

Family and Domestic Violence Response Team

Monitoring and Evaluation Framework

A partnership between the Department for Child Protection and Family Support, Western Australia Police and specialist family and domestic violence services



Government of Western Australia
Department for Child Protection
and Family Support



This document was produced by the Department for Child Protection and Family Support in consultation with WA Police and non-government organisations funded to deliver the Family and Domestic Violence Coordinated Response Services.

Family and Domestic Violence Coordinated Response Service providers include –

Anglicare WA

Lucy Saw Centre

Mission Australia

Patricia Giles Centre

Ruah Community Services

Koolkuna

Share and Care Community Services

Waratah

Women's Health and Family Services

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FAMILY AND DOMESTIC VIOLENCE RESPONSE TEAM

The Family and Domestic Violence Response Team (FDVRT) is a partnership between WA Police, the Department for Child Protection and Family Support and Family and Domestic Violence Coordinated Response Services providing a collaborative response to people experiencing family and domestic violence as identified by WA Police. The interagency approach involves joint assessment and triage of Domestic Violence Incident Reports and coordinated responses between agencies.

The FDVRT aims to improve the safety of child and adult victims by providing/supporting:

- joint risk assessments using a common framework informed by police, child protection and specialist family violence workers
- identification of opportunities to intervene early with families experiencing family and domestic violence
- timely responses following a police call out
- responses targeted to client need, identified risk and unique case circumstances
- supported and streamlined client pathways through the service system
- coordinated responses between partner agencies, and
- multi-agency safety planning on a needs basis involving agencies and organisations that have a role in responding to family and domestic violence.

Purpose of the Monitoring and Evaluation Framework

The monitoring and evaluation framework will provide feedback at six monthly intervals about:

- The workload and capacity of the FDVRT to assess and triage Domestic Violence Incident Reports.
- The effectiveness of the FDVRT to streamline client pathways and improve safety for adult and child victims.

METHODOLOGY

A process and outcomes evaluation will be undertaken to enable monitoring of FDVRT processes as well as the outcomes for clients.

Three kinds of information will be used to inform FDVRT monitoring and evaluation. The nature of the information and its purpose are outlined below:

- Data from WA Police Incident Management System, Department for Child Protection and Family Support's Assist database and Family and Domestic Violence Coordinated Response Service progress reports.
- Focus groups/surveys of partner agencies to contextualise the quantitative data and to provide opportunity for comment and feedback about the strengths, challenges and way forward for the FDVRT.
- Client satisfaction surveys administered through the Family and Domestic Violence Coordinated Response Service to provide feedback from clients about the outcome of the service response.

FAMILY AND DOMESTIC VIOLENCE RESPONSE TEAM ACTIVITIES – DATA INDICATORS

Data from WA Police Incident Management System, Department for Child Protection and Family Support's Assist database and Family and Domestic Violence Coordinated Response Service progress reports will be used to monitor activities and workload of the Family and Domestic Violence Response Teams.

Outlined in the tables below are the data indicators required from partner agencies in relation to domestic violence incidents attended by WA Police the outcomes for these families as a result of joint assessment and triage.

DOMESTIC VIOLENCE INCIDENTS IN WA	
IMS	Number of 'general' domestic violence incidents attended by WA Police Number of 'crime' domestic violence incidents attended by WA Police
IMS	Number of domestic violence incidents attended by WA Police where children were present or known to reside.
Assist	Number of duty interactions recorded with the contact method <i>WAPOL DVIR</i>
SCPW-FDV	Number of domestic violence incident reports related to families that are an open case to the Department. <i>NB: This will be manually recorded and collected</i>

JOINT ASSESSMENT	
How many Domestic Violence Incident Reports did the FDVRT joint assess and triage?	
Progress Report	With Children: Number of Domestic Violence Incident Reports with children present or known to reside, joint assessed and triaged. Without Children: Number of Domestic Violence Incident Reports without children, joint assessed and triaged.

TRIAGE	
For families with and without children, what were the outcomes of triage?	
Child Protection	
Assist	Number of families allocated ¹ to the Department for Child Protection as a result of triage? <i>NB: Manual data collection required for this data item.</i>
	Number of duty interactions with the contact method WAPOL DVIR and the following next action: <ul style="list-style-type: none"> • No further action • Unable to proceed • Intake

¹ Allocated in this context is used to denote which organisation has, through the process of joint assessment and triage, been identified as the lead responder.

	<p>Number of initial inquiries resulting from the WAPOL DVIR interactions, number of children identified in the initial inquiries and the related outcome (family support, SWA, no further action, unable to proceed).</p> <p>Number of Safety and Wellbeing assessments resulting from the contact method WAPOL DVIR and next actions.</p> <p>Recidivism: Known to the Department (WAPol DVIR duty interaction within last 12 months)</p> <p>Recidivism: Known to the Department (other kind of duty interaction within last 12 months)</p> <p>Chronicity of recidivism: Average number of prior DVIR, in previous 12 months, for families referred to the Department</p> <p>Chronicity of recidivism: Average number of non-DVIR referrals, in previous 12 months, for families referred to the Department</p>
WA Police	
IMS	<p>Number of 'up to' 72 hour Police Orders issued by WA Police</p> <p>Number of families recidivist case managed by WA Police</p> <p>Number of families designated as a Red File by WA Police</p>
Family and Domestic Violence Coordinated Response Service	
Progress report	<p>Number of families allocated to the Family and Domestic Violence Coordinated Response Service as a result of triage?</p> <p>Number of DVIRs where offers of support/assistance were accepted?</p> <p>Number of DVIRs where offers of support/assistance were declined?</p> <p>Number of DVIRs where the family or individual could not be contacted?</p> <p>Number and type of services provided:</p> <ul style="list-style-type: none"> • Advocacy • Counselling (formal & informal) • Court support / VROs • Provision of information • Risk Assessment • Safety planning • Support planning / case management • Referral
Multi-agency Case Management	
Progress report	<p>Number of Domestic Violence Incident Reports involving families with children involved in multi-agency case management</p> <p>Number of Domestic Violence Incident Reports involving families without children involved in multi-agency case management</p> <p>Agencies and organisations that have been involved in multi-agency case management in the last six months</p>

EVALUATING OUTCOMES

The purpose of the FDVRT is to improve victim safety and perpetrator accountability through inter-agency collaboration and streamlined client pathways.

The premise underpinning the FDVRT model is that a coordinated response will improve child and adult victim safety and increase perpetrator accountability by increasing the chance that families will receive responses that meet their needs (risk and circumstance related) at the earliest possible opportunity.

To determine the extent to which the FDVRT is working towards this outcome, information and data will be collected from three sources: client satisfaction surveys; feedback from service providers; and performance measures.

Client satisfaction surveys and FDVRT service provider feedback will focus on gathering information about client outcomes including:

- safety for child and adult victims;
- accountability for perpetrators;
- timeliness of responses;
- factors that supported or inhibited safety, accountability and timeliness of responses; and
- factors that supported or inhibited coordinated responses between the FDVRT and other agencies operating in the region.

Performance measures will be used to assess the extent to which the FDVRT is having an impact on agency and systems responses to family and domestic violence. The performance measures are high level, to be monitored over time.

PERFORMANCE MEASURES	
1. HOMICIDES	Number of domestic homicides Number of domestic homicides where the victim or offender was known to WA Police
2. SERIOUS HARM	Number of domestic violence incidents with the offence grievous bodily harm Number of domestic violence incidents with the offence acts intended to cause grievous bodily harm Number of domestic violence incidents with the offence attempted murder
3. RECIDIVISM/CHRONICITY	Rate of repeat police contact with victims and offenders over the previous 12 months Rate of repeat child protection contact with families over the previous 12 months
4. CHILD PROTECTION	Number of children taken into the care of CPFS where the initial child protection investigation was prompted by a WA Police DVIR. Of those: <ul style="list-style-type: none">• Number of children returned to family• Number who remain in care
5. SERVICE RESPONSE	Number of families provided with a service response following a call out from WA Police

KEY TIMEFRAMES

Evaluation reports will be provided to key stakeholders at six monthly intervals. The reports will provide a state-wide summary of data and information as well as regional breakdowns².

Reporting timeframes

January to June

- Data to be provided by partner agencies no later than 30 August
- Report to be released by 30 October

July to December

- Data to be provided by partner agencies no later than 28 February
- Report to be released by 30 April

Incident Management System Upgrade

In July 2013 WA Police's Incident Management System will undergo an upgrade. Changes to IMS include making all aspects of the DVIR 1-9 mandatory data fields. As a result of this upgrade, data will be able to be more easily extracted, in particular, in relation to the presence of children.

For any information recorded within IMS prior to this date, it will not be possible to extract data related to children.

IMS & Assist Interface

In November 2013 WA Police's IMS and the Department for Child Protections and Family Support's Assist database will be upgraded to allow an interface of data between the two systems. Information from IMS typically contained within WA Police Domestic Violence Incident Reports will pre-populate a duty interaction. This will only occur for families who have children (present at the incident or known to typically reside).

It is anticipated that the interface will result in more reliable recording of data.

² The Department for Child Protection and Family Support and the Family and Domestic Violence Coordinated Response Service share common boundaries. WA Police boundaries are different.