a href="mailto:georgia.tzelepis@goodsherp.org.au">georgia.tzelepis@goodsherp.org.au</a> 5971 9444
<b>West</b>	Barwon	Bethany Community Support	Fiona Terrill	<a href="mailto:fterrill@bethany.org.au">fterrill@bethany.org.au</a> 5278 8122
	Brimbank Melton	Women's Health West	Melissa Herbert	<a href="mailto:melissah@whwest.org.au">melissah@whwest.org.au</a> 9689 9588

Division	DHHS Area	Agency	Local Coordinator / Contact	Email / Phone
	Central Highlands	Berry Street	Kym Edwards	<a href="mailto:kedwards@berrystreet.org.au">kedwards@berrystreet.org.au</a> 5330 5000
	Western Melbourne	Women's Health West	Melissa Herbert	<a href="mailto:melissah@whwest.org.au">melissah@whwest.org.au</a> 9689 9588
	Wimmera South West	Emma House	Lottie Anderson	<a href="mailto:lottie@emmahouse.org.au">lottie@emmahouse.org.au</a> 5561 1934

NOTE\* this list is subject to change. For the most up to date contact details of PSI Coordinators please contact the Statewide PSI Coordinator Kim Hay.