

SUPPORTING DECISION MAKING ABOUT HOUSING CHOICES BY A RENTER WHO IS A VICTIM-SURVIVOR

ISSUES INDICATING FAMILY VIOLENCE IDENTIFIED

SCREENING TOOL COMPLETED WITH VICTIM-SURVIVOR | family violence risk present and victim-survivor willing to receive support. Refer to Refer to Toolkit **Page 28** for further guidance.

FACILITATED REFERRAL MADE FOR VICTIM-SURVIVOR TO SUPPORT SERVICE | Refer to Toolkit **Page 44** 'List of contacts and referral options' for further guidance.

VICTIM-SURVIVOR ENGAGED WITH SUPPORT SERVICE | Family violence risk assessment completed by support service and shared with CHO

MEETING | VICTIM-SURVIVOR AND SUPPORT SERVICE REQUEST MEETING WITH CHO TO DISCUSS HOUSING SAFETY AND OPTIONS

- Advise victim-survivor of housing rights and options available
- collaborate with services to assist victim-survivor to maintain/secure housing
- clarify victim-survivor needs and goals
- develop a coordinated response and strategies to manage family violence risk

VICTIM-SURVIVOR NOT ENGAGED WITH SUPPORT SERVICE | A referral will not always result in an engagement with a support service or specialist family violence service (SFVS). In this case:

- Seek a secondary consultation from the service
- Coordinate with the support service if they identify you as best placed to lead support or arrange financial brokerage to the victim-survivor at this time.
- Continue to monitor family violence risk, and re-refer if risk or situation changes.

WHO IS THE PERPETRATOR?

If safe, consider the following for the perpetrator:

- Identify if the perpetrator is a renter or co-renter
- Police involvement
- Identify other housing options
- Secondary consultation or referral to Men's Referral Service or With Respect
- Refer to organisational family violence policy

Do not challenge perpetrators about their use of violence as this could increase risk the victim-survivor/s. See Toolkit **Page 31** 'Working with Perpetrators' for further guidance.

VICTIM-SURVIVOR DECIDES TO LEAVE

RISK MANAGEMENT PLAN DEVELOPED

- Explore intervention order options
- Safety plan developed by support service and shared with CHO
- Termination process explained
- Alternative accommodation explored, including property transfer, family and friends, private rental.

FOLLOW END OF TENANCY PROCEDURES | Ensure debt or property damage is appropriately managed and the victim-survivor is not being charged for debt that is the result of family violence. Refer to Toolkit **Page 35** 'Obligations under the RTA' for further guidance.

IF THE VICTIM-SURVIVOR DECIDES TO STAY | If the victim-survivor renter decides to stay after giving notice to terminate the tenancy:

- Support service to advocate for property termination to be revoked.
- Follow STAY steps

VICTIM-SURVIVOR DECIDES TO APPLY FOR A TRANSFER

RISK MANAGEMENT PLAN DEVELOPED

- Explore intervention order options
- Safety plan developed by support service and shared with CHO
- Transfer process explained
- Options explored for transfer including: location needs, victim-survivor safety and support needs, safety assessed for the adult and child/ren victim-survivors, safety assessed for the community within a housing complex. Refer to Toolkit **Page 35** 'Obligations under the RTA' for further guidance.
- Consider safe housing options while waiting for a transfer.

ASSIST VICTIM-SURVIVOR TO APPLY FOR A PRIORITY TRANSFER THROUGH THE VICTORIAN HOUSING REGISTER

VICTIM-SURVIVOR APPROVED AND PROPERTY TRANSFER SECURED | updated safety plan & safety modification may be required

VICTIM-SURVIVOR DECIDES TO STAY

RISK MANAGEMENT PLAN DEVELOPED

- Explore intervention order options
- Safety plan developed by support service and shared with CHO
- Explore home safety modification options, including undertaking a home safety assessment (by specialist family violence service), urgency/timelines identified, modifications approved in line with organisational family violence policy. Refer to Toolkit **Page 35** 'Obligations under the RTA' for further guidance.
- Consider whether the victim-survivors requires alternative/crisis accommodation while modifications are undertaken.

Be aware that a victim-survivor may not wish to end the relationship with the perpetrator (who may be a partner, adult child, or other family member) and the perpetrator may continue to reside in the property. The victim-survivor should never be judged or blamed.

SAFETY MODIFICATIONS UNDERTAKEN | Continue to monitor safety

VICTIM-SURVIVOR WANTS TO LEAVE | If victim-survivor renter decides they want to leave due to family violence

- Engage with victim-survivor to explore what has changed
- Facilitate referral to support to undertake comprehensive risk assessment
- Follow leave steps