

# RESOURCING & SUPPORTING CHPS TO DELIVER EFFECTIVE SERVICES TO VICTIMS OF DFV



# RATIONALE UNDERPINNING TOOLKIT DEVELOPMENT

- Toolkit was piloted by 6 CHPs who tested the tools and resources
- Key message - everyone has a role to play across a CHP
- Staff need to be supported to know what to look for and what their responsibility is
- Toolkit designed to assist housing professionals better understand & respond to incidents of DFV
- Components can be customized by CHPs to fit into operating practice

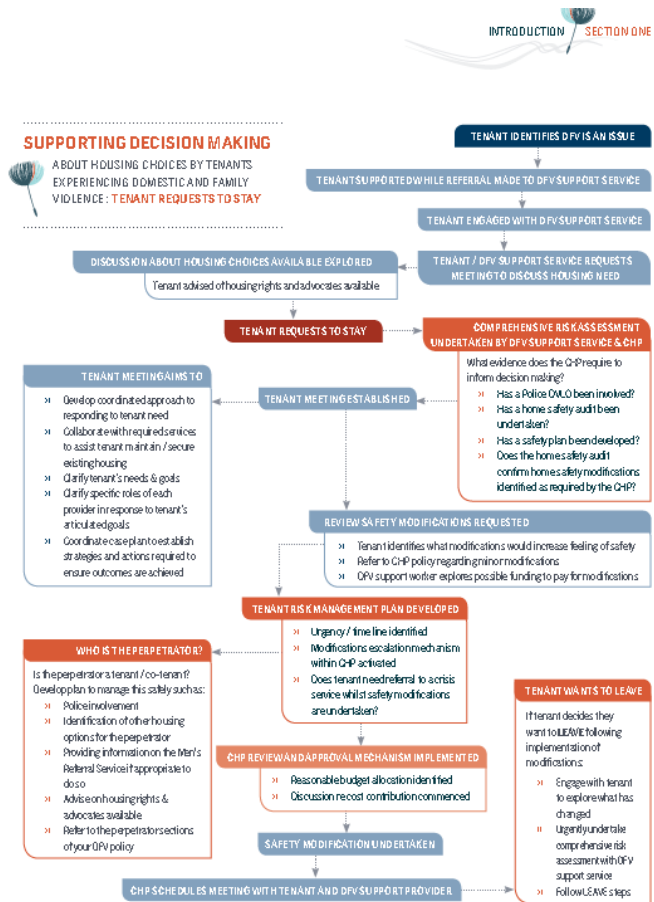
# BUILDING AWARENESS & CAPACITY TO RESPOND



# WHAT IS IN THE TOOLKIT?

- Toolkit in 6 sections + a PowerPoint Presentation:
  - ❖ Section 1 - Intro with template policy & 6 pathways procedures
  - ❖ Section 2 – Guidance tools and checklists
  - ❖ Section 3 – Tenant and applicant resources
  - ❖ Section 4 – Case studies
  - ❖ Section 5 – A resource for employers
  - ❖ Section 6 – A resource for housing professionals
  - ❖ PowerPoint presentation that can be used for staff meetings to raise awareness of DFV

# A PATHWAY: TENANT REQUESTS TO STAY

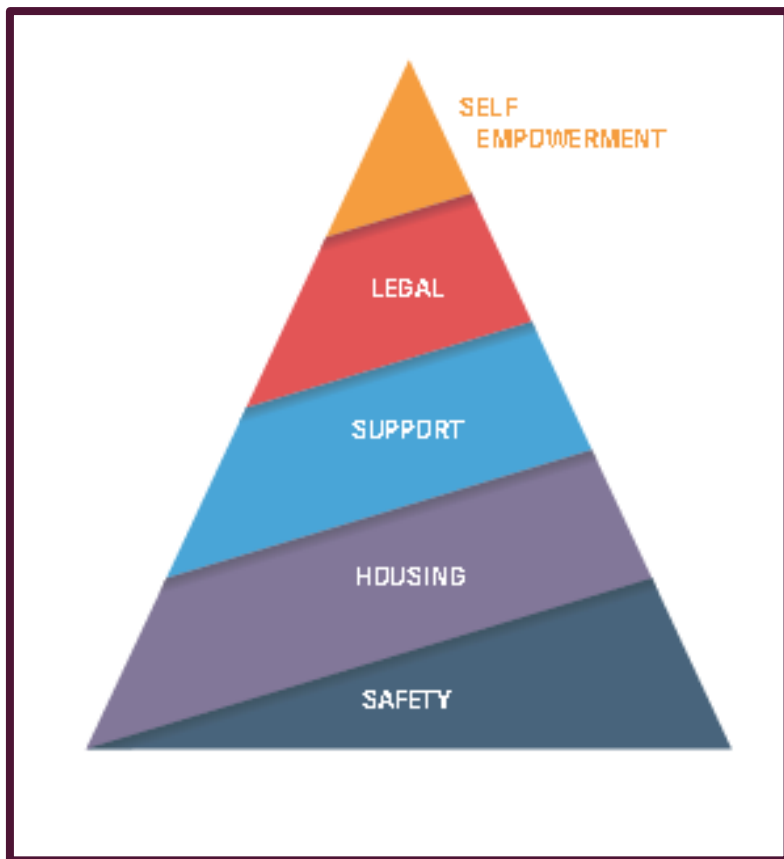


- Provides a structure for decision points / people & services to involve if a victim of DFV requests to stay in the property rather than leaving
- Helps to provide direction at a time where there can be high levels of stress and tension for both the tenant & the CHP
- Identifies actions that can taken to manage the situation with the perpetrator

## SUPPORTING IMPLEMENTATION ACROSS CHPS

- The **Strengthening practice in responding to domestic and family violence toolkit** provides a suite of tools and resources to help build and strengthen practice across CHPs
- A number of resources have been developed to support CHPs on their implementation journey
- Building capacity to identify and respond effectively to DFV will be an ongoing & iterative process that will be strengthened as staff polish skills and learning through reflective practice of both the organisation's and each person's practice
- In addition to briefings and other implementation workshops, the Centre for Training in Social Housing has a one day training module **CHCDFV001 Recognise and respond appropriately to domestic and family violence** that has embedded the toolkit into the learning

# WHY THIS IS IMPORTANT



- It is beyond the scope of this Toolkit to articulate and understand the myriad of needs a person may require.
- However, while it is important to be mindful of individual differences and circumstances, it is reasonable to assume there are some common needs a person experiencing DFV requires.
- Housing is a critical component in the prevention of and response to DFV