

Response to the Family Violence Reform Implementation Monitor's call for submissions: Review of family violence information sharing and risk management – June to September 2022

Submission #6 – Organisation – Specialist family violence service

The Family Violence Information Sharing Scheme and Central Information Point

Please reflect on your experience in collecting, requesting, using or disclosing confidential information in the past 3 years when responding to the following questions.

1. Are the legal requirements in the Act sufficiently clear?

In responding to this question, please consider whether you feel the Act is sufficiently clear in relation to the meanings of key terms (such as person of concern, primary person, confidential information and excluded information), the circumstances in which confidential information can be requested or disclosed, record-keeping requirements and any other matter

Yes

2. The Act outlines principles, and requires the Minister to issue guidelines, to guide decision-making in relation to the collection, use or disclosure of confidential information.

a) To what extent are the principles reflected in your organisation's policies, procedures, practice guidance and tools?

Mostly

How could this be improved?

Developing a new case management system to streamline and collect data on information sharing and seek opportunities for improvement. Brining on board a MARAM practice lead to support integration work in this space.

b) Do the principles and guidelines support you to make decisions under the Act?

Yes

3. Does the Act provide sufficient scope and authority for you to collect, request, use or disclose all information you feel is needed to effectively establish, assess and manage risks of family violence?

Yes

4. Have you been able to obtain consolidated and up-to-date information from the Central Information Point (CIP) about perpetrators of family violence to support your organisation to assess and manage risks of family violence?

No

Are there any comments you would like to make on this?

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5. Have you observed an increase in the level of information sharing, including:

a) information being disclosed voluntarily?

Yes

b) information being disclosed on request?

Yes

6. Have you observed an increase in the level of collaboration between organisations to support the delivery of coordinated services?

Yes

Please make any additional comments.

However, there is a disparity in the level of knowledge and practice within the Orange Doors in how to information share appropriately.

7. Have you experienced any legal barriers or challenges in:

a) collecting, requesting, using or disclosing information?

No

b) collaborating with other organisations to deliver coordinated services?

Yes

If yes, what were the legal barriers or challenges?

Police are not always sure what to do when provided information on breaches and do not appear to have a coordinated information sharing process

c) complying with the Act's requirements?

No

8. Are you aware of any instances of the unauthorised use or disclosure of confidential information under the FVISS or CIP provisions?

No

Family Violence Risk Assessment and Risk Management Framework

Please reflect on your experience in aligning your organisation's policies, procedures, practice guidance and tools with the MARAM Framework when responding to the following questions.

9. Are the legal requirements under the Act sufficiently clear, including in relation to the meaning of framework organisation and section 191 agency?

Yes

10. Have you observed greater consistency in organisations' approaches to family violence risk identification, assessment and management?

Yes

General

11. Have you observed any adverse effects of the provisions for particular groups, such as children and young people, adolescents who use violence in the home, or members of the Aboriginal community?

No

12. Do the provisions sufficiently provide for the needs and characteristics of diverse communities?

Yes

13. Do you have any other comments about the operation of the provisions, including any suggestions for improvement?

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