

# Capability Framework

for all workforces that respond  
to Family and Domestic Violence



## Acknowledgements

The Government of Western Australia acknowledge the traditional custodians throughout Western Australia and their continuing connection to land, waters and community. We pay our respects to all members of Western Australia's Aboriginal Communities and their cultures; and to Elders both past and present. We recognise that Aboriginal women and children experience family and domestic violence at far higher rates than other members of the Western Australian Community.

We acknowledge the devastating impact of family and domestic violence on individuals, families and communities, and the strength and resilience of victim-survivors who have, and are still, experiencing family and domestic violence. We pay respects to those who did not survive and to their family and friends. We recognise and respect the human right of everyone to live free from family and domestic violence and fear. Importantly, we must not just say that we do, we must show that we do. Actions, as we all know, speak louder than words. We must show that we respect the human right to live free from family and domestic violence and fear by ensuring that systems are safe and accountable. This means building an integrated family and domestic violence system where relevant information is shared so that the system can better identify, assess and manage the risk that perpetrators present to women and children's safety and wellbeing and to prevent further harm and death. Victim-survivors must never be left to manage a perpetrator's harmful and dangerous behaviours on their own.

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## A note on language

The language used within the family and domestic violence (FDV) sector varies across contexts, individuals and communities. It is continually evolving based on emerging evidence and best practice. We recognise and respect these varying perspectives and preferences.

In this Capability Framework, the term '**user of violence**' is used to refer to adolescents and adults who use family and domestic violence. This term has been selected as it is the preferred term in the context of young people and First Nations communities. We recognise the term 'perpetrator' may be preferred for adult users of violence to emphasise accountability for their actions. We also recognise that adolescents engaging in harmful behaviour with intimate partners and family members is a distinct form of FDV and often requires a different response to FDV used by adults, because of their age and possible cross section with other factors like trauma experiences.

The term '**victim-survivor**' is used to refer to individuals who are experiencing or have experienced family and domestic violence, recognising children and young people are victim-survivors in their own right. We acknowledge the term 'person who has experienced violence' may be preferred, as this focuses on an individual's experiences rather than an identity which may not reflect individuals' perspectives.

Finally, the Capability Framework uses the term '**Aboriginal people**' instead of 'Aboriginal and Torres Strait Islander people' in recognition that Aboriginal people are the original inhabitants of Western Australia. Use of the word 'Aboriginal' in this document refers to both Aboriginal and Torres Strait Islander peoples.



## Minister's Foreword

Responding effectively to family and domestic violence requires a skilled, capable and coordinated workforce that can deliver safe, consistent and culturally responsive support to child and adult victim-survivors, while holding those who use violence accountable.

As Minister for Prevention of Family and Domestic Violence, I am committed to building a system that not only responds to violence but actively works to prevent it, support healing and recovery, and create safer futures for all Western Australians.

The Family and Domestic Violence Workforce Capability Framework represents a significant step forward in strengthening our collective response. Importantly, the Framework is inclusive of all workers and organisations who may encounter victim-survivors or users of violence in their work. It sets out the knowledge, skills and behaviours required across all sectors – Government, community services, health, justice, education and beyond – to deliver safe, effective and appropriate services. Recognising the diversity of roles within the service system, the Framework provides structured yet flexible guidance to build capability across three key workforce categories: specialist, response and broader supporting workforces.

The development of Western Australia's first Family and Domestic Violence Workforce Capability Framework is a key action of our Strengthening Responses to Family and Domestic Violence: System Reform Plan 2024-2029. It has been developed through a collaborative effort, guided by the expertise and commitment of stakeholders from across the community services sector, Aboriginal Community Controlled Organisations and Government agencies. From the outset, we worked with care to ensure the Framework is meaningful and builds a shared understanding of the capability requirements and expectations needed to drive consistency across the family and domestic violence workforce.

This work has been a collective effort – it could not have been achieved alone. I extend my sincere thanks to our sector and stakeholders who generously contributed their time, insights and experience throughout the process. Their openness and dedication have been instrumental in shaping a Framework that will strengthen a collective response to family and domestic violence across Western Australia.

**Hon Jessica Stojkovski MLA**

Minister for Prevention of Family and Domestic Violence

“

The Family and Domestic Violence Workforce Capability Framework represents a significant step forward in strengthening our collective response.

# Glossary

Term	Definition
<b>Aboriginal Community Controlled Organisation (ACCO)</b>	A not-for-profit organisation controlled and operated by Aboriginal people, incorporated under relevant legislation, connected to the community, and governed by a majority Aboriginal governing body. <sup>1</sup>
<b>Broader supporting workforce</b>	Mainstream workers who have a duty of care to ensure the safety, health and wellbeing of their clients but do not respond to FDV as an explicit part of their role.
<b>Capabilities</b>	The knowledge, skills and behaviours workers are expected to demonstrate to provide safe and appropriate responses to FDV.
<b>Cultural intelligence</b>	Knowledge, skills and behaviours that enable a person to provide localised and culturally safe care, especially when working with Aboriginal people.
<b>Culturally and Linguistically Diverse (CaLD)</b>	Groups and individuals who come from diverse backgrounds relating to religion, language and ethnicity, and whose ancestry is other than Aboriginal or Torres Strait Islander, Anglo-Saxon or Anglo-Celtic. <sup>2</sup>
<b>Cultural safety</b>	An environment that is spiritually, socially, emotionally and physically safe for people to express and practice their identity, needs or cultural practices.
<b>Coercive control</b>	A pattern of abusive behaviours against another person over time, with the effect of establishing and maintaining power and dominance over them. Patterns of abuse include physical abuse (including sexual abuse), monitoring a victim-survivor's actions, restricting a victim-survivors freedom or independence, social abuse, using threats and intimidation, emotional or psychological abuse (including spiritual and religious abuse), financial abuse, sexual coercion, reproductive coercion, lateral violence, systems abuse, technology-facilitated abuse and animal abuse. <sup>3</sup>
<b>Duty of care</b>	A legal responsibility to take reasonable care to avoid causing foreseeable harm to another person. This applies to everyone, although some roles have additional obligations.

# Glossary

Term	Definition
<b>Elder abuse</b>	A single or repeated act, or lack of appropriate action, that occurs in a relationship with an older person where there is an expectation of trust and where that action causes harm or distress to the older person. <sup>12</sup>
<b>Evidence-based</b>	Reflecting models, approaches or practices found to be effective through evaluation or peer-reviewed research.
<b>Family and domestic violence (FDV)</b>	A pattern of behaviours that coerce, control and create fear within an intimate or familial relationship. FDV can take many forms including emotional, physical, sexual, cultural, social, financial and spiritual violence. <sup>3</sup>
<b>FDV continuum of response</b>	Responses, services and supports for victim-survivors as well as responses for users of violence across the continuum of primary prevention, early intervention, response, recovery and healing. <sup>3</sup>
<b>FDV service system</b>	The FDV service system refers to workers, services and organisations that have a duty of care or statutory responsibility to deliver FDV responses to people impacted by FDV. This includes government agencies, not-for-profit organisations, community services, ACCOs and specialist FDV services.
<b>Humbugging</b>	A term used by Aboriginal communities to describe when someone pressures family members into giving financial assistance to the extent it is bothersome.
<b>Intersectionality</b>	Overlapping or intersecting social identities such as gender, ethnicity, age, location, sexual orientation, ability and socioeconomic factors, and related systems of oppression, domination or discrimination.
<b>Lateral violence</b>	Lateral violence, also known as horizontal violence, is a product of a complex mix of historical, cultural and social dynamics that results in a spectrum of behaviours that include gossiping, jealousy, bullying, shaming, social exclusion, family feuding, organisational conflict and physical violence. Lateral violence is not just an individual's behaviour – it also occurs when a number of people work together to attack or undermine another individual or group. It can also be a sustained attack on individuals, families or groups. <sup>3</sup>

# Glossary

Term	Definition
<b>LGBTIQA+</b>	An acronym used to describe members of the lesbian, gay, bisexual, trans, intersex, queer and asexual plus community. Other acronyms used to describe this community include LGBTQI+ or LGBTIQ+. <sup>3</sup>
<b>Payback</b>	A form of retributive justice in Aboriginal communities in response to a lore or custom being violated.
<b>Person-centred</b>	Seeking out and understanding the preferences, needs and values important to the individual, their families, carers and support networks, and fostering trust and mutual respect. This includes partnering together to share decisions and plan care. <sup>5</sup>
<b>Response workforce</b>	Workers who respond to FDV as an explicit part of their role, however it is not their core role. Responding to FDV is among a suite of broader responsibilities and may be a statutory obligation.
<b>Specialist workforce</b>	Workers who respond to FDV as the core of their role and have specialised skills, knowledge and experience.
<b>Statutory obligations</b>	Legal requirements that specific workers and organisations must follow that are set out in laws and regulations.
<b>Strengths-based</b>	A focus on an individual's strengths, what they can do, what qualities and resources they possess, and their capacity for change. A strengths-based approach involves using person-led goals, focusing on strengths, facilitating support and growth, valuing differences and collaboration, and providing hope and motivation. <sup>5</sup>
<b>Trauma and violence-informed</b>	Create safety for individuals seeking care by understanding the effects of trauma, and its close links to health and behaviour. Also account for the intersecting impacts of broader social conditions, institutional violence, discrimination, and harmful approaches to FDV on an individual's experiences of past and current violence. <sup>6</sup>
<b>Warm referral</b>	A referral made by a service provider on behalf of a victim-survivor or user of violence with their consent. It also involves a follow-up to make sure that the referral has been successful, and the victim-survivor or user of violence is receiving the required support. <sup>7</sup>



# **Introduction**

## **to the Capability Framework and FDV service system**



# About the Capability Framework

## What is the Capability Framework?

This Capability Framework describes the knowledge, skills and behaviours ('capabilities') workers need to demonstrate to provide safe, effective and appropriate FDV responses to victim-survivors and users of violence, including holding users of violence accountable for their actions.

## Who is the Capability Framework for?

The Capability Framework is inclusive of all workers and organisations who may come across victim-survivors or users of violence in their line of work. This includes government agencies, not-for-profit organisations, community services, ACCOs and specialist FDV services, as well as training providers who develop and deliver FDV training.

## How can the Capability Framework be used?

The aim of the Capability Framework is to drive consistent capability development across the FDV workforce. Examples of how it can be used by different groups include:

- **Workers** can use it to reflect at a high-level on how their current FDV capabilities compare against the Capability Framework to identify where there may be opportunities for further support or development.
- **Organisations** can use it to inform more detailed and tailored workforce planning and capability development.
- **Training providers** can use it to inform the design of their programs and services to support consistent capability development across the FDV workforce.

## Development of the Capability Framework

The Capability Framework was developed as part of Western Australia's (WA) Strengthening Responses to Family and Domestic Violence System Reform Plan 2024–2029.

The Capability Framework is informed by extensive consultations with the FDV service sector to ensure it reflects the experiences and needs of the workforce, as well as best practice responses for victim-survivors and users of violence. Stakeholders consulted included government agencies, not-for-profit organisations, community services, ACCOs and specialist FDV services across WA.

The Capability Framework also draws on the broader context of state and national reforms, practice frameworks, and evidence around best practice responses. It will be updated periodically to reflect the most recent evidence and approaches to best support the workforce.

# About the Capability Framework

## The Capability Framework complements other resources

The Capability Framework is a high-level document that outlines the capabilities workers need to deliver appropriate FDV responses. It is not a practice guide and should be used alongside other practice-related policies, guidelines and frameworks including (but not limited to):

**Minimum practice or service delivery standards** such as the FDV Code of Practice, Foundations for Change and Practice Standards for Perpetrator Intervention which provide detailed guidance on requirements for delivering specific FDV interventions such as primary prevention or responding to men who use FDV (see Appendix A).

**Practice tools** such as the Common Risk Assessment and Risk Management Framework (CRARMF) and the Aboriginal Family Violence Risk Assessment Tool (AFVRAT) which provide step-by-step guidance to help workers deliver consistent, safe and effective FDV responses.

**Organisational policies, guidelines and frameworks** such as Codes of Conduct, HR policies, role descriptions and performance management frameworks.

**Sector specific policies, guidelines and frameworks** such as the National Standards of Practice Manual for Services Against Sexual Violence, WA Suicide Prevention Framework, and Public Housing Family and Domestic Violence Policy provide nuanced guidance when responding to FDV in specific contexts.

**Population-specific policies, guidelines and frameworks** such as the National Child Safe Framework and FDV and Disability Best Practice Guidelines provide nuanced guidance working with specific population groups.

More examples of related policies, guidelines and frameworks are provided in Appendix A.

# About FDV and the continuum of response

## Defining FDV

FDV refers to any behaviours or patterns of behaviours that coerce, control and create fear within an intimate or familial relationship.<sup>7</sup> This includes physical, emotional, psychological, sexual, cultural, social, financial and spiritual abuse, coercive control or any other behaviours that cause the victim-survivor to experience short and/or long-term harm and suffering.<sup>3,4</sup> The CRARMF provides detailed information about each of these.<sup>7</sup>

FDV is prevalent through all parts of society. It affects people of all cultures, ages (including children, young adults and older people), sexual orientations, gender identities, physical and mental abilities, and geographical locations. However, data shows FDV is overwhelmingly used by men against women – a symptom and cause of gender inequality.<sup>4</sup> Aboriginal women are among the most impacted by FDV.<sup>4</sup>

**1 in 5 women** in Australia have experienced **physical and/or sexual violence** by a current or previous partner since the age of 15, compared to 1 in 18 men.<sup>4,8</sup>

**1 in 4 women** in Australia have experienced **emotional abuse** by a current or former partner since the age of 15.<sup>4</sup>

On average, a **woman is killed** by an intimate partner **every 10 days** in Australia.<sup>4</sup>

Most **male and female victim-survivors** in Australia **experience FDV** at the hands of a **male user of violence**.<sup>4</sup>

People in **regional communities** are **2.5 times more likely** to experience FDV than people in metropolitan areas.<sup>8</sup>

**Aboriginal women** are **45 times more likely** to be **victim-survivors** of FDV compared to non-Aboriginal women.<sup>8</sup>

Other **population groups** at **greater risk** of being impacted by FDV and/or face barriers to supports include:<sup>4</sup>

- women and children with disability
- older women
- young women and children
- women and children experiencing homelessness
- people who identify as LGBTIQ+
- women and children from CaLD backgrounds.

# About FDV and the continuum of response

FDV has long-lasting impacts on the physical, mental and socioeconomic wellbeing of victim-survivors and users of violence. It is linked to mental health conditions such as depression and anxiety, and is a risk factor for suicide and alcohol and other drug use.<sup>9</sup> The socioeconomic consequences of FDV can be direct such as the costs associated with moving accommodation, legal action and health treatments.<sup>9,10</sup> The impacts of FDV can also be indirect, or be seen longer-term, particularly when they limit a person's education and employment outcomes.<sup>9,10</sup> Finally, FDV has been found to have enduring and intergenerational impacts, particularly among children and young adult victim-survivors.<sup>11</sup> Reflecting this, young people using FDV may also be victim-survivors.<sup>11</sup>

The forms, perpetration and impacts of FDV can vary significantly across individuals and communities. This is an especially important consideration when working with victim-survivors and users of violence from Aboriginal communities or CaLD communities. Workers must take a holistic and person-centred approach that is considerate of the individual's unique identity, context and needs.

## The continuum of FDV response

The continuum of FDV response includes primary prevention, early intervention, response, and recovery and healing. Each stage interconnects and reinforces the others.<sup>4</sup> For example, recovery and healing from childhood trauma contributes to long-term prevention by addressing one of the factors that reinforce FDV. Each part of the continuum is critical to addressing FDV in a holistic and meaningful way.

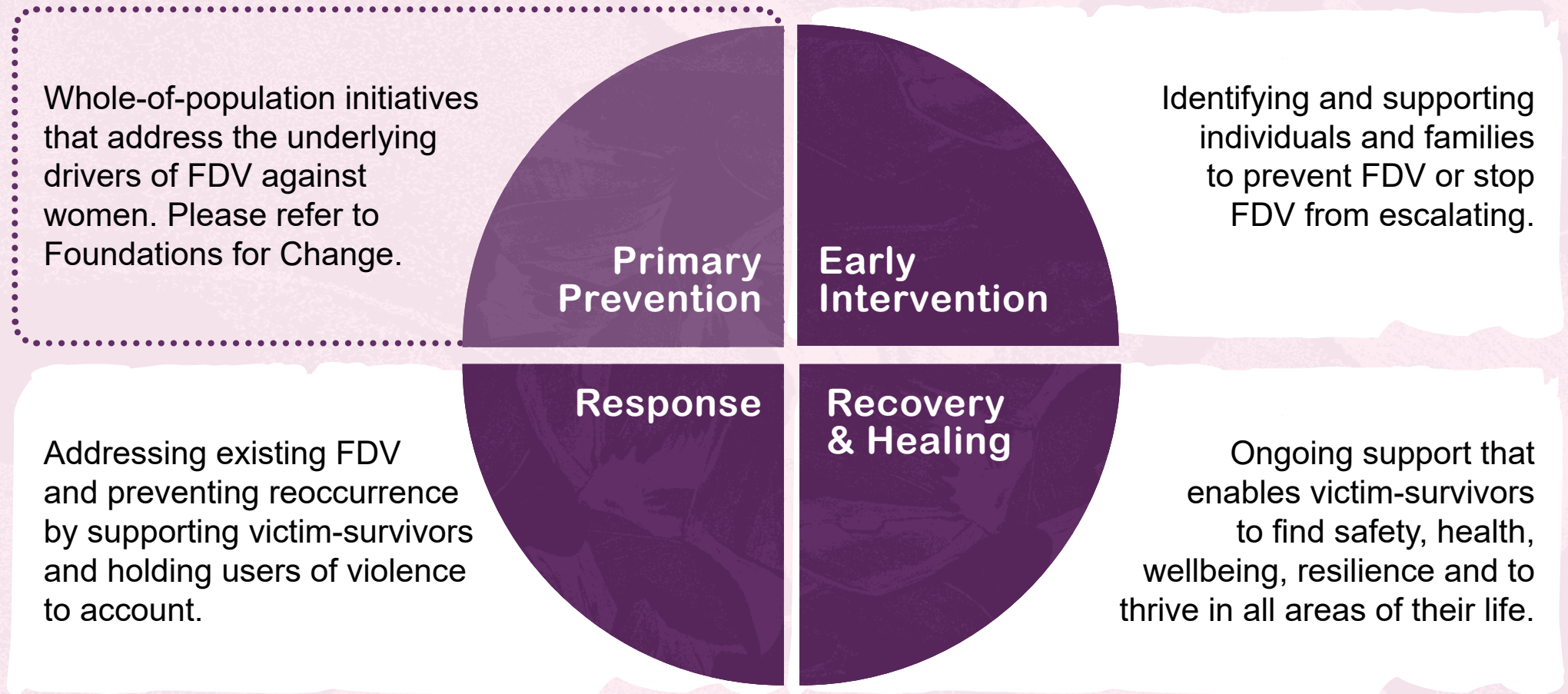
## The focus of this Framework

The Capability Framework outlines the high-level capabilities workers should demonstrate when working with individuals who are experiencing or at risk of experiencing FDV and using or at risk of using FDV. The capabilities in this framework focus on early intervention, response, and recovery and healing.

Primary prevention is critical in addressing FDV, but is distinct from the other aspects of response in that it involves population-level initiatives rather than a focus on working with individuals which often requires distinct capabilities. Foundations for Change: A Western Australian framework to guide primary prevention of violence against women provides detailed guidance on the capabilities required for primary prevention.



## About FDV and the continuum of response



# About the FDV service system

## Who is part of the FDV workforce?

The FDV service system is made up of workers, services and organisations that have a duty of care or statutory responsibility to identify FDV or deliver responses to victim-survivors, users of violence or others impacted by FDV.

The FDV service system includes many diverse organisations and roles, and integration, coordination and collaboration between these is critical to supporting the safety of victim-survivors and holding users of violence to account. When the FDV service system does not function in this way, it can exacerbate risk and put people who are at risk of or experiencing FDV in unsafe situations. The Capability Framework defines the common capabilities needed across sectors to support this, providing consistent expectations for what is required to deliver safe, effective and appropriate responses to FDV.

The Capability Framework offers structured yet flexible guidance. It categorises the FDV service system into three workforces based on FDV-related responsibilities across early intervention, response, and recovery and healing. These workforce categories serve as a guide, and organisations and workers should take into account the scope, context and location of their role, and the needs of their clients when determining the appropriate capability requirements for individual workers.

The Capability Framework should also be used alongside other policies, guidelines and frameworks relevant to the sector, area of work and organisation, and can be adapted for specific roles, responsibilities and contexts.

# About the FDV service system

## The FDV service system

Workers, services and organisations that have a **duty of care or statutory responsibility to identify FDV or deliver responses** to victim-survivors or users of violence. These include a wide range of government agencies, community services, ACCOs and not-for-profit organisations across related sectors including specialist FDV services, social services, healthcare, justice, education and many others.



## FDV workforces

The Capability Framework identifies **three workforces** within the FDV service system, based on roles and responsibilities in responding to FDV.

Broader Supporting Workforce

Response Workforce

Specialist Workforce



## Workforce capabilities

The Capability Framework provides flexible **guidance** on the FDV **capabilities** each workforce should demonstrate to be effective in responding to FDV.

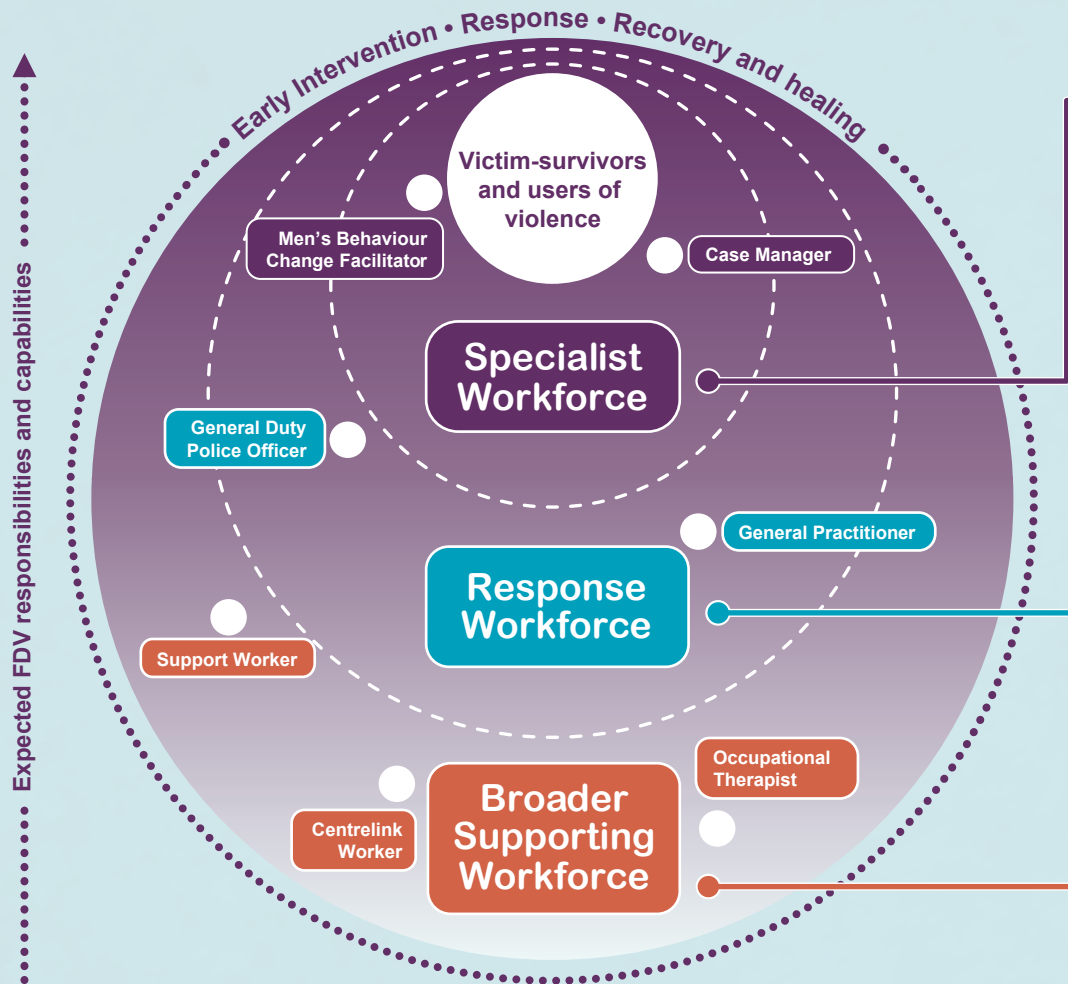
Workers will also have other critical capabilities related to their sector, organisation and broader responsibilities that are not captured in this framework.

## Workforces in the FDV service system

The Capability Framework organises the FDV workforce into three workforces based on FDV-related responsibilities, which are the basis of the capability requirements. The FDV workforce is broad and diverse, and these categories should be considered as a guide and used flexibly. Organisations and workers should take into account the scope and context of their role and the needs of their clients when identifying the appropriate workforce and capability requirements, and some roles may overlap between workforce levels. Workers and supervisors are encouraged to reflect on FDV-related responsibilities in determining which workforce is most relevant and be open to building deeper capabilities reflected in other workforces. Further examples of roles within each workforce are available in Appendix B.



# Workforces in the FDV service system



Note: this diagram is for demonstrative purposes to show how roles may move within and between workforce categories based on their context and situation.

## Specialist workforce

Workers who respond to FDV as the **core part of their role** and have specialised skills, knowledge and experience.

Specialist FDV workers span the **full breadth of FDV responsibilities** from early identification of FDV, ongoing risk management and case coordination, and supporting recovery and healing

**Examples:** FDV Response Team • Men's behaviour change facilitator  
• Case manager • FDV lived experience and peer worker

## Response workforce

Workers who respond to FDV as an **explicit part of their role, however it is not their core role**. Responding to FDV is among a suite of broader responsibilities and may be a statutory obligation.

Response FDV workers are primarily responsible for **recognising FDV, risk assessment, safety planning and measures**, and **referring** their clients to the specialist workforce.

**Examples:** General duty police officer • Child protection worker  
• Social worker • General practitioner • Financial counsellor

## Broader supporting workforce

Mainstream workers who have a **duty of care** to ensure the safety, health and wellbeing of their clients but do not respond to FDV as an explicit part of their role.

Broader FDV workers are responsible for **recognising** FDV, **listening** to and **believing** individuals' experiences, and **connecting** them to more appropriate support services.

**Examples:** Support worker • Pharmacist • Occupational therapists  
• Sport and recreation coach • Centrelink worker • Bank teller

# Workforce Capability Statements

# Objectives of the required capabilities

The intent of the Capability Framework is that the FDV workforce has the right knowledge, skills and behaviours that will help enable FDV responses that are equitable and safe. The following pages outline the required capabilities for the three workforce categories, under six capability domains. These aim to support a shared understanding and language for capabilities and provide structure and practical guidance to identify and understand worker responsibilities. Demonstrating the required capabilities should enable workers to provide services that contribute to overall responses that achieve the overarching objectives below. When reading the capability statements, it is important to have these objectives front of mind.

**An FDV workforce that has the right knowledge, skills and behaviours is critical to enabling FDV responses that:**

## Capability Framework vision

To drive the **consistency, quality and sustainability** of capability across the system to achieve **equitable and safe service for all**.

A FDV workforce with the right knowledge, skills and behaviours will enable FDV responses that meet the objectives on the right.

### 1. Prioritise the safety and wellbeing of victim-survivors

Decisions, actions and FDV responses aim to improve the immediate and ongoing safety of victim-survivors. This includes early identification and intervention, preventing further or future harm from occurring, maintaining confidentiality and privacy, and supporting long-term healing and recovery.

### 2. Take a person-centred, empowerment and partnership approach

Actively listens to, believes, and understands the individual and whole family's unique history, situation and context, including recognising prior responses to FDV, collaborating with the individual (and if appropriate, their family and broader community) to facilitate ongoing, appropriate and preferred supports and services. Strives to build a safe and trusting environment to facilitate the restoration of the individual and their family's agency and promote self-determination.

### 3. Deliver healing-focused and trauma- and violence-informed responses

Responds to all dimensions of an individual's (and if applicable, their family and broader community's) wellbeing that have been affected by FDV and trauma. Integrates violence- and trauma-informed knowledge, practices and principles to actively prevent re-traumatisation and support ongoing healing and recovery.

### 4. Commit to culturally-led and grounded practices

Responses honour and are conducive to the values, behaviours, customs, perspectives and identity of people of all ethnic and sociocultural backgrounds. Actively builds cultural awareness, knowledge and competence, partnering with and learning from leaders from the relevant community.

# Objectives of the required capabilities

## **5. Hold users of violence to account**

Correctly identifies the user of violence, holds them solely responsible for their actions, and keeps them within view of the FDV service system to support ongoing risk assessment, risk management, monitoring, intervention and opportunities for behaviour change and healing.

## **6. Ensure inclusivity and equity of FDV supports and services**

Designs and delivers FDV supports and services in a way that ensures everyone, regardless of their background, identity or ability, has equal access to and can fully participate in them. This includes supporting individuals navigate barriers to participation.

## **7. Contribute to the collective effort and success of the FDV workforce**

Works in collaborative and integrated ways within and across organisations to ensure individuals have holistic, safe, informed and effective FDV supports and services. This includes cross-functional teamwork, collecting and sharing information, and multi-agency case management.

## **8. Support the sustainability and are informed by the evidence base**

Engages in practices that support the long-term health and safety of self, colleagues and victim-survivors. This includes reflective practice, professional development, aligning with FDV best practice and evidence-based research, and contributing to effective organisational governance arrangements.



# Capability domains

The Capability Framework identifies **six capability domains** that are important for each of the three workforces to provide safe, effective and appropriate responses to victim-survivors and users of violence across early intervention, response, and recovery and healing. Detailed capability statements for each workforce are provided in the following sections.

1

## Domain 1 | Understanding of the FDV context, nature and drivers

Understands the different risk factors, presentations and experiences of FDV and how they vary across individuals, populations and geographical locations, and recognises the systemic and sociocultural issues that underpin and perpetuate FDV. Uses this understanding to accurately assess a person's risk of experiencing or using FDV, managing and seeking to prevent or remove risks, and helping the person access appropriate supports.

2

## Domain 2 | Safe and informed responses across early intervention, response, and recovery and healing

Delivers safe and informed responses across early intervention, response, and recovery and healing. Effectively supports victim-survivors in the short and long-term, engages safely with users of violence, holds them accountable for their actions and supports their behaviour change and healing. Delivers all responses in compliance with administrative and statutory responsibilities.

3

## Domain 3 | Culturally safe responses for Aboriginal people

Delivers FDV interventions that promote and empower Aboriginal cultural safety and identity, by building localised cultural intelligence with guidance from Aboriginal-led services when feasible. This includes understanding how the legacy of invasion and colonisation, the Stolen Generations, and intergenerational trauma continue to contribute to the disproportionate impact of FDV on Aboriginal women, children, families and communities.

# Capability domains

4

## Domain 4 | Inclusive and equitable FDV responses

Effectively supports everyone, regardless of their background, circumstances or identity, to access and benefit from the same standard of supports and services when experiencing FDV. This is particularly important when working with populations disproportionately impacted by FDV and/or face additional barriers to accessing FDV supports including (but not limited to) children and young people, people living with disability, people who identify as LGBTIQ+ and people from CaLD backgrounds.

5

## Domain 5 | Collaborative and integrated ways of working

Contributes to an integrated service system by proactively collaborating within and across organisations. Supports the collective success of the FDV service system to drive sustainable, effective and holistic supports for victim-survivors and appropriate responses to users of violence. By sharing expertise, information and resources, organisations can address gaps in services, avoid duplication of efforts and maximise the impact of interventions.

6

## Domain 6 | Sustainable and evidence-based FDV practice

Engages in self-aware reflective practice and professional development to promote sustainable, evidence-informed and safe FDV interventions. This includes supporting the safety and wellbeing of self and colleagues, professional and personal growth, and systemic and social change. While workers should be proactive in addressing these, organisations and managers also have a responsibility to ensure workers have the supports and resources to do so.

# **Broader Supporting** **Workforce Capability Statements**

## Broader Supporting Workforce Capability Statements

1

### Domain 1

#### Understanding of the FDV context, nature and drivers

##### Description

Recognises the risk factors, indicators, experiences and uses of FDV, and barriers to accessing services likely to be identified among their clients. Understands that these vary across individuals, populations and geographical locations. Understands that FDV is underpinned and perpetuated by systemic and sociocultural drivers.

##### Expected Knowledge, Skills and Behaviours

- 1 Recognises that FDV occurs through all parts of society and that some population groups are impacted more by FDV and/or face more barriers to accessing supports (such as women, children and young adults, people who identify as LGBTIQ+, people from CaLD backgrounds, people with disability and pregnant women).
- 2 Acknowledges the perpetration of colonisation against Aboriginal people, including the Stolen Generation and its continuing intergenerational impacts, are key drivers of Aboriginal people's disproportionate experiences of FDV.
- 3 Recognises that women are impacted by FDV more because of attitudes and social norms that support FDV against women and gender inequality.
- 4 Recognises there are different forms of FDV including emotional, physical, sexual, cultural, social, financial, spiritual, and technology-facilitated abuse and coercive control.
- 5 Knows that FDV is any pattern of behaviour that seeks to control or remove an intimate partner's or family member's freedom of choice, safety and wellbeing. Recognises the common patterns of behaviours they are likely to observe when fulfilling day-to-day duties of their role.
- 6 Recognises patterns of physical and non-physical indicators that a person is at risk of experiencing FDV, that they are likely to observe when fulfilling day-to-day duties of their role.
- 7 Knows common myths and misconceptions that can prevent the user of violence from being held accountable for their use of FDV and/or prevent the victim-survivor(s) from being believed, such as, victim-blaming and stereotypes.



## Broader Supporting Workforce Capability Statements

2

### Domain 2

Safe and informed responses across early intervention, response, and recovery and healing

#### Description

Supports victim-survivors and users of violence through their journey across early intervention, response, and recovery and healing. Recognises indicators of FDV as early as possible and refers individuals to an appropriate response or specialist service in compliance with organisational and statutory obligations and helps spread awareness of FDV.

#### Expected Knowledge, Skills and Behaviours

- 1 Identifies when a person is at risk of experiencing FDV as early as possible and promptly follows organisational policies and procedures to make a warm referral (with the victim-survivor's consent) to an appropriate colleague or service.
- 2 Identifies when a person is at risk of using FDV as early as possible and promptly follows organisational policies and procedures or escalates to a more appropriate colleague or service.
- 3 Actively listens to and believes the victim-survivor to understand their needs and preferences, build trust and make them feel safe.
- 4 Explains to the victim-survivor that the user of violence is solely responsible for their use of FDV and that supports are available.
- 5 Recognises common ways in their context that the user of violence may manipulate individuals or systems to prevent being held accountable for their behaviour or cause further harm to the victim-survivor(s) and follows organisational policies and procedures to prevent or minimise this.
- 6 Adheres to their duty of care, statutory obligations and organisational policies and procedures relating to FDV such as Code of Ethics and Professional Practice Standards.
- 7 Uses information systems, documentation and reporting procedures to keep an accurate and secure record of the victim-survivor's experience of FDV and the user of violence's behaviours. Uses these to keep the user of violence visible across the FDV service system by sharing information when appropriate.
- 8 Participates in and contributes to efforts to raise awareness of FDV among their peers and the wider community to help drive systemic change, within the scope of their role.

## Broader Supporting Workforce Capability Statements

3

### Domain 3

#### Culturally safe responses for Aboriginal people

##### Description

Delivers FDV interventions that promote and empower Aboriginal cultural safety and identity.

##### Expected Knowledge, Skills and Behaviours

- 1 Recognises how their own background, biases, beliefs and values may influence their approach to working with Aboriginal victim-survivors and users of violence and actively works to mitigate these impacts.
- 2 Understands that Aboriginal people can have different experiences and recognition of FDV to non-Aboriginal people, reflecting cultural identity, family structures, and colonisation and systemic disadvantage.
- 3 Understands that Aboriginal people can face additional barriers to seeking help and accessing support, including discrimination, and other systemic barriers.
- 4 Collaborates with the victim-survivor to help them choose and access supports and services that align with their perspectives, needs and preferences, such as a warm referral to an appropriate specialist service or Aboriginal-led service.
- 5 Recognises that cultural identity, experiences and needs are diverse within and across communities and builds a deeper understanding of the region they work in.
- 6 Helps the victim-survivor connect to culturally appropriate, and when possible, Aboriginal-led services and supports, and if possible, establishes an ongoing and trusting relationships with the victim-survivor after referral to check in with how they are going.
- 7 Contributes to and participates in efforts to challenge systemic barriers, such as racism and discrimination, that prevent Aboriginal people from accessing FDV supports within the scope of their role.

## Broader Supporting Workforce Capability Statements

4

### Domain 4

#### Inclusive and equitable FDV responses

##### Description

Engages with the individual to understand their unique situation and context to help them access and benefit from the most appropriate FDV services and supports. This is particularly important when working with populations disproportionately impacted by FDV or facing additional barriers to accessing FDV supports including children and young people, people living with disability, people who identify as LGBTIQ+ and people from CaLD backgrounds.

##### Expected Knowledge, Skills and Behaviours

- 1 Recognises how their own background, biases, beliefs and values may influence their interactions with victim-survivors and users of violence from diverse contexts and actively works to prevent these impacts.
- 2 Actively listens to and believes the victim-survivor without assumptions or judgement.
- 3 Helps the victim-survivor connect to FDV services and supports that are appropriate to their identity, context and beliefs.
- 4 Helps the user of violence connect to FDV services and supports that are appropriate to their identity, context and beliefs, and understands the user of violence may try to use their identity, context and beliefs to support their choice to use violence.
- 5 Collaborates with the victim-survivor or user of violence to identify and understand any barriers that may limit their access to FDV supports and services, and helps them to navigate those barriers.
- 6 Contributes to and participates in efforts to improve accessibility, inclusivity, and equity of FDV services and responses, within the scope of their role.

## Broader Supporting Workforce Capability Statements

5

### Domain 5

#### Collaborative and integrated ways of working

##### Description

Contributes to an integrated service system that consists of multi-disciplinary workforces. Engages in collaborative behaviours within their organisation, across other organisations and outside the FDV service system.

##### Expected Knowledge, Skills and Behaviours

- 1 Understands and fulfils their role and responsibilities part of the broader workforce and interdependencies with other workers and organisations in the FDV service system.
- 2 Knows the key organisations in the FDV service system such as local specialist services, ACCOs, police and child protection, and can identify the most suitable organisation to contact in different situations and for people of different needs and backgrounds, for example for referral, case management and case coordination.
- 3 Proactively seeks support and advice from colleagues and organisations with greater knowledge, experience and authority to guide FDV responses and referrals (such as specialist services and ACCOs).
- 4 Proactively reaches out to and collaborates with appropriate colleagues and organisations to provide support as needed within the scope of their role.
- 5 Shares information with colleagues and relevant services with the victim-survivor's consent (unless statutory duties or other organisational policies identify a need to share information without consent). Ensures information is shared in a timely, accurate and safe manner in compliance with legal requirements, policies and procedures.



## Broader Supporting Workforce Capability Statements

6

### Domain 6

#### Sustainable and evidence-based FDV practice

##### Description

Engages in reflection and professional development to support personal and professional practices and ensure they can support victim-survivors and users of violence in a sustainable and evidence-informed way.

##### Expected Knowledge, Skills and Behaviours

- 1 Recognises signs of poor mental, physical, social, cultural and spiritual health in self and colleagues (such as compassion fatigue, vicarious trauma, secondary traumatic stress and burnout) and seeks support to address these.
- 2 With the support of their organisation and using relevant policies and procedures, stays aware of risks to own safety and the safety of colleagues, debriefing and seeking support as needed.
- 3 Is aware of and draws on organisational and broader resources and networks to support health and wellbeing.
- 4 Recognises when they are delivering FDV responses outside of their role, capacity or capability and seeks support to revert to a more appropriate role.
- 5 Reflects on performance and receives feedback from appropriate colleagues with greater FDV knowledge, experience and authority to identify ways to improve the appropriateness and effectiveness of FDV responses.
- 6 Seeks and participates in development and training opportunities that are required, provided or suggested by their organisation to build FDV capabilities (including but not limited to those outlined in this Capability Framework), and integrates new learning into practice.
- 7 Maintains awareness of major policy and legislative changes that will impact FDV responses related to their role.

**Response**

# Workforce Capability Statements

# Response Workforce Capability Statements

1

## Domain 1

### Understanding of the FDV context, nature and drivers

#### Description

Understands the drivers, risk factors and indicators of FDV, and barriers to accessing supports encountered in their role, and how they vary across individuals, populations and geographical locations. Recognises the systemic and sociocultural issues that underpin and perpetuate FDV.

#### Expected Knowledge, Skills and Behaviours

- 1 Recognises that FDV occurs through all parts of society and that some population groups are impacted more by FDV and/or face more barriers to accessing supports (such as women, children and young adults, people who identify as LGBTIQ+, people from CaLD backgrounds, people with disability and pregnant women).
- 2 Understands how the historical and ongoing perpetration of colonisation, including policies and systems relevant to their role, perpetuates Aboriginal people's disproportionate experience of FDV and the cycle of intergenerational trauma and that it creates barriers to accessing supports and services.
- 3 Identifies drivers of power imbalance in intimate and familial relationships such as societal acceptance of FDV against women, men's control of decision-making, gender stereotypes and cultures of masculinity.
- 4 Identifies how attitudes and norms towards FDV differ between communities (including recognition of different forms of FDV such as emotional, physical, sexual, cultural, social, financial, spiritual, or technology-facilitated violence and coercive control), and understands attitudes and norms for communities they work with.
- 5 Understands that FDV is about the user of violence having power and control over the victim-survivor(s) and identifies tactics and patterns of behaviour indicating risk that are encountered within their role (such as coercive control, emotional or physical abuse, and financial control).
- 6 Recognises a wide range of physical and non-physical indicators of FDV in victim-survivors and identifies patterns, understanding that they may present differently for different people.
- 7 Identifies immediate and ongoing threats to the life, safety and wellbeing of victim-survivors, and promptly escalates to appropriate colleagues to develop a response.
- 8 Identifies how the intersectionality between an individual's social identity, experience or use of FDV, and experiences of discrimination and disadvantage, create unique circumstances of power, privilege and identity, and how the user of violence may use these intersections to cause further harm.
- 9 Identifies a wide range of barriers to victim-survivors seeking and accessing supports (such as geographical isolation, financial hardship, risk of not being believed, and risk of further harm from the user of violence) and helps victim-survivors to navigate barriers in a safe and effective way.
- 10 Identifies a wide range of behaviours encountered in their role, both individual, within a community and societal, that prevent the user of violence being held accountable for their use of FDV (such as, manipulation, excuses, justifications and victim-blaming).
- 11 Identifies a wide range of barriers to users of violence to accessing early intervention, response and behaviour change supports (such as geographical isolation, financial hardship and stigma), and helps the user of violence navigate them in a safe and effective way.

# Response Workforce Capability Statements

2

## Domain 2 Safe and informed responses across early intervention, response, and recovery and healing

### Description

Supports victim-survivors and users of violence across early intervention, response, and recovery and healing, in compliance with administrative and statutory responsibilities.

### Expected Knowledge, Skills and Behaviours

- 1 Actively screens for FDV using the CRARMF and other tools and organisational procedures to identify FDV as early as possible, including repeating screening periodically (where possible) and undertaking risk assessment.
- 2 Communicates to the victim-survivor their ethical, legal and statutory rights to safety, that supports are available (such as advocates, police and refuges), and that the user of violence is solely responsible for their use of FDV.
- 3 Takes a trauma and violence-informed approach that keeps the victim-survivor's strengths central, by creating a physically and emotionally safe environment, actively listening to and believing them, and collaborating with them through a clear and transparent approach to make appropriate referrals aligned to their needs and preferences. Identifies and mitigates risks of re-traumatisation.
- 4 Proactively identifies potential risks of harm or other negative repercussions to the victim-survivor and self, and mitigates these in their response.
- 5 Identifies immediate and ongoing safety concerns for victim-survivors and collaborates with them to undertake initial risk management and safety planning using the CRARMF and referring to appropriate colleagues or services.
- 6 Connects the victim-survivor to a long-term service or support, and if appropriate, continues to work with them to support ongoing risk management.
- 7 Maintains safety of the victim-survivor and self when engaging with users of violence. Recognises common ways in their context that the user of violence may manipulate individuals, practitioners, processes and systems to prevent being held accountable for their behaviour or cause further harm to the victim-survivor(s) and follows organisational policies and procedures to prevent or minimise this.
- 8 Where it is safe to do so, and risks to the victim-survivor and self have been identified and mitigated, holds the user of violence accountable for their actions and helps them access supports to address their behaviour (such as a warm referral to an appropriate response or specialist service), following organisational policies and procedures.
- 9 Adheres to their duty of care, statutory obligations and organisational policy and procedures such as Code of Ethics and Professional Practice Standards.
- 10 Actively uses information systems, documentation and reporting procedures to maintain accurate and secure records of the victim-survivor's experience of FDV and the user of violence's behaviours. Uses these to keep the user of violence visible across the FDV service system by sharing information when appropriate.
- 11 Participates in and contributes to activities to educate the community and raise the profile of FDV, within the scope of their role.



# Response Workforce Capability Statements

3

## Domain 3 Culturally safe responses for Aboriginal people

### Description

Delivers FDV interventions that promote and empower Aboriginal cultural safety and identity, by building localised cultural intelligence with guidance from local, Aboriginal-led services when feasible.

### Expected Knowledge, Skills and Behaviours

- 1 Recognises how their own background, biases, beliefs and values influence their approach to working with Aboriginal victim-survivors and users of violence, and actively works to mitigate these impacts.
- 2 Recognises that different Aboriginal people and communities have experiences and recognition of FDV that are distinct, due to their experiences of colonisation and systemic disadvantage (such as the Stolen Generations and intergenerational trauma), as well as cultural identity and kinship structures. These may include family feuding, lateral violence, payback and humbugging.
- 3 Identifies a wide range of additional barriers Aboriginal people can face in seeking help and accessing support, and how systems and policies within their organisation can reinforce the barriers.
- 4 Takes a person-centred and strengths-based approach by actively listening to and believing the victim-survivor, recognises their ongoing resilience, and collaborates with them to identify supports and services that aligns with their needs and preferences (such as a warm referral to an appropriate response or specialist service). If possible, establishes an ongoing and trusting relationship with the victim-survivor after referral to check in periodically.
- 5 Recognises that cultural identity, experiences and needs are localised and therefore diverse within and across communities and builds a deeper understanding of the region relevant to their work to inform approaches, collaborating and seeking advice from place-based leaders if feasible.
- 6 Applies their understanding of the victim-survivor's context to help them navigate barriers to accessing FDV supports and services.
- 7 Applies their understanding of the user of violence's context to help them navigate barriers to accessing FDV supports, in addition, understands how the user of violence may use their context and barriers to minimise, justify and invite workers to collude with their position on why they choose to use violence.
- 8 Understands cultural strength and connection is a critical enabler of Aboriginal safety and wellbeing.
- 9 Participates in and contributes to activities that raise the profile of systemic barriers, such as racism and discrimination, that prevent Aboriginal people from accessing FDV supports, among their peers and the wider community to help drive systemic change, truth-telling and reconciliation, within the scope of their role.

# Response Workforce Capability Statements

4

## Domain 4

### Inclusive and equitable FDV responses

#### Description

Engages with the individual to understand their unique context, identifies barriers to them accessing and benefitting from FDV services and supports, and helps them navigate identified barriers. This is particularly important when working with populations disproportionately impacted by FDV or facing additional barriers to accessing FDV supports including children and young people, people living with disability, people who identify as LGBTIQ+ and people from CaLD backgrounds.

#### Expected Knowledge, Skills and Behaviours

- 1 Recognises how their own background, biases, beliefs and values can influence their interactions with victim-survivors and users of violence from diverse contexts and actively works to mitigate these impacts, including understanding how the indicators, experiences and recognition of FDV can be different for different people.
- 2 Takes a culturally sensitive, person-centred and strengths-based approach by actively listening to and believing the victim-survivors and seeking to understand their unique identity, experience and context without assumptions or judgement.
- 3 Helps individuals connect to FDV services and supports that are appropriate to their identity, context and beliefs, understanding that approaches to manage this safely will differ when responding to victim-survivors compared with users of violence. These services and supports may include those led or informed by people within their community.
- 4 Helps individuals identify and understand the environmental barriers that may limit their access to FDV supports and services, understanding that these barriers may differ for victim-survivors and users of violence. These may include long distances to access services, inadequate access to transportation or a lack of accessible infrastructure.
- 5 Help individuals identify and understand the system barriers that may limit their access to FDV supports and services, understanding that these barriers may differ for victim-survivors and users of violence. These may include complex referral and application processes, long waiting times, administrative requirements that cannot be met (such as providing a residential address) and lack of interpreter services.
- 6 Helps individuals to identify and understand the sociocultural barriers that may limit their access to FDV supports and services, understanding that these barriers may differ for victim-survivors and users of violence. These may include language barriers, literacy, discrimination, stigma, fear of community backlash, mistrust in government and or institutional supports and services due to historical and/or current policies, and lack of culturally competent services and service providers.
- 7 Understands how the user of violence may use their context and barriers to minimise, justify and invite workers to collude with their position on why they choose to use violence, and works to prevent collusion from occurring.
- 8 Contributes to and participates in efforts to improve accessibility, inclusivity, and equity of services and responses, especially for people disproportionately impacted by FDV or facing additional barriers, within the scope of their role.

# Response Workforce Capability Statements

5

## Domain 5 Collaborative and integrated ways of working

### Description

Contributes to an integrated service system that consists of multi-disciplinary workforces. Engages in collaborative behaviours within their organisation, across other organisations and outside the FDV service system.

### Expected Knowledge, Skills and Behaviours

- 1 Understands and fulfils their role and responsibilities as part of the response workforce, and understands interdependencies with other workers and organisations in the FDV service system.
- 2 Knows the key organisations in the FDV service system such as specialist services in their area, police and child protection, and identifies the most suitable organisation to contact in different situations, for example for information or as a referral.
- 3 Proactively seeks support and advice from colleagues and organisations with greater knowledge, experience and authority to guide FDV responses, referring the individual to another worker or service if necessary, such as specialist services, other response services and ACCOs.
- 4 Collaborates with appropriate local, regional, and broader colleagues and organisations within a network of supports for the individual across different service providers, with their consent. Advocates on behalf of the individual with these service providers to support an understanding of the individual's needs to support short and long-term recovery and healing.
- 5 Works collaboratively and effectively with colleagues and other organisations and provides supporting activities to ensure the individual receives holistic and ongoing support, including through referrals and multi-agency case management in line with the CRARMF.
- 6 Understands when it is appropriate to reach out to and collaborate with relevant family and community relations that can support short and long-term recovery and healing.
- 7 Shares and requests individuals' information from colleagues and other organisations at appropriate times, in compliance with legal requirements and with the consent of the individual – statutory duties and/or other organisational policies may identify a need to share information without an individual's consent and should be considered in addition to legal requirements. Ensures information is shared in a timely, accurate and safe manner in compliance with policies and procedures.
- 8 Works collaboratively with colleagues and other organisations to address barriers (including environmental, systemic and sociocultural) that may limit the ability for users of violence to access appropriate interventions; or the ability for victim-survivors to access appropriate support.

# Response Workforce Capability Statements

6

## Domain 6

### Sustainable and evidence-based FDV practice

#### Description

Engages in reflection and professional development to support personal and professional practices and ensure they can support victim-survivors and users of violence in a sustainable and evidence-informed way.

#### Expected Knowledge, Skills and Behaviours

- 1 Actively monitors signs of poor mental, physical, social, cultural and spiritual health of self and colleagues through regular self-care practices. Manages risks to wellbeing including compassion fatigue, vicarious trauma, secondary traumatic stress and burnout.
- 2 With the support of their organisation and using relevant policies and procedures, prevents and mitigates risks to own safety and the safety of colleagues when responding to FDV, debriefing emergency, high risk, and threatening situations with appropriate colleagues and support services.
- 3 Draws on organisational and broader resources and networks as a part of their regular self-care practices.
- 4 Establishes and communicates clear personal and professional boundaries with colleagues, victim-survivors and users of violence, keeping FDV responses within the scope of their role, capacity and capability. Recognises when boundaries are violated and draws on resources to address this.
- 5 Engages in reflective practice and seeks feedback on FDV responses from people with greater FDV knowledge, experience and authority, including appropriate colleagues and people with lived experience, to identify strengths and opportunities for development.
- 6 Actively seeks and participates in development and training opportunities to build FDV capabilities (including but not limited to those outlined in this Capability Framework), integrating new learnings into FDV practice.
- 7 Maintains awareness of changes to policy, legislation, evidence and best practices that impact FDV responses related to their role, and participates in development and training to incorporate these.
- 8 Contributes to building the FDV evidence base through effective data collection within the scope of their role.



**Specialist**

# **Workforce Capability Statements**

# Specialist Workforce Capability Statements

1

## Domain 1

### Understanding of the FDV context, nature and drivers

#### Description

Understands all drivers, risk factors and indicators of FDV, and barriers to accessing supports and how these vary across individuals, populations and geographical locations. Understands the systemic and sociocultural drivers that underpin and perpetuate FDV and advocates for their client within the system.

#### Expected Knowledge, Skills and Behaviours

- 1 Recognises that FDV occurs through all parts of society and understands the varying impacts and barriers to accessing support for different population groups (such as women, children and young adults, people who identify as LGBTIQ+, people from CaLD backgrounds, people with disability and pregnant women).
- 2 Understands how the historical and ongoing perpetration of colonisation, including a wide range of policies and systems, perpetuates Aboriginal people's disproportionate experience of FDV and the cycle of intergenerational trauma, and that it creates barriers to accessing supports and services.
- 3 Identifies drivers of power imbalance in intimate and familial relationships, including how they are created, reinforced and intersect with broader patriarchal and systemic structures, and applies this understanding to advocate for the victim-survivor within the system.
- 4 Identifies how attitudes and norms towards FDV differ between communities (including recognition of different forms of FDV such as emotional, physical, sexual, cultural, social, financial, spiritual, or technology-facilitated violence and coercive control), and applies this understanding to identify appropriate FDV responses for the victim-survivor or user of violence.
- 5 Understands that FDV is about the user of violence having power and control over the victim-survivor(s) and identifies all tactics and patterns of behaviours that indicate risk, including those that are hidden and covert. Uses this to advocate for the victim-survivor's restoration of power and agency.
- 6 Identifies all physical and non-physical indicators of FDV when working with victim-survivors, applying a contextual understanding (for example, their unique situation, different identities, and/or cultural background) to identify complex patterns and inform a tailored response aligned with evidence.
- 7 Identifies immediate and ongoing threats to the life, safety and wellbeing of victim-survivors to promptly develop an appropriate response.
- 8 Identifies all barriers to the victim-survivor seeking and accessing supports based on their unique context and the complex ways in which barriers can interact and compound. Understands how the user of violence may use these to cause further harm or limit access to supports. Applies this understanding to identify appropriate ways to navigate barriers, and advocates for barriers to be better addressed by the FDV system.
- 9 Identifies all behaviours, attitudes and norms, both individual within a community and societal, that prevent the user of violence being held accountable for their use of FDV (such as, manipulation, excuses, justifications and victim-blaming) and advocates for these to be addressed.
- 10 Identifies all barriers to users of violence accessing early intervention, response and behaviour change supports based on their unique context (such as geographical isolation, financial hardship and stigma). Applies this understanding to identify safe and appropriate ways to navigate barriers, and advocates for barriers to be better addressed by the FDV system.

# Specialist Workforce Capability Statements

2

## Domain 2

Safe and informed responses across early intervention, response, and recovery and healing

### Description

Supports victim-survivors and users of violence across early intervention, response, and recovery and healing, in compliance with administrative and statutory responsibilities.

### Expected Knowledge, Skills and Behaviours

- 1 Actively screens for FDV using the CRARMF and other tools and organisational procedures to identify FDV as early as possible, and collaborates with victim-survivors to assess and monitor their risks as an ongoing part of service provision.
- 2 Communicates to victim-survivors their ethical, legal and statutory rights to safety, identifies the available supports that may be most suitable to them, and explains that the user of violence is solely responsible for their use of FDV.
- 3 Takes a trauma and violence-informed approach that keeps the victim-survivor's strengths central by empowering their agency to understand and respond to their situation, and works in collaboration with them to tailor interventions and responses to meet their needs and preferences at every stage. Identifies and mitigates risk of re-traumatisation.
- 4 Proactively identifies potential risks of harm or other negative repercussions to the survivor and self, and mitigates these in their response.
- 5 Identifies immediate and ongoing safety concerns for victim-survivors and collaborates with them to mitigate risks such as undertaking ongoing immediate risk management and safety planning measures in line with the CRARMF and other tools. Involves other colleagues and services as needed to ensure ongoing safety, risk management, healing and recovery, or otherwise benefit the individual, and recognises consent from the user of violence is not required in this.
- 6 Connects victim-survivors to appropriate colleagues or support services in alignment with their needs and preferences, and advocates for them within the system.
- 7 Advocates for the victim-survivor's safety and leads ongoing risk management and safety planning activities in line with the CRARMF and other tools, involving other parties as needed to ensure ongoing safety, risk management, healing and recovery and connects to new services that could benefit the client.
- 8 Maintains safety of the victim-survivor and self when engaging with users of violence. Recognises all ways the user of violence may manipulate individuals, practitioners, processes and systems to prevent being held accountable for their behaviour or cause further harm to the victim-survivor(s), and follows organisational policies and procedures to prevent or minimise this.
- 9 Where it is safe to do so and risks to the victim-survivor and self have been identified and mitigated, holds the user of violence accountable for their actions and helps them access supports to address their behaviour (such as a referral to a men's behaviour change program), following organisational policies and procedures.
- 10 Adheres to their duty of care, statutory obligations, and organisational policy and procedures (such as the Code of Ethics and Professional Practice Standards) and understands those of related roles.
- 11 Actively uses information systems, documentation and reporting procedures to maintain accurate and secure records of the victim-survivor's experience of FDV and the user of violence's behaviours. Uses these to keep the user of violence visible across the FDV service system by sharing information when appropriate and advocates for their application in informing supports for victim-survivors.
- 12 Advocates for system level change and challenges ways that perpetuate FDV and its drivers, participating in and contributing to community education and prevention activities, within the scope of their role.

# Specialist Workforce Capability Statements

3

## Domain 3 Culturally safe responses for Aboriginal people

### Description

Delivers FDV interventions that promote and empower Aboriginal cultural safety and identity, by building localised cultural intelligence with guidance from local, Aboriginal-led services when feasible.

### Expected Knowledge, Skills and Behaviours

- 1 Recognises how their own background, biases, beliefs and values influence their approach to working with Aboriginal victim-survivors and users of violence, and actively works to mitigate these impacts.
- 2 Recognises that Aboriginal people's experiences of FDV are unique to their experiences of colonisation and systemic disadvantage, and to their community and place (for example it may include family feuding, lateral violence, payback and humbugging). Understands how these disrupt kinship systems, family relationships and communities, and applies this understanding to inform an appropriate response both when working with victim-survivors and when working with users of violence.
- 3 Identifies an extensive range of additional barriers Aboriginal people can face in seeking help and accessing support, understands how systems and policies within their organisation can reinforce these barriers, and advocates for the individual in the system.
- 4 Collaborates with the individual and their kin to co-design an appropriate approach and collaborates with the Aboriginal community and ACCOs, where feasible, to co-design culturally-appropriate, localised responses. If possible, establishes an ongoing and trusting relationships with the victim-survivor after referral to check in periodically.
- 5 Takes a place-based approach that is aligned to the unique cultural identity, experiences and needs of the Aboriginal person and community, collaborating and seeking advice from place-based leaders if feasible, and considering the implications on the wider community.
- 6 Applies their understanding of the victim-survivor context to help them navigate barriers to accessing FDV supports and services.
- 7 Applies their understanding of the user of violence's context to help them navigate barriers to accessing FDV supports, in addition, understands how the user of violence may use their context and barriers to minimise, justify and invite workers to collude with their position on why they choose to use violence.
- 8 Demonstrates ongoing commitment to localised, culturally-informed, person-centred and strengths-based FDV responses for Aboriginal people and communities, by building reciprocal and transparent relationships with individuals, families, communities and Aboriginal Elders that build on their resilience, perspectives, needs and preferences.
- 9 Recognises that cultural strength, healing and safety are inextricably linked, and collaborates safely and effectively to support all aspects of Aboriginal ways of healing and being (including with the victim-survivor and/or user of violence's family and community, Aboriginal-led supports and services such as ACCOs and culturally-informed resources).
- 10 Advocates for system level change and challenges ways that perpetuate systemic barriers, such as racism and discrimination, that prevent Aboriginal people from accessing FDV supports, among their peers and the wider community to help drive systemic change, truth-telling and reconciliation, within the scope of their role.



# Specialist Workforce Capability Statements

4

## Domain 4 Inclusive and equitable FDV responses

### Description

Engages with the individual to understand their unique context, identifies barriers to them accessing and benefitting from FDV services and supports, and helps them navigate those barriers. This is particularly important when working with populations disproportionately impacted by FDV or facing additional barriers to accessing supports including children and young people, people living with disability, people who identify as LGBTIQ+ and people from CaLD backgrounds.

### Expected Knowledge, Skills and Behaviours

- 1 Recognises how their own background, biases, beliefs and values can influence their interactions with victim-survivors and users of violence from diverse contexts and actively works to mitigate these impacts, including understanding how the indicators, experiences and recognition of FDV can be different for different people.
- 2 Takes a culturally sensitive, person-centred and strengths-based approach by actively listening to and believing the victim-survivor and seeking to understand their unique identity, experience and context without assumptions or judgement.
- 3 Takes an intersectional approach when working with the victim-survivor or user of violence to ensure responses are holistic, addressing all their interrelated needs and concerns.
- 4 Helps individuals connect to FDV services and supports that are appropriate to their identity, context and beliefs, understanding that approaches to manage this safely will differ when responding to victim-survivors compared with users of violence. These services and supports may include those led or informed by people within their community.
- 5 Helps individuals identify and understand the environmental barriers that may limit their access to FDV supports and services, understanding that these barriers may differ for victim-survivors and users of violence. These may include the need to travel long distances to access services, inadequate access to transportation or a lack of accessible infrastructure.
- 6 Help individuals identify and understand the system barriers that may limit their access to FDV supports and services, understanding that these barriers may differ for victim-survivors and users of violence. These may include complex referral and application processes, long waiting times, administrative requirements that cannot be met (such as providing a residential address) and lack of interpreter services.
- 7 Helps individuals to identify and understand the sociocultural barriers that may limit their access to FDV supports and services, understanding that these barriers may differ for victim-survivors and users of violence. These may include language barriers, literacy, discrimination, stigma, fear of community backlash, mistrust in government and or institutional supports and services due to historical and/or current policies, and a lack of culturally competent services and service providers.
- 8 Understands how the user of violence may use their context and barriers to minimise, justify and invite workers to collude with their position on why they choose to use violence, and works to prevent collusion from occurring.
- 9 Advocates for accessibility, inclusivity and equity of FDV services and responses, especially for people disproportionately impacted by FDV or facing additional barriers, within the scope of their role.

# Specialist Workforce Capability Statements

5

## Domain 5 Collaborative and integrated ways of working

### Description

Contributes to an integrated service system that consists of multi-disciplinary workforces. Engages in collaborative behaviours within their organisation, across other organisations and outside the FDV service system.

### Expected Knowledge, Skills and Behaviours

- 1 Understands and fulfils their role and responsibilities as part of the specialist workforce and understands interdependencies with other workers and organisations in the FDV service system.
- 2 Builds and maintains relationships with services and organisations across early intervention, response, and recovery and healing, that their clients interact with, as well as outside the FDV service system when relevant.
- 3 Proactively seeks support and advice from colleagues with specific knowledge, experience and authority to develop a tailored FDV response, referring the individual if necessary.
- 4 Collaborates with appropriate local, regional, and broader colleagues and organisations to coordinate a network of supports for the individual across different service providers, with their consent. Advocates on behalf of the individual with these service providers to support an understanding of their needs to ensure short and long-term recovery and healing.
- 5 Works collaboratively and effectively with colleagues and other organisations to ensure the victim-survivor receives holistic and ongoing support, including through referrals and multi-agency case management in line with the CRARMF.
- 6 Understands when it is appropriate to reach out to and collaborate with relevant family and community relations that can support short and long-term recovery and healing.
- 7 Shares and requests individuals' information from colleagues and other organisations at appropriate times, in compliance with legal requirements and with the consent of the individual – statutory duties and/or other organisational policies may identify a need to share information without an individual's consent and should be considered in addition to legal requirements. Ensures information is shared in a timely, accurate and safe manner in compliance with policies and procedures.
- 8 Engages with multidisciplinary teams and the broader sector to explore, advocate for, and address barriers (including environmental, systemic and sociocultural) that may limit the ability for users of violence to access appropriate interventions; or the ability for victim-survivors to access appropriate support.

# Specialist Workforce Capability Statements

6

## Domain 6 Sustainable and evidence-based FDV practice

### Description

Engages in reflection and professional development to support personal and professional practices and ensure they can support victim-survivors and users of violence in a sustainable and evidence-informed way.

### Expected Knowledge, Skills and Behaviours

- 1 Actively monitors signs of poor mental, physical, social, cultural and spiritual health of self and colleagues through regular self-care practices. Recognises risks to wellbeing when responding to FDV (including compassion fatigue, vicarious trauma, secondary traumatic stress and burnout) and engages in proactive self-care practices to mitigate the potential impacts.
- 2 With the support of their organisation and using relevant policies and procedures, prevents and mitigates risks to own safety and the safety of colleagues when responding to FDV, debriefing emergency, high risk and threatening situations with appropriate colleagues and support services.
- 3 Integrates organisational and broader resources and networks into regular self-care practices.
- 4 Establishes and communicates clear personal and professional boundaries with colleagues, victim-survivors and users of violence, keeping FDV responses within the scope of their role, capacity and capability. Recognises when boundaries are violated and draws on resources to address this.
- 5 Continuously engages in reflective practice and monitors the quality of their FDV practice, seeking feedback from people with greater knowledge, experience and authority (including appropriate colleagues and people with lived experience), to improve their approach.
- 6 Actively seeks and participates in development and training opportunities to build FDV capabilities (including but not limited to those outlined in this Capability Framework), integrating new learnings into FDV practice and encourages others to do the same.
- 7 Maintains awareness of changes to policy, legislation, evidence and best practice that impact FDV responses across early intervention, response, and recovery and healing, and participates in development and training to incorporate these.
- 8 Contributes to building the FDV evidence base by conducting effective data collection that helps inform FDV issues (particularly those faced by priority population groups) to enable identification of drivers and supports to inform best practice.



# Appendices



## Appendix A: Strategic Environment – Standard Tools and Guidelines

Other tools and resources are available to workers to support a consistent approach to responding to FDV across the FDV service system, alongside the Capability Framework. Key standard tools and guidelines relevant for each workforce are provided below. Many other resources are also available, and these are constantly evolving. This list is not exhaustive. Please refer to your organisation for further guidance.

Standard tools and guidelines	Relevant workforce		
<b>FDV and Disability: Best Practice Guidelines</b> is a comprehensive resource for professionals, caregivers and advocates who are committed to assisting women and children with disability affected by FDV. These guidelines support the development of Domain 4, recognising the intersectionality between FDV and disability.	B	R	S
<b>The YACWA and Western Australian Association of Youth Workers Youth Work Code of Ethics</b> outlines a set of youth work principles and practice responsibilities for youth workers, identified through consultation with the youth sector. The Code also includes very useful case scenarios developed by youth workers to illustrate some of the finer points of each principle when translated into practice.	B	R	S
<b>Foundations for Change: A Western Australian framework to guide primary prevention of violence against women</b> is a framework to support the development of a strong primary prevention workforce and to guide communities and organisations in their efforts to build safer and more equitable spaces.	B	R	S
<b>The Common Risk Assessment and Risk Management Framework (CRARMF)</b> sets common practice standards for FDV screening, risk assessment, risk management, information sharing, referral and multi-agency case management for all services. All workers should be aware and competent in using the CRARMF, as an extension of the general skills outlined in Domain 2 of the Capability Framework		R	S
<b>The Aboriginal Family Violence Risk Assessment Tool (AFVRAT)</b> is a dedicated, culturally appropriate risk assessment tool to use with Aboriginal families across the service system. The tool is to be used alongside the capabilities set out in Domain 3 to enhance culturally safe service provision.		R	S

## Appendix A: Strategic Environment – Standard Tools and Guidelines

Standard tools and guidelines	Relevant workforce		
<b>Practice Guidelines: Women’s and Children’s Family and Domestic Violence Counselling and Support Program</b> supports the operation of all FDV accommodation and support services. Practitioners can use these guidelines alongside the Capability Framework to deepen their understanding of best practice counselling and support to victim-survivors.		R	S
<b>Practice Standards for Perpetrator Intervention: Engaging and Responding to Men who are Perpetrators of Family and Domestic Violence</b> supports agencies and organisations to provide a response to men using FDV. These practice standards are designed to promote good practice responses to men who are using FDV towards their intimate partner, children or family and can be used alongside the generalist skills in Domain 2 of the Capability Framework.		R	S
<b>The FDV Code of Practice</b> articulates principles and standards to guide consistent quality in service provision for victim-survivors that access specialist FDV services in WA. The Code of Practice is specifically for the specialist workforce and sets practice direction, while the Capability Framework present a more holistic overview of the capabilities required for service provision.			S

## Appendix A: Strategic Environment – WA Policies

Alignment with related state and national reforms and strategies is important to delivering holistic FDV responses that also address intersecting challenges, including Elder abuse, children at risk and gender inequality. Key strategic intersections with policies addressing FDV are listed below and overleaf. Other WA policies addressing broader priorities for certain populations maybe be helpful for workers, including A Western Australia for Everyone: State Disability Strategy 2020-30 and Western Australian Lesbian, Gay, Bisexual, Transgender, Intersex Health Strategy 2019-2024.

WA Policies	Relevant workforce		
<b>The System Reform Plan</b> is organised around four key pillars of risk assessment, risk management, information sharing and workforce development. The pillars aim to improve the way victim-survivors access and navigate supports and services to deliver a more seamless, efficient, effective and responsive network of services.	B	R	S
<b>Path to Safety: Western Australia's strategy to reduce family and domestic violence 2020-2030</b> is a ten-year strategy to realise the vision where all people in WA live free from FDV. The Capability Framework acts as a key enabler of this strategy, enabling the workforce to provide better outcomes for the WA community.	B	R	S
<b>Aboriginal Family Safety Strategy 2022-2032</b> sets out a cross-government initiative for addressing FDV impacting Aboriginal women, children, families and communities. The strategy aligns with Domains 3 and 5 of the Capability Framework, addressing the need for culturally safe responses while collaboratively leveraging the resources of the entire system.	B	R	S
<b>Stronger together WA's plan for Gender Equality, Second Action Plan 2021-2025</b> provides a framework for coordinated action by government, businesses, organisations and workers with practical steps to advance gender equality over the next ten years. The Capability Framework is a core enabler of gender equality and directly works towards achieving the goals of the action plan.	B	R	S
<b>Building Safe and Strong Families Earlier Intervention and Family Support Strategy (2016)</b> aims to meet the needs of families facing complex challenges and those most at risk of involvement with the child protection system. The Capability Framework can better inform workers to address the needs of families experiencing FDV, complementing the framework put forward in the strategy.		R	S

## Appendix A: Strategic Environment – WA Policies

WA Policies	Relevant workforce		
<b>Western Australian Women's Health and Wellbeing Policy (2019)</b> drives continuous improvement in the health, safety and wellbeing of women and girls in WA, and addresses the impacts of gender-based violence as a priority. The Capability Framework improves workers' ability to respond to impacts of gender-based violence, enabling the achievement of the strategy's goals.		R	S
<b>WA Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019–2029</b> is a ten-year plan that aims to prevent and respond to elder-abuse in communities through-out Western Australia. The Capability Framework can contribute to the Strategy through facilitating greater collaboration across sectors, as outlined in Domain 5.		R	S



## Appendix A: Strategic Environment – National Policies

National Policies	Relevant workforce		
<b>National Plan to End Violence against Women and Children 2022–2032</b> is the overarching national policy framework that will guide actions towards ending FDV against women and children in one generation. The Capability Framework works in tandem with the national plan working towards achieving its vision in WA across its four domains.	B	R	S
<b>National Strategy to Prevent and Respond to Child Sexual Abuse 2021–2030</b> provides a nationally coordinated, strategic framework for preventing and responding to child sexual abuse. The Capability Framework can support the strategy through improving workers ability to work in a coordinated and informed manner, addressing intersecting issues.	B	R	S
<b>National Agreement on Closing the Gap</b> enables Aboriginal and Torres Strait Islander people and governments to work together to overcome the inequality experienced by Aboriginal and Torres Strait Islander people and achieve life outcomes equal to all Australians. The Capability Framework directly supports the achievement of the agreement’s vision through empowering workers across the system to develop the capabilities outlined in Domain 3.	B	R	S
<b>National Aboriginal and Torres Strait Islander Health Plan 2013–2023</b> ensures that Aboriginal and Torres Strait Islander people can enjoy the same standard of health as other Australians. The Capability Framework directly supports the achievement of the plan’s priorities and supports its commitment to Aboriginal cultural preservation through the capabilities outlined in Domain 3.		R	S
<b>National Aboriginal and Torres Strait Islander Early Childhood Strategy</b> sets the vision that all Aboriginal and Torres Strait Islander children are born healthy and remain strong, nurtured by strong families and thrive in their early years. The Capability Framework’s strong intersectional links supports the achievement of this vision and is recognised in Domain 1 and Domain 3.		R	S
<b>National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019–2023</b> outlines the priority actions for governments to respond to the abuse of older Australians. The Capability Framework can contribute to these actions through facilitating greater collaboration across sectors, as outlined in Domain 5.		R	S

# Appendix A: Strategic Environment – National Policies

National Policies		Relevant workforce	
<b>National Standards for Practice Manual for Services against Sexual Violence</b> works to further the shared aims of services for those who have experienced sexual violence, with the ultimate goal of eliminating sexual violence in the community.		R	S
The <b>Commonwealth Child Safe Framework</b> and the <b>National Consent Framework</b> are distinct but related initiatives aimed at protecting children and promoting healthy relationships, with the former focusing on creating safe environments within Commonwealth entities and the latter on preventing sexual violence and promoting consent among young people.		R	S

## Appendix B: Workforce Examples

This section provides examples of roles within each workforce category. Please note this list is not exhaustive and is designed to help workers identify where their role fits within the FDV service system.

### Broader supporting workforce

Mainstream workers who have a duty of care to ensure the safety, health and wellbeing of their clients but do not respond to FDV as an explicit part of their role.

Broader FDV workers are responsible for recognising FDV, listening to the individuals' experiences, and referring them to more appropriate support services.

- Administration officer
- After-school program coordinator
- Aged care activities worker
- Bank tellers
- Centrelink worker
- Customer service officer
- Dentist
- Home care aide
- Ministers and faith-based leaders
- Nursing assistant
- Occupational therapist
- Personal care assistant
- Pharmacist
- Physiotherapist
- Receptionist
- Regional and remote community night patroller
- Sport and recreation coach
- Support worker
- Teachers and early childhood educator

## Appendix B: Workforce Examples

### Response workforce

Workers who respond to FDV as an explicit part of their role, however it is not their core role. Responding to FDV is among a suite of broader responsibilities and may be a statutory obligation.

Response FDV workers are primarily responsible for recognising FDV, risk assessment, safety planning/measures and referring their clients to the specialist workforce.

- Aboriginal health worker and Aboriginal mental health worker
- Aboriginal family support worker
- Carer
- Community corrections officer
- Emergency physician
- Family dispute resolution officer
- Family lawyer
- Financial counsellor
- General practitioner
- Homelessness and housing officer
- Judge
- Lawyer and paralegal
- Mental health or alcohol and other drugs lived experience (peer) worker
- Midwife
- Nurse
- Office of the Public Advocate guardian
- Paramedic
- Police officer
- Prison officer
- Psychologist, psychiatrist or counsellor
- Social worker
- Youth worker



## Appendix B: Workforce Examples

### Specialist workforce

Workers who respond to FDV as the core part of their role and have specialised skills, knowledge and experience.

Specialist FDV workers span the full breadth of FDV responsibilities from recognising FDV, ongoing risk management and case coordination, and supporting recovery and healing.

- Advocate
- Case manager
- Case worker
- Child protection worker
- Crisis intervention worker
- FDV counsellor
- FDV lived experience (peer) worker
- FDV Response Teams (WA Police, the Department of Communities, and Adult Community Corrections)
- FDV specialist detective
- FDV specialist lawyer FDV triage worker
- Forensic physicians and medical staff providing FDV care
- Intake officer
- Men's behaviour change facilitator
- Outreach worker
- Prevention educator

# Endnotes

## Endnotes

1. National Agreement on Closing the Gap, 2020.
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7. Department of Communities. Australian Family and Domestic Violence Common Risk Assessment and Risk Management Framework, 2016.
8. Australian Institute of Health and Welfare (AIHW). FDSV summary, 2024.
9. AIHW. Australian Burden of Disease Study: Impact and causes of illness and death in Australia, 2018.
10. AIHW. Family, domestic and sexual violence – economic and financial impacts, 2024.
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