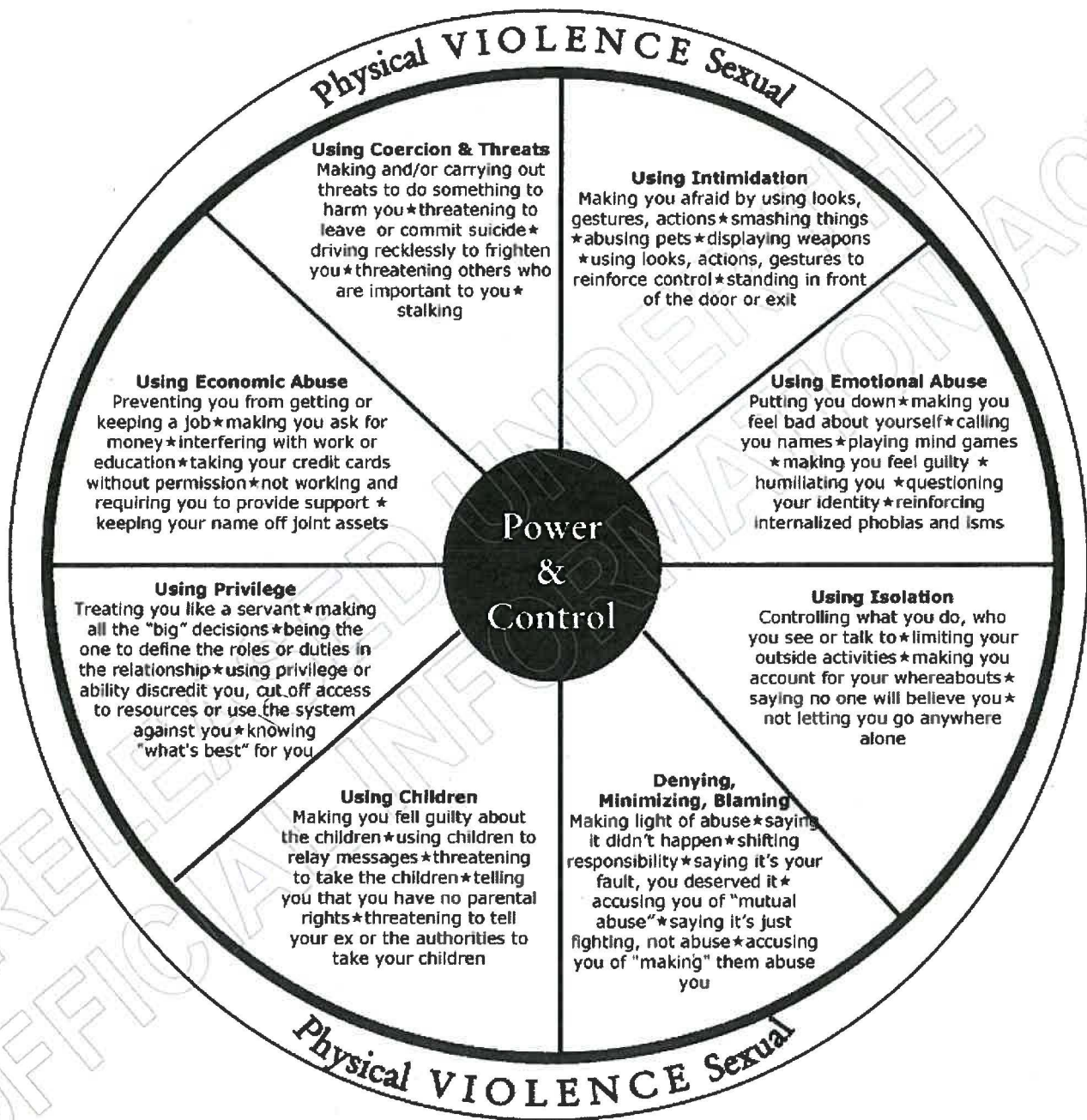


Power and Control Wheel



Skills Practice – Trainer notes

The purpose of the skills practice is to reinforce what has been covered and to build confidence in staff in asking appropriate and direct questions about violence.

Take this opportunity to practice in a safe environment. It is important to practice the scenario rather than just discuss it.

Ask participants to break into groups of three, each person will have a chance to take on the roles of:

- a staff member
- a client
- an observer

The scenarios describe the background to the client's situation and what the staff member is presented with – the two participants who play the client and the staff member role-play a conversation about the client's situation.

The role of the observer is to offer feedback to the participant playing the staff member on what they have observed them doing well and to suggest ways to strengthen their intervention.

Facilitators must be active as roving observers, offering affirmation and encouragement, stopping the process where necessary, modelling, and ensuring each group stays on task.

Remember to give everyone a chance to take on the different roles.

Bring the groups back together for a feedback session about what they experienced, learned and observed.

Prompts for screening clients about family violence

- Family violence is really common in NZ so we now routinely ask clients about violence in their home
- Is/was there any violence in your relationship/home?
 - Are you safe now?
 - Are your children safe?
- Is there a partner from a previous relationship who is making you feel unsafe?
- Would you like us to refer you to someone who can support you through this?
- Do you know someone who needs support?

**DO NOT USE PROMPTS WHEN CHILDREN
ARE PRESENT**

Clients with protection orders can access free support services and programmes through the Family Court for themselves and their children.

SAFETY CHECK

- Is the abuser here now?
- Is the client afraid of the abuser?
- Is there alcohol or substance abuse?
- Has physical violence increased in severity?
- Has anyone physically abused the children?
- Have the children witnessed violence in the home?
- Have there been threats of homicide?
- Have there been threats of suicide?
- Has the abuser ever attempted to choke or strangle?
- Is the client afraid to go home?
- Is there a gun in the home?
- Does the client want a referral?

**IF CHILDREN ARE UNSAFE FOLLOW THE CYF
CHILD ABUSE REPORTING PROCEDURES**

Scenario A

Leigh Client

You are currently being stalked and threatened by your ex-partner, with whom you had a brief relationship. He was very depressed when you were together, and threatened to commit suicide if you left him. He also said you could never leave him and that he would find you wherever you went.

You are very isolated at your residence but do not want to move as you own the property. All of your family live in Australia and don't have any idea what is going on.

You are nervous and anxious at your appointment as you have had to give up work because you can't focus as your ex-partner has been texting you and calling into to see you at work. You are applying for Sole Parent Support.

You are not planning on telling MSD about why you've had to quit your job, but you would disclose if you felt that you could trust the staff member who you are talking to.

Staff Member

Leigh comes to see you to apply for the Sole Parent Support She has two children with her their ages are 6 and 3. Both children are very clingy and very quiet and well- behaved

Leigh looks exhausted, dark circles under her eyes, she appears anxious and distracted.

Scenario B

Moana - Client

You were slashed across the face by your husband when you were at work. The police arrested him and he's being held in custody. Refuge recommended that you contact MSD to get assistance for medical problems and short-term income assistance as you will be getting support from ACC, but ACC advised that it would take about a month to process the papers.

You do have a job, but you're not getting paid in the short term while you are off work as the incident was not a work related matter, even though the incident happened at work. Your employers are very supportive and are holding your position open for you.

Staff Member

Moana has come in to see you she has been slashed across the face by her husband and she requires assistance. She tells you that her partner has been arrested and remanded in custody.

Scenario C

Soala - Client

You have been in receipt of Invalids Benefit/Supported Living Payment since 1986 for "other psychological conditions". MSD is aware that as a child you were abused while in an institution, and that you have attempted suicide several times in the past and you have been receiving counselling on a weekly basis paid by ACC.

You have never disclosed to MSD staff that you have been in an abusive relationship for several years, and you were severely assaulted twice last year, but there is on-going psychological and less severe physical violence.

You are feeling really trapped in the relationship both financially and emotionally, as you are isolated from friends and family. You get so depressed that you just feel incapable of leaving your partner.

Currently your partner is driving you to and from your counselling sessions and grilling you on the way back about what you discussed with your counsellor. You have recently disclosed your current abuse to your counsellor who suggested that you ask for financial assistance for transport to your counselling sessions, so that you will not have to rely on your partner for this.

You have made an appointment with MSD to discuss this.

Staff Member

You are to meet with Soala to go over all her benefit entitlements, as she wants to discuss whether she can get support for travel to and from counselling. You will need to find out why she is no longer able to get a ride from her partner to her counselling sessions

She has been in receipt of Invalids Benefit/Supported Living Payment since 1986 for "Other psychological conditions" and you have been seeing her for the last year

You know that as a child she was abused while in an institution, has a history of attempted suicide and she has been receiving counselling on a weekly basis paid by ACC.

You also know that Soala is married with no children.

Scenario D

Isabel - Client

You have recently been diagnosed with cancer and have started chemotherapy, which is making you tired and jittery. You have had to quit your job because of illness, so you are going to apply for a benefit.

You have a loving and supportive husband who is doing everything he can to support you through this difficult time.

A couple of days before your meeting with MSD, you tripped and fell in your lounge at home.

Your face hit the couch giving you a black eye.

Staff Member

A client named Isabel is coming to meet you to apply for Supported Living Payment. She has a black eye and seems quite tired. You also notice that her hands have a slight tremor.

FVIP practice guidelines - What the FVIP is about

This page provides information on FVIP practice guidelines for FVRCs, frontline staff and stakeholders

On this Page:

Purpose of the Practice Guide

This guide is a resource to support staff and other stakeholders in their response to clients as part of the FVIP.

Family Violence Intervention Programme (FVIP)

The Family Violence Intervention Programme (FVIP) Family Violence Intervention Programme strengthens Work and Income's capacity to provide a safe supportive service for clients who are living with the effects of family violence, or leaving a violent relationship.

Strong working relationships with other government and non-government agencies have been developed and are maintained to ensure our clients are connected to the right service by case managers.

By providing a skilled response, closely linked into local family violence intervention services, Work and Income can contribute to reducing family violence and improving the safety and wellbeing of clients and their families.

Work and Income case managers have been trained to identify and respond appropriately to clients who are living in or leaving violent family situations. By providing a skilled response, closely linked into local family violence service providers, Work and Income can make a significant contribution to reducing family violence and promoting the safety and wellbeing of clients and their families.

Family violence Response Coordinators provide support and guidance to case managers and maintain relationships with family violence service providers. Staff may come across clients experiencing family violence which can impact on them taking all reasonable steps to meet their social obligations.

FVRC Scope of Practice

The FVRCs have responsibility for extensive internal and external relationships to support all staff in their response to clients as part of the FVIP.

Statement of practice values and standards

Family Violence Response Coordinators will:

Always adhere to the Ministry of Social Development's Code of Conduct and act with integrity. Standards of behaviour reflect the nature of the responsibilities of the FVRC role and the modelling of non-violent behaviour.

Strive to maintain and improve the structures, practices and quality of the family violence Intervention Programme.

Escalate policy and practice issues affecting clients who experience family violence, child abuse or neglect to facilitate and effect change.

Seek to understand and take account of the unique situation of: Maori, Pacific Peoples, other ethnic groups, disability and sexual orientation to that they can link clients to the appropriate specialist services.

Seek to acquire, update and maintain knowledge relevant to the FVRC role and FVIP programme.

Ensure that all clients/whanau/families experiencing family violence are offered a range of choices and are encouraged and supported to act with self-determination to end family/whanau violence.

Engage in clinical supervision to enhance competent practice, the maintenance of professional and respectful workplace relationships and the ongoing professional development of best practice in relation to family violence prevention and intervention.

Family violence response coordinators (FVRC) key responsibilities

FVRC's support service delivery staff with expert advice on family violence issues and knowledge of local providers. The support will be adapted to suit the needs of different regions, sites, case managers, Contact Centres (CC) and Centralised Processing Units (CPU).

Risk Management, Information storage and control, Information sharing and Requests for information are not adaptable and staff must adhere to all MSD policy and practice guidelines relating to those issues.

The FVRC's primary role is to:

Provide regional leadership ensuring the implementation and utilisation of the FVIP.

Provide all service delivery staff with the right training, support, expertise and advice to enable them to deliver the FVIP effectively to clients (this includes CC and CPU).

Deliver other national FVIP training e.g. Elder Abuse, Child abuse and neglect, Oranga Tamariki notification, FV recording in CMS.

Support staff to make notifications of suspected child abuse or neglect.

Ensure that appropriate referral pathways are established and supported by effective relationships with family violence intervention providers and networks.

Support case managers when clients disclose family violence, to ensure clients are supported and encouraged to take the appropriate steps to improve their circumstances.

Deliver presentations via Weekly Briefs on relevant local and national FV information.

Make regular visits to sites to meet with SCMs, ASCMs, SCT or other appropriate staff to seek feedback and ideas on how to provide support for individual sites.

Manage relationships with all staff within your region and family violence service providers, community groups and government agencies.

Strengthen community capacity and capability by working strategically with family violence networks and stakeholders.

Consult with Manager and/or Community Liaison Advisor (CLA) regarding involvement in any external activities which may involve media/political parties.

Raise any policy issues which may affect the Ministry's service to clients experiencing FV.

Notify manager of any potential risk to the Ministry resulting from involvement in external activities.

Service delivery staff may include, but is not limited to:

Service Centre Managers and Assistant Service Centre Managers

Service Centre Trainers

Case managers

Work Brokers

Programme Coordinators

Childcare Coordinators

Peer Supporters

Receptionists

CPU and CC

Relationship and Interagency responsibilities

MSD recognises that the FVIP process from the training through to referrals of clients to family violence service providers relies on effective relationships between Work and Income and stakeholders.

Maintaining relationships with family violence service providers, community groups and government agencies enables FVRCs to know what is happening in relation to family violence service provision in their local community and to keep up to date with any governmental policy or legislative changes.

As MSD employees FVRCs should be mindful of the potential for conflicts of interest in their involvement with local family violence network activity. It is appropriate that all external activity by FVRCs is discussed with their respective managers prior to their becoming involved.

Clear referral processes, regular contact and built in monitoring will ensure timely and sensitive referral of clients experiencing family violence to appropriate service providers. This in turn assists in reducing the level of risk for clients and ensures safe work practices for the Ministries employees.

FVRCs can help ensure mutual clients receive appropriate and timely support by keeping family violence service providers up to date about Work and Income products and services as well as any changes in policy or operational processes.

Family Services Directory [<https://www.familyservices.govt.nz/directory/>]

Service protocol agreements

It may be appropriate to formalise referral processes between Work and Income service centres and agencies that provide emergency crisis intervention services such as local Women's Refuges. These agreements are known as Service Protocol Agreements (SPA) and are between individual Work and Income service centres and specific agencies.

SPA agreements will depend on, who your region has either a formal or informal relationship with and any associated charter, including those that Community Investment has from a contractual basis.

The content of the SPA will depend on the agencies involved. The role of FVRCs is to assist the site in developing the SPA, act as a liaison, facilitate regular meetings between site staff and agency representatives, as well as to monitor the referrals.

Risk management

Work and Income has policies and practices to minimise and manage risk related to its activities.

The FVIP sets out the practices to be used in relation to working with clients who are experiencing the effects of family violence. It is important that FVRC follow these policies and practices to minimise and manage these risks, and to model to other staff best practice in relation to family violence matters.

Good risk management is achieved through the full and correct implementation and utilisation of the FVIP. This starts at the initial training through the Recognise, Respond, Refer, and Record process and onto the follow up support by FVRC for staff involved in family violence identification and referrals.

FVRCs need to be involved in the implementation and ongoing utilisation of the FVIP at all levels as per the activities outlined in the FVRC job description and this practice guide.

Content owner: [Partnerships and Programmes team](#) Last updated: 27 August 2019

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FVIP operational guidelines - How frontline staff and FVRC's deliver the FVIP

This page provides information on FVIP operational guidelines

On this Page:

Case Manager responsibilities

FVIP four-step process

Recognise – staff are trained to identify indicators and ask screening questions to assess the client's situation in relation to family violence.

Respond – staff are trained to respond sensitively and appropriately when a client is experiencing family violence. They do this by acknowledging and validating the client's experience, reassuring them there is no excuse for abuse. The staff member can also involve the family violence Response Coordinator for expert assistance and advice. The nature of the response is dependent on the client's request; except when there is serious imminent risk to the client or others.

Refer – staff will, with consent, refer the client to an appropriate family violence intervention service provider for assistance. Staff will follow up with the provider and/or client to ensure the service is appropriate. A further referral to another service may be required if the client wishes. Should the client decline a direct referral to a service provider staff can ensure the client has relevant provider information, should they wish to later make a self-referral. Staff will also offer appropriate financial assistance.

Record – staff will ensure the relevant information is recorded in CMS by entering a 'Special Caution, family violence Intervention Programme' and adding a Client Event note (CEN).

Making a referral

When a client discloses family violence, case managers and FVRCs need to make appropriate referrals to a broad range of service providers.

In the first instance these referrals should be made to family violence service providers who provide "Approved Family Violence Programmes" (AFVP).

Should an AFVP not be available or appropriate, referrals can be made to other family violence service providers. FVRCs will be able to provide information to case managers about these local services and their appropriateness for Work and Income clients.

Core procedures (<http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/social-obligations/regular-engagement-and-support.html>)

Adding Family Violence Special Caution

How to add a Special Caution to the client's record in CMS and how to remove the Special Caution if family violence is no longer a concern or clients choose to have it removed.

Special Caution Alert in CMS

A Special Caution "Family Violence" is available in CMS to identify family violence.

Identify clients in family violence situations

When talking with clients you need to be able to recognise if family violence could be a concern. The following indicators could be a sign:

- body language
- visual bruising
- what children are saying
- how children are acting

Also

Ask routine screening questions (be careful of questions when children are around)

Don't ask questions when partner is present.

Respond sensitively to disclosure of family violence in a timely manner. Explain to the client how MSD can help by referring to specific agencies that support people and their whanau involved in family violence.

You may want to involve your Family Violence Response Co-ordinator (FVRC). You may also want to see what local services are available by using the Family Services directory. <https://www.familyservices.govt.nz/directory/>

When to add a Special Caution

When a client discloses family violence you need to explain we can note this, so they don't have to tell their story every time they see a case manager.

If they choose not to have it noted, tell them, if they change their mind we can add a note it at any time. You must:

add a CEN to the client's record stating you have spoken to them re family violence
they chose not to have their record noted with Special Caution
detail any information you gave them and
agencies you referred them to.

If they choose to have their record noted, you need to explain:

what having or not having online access may mean for the client. For example, and not limited to:
partner may control the use of the service
partner may want all access and money
if currently have online access and continue, advise to change password
if currently have online access and don't want to continue, partner may ask questions why, pressure client to change back to continue the control.

Ensure full entitlement to any support available.

Ensure client receives information and support they need for safety and on-going support e.g.

provide with family violence resources, information, kit

refer to approved local family violence service provider

consult with your FVRC for further information and support

How to add a Special Caution

Select:

'Actions' within the client's record

New Special Caution

Category - Change to client circumstances

Type

family violence

Once you have saved this information CMS will return you to the client's 'Home' screen where you will see the Special Caution alert added to the client's avatar in the Context Panel, and to the Special Cautions field in the Active Alerts section.

When to remove a Special Caution

To ensure accurate data is available on clients affected by family violence you must remove the Family Violence Special Caution when:

client advises no longer relevant or wants it removed

benefit is cancelled

How to remove a Special Caution

End dating a special caution can be determined at the time of adding, or later. Once the end date is entered or reached the Special Caution will transfer from 'current' to 'previous' in the 'Special Cautions' screen.

Deleting Special Caution

Where a special caution is required to be deleted from a client's record, if entered in error, staff must first discuss this with their manager, who will then escalate the matter to DIU staff via their shared mailbox Data_Integrity@MSD.govt.nz with the heading 'Delete Special Caution'. The body of the email must have:

Client's name

SWN

Reason why the special caution needs to be deleted.

Details also can be found at the Doogle link below.

Access to MyMSD

Clients with a secured record due to family violence will be able to access MyMSD from 7 February 2017.

When staff are talking to clients affected by family violence you can advise them they can access MyMSD, if they are interested show them how they can access it.

You will need to let them know what having online access may mean for them. For example, and not limited to:

partner may control the use of the service

partner may want all access and money

if currently have online access, advise to change password (if they feel it would be safe to do so).

If a client feels unsafe with online access or someone else has access to their account, they can ask for their account to be blocked.

Staff must email iMSD_IDU_Requests@msd.govt.nz with clients, name, SWN and reason why wanting access blocked.

Information storage and control

FVRCs may acquire a range of FV-related information about Work and Income clients, provided from different sources including MSD staff and external agencies such as family violence service providers and NZ Police.

Client information

It is important that all information about a client, whether benefit-related or other, is held in one place with oversight by an appropriate staff member. As a rule, all client-related emails and documents should be sent to the relevant case manager or Integrated Services Case Manager (ISCM) for storage on the client's file which is held in a secured area within the site.

The only information relating to Work and Income clients that FVRCs should retain for monitoring purposes is nationally collated reports on family violence.

As the individual notifications and nationally-collated reports are duplicates of records already captured in other recordkeeping systems which are being retained for reference or information purposes, they should be securely stored and destroyed when they are no longer administratively required[1].

FVRCs working across more than one site may utilise iron key memory sticks for storing Notifications to enable ready access to the data. Where this method of transporting data from site to site is utilised, FVRC need to familiarise themselves with the Removable Media Policy, which makes it clear that this method is a temporary storage solution and does not replace permanent storage systems.

Common types of non-client related information created and/or received by FVRCs include:

relationships with local family violence service providers (including minutes of meetings, and developing and managing service agreements)

liaison with local family violence intervention networks (including minutes of meetings)

relationships with family violence co-ordinating services such as those in the Police and Health (including minutes of meetings)

information gathering on local family violence services to identify trends and policy issues

co-ordinating and monitoring the family violence programme at local and regional level (including monitoring of funding to NGOs). As these records are not currently covered by an approved retention and disposal authority, in the interim they will need to be sent to offsite storage when they are no longer administratively required.

Recordkeeping advice

To ensure these records are managed and maintained for as long as they are required to support FVRC business functions until their authorised retention and/or disposal, they need to be controlled, stored and managed appropriately. Refer to the link below on how to do this:

[1] Under Archives New Zealand's General Disposal Authority for General Housekeeping Records, GDA3, class 1.7.

Information Act [<http://doogie/resources/helping-staff/policies-standards/legal/compliance-policies/information-act.html>]

Removable Media [<http://doogie/business-groups/organisational-solutions/who-we-are/it-performance-and-strategy/it-security/removable-media-policy.html>]

FVRC responsibilities

FVIP training package

The family violence Intervention training is a one-day workshop providing staff with practical skills to enable them to identify and respond appropriately to clients who are living in or leaving violent family situations.

The link to the training package and training resources is through myLearn at:

<https://elearn.ssi.govt.nz/course/view.php?id=16183> [<https://elearn.ssi.govt.nz/course/view.php?id=16183>]

You will need your PSD card to access this link. When scheduling training you will need to book the course.

Alerting a case manager to a change in client circumstances

To alert a case manager to a change in client circumstances follow the steps below:

Add a Special Caution

In the Category use Change to Client Circumstances

In Type – select Password

Then in the Description – state that whomever is looking at the pop-up record must refer to the MVN before proceeding

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Removable media [<http://doogole/business-groups/organisational-solutions/who-we-are/it-it-performance-and-strategy/it-security/removable-media-policy.html>]

Records management policy [<http://doogole/helping-you/information-hub/strategies-policies-and-guidance/records-management-policy.html>]

Integrated Safety Response Pilot

In 2016, the Integrated Safety Response pilot commenced in Christchurch and Waikato. The Pilot is a Police led multi-agency initiative. This pilot is currently running in Waikato until December 2019.

The purpose of Integrated Safety Response (ISR) is to provide safe, effective services for victims, perpetrators, whanau immediately after a reported family violence incident or on receipt of a referral from Corrections.

Principles

The principles for the ISR model are:

putting families/whanau at the centre of the system

addressing the risk and full range of needs of a family through early identification and collective impact using evidence-based assessments to inform responses

changing the behaviours of those using violence is the most effective way to prevent family violence

timely and accurate information sharing that respects the privacy and dignity of family members

improving the collective understanding of family violence and having the right service at the right time

acknowledging and respecting the diverse cultures, communities and populations that are affected by family violence.

As the Integrated Safety Response is currently a Pilot the involvement of FVRC's is still to be considered.

<https://www.police.govt.nz/about-us/programmes-and-initiatives/integrated-safety-response-isr-pilot>

[ISR pilot \(https://www.police.govt.nz/about-us/programmes-and-initiatives/integrated-safety-response-isr-pilot\)](https://www.police.govt.nz/about-us/programmes-and-initiatives/integrated-safety-response-isr-pilot)

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Other relevant policies and guidelines for the FVIP

This page provides information and links to other relevant policies and guidelines for Family Violence Regional Coordinators

On this Page:

Help for staff experiencing domestic and family violence

[Help for staff experiencing domestic and family violence \[http://teamsite.ssi.govt.nz/iw/cci/meta/no-injection/iw-mount/default/main/intranet-prod/msd-intranet/WORKAREA/content/resources/helping-staff/policies-standards/hr/hr-policies/domestic-violence-policy/index.html\]](http://teamsite.ssi.govt.nz/iw/cci/meta/no-injection/iw-mount/default/main/intranet-prod/msd-intranet/WORKAREA/content/resources/helping-staff/policies-standards/hr/hr-policies/domestic-violence-policy/index.html)

Family Violence Interagency Response System (FVIARS)

The FVIARS model (also known as Case Management or POL400 meetings) was introduced nationally in December 2006 and operates throughout New Zealand.

The three core agencies involved in the development and national roll out of FVIARS were: Child, Youth and Family (CYF), New Zealand Police and the National Collective of Independent Women's Refuges (NCIWR). Where a Women's Refuge is not available, other community agencies such as Victim Support provide support for victims.

FVIARS case management teams may also include representatives from other government and community agencies. FVIARS is an interagency initiative designed to more effectively manage cases of family violence reported to the Police.

A key objective of FVIARS is to enable collaborative, coordinated interagency responses to family violence. Key elements of the model are regular interagency meetings to assess risk of reported cases of family violence, plan responses and monitor cases.

When the FVRC role was being implemented some FVRC were invited to regularly attend these meetings. Due to the case management nature and information sharing which occurs during these meetings an opinion was sought from MSD Legal Services as to the appropriateness of FVRCs' participation in these meetings.

The opinion provided by Legal Services is that FVRC are not to attend these or similar interagency meetings where individual's personal details are shared and discussed, unless there is a clearly defined and legitimate use for the information that will be collected at the meeting (legal opinion provided by Senior Solicitor / Privacy Officer, Legal Services National Office 27 March 2012).

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Principles

The principles for the ISR model are:

- putting families/whanau at the centre of the system
- addressing the risk and full range of needs of a family through early identification and collective impact using evidence-based assessments to inform responses
- changing the behaviours of those using violence is the most effective way to prevent family violence
- timely and accurate information sharing that respects the privacy and dignity of family members
- improving the collective understanding of family violence and having the right service at the right time
- acknowledging and respecting the diverse cultures, communities and populations that are affected by family violence.

As the Integrated Safety Response is currently a Pilot the involvement of FVRC's is still to be considered.

<https://www.police.govt.nz/about-us/programmes-and-initiatives/integrated-safety-response-isr-pilot>

[ISR pilot \[https://www.police.govt.nz/about-us/programmes-and-initiatives/integrated-safety-response-isr-pilot\]](https://www.police.govt.nz/about-us/programmes-and-initiatives/integrated-safety-response-isr-pilot)

Family and sexual violence sharing guidance

[Family and sexual violence sharing guidance \[http://teamsite.ssi.govt.nz/iw-mount/default/main/intranet-prod/msd-intranet/WORKAREA/content/helping-you/information-hub/managing-ministry-information/disclosing-transferring-sharing-information/information-sharing-guidance-key-messages-with-moj.html\]](http://teamsite.ssi.govt.nz/iw-mount/default/main/intranet-prod/msd-intranet/WORKAREA/content/helping-you/information-hub/managing-ministry-information/disclosing-transferring-sharing-information/information-sharing-guidance-key-messages-with-moj.html)

Child protection policy

[Child protection policy \[http://teamsite.ssi.govt.nz/resources/helping-staff/policies-standards/hr/hr-policies/child-protection-policy.html\]](http://teamsite.ssi.govt.nz/resources/helping-staff/policies-standards/hr/hr-policies/child-protection-policy.html)

Forced marriage guidelines

[Forced marriage guidelines \[http://teamsite.ssi.govt.nz/resources/helping-clients/products-services/work-and-income/forced-marriage-intervention-guidelines.html\]](http://teamsite.ssi.govt.nz/resources/helping-clients/products-services/work-and-income/forced-marriage-intervention-guidelines.html)

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