

Integrated  
Responses to  
Domestic and  
Family Violence  
What, How When  
and  
Why

# History of integration

Strategic Objective 1 of the Beijing Declaration and Platform for Action requires governments globally to **'Take integrated measures to prevent and eliminate violence against women'** (United Nations 1995)

Blair Government talked about *joined up solutions to joined up problems*

*These two influences had profound effect on the thinking of policy makers about a range of social issues including domestic and family violence services*

# A definition of Integration

*Co-ordinated, appropriate,  
consistent responses aimed at  
enhancing safety, reducing  
secondary victimisation and  
holding abusers accountable  
for their violence (Mulroney  
2003)*

# What does integration mean in relation to domestic/family violence?

When we talk about integration we are not always talking about the same thing

The term appears to cover an array of styles of working together which are along a continuum but in fact they are different.

Integration

Coordination

Collaboration

Autonomy

# Systems of Services

One of the current debates concerns whether or not it is services that should be integrated or whether it is systems that should be integrated

# System or Service

- jurisdiction-wide
- legislative base
- multiple tiers of management
- changes to core agency practice
- diverse aspects of service delivery
- shared protocols

- no legislative base
- locally based
- local agreements and protocols
- sometimes co-located
- dependent on local continued co-operation

# What do I mean by integration

- Identified Lead agency ie government department
- Shared vision, values, principles
- Common goals/ Action plan
- Common protocols & responses
- Cross-agency training
- Clear internal actions for each agency
- Enhanced evidence gathering/ protective strategies
- Information sharing agreements and protocols
- Common risk assessment protocols and tools
- Multiagency case management review

# What would this look like to the victim or service user

- Multiple seamless entry points
- Case management with referral starting with service needed most urgently
- Full range of services available for women and children
- Access to criminal justice agencies and support services

# Why integration?



# Services to be provided

- Crisis support
- Advocacy
- Legal assistance at integrated court
- Housing support and options
- Financial assistance/ low interest loans
- Children's program
- Parenting programs
- Job readiness and employment support
- Mental health and alcohol services
- Medical services
- Men's behaviour change program and other interventions
- etc

# Measures of success

For agencies

- Better communication and understanding of each others role
- Less duplication
- More effective referral processes
- Common terminology and language

# The measures that really count

- Increased victim safety
- Increased victim access to the range of services she needs at the time she needs them
- Increased victim satisfaction and willingness to use the system again
- Seamless service provision and information exchanges
- Increased accountability for perpetrators

# Longer term measures of success

- Reduced recidivism rates
- Increased victim satisfaction and willingness to use the system again
- Reduced rates of intergenerational transmission
- Systems are sustainable and adaptable

# Some examples worth looking at

- Safe at Home – Tasmania
- Victorian Family Violence System
- MARACS
- Duluth
- Greenbook sites

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