

# Family Violence Group Work Support and Recovery Brokerage Guidelines

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## Western Integrated Family Violence Partnership



McAuley Community  
Services for Women  
a ministry of the Sisters of Mercy



women's health west



ELIZABETH  
MORGAN HOUSE  
ABORIGINAL  
WOMEN'S  
SERVICE INC

MacKillop  
Family Services cohealth

inTouch  
Multicultural Centre Against Family Violence

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## Part A: Background and Overview

This document has been prepared on behalf of the Western Integrated Family Violence Partnership: Women and Children (the partnership). The document assists service providers in preparation and lodgement of submissions to deliver support and recovery group work services to women and children from the western metropolitan region of Melbourne who have experienced family violence.

The partnership delivers integrated family violence services to women and children in the local government areas of Brimbank, Hobson's Bay, Moonee Valley, Melton, Melbourne, Maribyrnong and Wyndham. It is anticipated that groups will be facilitated across these local government areas with particular emphasis in the growth corridors and outer west areas where high rates of family violence are reported.

Women's Health West is the funds holder of group work brokerage on behalf of the partnership. Women's Health West is responsible for providing reports to the partnership governance group and the Department Health and Human Services (DHHS) on behalf of the partnership as required.

### 1. Background

Integrated family violence services for women and children in the western metropolitan region are delivered through the partnership. The partnership members include Women's Health West, inTouch Multicultural Centre Against Family Violence, cohealth, Mackillop Family Services, Elizabeth Morgan House and McAuley Community Services for Women. The group work brokerage model facilitates the engagement of local service providers in the provision of funded family violence group work for women and children.

The partnership has developed an inclusive multi-layered partnership structure that responds to the individual needs of women and children from diverse cultures and backgrounds experiencing family violence. Group work brokerage funds are available to agencies in the western metropolitan region including both the DHHS West Division Melton/Brimbank and Western Melbourne Area.

The responsibilities of the partnership are to:

- Develop and maintain a strong governance structure to support the delivery of integrated family violence services for women and children including group work
- Nominate a representative to sit on selection panels to undertake review and selection of applications for group work funding
- Play a role in managing any conflicts of interest that arise during the selection process
- Provide feedback to the Western Integrated Family Violence Committee as relevant or required

The partnership is supported by a group work subcommittee (the committee) of sector representatives that provides advice on planning, development and implementation of innovative models of group work delivery.

The responsibilities of the committee are to:

- Resource groups by providing the opportunity to share ideas and coordinating relevant professional development
- Provide information on the group work funding submission and allocation process
- Coordinate, plan and promote group work activities across the region
- Nominate two representatives to sit on selection panels to undertake review and selection of group work applications

Women's Health West is the holder of funds on behalf of the partnership and is responsible for coordinating group work support and recovery brokerage funding, as a sub-component of DHHS funded Women's and Children's Counselling and Support Services.

The responsibilities of Women's Health West are to:

- Develop brokerage funding guidelines and priorities
- Develop memorandums of understanding between funded agencies and the partnership
- Collect and disseminate summary data from funded agencies
- Coordinate the submission process
- Assist with any enquiries that arise from funded agencies during the term of the funding arrangements

## **2. Group work objective and scope**

The objectives of the group work brokerage model are to:

- Support the recovery of women and children who have experienced family violence
- Foster collaborative partnering between agencies outside the core partnership governance group
- Increase access to group work for women and children including culturally and linguistically diverse women and children, Aboriginal women and children, and women and children with a disability
- Promote innovative and creative approaches to the provision of group work
- Promote a flexible response to new and emerging needs for group work support and recovery

## Part B: Conditions and evaluation

### 3. Submission cycle

Agencies and/or community groups can apply for funding under this service component for one, two or three years by preparing the submission form in Part C of this document. Funding for group work is open to any agency or partnership that can demonstrate an interest in the needs of women and children who have experienced family violence.

The partnership will call for submissions through a public advertising process. Agencies will have a four week period in which to develop and submit their submissions.

Generally agencies can apply for a maximum of \$5000 per group and a maximum of two groups per financial year. However, applications for up to \$10 000 per group will be considered if a demonstrable need is identified and the group increases access for a specific disadvantaged group of women or children.

Generally agencies can apply for a maximum total of \$30 000 per three year funding cycle. However, if unspent funds are returned agencies will be invited to apply for additional funding to run additional groups. When this happens, the partnership will call for submissions through a public advertising process. Agencies will have a four week period in which to develop and submit their submissions.

The provision of group work funded by the partnership will comply with existing state legislation, standards and agreements. Standards for the provision of individual counselling and group work for women and children have been developed by DHHS and are outlined in *Practice Guidelines: Women's and Children's Family Violence Counselling and Support Programs*, and provides a framework for practice.

[http://dhs.vic.gov.au/\\_data/assets/pdf\\_file/0009/581256/practice-guidelines-women-and-children-fv-counsell-support.pdf](http://dhs.vic.gov.au/_data/assets/pdf_file/0009/581256/practice-guidelines-women-and-children-fv-counsell-support.pdf)

### 4. Submission specifications

Those applying for funding will be required to complete the submission form in Part C of these guidelines. Preference will be given to submissions that address the objectives and meet the following criteria:

- a. Foster collaboration
- b. Increase access to group work for a range women and children groups including but not limited to culturally and linguistically diverse women and children, Aboriginal women and children and women and children with disabilities
- c. Promote innovative and creative approaches to the provision of group work
- d. Promote quality in service provision
- e. Demonstrate value for money
- f. Key personnel involved in the proposed program have appropriate qualifications, relevant experience and a track record for success
- g. Sound organisational and governance structures
- h. Capacity to support practitioners with debriefing and supervision
- i. Group work purpose and objectives are clear and evidence-based/informed
- j. Include clear evaluation and client feedback processes

## 5. Selection process

The committee will nominate a selection panel that will consider the merit of each submission and make recommendations to the committee regarding the allocation of group work funding. Selection of the panel will be at the discretion of the committee and will include at least one member from the partnership.

In compiling a selection panel for evaluating submissions, the committee will ensure members on the panel have:

- Knowledge of Integrated Family Violence Services for Women and Children across the region
- Knowledge and understanding of best practice in the provision of support groups for women and children experiencing family violence

Key dates for the submission process are indicated below:

Call for expressions of interest	21 June 2017
Closing date	5 pm 21 July 2017
Agencies advised of notional outcomes	18 August 2017
Contract signed	1 September 2017
Service commencement	15 September 2017

## 6. Conflicts of interest and dispute resolution

Members that sit on a selection panel will be required to declare any conflicts of interest and selection panel members will not take part in reviewing applications for group work brokerage from their own agency.

If a party considers a dispute has arisen through the expression of interest process or review process that party must send written notice within seven days of advice of notional outcomes to the committee. Notification must set out issues of dispute, the impact on the bidder's interest, any relevant background information and the outcome desired.

The committee must meet within seven days of receiving a notice to attempt to resolve the dispute. If the committee is unable to resolve the dispute they must refer the matter to partnership and the decision of the partnership shall be final and binding.

## 7. Reporting and monitoring

Successful agencies are required to maintain records of group work on DHHS Integrated Report and Information System (IRIS) and are responsible for maintaining client related data and submitting regular data reports to DHHS. Agencies that do not currently use IRIS can contact the IRIS Helpdesk for support and to arrange download of software and access IRIS training [IRIS.helpdesk@dhhs.vic.gov.au](mailto:IRIS.helpdesk@dhhs.vic.gov.au)

Women's Health West will provide DHHS with six monthly funding reports on:

- The number of groups funded
- The number of groups held
- Target groups
- The number of participants who attended

Agencies are required to provide six monthly summary activity reports (see attachment 4) to ensure Women's Health West are able to accurately complete DHHS reporting requirements.

Agencies are required to submit their activity reports to Women's Health West within 14 days of the end of each six monthly period e.g. 14 January and 14 July. In the event that funded agencies do not have any group work activity to report, they are required to inform Women's Health West and provide up to date activity reports within 14 days of a group being delivered.

Agencies are required to undertake client feedback and evaluation processes for all groups delivered and provide Women's Health West with a summary of these evaluations as well as the six month activity report. Results of client feedback/evaluation may be required by DHHS. The agency must agree to provide this data to DHHS if and when it is required.

## **8. Disbursement of funding**

When an agency's submission is approved by the selection panel the agency is required to sign:

- A Memorandum of Understanding (MoU) between the agency and Women's Health West (see attachment 1)
- A service agreement with the partnership to provide group work to women and children recovering from family violence (see attachment 2)

Group work funding will be disbursed to successful agencies annually as set out in the above documents at the beginning of each new financial year. Group work funding will be disbursed as a whole to ensure that agencies are able to be planned and deliver groups in a timely manner.

Agencies are required to raise an invoice (GST inclusive) for the full twelve month period of funding. For example, if an agency is successful in their application for \$30 000 over three years an invoice for \$10 000 plus GST will be requested in the first, second and third year.

In order to disburse group work funding, agencies are required to submit financial acquittals signed by their financial officer (see attachment 3) for the previous twelve months. Women's Health West are unable to disburse funding for subsequent years until financial acquittals are received for the previous year of funding.

Any unspent group work funds will need to be accounted for in financial acquittals. In addition, agencies will be required to outline how any unspent funds will be allocated and spent over a twelve month period. If after twelve month group work brokerage has not been spent these funds will be returned Women's Health West for redistribution to support additional groups in the region.

## Part C: Submission for:

### Family Violence Group Work Support and Recovery Brokerage

#### Instructions for completion

All submissions should be developed using this submission template.

All parts of the submission should be completed and the submission lodged before the closing date.

All additional supporting information should be attached to the completed submission and clearly referenced.

The submission must be signed by an authorised officer of the service provider.

#### 1. Service provider details

1	Name of agency	
	Postal address	
	Office address (if different from postal address)	
	Contact Person	
	Position/Title	
	Telephone number	
	Email address	
	Relevant agency details including current expertise and background information	

1.2	Does your agency agree to enter into a memorandum of understanding and service agreement?	Yes	No
	Does your agency have the capacity to accept electronic funds transfer?	Yes	No If no please provide comment
	Does your agency agree to meet the monitoring and reporting requirements?	Yes	No
	Does your agency have access to DHHS Integrated Reports and Information System (IRIS) and do you commit to reporting all client data on IRIS?	Yes	No

## 2. Overview of proposal

2.1	Provide an overview of group work program (maximum 500 words)
2.2	Number of expected participants, proposed groups dates and locations (max 250 words)

2.3	Outline the ways in which the group work will increase access to services for women and children including but not limited to, culturally and linguistically diverse women and children, Aboriginal women and children and women and children with a disability (maximum 250 words)

**3. Qualifications and experience of key program staff**

Name	
Title/Office held	
Qualifications	
Previous experience	
Role and functions to be preformed	

Name	
Title/Office held	
Qualifications	
Previous experience	
Role and functions to be preformed	

#### 4. Number of groups

4.1	Is this an application for one, two, or three financial years of group work funding?	
	Number of groups to be delivered in each financial year?	
	Total number of groups to be delivered in submission cycle?	
	Total amount of group work brokerage funding being sought?	

#### 5. Referral pathways

5.1	Please detail referral pathways and/or how your agency or community group will promote participation in the group?	
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## 6. Partnerships

6.1	Is the group work going to involve any other partner agencies in the planning or delivery?	Yes      No  If yes please provide details
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## 7. Evaluation

7.1	What methods will be used to evaluate the effectiveness and outcomes of participation in group work program?	
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## 8. Budget

<b>Income</b>	<b>Description</b>	<b>Amount</b>
Grant Income		
Other Income		
	Income:	
	GST:	
	Total Income:	

a

<b>Expenditure</b>	<b>Description</b>	<b>Amount</b>
Facilitators salary and group work planning		
External supervision		
Venue hire		
Catering		
Childcare		
Materials		
Travel		
Equipment hire		
Guest speakers / interpreters etc.		
Advertising and promotion		
	Expenditure:	
	GST:	
	Total Expenditure:	

b

**Balance** Balance:  =a-b

<b>In-kind</b> (e.g. Hours/Room Hire)	<b>Description</b> (e.g. hourly rate attributed)	<b>Value Attributed</b>
	Value (\$):	

c

**Project Total**  =b+c

## 9. Insurances

Agencies are required to complete the following table or attach copies of relevant insurances to confirm their insurance status.

Proof of insurance cover	Provider	Policy number	Expiry date	Limit of liability
Public liability				
Professional indemnity				
Others as relevant				

## 10. Endorsement

The submission must be signed by and authorised person.

Signature of authorised officer	
Name of authorised officer	
Title/office held	
Date	

# Attachment 1: MoU - Family Violence Group Work Brokerage

## Memorandum of Understanding

Between Women's Health West and  
[Insert agency name]

### Preamble

Women's Health West, as the regional brokerage management agency of the Western Integrated Family Violence Partnership (WIFVP) (partnership), in association with [Insert Agency's Name] have formed an Agreement to deliver Family Violence Support and Recovery Services on behalf of the Department of Health and Human Services (DHHS) as per the FV Counselling and Support Service Component.

This Memorandum of Understanding outlines the working arrangements made between Women's Health West (as regional group work brokerage funds holder) and [Insert Agency's Name].

### Service Objectives

Women's Health West and [Insert Agency's Name] respect the individual values and operational structures of each other, and acknowledge a shared vision and commitment to the service objectives of WIFVP, which is to assist women (and children) recover from experiences of family violence using an integrated and multi-agency approach.

### Document Purpose

The purpose of this document is to formalise the working relationship between Women's Health West and [Insert Agency's Name] by identifying the roles and responsibilities of each agency, and to formalise the administrative, management and support arrangements for the conduct of this project.

### Agreement Guidelines and Protocols

In accordance with the 'service agreement to provide group/s for women and children recovering from violence' and in order to promote cooperation and the advancement of service provision to women and children recovering from family violence, Women's Health West and [Insert Agency's Name] agree as follows:

1. The targets that [Insert Agency's Name] must meet, as required by DHHS are as follows:

Description of Measure	Unit of Measure	Performance Target	Measure Cycle	Performance target
Number of clients	Clients	8 (minimum)	Six monthly	Number of clients attended
% of clients sampled who are satisfied with the service provided	Clients	85%	Yearly	85%

2. At the end of each six months [Insert Agency's Name] will provide an activity report to Women's Health West outlining all relevant data entered onto IRIS, including DHHS required information about the group/s and the participants of the group/s.
3. [Insert agency name] is required to undertake a client feedback/evaluation process for each group and provide Women's Health West with a summary of these evaluations as well as the six monthly activity report. If a standard evaluation form is developed by the partnership, [insert agency name] must agree to use this as a part of its evaluation processes.
4. At each end of financial year cycle, [insert agency name] will forward a financial statement signed by the financial officer to Women's Health West providing all relevant details of the funding for the delivery of Family Violence Support and Recovery Services on behalf of the partnership. The processing of the next years funding invoices will be dependent upon the receipt of financial acquittals.

**Project Administration**

Women's Health West is responsible for compiling six monthly summary reports for DHHS regarding group work delivered in the region. Women's Health West will also be responsible for helping with any general enquiries that might arise from the funded agencies during the term of the funding arrangements. If the funded agencies require help with IRIS, as a first point of call they can access this directly through the IRIS Helpdesk: Department of Health and Human Services, 50 Lonsdale St Melbourne 3000.  
 IRIS Help Desk: 9096 6919 [IRIS.helpdesk@dhhs.vic.gov.au](mailto:IRIS.helpdesk@dhhs.vic.gov.au)

**Grievance Procedures**

In the event of any disputes or differences arising as to the interpretation of this Memorandum of Understanding, or any matter or thing contained therein, the decision of the partnership will be final and conclusive.

**Duration of Agreement**

The service agreement commences on.....and finishes on..... . The funding allocated as set out in the agreement is for the 2017/18 financial year only. Funding for any subsequent years is not automatically rolled-over. At the end of the funding cycle, each agency must complete an application in order to be considered for further funding.

**Signed:**

**Women's Health West**

(On behalf of the partnership)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_

**[Insert Agency's Name]**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_

## Attachment 2: Service agreement - Family Violence Group Work Brokerage

**Western Integrated Family Violence Partnership service agreement to provide group/s for women and children recovering from family violence.**

Name of agency	
Postal address	
Office address (if different from postal address)	
Contact Person	
Position/Title	
Telephone number	
Email address	
Total amount of funding allocated for 2017-2018	
Total number of groups to be provided	
Total number of women and/or children who will attend groups	
Is your agency interested in becoming a member of the group work committee?	Yes      No  If yes please provide contact details

I hereby accept the funds allocated to [insert agency name] and in accepting these funds I agree to provide data on the total number of groups and the number of participants attending, undertake a client feedback/evaluation process for each group and agree to provide Women's Health West with a summary of evaluation data.

**Signed:**

**Women's Health West**

(On behalf of the partnership)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_

**[Insert Agency's Name]**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_

## Attachment 3: Annual financial acquittal – Family Violence Group Work Brokerage

**Agency name:**   
**Acquittal period:**

Income	Description	Amount
Grant Income	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
Other Income	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
	Income:	<input style="width: 50%; height: 20px;" type="text"/>
	GST:	<input style="width: 50%; height: 20px;" type="text"/>
	Total Income:	<input style="width: 50%; height: 20px;" type="text"/> a

Expenditure	Description	Amount
Facilitators salary and group work planning	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
External supervision	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
Venue hire	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
Catering	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
Childcare	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
Materials	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
Travel	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
Equipment hire	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
Guest speakers / interpreters etc.	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
Advertising and promotion	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 50%; height: 20px;" type="text"/>
	Expenditure:	<input style="width: 50%; height: 20px;" type="text"/>
	GST:	<input style="width: 50%; height: 20px;" type="text"/>
	Total Expenditure:	<input style="width: 50%; height: 20px;" type="text"/> b

**Balance** Balance:  =a-b

In-kind <small>(e.g. Hours/Room Hire)</small>	Description <small>(e.g. hourly rate attributed)</small>	Value Attributed
<input style="width: 150px; height: 20px;" type="text"/>	<input style="width: 450px; height: 20px;" type="text"/>	<input style="width: 100px; height: 20px;" type="text"/>
<input style="width: 150px; height: 20px;" type="text"/>	<input style="width: 450px; height: 20px;" type="text"/>	<input style="width: 100px; height: 20px;" type="text"/>
	Value (\$):	<input style="width: 100px; height: 20px;" type="text"/> c

**Project Total**  =b+c

I certify that the information contained in this report is a true and accurate reflection of the group work brokerage spending and that I am authorised to make this declaration on behalf of

**Agency:**

**Name and position:**

**Signature:**

## Attachment 4. Six month activity reporting template – Family Violence Group Work Brokerage

<b>Funding period:</b>	
<b>Agency name:</b>	
<b>Group name:</b>	

<b>Group one</b>	
<b>Start date:</b>	
<b>Finish date:</b>	
<b>Target group:</b>	
<b>Number of participants:</b>	
<b>Evaluation</b>	<b>Yes                  No</b>  <b>If no please comment</b>

<b>Group two</b>	<b>(if applicable)</b>
<b>Start date:</b>	
<b>Finish date:</b>	
<b>Target group:</b>	
<b>Number of participants:</b>	
<b>Evaluation:</b>	<b>Yes                  No</b>  <b>If no please comment</b>

<b>Name and position</b>	
<b>Date completed</b>	

## Attachment 5. Submission evaluation proforma

<b>Evaluation by selection panel</b> <i>Evaluation 3 (high) 2 (medium) 1 (low)</i>	
<b>Relevance to demonstrated need</b>	
<b>Relevance to funding objective</b>	
<b>Relevance to submission specifications</b>	
<b>Budget feasibility</b>	
<b>Agencies experience and skills</b>	
<b>Summary ranking</b>	
<b>Recommended</b>	<b>Yes      No</b>
<b>Notes:</b>	
<b>Western Integrated Family Violence Partnership representative approval</b>	
<b>Date:</b>	
<b>Name:</b>	<b>Agency:</b>
<b>Position held:</b>	<b>Signature:</b>
<b>Approved:</b>	<b>Rejected:</b>