

Questions and Answers – Integrated Safety Response pilot

What is the Integrated Safety Response pilot?

This innovative pilot brings together agencies from across government and community services to ensure families experiencing violence get the help they need.

The Integrated Safety Response pilot will test an early multi-agency triage approach to collaboratively assess and support families experiencing family violence. This will better support victims, safely manage perpetrators and smooth the path to support services. It brings together a team of Police, CYF, Corrections, Health, specialist family violence NGOs and Māori services to support victims and their families as a whole.

When will the pilot go live?

Workshops are already underway in Christchurch. The Ministerial Group on Family Violence and Sexual Violence have agreed to the pilot implementation plan and the pilot is expected go live on 1 July 2016.

Why Christchurch?

Christchurch was chosen for the first site because of the following features:

- strong NGO capability to respond to victim and perpetrator intervention needs
- strong leadership and relationships between agencies with a history of working well together (especially post-earthquakes)
- a large centre with medium volume of family violence incidents (an average of 175 per week)
- a suitable volume of high risk cases for an independent family violence specialist to work with more intensively
- a current multi-agency triage process with established referral pathways.

Will other pilot sites be announced?

At the moment, we are focusing on getting the pilot up and running in Christchurch. No final decision has been made regarding the location or timeframe of other pilot sites.

How much will the pilot cost?

It's expected that the pilot will cost less than \$1 million for the first year, which will include set up and evaluation. The pilot will largely be met from within agency baselines with additional support from the Justice Sector Fund.

How long is the pilot?

One year. Advice on implications for national rollout is expected by end of 2016.

Who developed the Integrated Safety Response model?

The model is based on international best practice and is being tailored to New Zealand's unique circumstances. It has been informed by local innovations to family violence response systems in the Waikato and by workshops with government agencies and non-government organisations. The implementation of the detailed service and practice design is being developed with local organisations and experienced practitioners.

Why is there a pilot, rather than a national rollout of the new approach?

The pilot will provide an opportunity to test the new model and get community input to ensure a new national approach is robust, adaptable and makes a real difference to the lives of victims and families.

Were family violence victims/perpetrators consulted about what works?

Yes. Police hosted workshops last year with government agencies and NGOs to develop the model. A NGO helped develop a narrative which describes the experience from the perspective of the victim, perpetrator and children voices.

How can agencies/organisations provide feedback?

Agencies and NGOs involved in responses to family violence in the pilot area are working closely together on the detail of the pilot and how it will work in practice.

How will the new model be monitored and evaluated?

Superu is leading the evaluation of the pilot. It includes both a process and outcomes evaluation. Evaluation is likely to include the use of:

- metrics about repeat victimisation and reoffending
- victim, perpetrator, other family member surveys
- interviews of providers
- reporting of comparative ethnicity results including for Māori.

Will the ISR pilot replace FVIARS?

Various reviews and reports (including the latest Family Violence Death Review Committee Annual Report) have called for changes to how the family violence workforce operates – including how it can be strengthened and work together better. With that in mind, it's expected that the new model will replace the Family Violence Interagency Response System (also known as FVIARS). While the FVIARS programme is generally characterised by commitment and passion to make a difference – practice, responses and agency participation vary significantly between locations.

This pilot will also include a number of new aspects that FVIARS did not, including the testing of an intensive case management approach to provide long-term, personalised support for the highest risk victims. It will also include participation from the health sector, to ensure issues such as mental health and addictions are appropriately considered and addressed.

How is the new Integrated Safety Response model different?

The new approach will include:

- National and local governance groups that reflect government and non-government service providers.
- A strategic approach to understand the supply and demand for family harm services supported by a work programme to grow the right capability to match demand.
- A streamlined (and electronic) case management system bringing enhanced accountability and decision making to all agencies participating in the system.
- Training of all participants – to include family violence dynamics, kaupapa Māori, advanced problem solving and working in a multi-agency team

- Daily triage – a move away from minimum weekly triage meetings to a daily triage of family violence cases to reduce the risk and ensure timely responses
- An early intervention and prevention model that seeks to reduce family violence before it escalates.
- The Director will manage a family violence work programme at a local level, drive continuous improvement, address the requirements of a region, including prevention of further harm, resolution and the needs of family/whanau.
- A family violence specialist will work with family violence victims who are at high risk of serious harm or death, addressing the risk and needs of the victim and their family/whānau.
- Planning for offenders scheduled to be released from prison who are considered at high risk of perpetuating family violence.
- Wider participation of family violence specialists to deliver the work programme of the region. The new model will include CYF, Police, Corrections, a DHB contact, iwi/Māori and one or more family violence specialists.
- An enhanced way to identify and manage risk, especially for high risk victims.
- Guidelines to provide safe minimum standards and templates to support local decision making and continuous improvement. There has been limited national guidance since FVIARS was first introduced nationally in 2006. Late last year, CYF, Corrections, NZ Police and National Collective of Independent Women's Refuges jointly prepared and released a guideline and templates (agenda, schedule for record keeping, confidentiality expectation) to encourage national consistency.