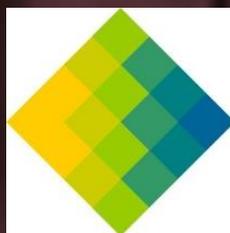


Playing Our Part:
Landlord resource kit
for family violence
protection



Community Housing
FEDERATION OF VICTORIA

Introduction	3
Family violence is prevalent but underreported	3
Family violence is relevant to community housing organisations.....	4
How CHOs can support victims of family violence	5
STEP ONE: Build staff awareness and organisational capacity to identify and respond to family violence	5
STEP TWO: Create safe tenancies from day one	7
STEP THREE: Respond effectively if family violence occurs	7
You may need to:.....	7
Be aware of the police roles and responsibilities regarding family violence	8
Be aware of landlord and tenant obligations under the Residential Tenancies Act	8
Ascertain if there is an issue and call police if threat is immediate	11
Refer the tenant to support services or liaise with the tenant’s existing support agency	11
Help tenant to get an intervention order through involving the police and services.....	12
Help the victim retain the tenancy (or to re-locate if desired)	12
Support re-location by the victim.....	12
Support tenant absence for a period	12
Find solutions to rent arrears and repayment of damage	13
Re-house the violent person where appropriate	13
Consider removal costs and logistics.....	13
Check mandatory reporting has occurred if required	13
Protect the privacy and confidentiality of both victims and perpetrators.....	14
STEP 4: Support options for tenants.....	14
Safety planning and referrals to other support agencies.....	15
Explore ways to deal with payment for damage.....	15
Apply for an intervention order.....	15
Ensure utility bills and other regular correspondence are dealt with.....	15
Useful resources.....	16
Tenants Union of Victoria kit	16
UK: Peabody Housing Company	16
New South Wales.....	16
Myths about violence from Our Watch.....	16
Video by Vichealth on attitudes to violence against women	16
Training by DVRC Identifying Family Violence (Practice Guide 1)	17

Introduction

The impacts of family violence are far reaching and intergenerational.

This resource advises managers in community housing organisations on:

- The nature of family violence and why it is important for community housing organisations to consider these issues;
- What a community housing organisation can do to be supportive of people affected by family violence;
- A landlord's obligations under the Victorian residential tenancies legislation in common scenarios where a tenant is affected by family violence;
- Referrals and supports for tenants who are affected by family violence.

Family violence is prevalent but underreported

Family violence occurs between intimate partners as well as other family members. It may include physical, sexual, emotional or financial components. Family violence occurs across all cultures, socio-economic status, abilities and locations, and while research by VicHealth lifted the debate in terms of the impacts on working age women, family violence also impacts on older family members, both male and female.

- Analysis by ANROWS¹ shows that one in four Australian women has experienced at least one incident of violence from an intimate partner (2,194,200, 25.1 per cent) since the age of 15.
- Men and boys are also victims of family violence.
- For the victims of violence perpetrated by a current partner since the age of 15, one in three (119,600) were men and two in three, (237,100) were women.
- Homicide statistics from the [Australian Institute of Criminology](#)² show 75 per cent of victims of intimate partner homicide were female.
- The [Victorian Royal Commission on Family Violence](#)³ reported that in Victoria, three quarters of victims in family violence incidents attended by police were female and 77 per cent of perpetrators recorded by police were male.
- The Royal Commission noted that while males were more likely to be victims of violence generally, this was most likely to occur at the hands of men outside the family home. "By contrast, violence against women is more likely to be perpetrated by an intimate partner," it said.
- In terms of family violence, "female victims are more likely to be a current or former partner of the perpetrator, while men are more likely to experience violence in different familial relationships — for example, as a son or a sibling."

¹ Australia's National Research Organisation for Women's Safety

² http://www.aic.gov.au/media_library/publications/rip/rip38/rip38.pdf

³ http://www.rcfv.com.au/MediaLibraries/RCFamilyViolence/Reports/RCFV_Full_Report_Interactive.pdf

In 2016 the Family Violence Royal Commission brought down its landmark report and the Victorian Government agreed to implement all of its 227 recommendations.

The Royal Commission recognised the key role of housing in community responses to family violence. All forms of housing – public, community and private market – have a role to play.

Family violence is relevant to community housing organisations

Community housing organisations (CHOs) have a key role to play. The landlord may be the “first to know” that violence is occurring in a family and be well placed to refer tenants to support services. Importantly, CHOs can avoid taking actions that, in effect, punish the victim.

CHOs have responsibilities to the victims of family violence, their families, neighbours and communities. In many cases CHOs may be managing tenancies for current or former perpetrators of violence. Managing this equitably and effectively is part of the role of a successful CHO.

This resource material is to enable landlords to play their part. CHOs can respond to this challenge through developing strong systems, policies and processes that manage competing expectations and in particular, support those tenants who are affected by violence.

Housing workers can play a useful role working with others to keep people safe. Workers might identify victims of family violence, but only if they know what to look for. Some people may not be aware that they are themselves a victim.

Experience overseas⁴ shows that housing workers can make a difference in identifying violent situations and referring affected people to assistance.

Most CHOs focus on housing long term tenants, where the direct tenant support provided is limited. With transitional housing (TH) properties tenants have supports in place from the start of the tenancy.

There is a gap in resources available to support vulnerable tenants in complex situations. However, in the absence of other factors (such as mental health or drug and alcohol issues), a significant number of tenants may only have one main problem – violence by someone close to them.

⁴ <https://www.youtube.com/watch?v=aM9FKSAVnO4&feature=youtu.be>

How CHOs can support victims of family violence

Four steps are outlined below. To summarise:

Step One: Build organisational capacity and awareness to respond to victims of family violence.

Step Two: Create safe tenancies from day one.

Step Three: Respond effectively if or when violence occurs

Step Four: Be aware of referral and support options for tenants

STEP ONE: Build staff awareness and organisational capacity to identify and respond to family violence

- A model policy is available from the Community Housing Federation of Victoria. CHOs are encouraged to consider whether there are any gaps or deficiencies in their policy framework to assist and protect the victims of family violence.
- Train staff working with clients (housing workers, property/asset managers, community development workers) so that they know how to recognise risk factors and signs of family violence, such as extra maintenance or repairs, broken locks, broken windows, holes in walls, or complaints from neighbours and neighbour concerns about the safety of other tenants;
- Maintain strong confidentiality and privacy policies and practice - to assist tenant safety in the event of stalking or threats.

There are many educative resources available that are suitable for housing workers, maintenance and asset management professionals. The aim is for family violence to be everyone's business, with all staff being aware of the signs and symptoms of possible violence, with internal referral and escalation processes that reflect the capabilities and job roles of different staff.

Housing workers may find it frustrating or disappointing if victims do not choose to ring the police and or take out an intervention order, in particular when an issue impacts on neighbours, or where extensive damage or time consuming VCAT processes ensue. There may also be frustration or lack of awareness on how best to use the law to support a victim.

However, there are many reasons why a victim may choose not to act at a particular time.

Therefore CHOs should educate all staff, and build a trauma informed capability; to empower staff to notice the signals and escalate the issue internally; and to hold a conversation that will better enable a tenant's self-determination.

Staff need to be aware of organisational policy, including processes to liaise with the police by CHO staff, or if the tenant or a neighbour contact the police. For instance, keys to the main entry of a secure apartment building might be kept in a safe place nearby, and the local police told by the CHO where they will find the keys in an emergency.

Housing workers may carry high levels of workload related stress. Internal system changes may be required to ensure a tenancy worker can quickly escalate a potential family violence issue to a co-ordinator or manager.

Family violence may not be easy to identify – it may not be a male partner harming a female partner. It might be abuse or neglect of a child, elder abuse by an adult child or other relative, or same sex partner violence.

There is training available for housing and maintenance workers through a number of organisations and additional training funding is likely to be allocated to meet Royal Commission recommendations. The Domestic Violence Resource Centre Victoria (DVRC) provides a comprehensive range of training⁵ and Community Housing Federation of Victoria (CHFV) also provides training, some of which is specifically targeted to maintenance workers.

See the “useful resources” section in this kit for material relevant to housing workers.

⁵ <http://www.dvrcv.org.au/>

STEP TWO: Create safe tenancies from day one

Prevention is key. The time of moving into a new home and the early days of a tenancy are a key opportunity to set up a safe tenancy.

It is important to ensure the tenancy agreement includes the name of all adults living in the household, so as to protect the tenure of any person affected by family violence in the future.

The point of entry offers the opportunity to check whether there are family violence issues in the tenant's history and to talk through organisational policy, with the knowledge that the new tenant is a neighbour of others, potentially a victim themselves, and or potentially a perpetrator/former perpetrator.

Expectations are usually set at this point about the tenant's obligations under the tenancy agreement. It is also an opportunity to draw attention to available supports and referral points.

Written material may not be read by the tenant at this early stage, however organisational policy on family violence should at minimum be mentioned, with suitable generic material provided on the assumption that violence will impact a large proportion of people in some way, at some time.

At the point of renting a property, the CHO should include material that encourages the tenant to seek support if there is an issue⁶.

Regular checks with every tenant may give rise to warning signs. This includes:

- check-ins shortly after the tenant moves in;
- regular tenancy inspections; and
- 6 monthly lease reviews in THM.

STEP THREE: Respond effectively if family violence occurs

- Be aware of police roles and responsibilities regarding family violence.
- Be aware of landlord and tenant obligations under the Residential Tenancies Act (RTA) in common scenarios, in conjunction with intervention orders and the criminal justice system, and embed these obligations in policy and procedure.

You may need to:

- Call 000 if violence is suspected;
- Refer the tenant to support services or liaise with the tenant's existing supports (if consent is in place or if there is a serious and imminent threat to the tenant's safety)
- Work with a support agency that is developing a safety plan with the tenant;
- Help the victim retain the tenancy (or to relocate if desired);
- Find solutions to rent arrears and repayment of damage;

⁶ www.1800respect.org.au/get-help/

- Help tenants to get an intervention order through involving the police and services;
- Re-house the violent person where appropriate;
- Install extra security/locks (The safe@home program can assist with the costs of this);
- Remove perpetrator from lease (where an Intervention Order is in place);
- Support the victim to leave (access to collect belongings) or transfer (either via Victorian Housing Register as a high priority for long-term re-housing, or through engagement with THMs or specialist or generalist homelessness services to find a suitable place elsewhere);
- Support tenant absence for a period;
- Avoid pursuing affected person for rent arrears and damage (seek VCAT order re apportionment of damage to perpetrator).

Be aware of the police roles and responsibilities regarding family violence

If police attend, and intervene on behalf of a victim, they may:

- Issue a **family violence safety notice** if a person needs immediate protection, which protects an adult from a family member who is using family violence.
- Apply to the Magistrates Court for an **interim order**, which is a short-term order to protect a person from family violence until a magistrate can hear all the evidence and make a final decision on whether to grant an intervention order.
- Apply for an **intervention order** for a person who has experienced family violence. They may do this even if the affected person does not want them to, in the interests of the safety of that person or their family.

The Victorian Police (VicPol) is a core member of the current system of RAMPs (Risk Assessment and Management Planning), a cross-agency structure recently set up to protect and exchange information on victims perceived to be in danger of serious family violence. If a tenant is associated with a RAMP, their support agency can be asked to advise on tenancy management requirements relating to victim safety, such as a potential re-location opportunity.

Be aware of landlord and tenant obligations under the Residential Tenancies Act

The removal of a violent person (perpetrator) is most effectively achieved through the use of a Family Violence Intervention Order (above). However, the RTA can be used to assist tenants who are affected by family violence, where this qualifies as a breach of the tenancy by the perpetrator. This includes situations where an affected person obtains an intervention order that excludes the perpetrator from the property. The process through VCAT might take up to 80 days⁷, once all potential hearings are exhausted, whereas the removal of a perpetrator subject to a family violence safety notice, interim order or intervention order can be immediate.

⁷ 80 day estimate allows for average timeframes for delivery and implementation of Breach of Duty Notice; followed by compliance application or 2nd breach; followed by Notice to Vacate; followed by Hearing; followed by serving of a 14 day warrant.

The Tenants Union of Victoria (TUV) has produced a kit that explains the options for tenants under the RTA and how to access VCAT. The table below uses the terminology from the TUV toolkit:

- Affected person: the person who has been affected by family violence
- Perpetrator: the person who committed family violence
- Intervention order: a court order to protect the affected person from the perpetrator. In Victoria, this is known as a family violence intervention order.

If this happens	What a tenant who is an affected person can do under the RTA	What a CHO can/ should do and should consider as an additional measure
Affected person wants to change the locks	<p>If the perpetrator is not a party to the tenancy agreement:</p> <ul style="list-style-type: none"> • If there is a master key system, change the locks with the landlord's consent; or • In all other cases, change the locks without the landlord's consent (and give the landlord a copy). <p>If the perpetrator is a party to the tenancy agreement and there is a family violence safety notice or intervention order (but not an interim order) that excludes the perpetrator from the address, the tenant may change the locks without the landlord's consent, even if there is a master key system in place.</p> <p>In both cases, the tenant must give a copy of any new key to the landlord.</p>	<p>Not give keys to perpetrator if CHO has received copy of intervention order</p> <p>Maintain privacy of any intervention orders provided by affected person</p> <p>Adopt a policy on financial assistance for changes to locks. See template policy.</p>
Affected person wants to install additional security	Can do so but with landlord's consent.	Adopt policy on allowing such modifications including whether tenant is required to reinstate (i.e. remove additional security) at end of lease or whether CHO will pay/contribute to it. See template policy.

If this happens	What a tenant who is an affected person can do under the RTA	What a CHO can/ should do and should consider as an additional measure
Affected person wants to stay in community housing and there is an intervention order that excludes the perpetrator from the property	Get perpetrator taken off the lease (even if affected person is not on lease) by: <ul style="list-style-type: none"> • consent of the perpetrator; or • by VCAT order for an end of an existing lease and order for a new lease. 	Assisting affected person obtain consent of perpetrator Assisting affected person to make application to VCAT
Affected person wants to leave community housing	Affected person can end lease by notice or by consent	Assisting the tenant get access to property safely to get belongings Adopt policy that establishes circumstances in which CHO will waive notice periods for tenant to leave. See model policy.
Affected person wants to be absent from property temporarily	Affected person may seek temporary reduction from rent	Adopt policy on circumstances in which CHO will reduce rent or make allowances for requirement that tenant be in the property. See template policy.
There are rental arrears or damage and it is believed these are the result of family violence	Affected person can ask VCAT for order asking for liability between tenants to be apportioned differently as a result of family violence.	Adopt policy on delaying VCAT action or waiving rent arrears/ tenant damage charges from an affected person where it is the result of family violence to avoid necessity of VCAT hearing (including evidence required). See template policy. A policy of this nature should reduce the need for an affected person to apply to VCAT for relief.
Affected person wants to transfer to another community housing or public housing property	Affected person can ask for a transfer	Working with affected persons and family violence support agencies on transfers Impact on transfer policy (also in light of Victorian Housing Register)

Ascertain if there is an issue and call police if threat is immediate

Do not assume. Neighbours may want quick attention and the removal of a noisy or threatening person but the first step for a concerned neighbour is to call the police on 000 in an emergency. A CHO cannot act purely on suspicion.

Managers may hear about an issue directly or from neighbours - or they may not hear about the situation until down the track. A pro-active staff member may notice signs at an early stage, such as regular maintenance call-outs, or a request to change the locks. Staff from a tenant's support agency may call the police directly to ascertain what happened in a call-out situation. While being under an obligation to protect the privacy of victims, in some circumstances, the police may give the organisation or support workers relevant information.

At VCAT, the situation may come to light during consideration of other matters that the tenant is a victim of family violence – in effect, that the CHO was breaching a victim, and a case conference may be called for. The CHO would then be able to take the opportunity to respond in an appropriate way.

Refer the tenant to support services or liaise with the tenant's existing support agency

If the tenant has an existing support agency, a caseworker will be available to assist them in the event of a family violence incident.

THMs have partner agencies with support staff. If family violence is suspected, the support staff can explore the situation, and discuss options to respond with the tenant. In other cases a housing worker might refer the tenant to a support service.

In all these situations, a conversation by a suitably trained staff person will be required with the suspected victim, to clarify if there is an issue, discuss tenant needs, and facilitate referrals or other next steps.

A support agency may develop a safety plan with the tenant, and help them to apply for an intervention order, alert the police and take any necessary steps.

As part of their plan, a victim may need to consider:

- Changing the locks;
- Installing additional security;
- Where there is an intervention order, having a perpetrator taken off the lease;
- Whether to leave the property immediately;
- Ask for the immediate return of the bond in order to move to another property;
- Be released from liability for unpaid rent or damage which has been caused by family violence;
- Be absent from the property temporarily.

Help tenant to get an intervention order through involving the police and services

While a safety notice may have already been issued, a tenant may need assistance if violence or threats continue, in order to secure an intervention order. Removal of the perpetrator from the dwelling, or the vicinity, is simpler once an intervention order has been issued, so the CHO may need to work closely with the support agency to enable this option to be pursued.

Help the victim retain the tenancy (or to re-locate if desired)

If a perpetrator isn't on the lease and an intervention order excludes them from the property they are required to leave anyway. However if the perpetrator is named on the lease, then the affected person may wish to seek orders in VCAT to remedy the situation. It is likely that in the future Magistrates who grant intervention orders will be encouraged to enquire as to whether there is any shared tenancy, and advise people protected by intervention orders about their right to apply to VCAT to have a new tenancy agreement granted in their name only.

A support agency worker may recommend moving the tenant to a safer location, which might entail emergency accommodation for a short period, or transfer to another vacant property. The support agency and or tenant would need to decide if the alternative accommodation is safer than the existing tenancy and the new dwelling might need to be checked first (for instance, to ensure it isn't in the same development as the perpetrator).

Swapping to another vacant property may be an option. Tenants exiting community housing due to family violence are rated as high priority on the Victorian Housing Register, so an alternative community or public dwelling may be available for the tenant to re-locate. This is possible where properties allocated for specific purposes can be re-allocated, and may require a support agency to assist in identifying a suitable, safer property.

Support re-location by the victim

An effective response requires the CHO to support a victim to leave - and enable access to collect belongings - or transfer via the Victorian Housing Register, as a high priority for long-term re-housing, or through engagement with THMs or specialist or generalist homelessness services to find a suitable place elsewhere.

Support tenant absence for a period

A victim of family violence may need to leave the premises for a period of time. If or as this comes to light, they should not be breached for this. A support agency worker should be engaged/expected to negotiate such absences, as otherwise, the CHO may not be aware of the reason for the absence.

Find solutions to rent arrears and repayment of damage

Physical abuse may have led to damage to the property. Organisational policy should be clarified, preferably to ensure that victims of family violence are not liable for the costs of remediation or be pursued for costs.

Financial abuse may have led to rent arrears, which has meant the victim has not been able to pay rent for some time. It may include a partner taking money from the victim, or an older tenant having to deal with a younger relative demanding money.

A CHO may become aware of these issues when seeking recovery of rental arrears. Responding appropriately to arrears of this nature should be covered by the CHOs' policy response.

The CHO will need to decide whether to pursue the affected person for any rent arrears or costs associated with damage attributable to the perpetrator or the violence itself. This includes whether to offer a payment plan or waive the debt. A fairer apportionment of costs can be facilitated through VCAT, to ensure the victim does not bear an unfair share of the costs.

Re-house the violent person where appropriate

While the interests of the victim should be prioritised, it may be practical and acceptable to use Housing Emergency Funds (HEF) to help re-locate the violent person rather than the victim. The principle is to explore options, within the requirements of the RTA, which enable housing consequences to fall on the violent person rather than the victim.

Depending on the situation, support services may be able to broker alternative housing for the violent person⁸.

In practice, where it is a situation of family violence by a male, this may mean re-location to men's housing, removal to a motel, (using integrated men's family violence brokerage funds), referral to Initial Assessment and Planning (IAP) and potentially the need to flag them in relevant internal systems to avoid them being re-housed near to their ex-partner.

Consider removal costs and logistics

Removal from a THM is easier than long-term rental as furniture is attached to the dwelling. HEF may be accessed to support rent in advance or arrears recovery; storage while in hiding; costs of setting up new house, and moving costs. However the adequacy of available funds may be a constraint.

Check mandatory reporting has occurred if required

Where children are involved, an incident may give rise to a notification to DHHS, including where there is a mandatory reporting requirement. In usual circumstances, a support agency would do this and a CHO only do it if no other support services are involved. The CHO should confirm a report has been made.

⁸ More information: <http://www.safeathome.org.au/support-services/what-services-can-accommodate-the-violent-person/>

Protect the privacy and confidentiality of both victims and perpetrators

CHOs are required by existing privacy laws (such as the Privacy and Data Protection Act 2014 (Vic)) and by the Housing Registrar to adopt a privacy policy to protect the personal information of tenants and applicants for housing. The steps which a CHO should take under this policy may require a CHO to disclose the personal information of both victims and perpetrators. Generally, these policies require a CHO to only disclose personal information to third parties with the consent of the individual involved. However, there are exceptions to this where:

- the CHO reasonably believes that the disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health, safety or welfare;
- the disclosure is required by other laws (e.g. child safety laws or DHHS incident reporting); and
- the information is disclosed to a law enforcement agency as a part of the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of a law imposing a penalty or sanction.

It is important that privacy policies are updated to include these exceptions.

The Victorian Government, as a result of the Royal Commission into Family Violence, is also considering further changes to privacy laws to:

- remove the requirement that a threat to safety be “imminent” (i.e. just “serious”) under the safety exception; and
- establish an information-sharing regime amongst trusted service providers working with victims of family violence (which may include CHOs).

STEP 4: Support options for tenants

The Tenants Union of Victoria has produced the *Family Violence Protection Tenancy Kit* (TUV kit). The TUV kit is designed for support workers and advocates assisting people affected by family violence. It aims to help people in rental housing to know their rights, have a secure home and limit any financial loss, by seeking appropriate orders in the Victorian Civil and Administrative Tribunal (VCAT).

- Where appropriate, housing workers are encouraged to refer to the TUV kit (for example, in explaining the forms of application to VCAT).
- Offer referrals and supports for tenants who are the victims of family violence (using internal escalation protocols to managers and referrals to active partnerships with Specialist Homeless Service and Family Violence services);
- Participate in planning meetings with tenants and support services to maximise opportunities to keep victims safe;

Safety planning and referrals to other support agencies

A support agency should be engaged to explore options and next steps, potentially including development of a safety plan with a tenant who is victim of family violence.

Explore ways to deal with payment for damage.

The CHO will preferably have a policy not to charge for damage or rental arrears attributable to family violence. However the cost of restitution needs to be funded from somewhere, and an equitable and effective approach may be able to pursue restitution from the Victims of Crime fund or to seek refund of costs attributable to the perpetrator through VCAT.

The support agency may assist the tenant to seek financial support from the Victims of Crime Assistance Tribunal (VOCAT), which can give financial assistance to victims of crime in Victoria.

A victim of crime may be able to get a payment from VOCAT for pain and suffering, and to help with things like:

- Counselling and medical expenses
- Safety related expenses (such as replacement of locks)
- Loss or damage to clothing worn at the time of the incident
- Loss of earnings
- Funeral costs.

CCTV and locks may be available from the Safe @Home initiative⁹.

Apply for an intervention order

The Tenants Union material offers thorough information on how to apply for an intervention order and the steps taken by police to secure a family violence safety notice, through to an interim or final family violence intervention order, issued by the Magistrates Court¹⁰.

Ensure utility bills and other regular correspondence are dealt with

A victim or their support worker will need to ensure that creditors are contacted at the time of re-location, to ensure they apply hardship provisions and or payment plans (if relevant) and are given sufficient relevant information so they do not share information on the victim's whereabouts with the perpetrator at a later date. The responsibility for these issues should be considered in organisational policy, with referrals to support agencies offered to the tenant. There are a wide variety of potential creditors or key contacts that may include gas, water, electricity, bank and superannuation accounts, real estate agents, the Perin Court (in the event of there being ongoing payment plans from old fines), DHHS or the local school relating to child safety at school or childcare services, etc. Consumer Affairs Victoria publishes basic information¹¹.

⁹ <http://www.safeathome.org.au/steps-to-safety/how-can-i-make-my-home-safer/>

¹⁰ <http://www.tuv.org.au/family-violence-protection/1/en/topic/getting-an-intervention-order>

¹¹ <https://www.consumer.vic.gov.au/housing-and-accommodation/renting/ending-a-lease-or-residency>

Useful resources

Tenants Union of Victoria kit

Information, referrals and support for tenant experiencing family violence (with escalating complexity) – See TUV support kit for advocates:

<http://www.tuv.org.au/family-violence-protection>

UK: Peabody Housing Company

The Domestic Abuse Housing Alliance in the UK is convened by a partnership including Peabody Housing Company.

<http://www.peabody.org.uk/resident-services/safer-communities/domestic-abuse/daha>

The news item below covers the impact of training and system improvement within community housing – including a 1500% increase in the number of reports of violence within 2 years.

<http://news.sky.com/story/housing-providers-help-detect-domestic-abuse-10305178>

New South Wales

The Domestic Violence Project is a new initiative by Housing Plus that provides assistance to businesses and health professionals who are ready to commit to ending the domestic and family violence epidemic in Orange. (Central West NSW region)

<http://www.housingplus.com.au/the-domestic-violence-project/>

A partnership of NSW peaks is producing family violence resources relevant to housing workers during 2016. Homelessness NSW, Domestic Violence NSW and the NSW Federation of Housing Associations are piloting material for wider release. Check website for updates:

<http://www.communityhousing.org.au>

Myths about violence from Our Watch

<http://www.ourwatch.org.au/Understanding-Violence/Myths-about-violence> and
<http://www.ourwatch.org.au/Understanding-Violence>

Video by Vichealth on attitudes to violence against women

<https://www.youtube.com/watch?v=Yqb8Uzycj78&index=1&list=UUeHnUukYpnXhuwUkTKhhQAww>

[Training by DVRC Identifying Family Violence \(Practice Guide 1\)](#)

Common Risk Assessment Framework (CRAF). This practice guide is to be used when family violence is suspected but not confirmed. It is primarily intended for use by professionals in mainstream settings, if they are concerned that a client might be a victim of family violence. If your professional role includes working with victims of family violence, you may use this guide to identify family violence before implementing the assessment outlined in Practice guide 2 or 3. You should use this guide if you are a “Professional working in mediation centres, court settings, community legal centre or housing and homelessness services” Training in Practice Guide 1 is currently available as an online e-learning module through the [eCRAF portal](#).

See <http://www.dvrcv.org.au/training/family-violence-risk-assessment-craf>

The New South Wales of Housing Associations has developed comprehensive information resource for housing professionals. It will be accessible from March 2017. Once it is launched it will be available from www.communityhousing.org.au.