

Developing policy, practice and training for customers who experience family violence

Essential Services
Commission workshop
September 2018



Presentation overview

| | |
|-------|---|
| 11:00 | <ul style="list-style-type: none">• Key concepts• Process overview• Before you start...• Experience from other sectors |
| 11:30 | <ul style="list-style-type: none">• What goes into a policy?• Training considerations |
| 12:00 | <ul style="list-style-type: none">• Getting started• Group work session - designing a process map |



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Background to ESC requirements

March 2016

Royal Commission into Family Violence findings

- A family violence response requires a whole of system and community approach
- Many parties— including Essential Service Providers—have a role in addressing family violence.



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Key concepts

Combined knowledge and experience

- A partnership approach
 - > Energy and other companies, community services, government, customers.

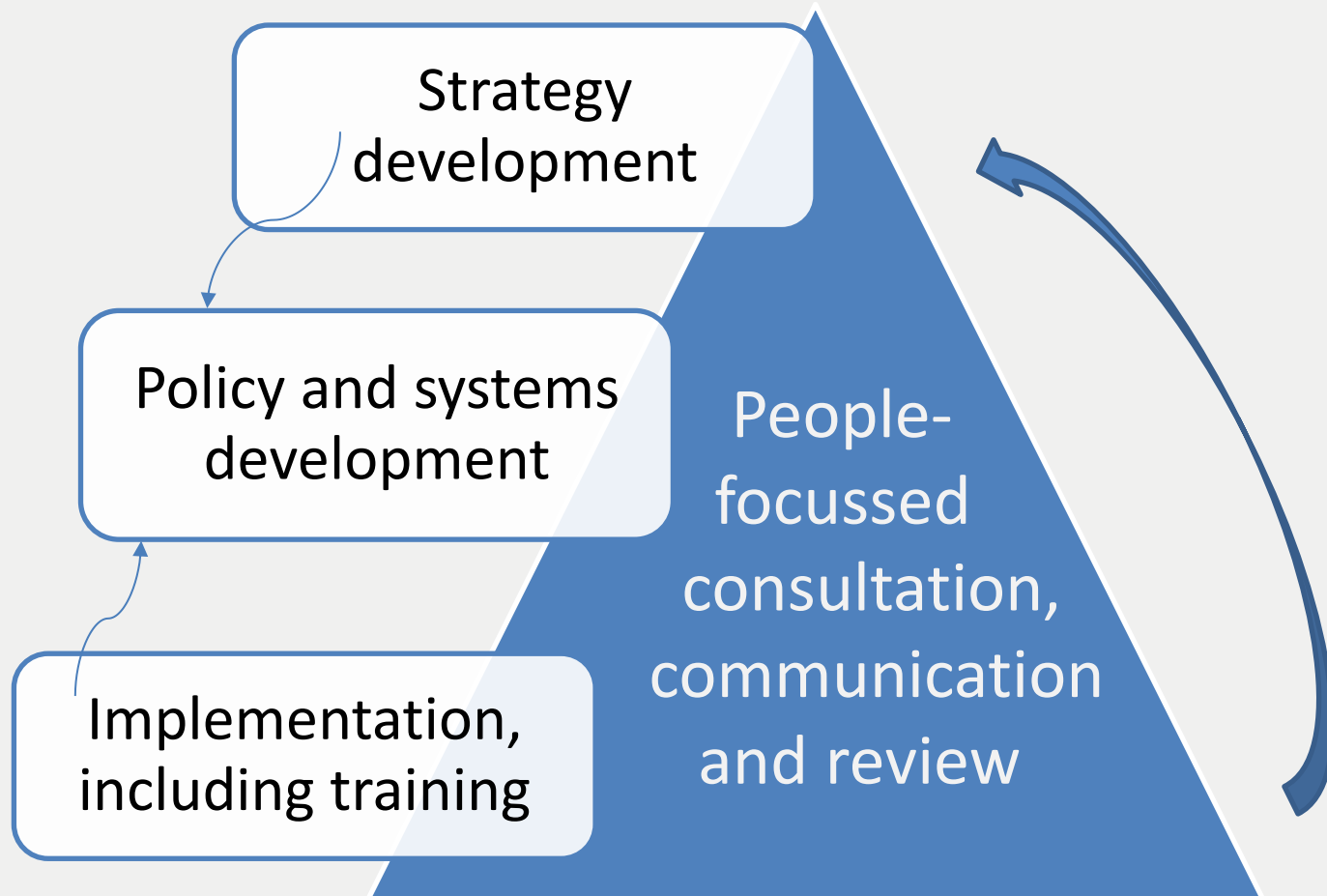


A people/'human centred' whole of system response

- Evidence informed - builds on the lived experience of people, to inform design for practice outcomes.
- Promotes transformational cultural change over time that impacts all aspects of the business

Process Overview

xxx



Where to start?

Our Corporate Plan



- Where does our family violence strategy sit within our Corporate Plan?
- How/does it link with other strategy, policy or Corporate work that we need to develop?



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Where to start?

Our Corporate Plan



- What are we aiming to achieve?
- Who do we need to consult with regarding our commitment, a human design focus,
- risks and potential impacts?

Where to start?



Our Customers - process

- How do we understand and respond to our customer base now?
- What systems and processes will we need to improve to support safe and effective practice for customers and staff ?
- Who do we consult with ?



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Where to start?

Our People



- How ready are we for this work?
- Have we completed a staff survey of attitudes, understanding, personal challenges, readiness?
- How will we support internal staff throughout this process – personally and professionally?
- Contactors and other stakeholders

The change process

Supporting cultural change

- How do we best show leadership throughout the company ?
- Communication and participation
- The importance of Human Resources teams
- Planning for challenge ... this process will initiate responses.

Questions /check in

- Questions/examples from content ?



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Policy content

Your organisational context

- Objectives
- Legislation / regulator expectations
- Operating principles
- Privacy, safety, security – managing risk to customers and staff, data.
- Organisational process including roles and responsibilities
- Feedback/review



Policy development

- System mapping - people centred.
- Touch points - who deals with a customer experiencing family violence?
- How is that customer impacted by your processes – what is the customer journey and likely outcome?
- What is the staff experience of this process and interaction?



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Company Policy

How can an organisation provide positive impact with customers who experience family violence?

- Risk awareness
- Providing non judgemental support
- Employing skilled, trained and well-supported staff
- 'Human centred' processes and systems that are flexible, safe, responsive and work to balance inequitable situations
- Ensuring a focus on emotional, physical and financial security
- Working in partnership with others
- Providing clear and consistent messages across its community



Company Policy

How can a workplace support staff experiencing family violence?

- Leave provisions
- Confidentiality
- Protection / risk
- Training
- Referral
- Flexibility
- No discrimination
- Continued support ... as needed



Discussion & exercise

- Exercise - SMS case scenario played earlier today.
- What is your organisation's current response?
- How many touch points with that customer are there now in your organisation?
- Privacy /data
- How are customers impacted?
- What are the likely outcomes?

Training



“... good training is more than informing...”

- it is about building capability and changing the attitudes and behaviours that are the drivers of family violence.”

Combined Community Sector Trainers, 2018, CHOOSING FAMILY VIOLENCE AND GENDER EQUITY TRAINING AND CONSULTANCY SUPPORT THAT DELIVERS RESULTS - A TOOL FOR EMPLOYERS, TRAINING AND LEARNING PROFESSIONALS



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Staff training and development

Staff – current state

- Organisational understanding of FV awareness across teams.

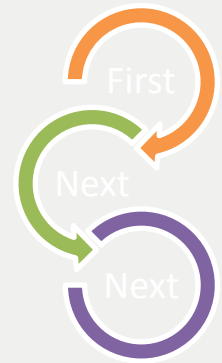
Client mapping and work flow – touch points in your organisation

- What do staff in various roles need to know?
- Capacity /needs of managers and HR to support staff experiencing or working with family violence

Staff training and development

How to handle staff personal experience of FV

- What policy and support do you have in place that will support staff during and after the training process?
- Working with staff who are perpetrators - and victims of family violence.
- Child safety
- How will we continue the conversation after training?



Staff training and development

Delivery

- Mixed delivery - online and face to face?
- Alone or with partner organisations?
- Additional management training ?
- Inclusion of exec at all training - or separate?
- How to prepare staff for training as a safe place - EAP, people and culture teams.
- Working with staff who are perpetrators - and victims - of family violence.



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Choosing a provider

- Training provider as project partner, flexible
- Expertise
- Evidence base
- Relevance and currency
- Capacity to create safety and manage disclosure
- Inclusive
- Capacity to challenge - safely and respectfully bring staff on the journey



Staff training - measuring impact

Are employees

- ✓ Better informed about family violence, gender, structural and social contributors and scope of the issue?
- ✓ More aware and confident in how to listen and respond?
- ✓ Do they understand risk, privacy and safety considerations, and
- ✓ Their boundaries and roles within the agency's policy and within legislation ?



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Staff training - Measuring impact

Do employees

- ✓ Know where and how to refer?
- ✓ Understand self care strategies
- ✓ including what support and referral is available through the organisation



Do managers and human resource staff

- ✓ Feel more comfortable / safe to support staff through customer-facing
- ✓ and staff family violence concerns?



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Continue the discussion

This is a collective journey

- Involve yourself in partnerships, networks
- Review your culture
- Consider your impact within your community through social media & other activities

Keep the conversation going!



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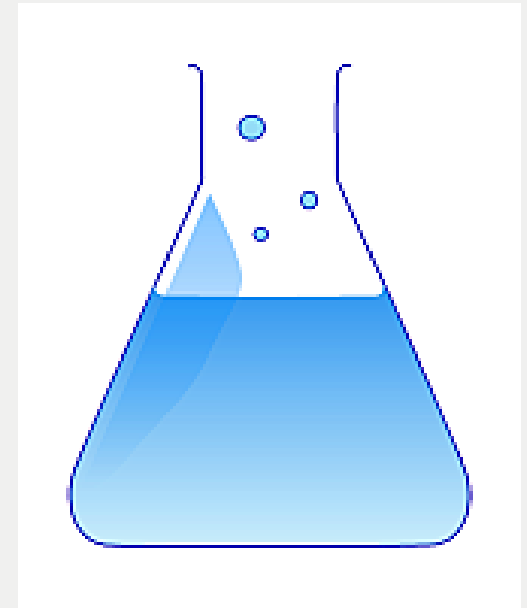
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Activity

Using the information from slides and your own experience

With a partner, discuss and develop a process map of your organisational approach to

- ❖ strategy
- ❖ policy and
- ❖ implementation,
- ❖ including training.



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Remember...

The only thing necessary
for the triumph of evil is for
good men to do nothing.

Edmund Burke

This is a whole of community response.



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