



# From safety that supports surviving to safety that supports thriving

Policy Brief | November 2024

Safe at Home: Experiences, Barriers, and Access (SHEBA)



## Acknowledgements

We recognise Aboriginal and Torres Strait Islander peoples as the First Nations' People of Australia. We acknowledge the Wurundjeri Woi-Wurrung and Bunurong peoples as the Traditional custodians of the unceded lands on which we undertook this research, and on which we live and work each day. We acknowledge and thank leaders past and present, for their tireless and continuous work in caring for country and community. Always was, always will be, Aboriginal land.

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## More information about this research

This brief summarises key components and areas for policy developments from the larger SHEBA Project. To access the full Research Report and other resources relating to this project, please visit <https://vawc.com.au/the-sheba-project-safe-at-home-experiences-barriers-and-access/> or contact the research team at University of Melbourne:

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## Overview

This paper discusses 12 key components of effective Safe at Home responses based on the findings from the Safe at Home: Experiences, Barriers, and Access (SHEBA) Project. A total of 62 recommendations for policy development to support these key components are provided to enhance Personal Safety Initiatives (PSIs) and Safe at Home responses in Victoria.

### Key components and areas for policy development for effective Safe at Home responses

1. Support towards affordable, secure and stable housing as part of homelessness prevention.

2. A range of accessible specialist family violence services offered over time as part of the response.

3. Local partnerships and collaboration providing strong service coordination to address safety risks, stability needs and sustained wellbeing.

4. Program responsive through streamlined processes and flexibility to adapt service provision.

5. Receive specific funding for components of the response, indexed to economic and contextual changes over time.

6. Clients have a voice in decision-making to ensure that responses are accessible to, informed by, and empowering of diverse victim/survivors.

7. Include children and young people as victim/survivors in their own right, with components to support their safety, wellbeing and recovery.

8. Focus on reducing risk and increasing victim/survivor safety through a suite of integrated responses.

9. Attend to safety concerns arising from multiple, changing forms of violence used within different family contexts.

10. Work alongside interventions with people using violence as part of a holistic response connecting safety and accountability.

11. Provide cultural safety and cultural authority through intersectional service provision supporting diverse needs.

12. Informed and improved by iterative data and evidence generation, capacity building and collaborative working.

## Family violence, and safety at home

The *National Plan to End Violence Against Women and Children 2022-2032* recognises the link between the family violence response and housing: a key component of holistic responses for victim/survivors, across prevention, early intervention, response, recovery and healing. In Victoria, 703,300 women, or one in four (27%), have experienced family violence by an intimate partner or family member in their lifetime (ABS, 2023).

In 2023, experiences of family violence were the leading cause of homelessness identified by 45% (n=73,287) of all women and girls presenting to homelessness services (AIHW, 2024). These experiences have far-reaching impacts beyond immediate safety concerns, and policy and services responding to family violence in Victoria and Australia have progressively prioritised 'Safe at Home' responses.

Safe at Home responses to family violence are implemented with different components across Australian jurisdictions (GVRN, 2021). In Victoria, it includes the **Personal Safety Initiative (PSI)**, and **Flexible Support Package (FSP)**. Other components include crisis responses, brokerage, case management, and perpetrator accommodation responses.

**FSPs** are delivered through family violence case management, and provide access to a range of flexible, tailored and practical supports for victim/survivors.

**PSIs** are delivered through FSPs as a non-crisis response that utilises property modifications, technology, safety and security items to support victim/survivor safety concerns, and to contribute to perpetrator risk management and justice responses.

In Australia, **Safe at Home responses** are defined as: 'Interventions, strategies or programs that aim to support women and children who have experienced domestic and family violence to remain safely in their home or home of their choice, community or community of their choice where it is safe to do so. The term 'response' has been deliberately chosen as it encompasses the range of possible ways in which Safe at Home is being delivered.' (GVRN, 2021, p.10)

## Policy context

The evidence review (Breckenridge et al., 2024) highlights already established and relevant policy from which the enhancements recommended from the SHEBA project would need to build. These include:

- **Recommendation 13** of the **Victorian Royal Commission into Family Violence** which articulated the holistic approach for the Safe at Home response in Victoria. 'The Victorian Government give priority to supporting victims in safely remaining in, or returning to, their own homes and communities through the expansion of Safe at Home-type programs across Victoria. These programs should incorporate rental and mortgage subsidies, and any benefits offered by advances in safety devices, with suitable case management as well as monitoring of perpetrators by police and the justice system.' (Victorian Government, 2020).
- A series of policy documents were developed in response to the Victorian Royal Commission including: **Ending Family Violence: Victoria's Plan for Change: 10-year plan** (Victorian Government, 2016) which articulated a commitment to the Safe at Home option; **The Family Violence Rolling Action Plan 2017-2020** (Victorian Government, 2017b) which provided a significant allocation to funding for safe and stable housing, and a commitment to expanding both family violence case management and FSPs; **The Family Violence Reform Rolling Action Plan 2020-2023** (FSV, 2020) in which Priority 3 focused on housing and specifically referenced PSI and perpetrator accommodation options and recommended the use of the MARAM in homelessness services; **The Free from Violence Victoria's Prevention Strategy** (2018) includes a focus on 'Victorian homes, organisations and communities [being] safe and inclusive' (p.9).
- A number of housing and homelessness strategy documents are also significant. These include: **A Better Place Victorian Homelessness 2020 Strategy** (Victoria State Government, 2010) which includes approaches to reducing the risk of homelessness amongst women and children experiencing family violence; **Homes for Victorians: Affordability, Access and Choice strategy** (2017a) which introduces initiatives and reforms to help ensure housing supply can meet demand and facilitate the supply of social housing and affordable houses in Victoria; **2016 Family Violence Housing Blitz Package** providing a framework and funding increase for Victorian housing and including funding for FSPs.
- The national **Safe at Home Operational Framework** is highly relevant providing 4 pillars through which responses are framed:
  1. A focus on maximising women's safety
  2. A coordinated or integrated response
  3. Safe at Home as a homelessness prevention strategy
  4. Recognition of the importance of enhancing women's economic security
- In Victoria, two substantial documents provide guidance for the operation of both FSPs and PSIs: **Family Violence Flexible Support Packages: Program Guidelines; Personal Safety Initiative: Operational Guidelines**.

In short, there are significant developments in Safe at Home policies and guidance indicative of the priority placed on this family violence response to increase safety and accountability in Victoria.

## The SHEBA Project

The SHEBA Project engaged with victim/survivors of family violence at two time points (N=23 x 2 interviews); practitioners (N=25) and policy workers (N=5); and PSI and FSP coordinators attending statewide forums and communities of practice (N=20) to explore issues and opportunities relating to effective implementation of Personal Safety Initiatives and Safe at Home responses in Victoria. A comprehensive review of evidence in the international literature situated the Victorian qualitative data in a wider context (Breckenridge et al., 2024).

## Key components and areas for policy development for effective Safe at Home responses

The following key components and areas for policy development are presented based on the findings of the SHEBA Project, towards enhancing the current Victorian Safe at Home response.

Key Component 1 Support towards affordable, secure and stable housing as part of homelessness prevention.	
<b>Description</b>	Provide access to housing support to prevent victim/survivors entering or remaining in specialist homelessness or emergency accommodation, supported by policy development and investment increasing access to affordable, secure and stable housing to enable victim/survivors to be, feel, and remain safe at home in independent accommodation of their choice.

### 1. Recommendations to support Key Component 1 in the Victorian Safe at Home response

#### 1.1 Strengthening recognition and resourcing of Safe at Home as a homelessness prevention strategy.

Particularly given Victoria's housing crisis and lack of rental affordability, Safe at Home responses, including PSI, that mitigate the likelihood of victim/survivors experiencing homelessness could be prioritised.

#### 1.2 Investment to increase the availability of emergency accommodation, accompanied by increased resourcing to reduce waitlists impacting access to PSI as a Safe at Home response.

The gap between women and children needing to leave the home while safety components are installed is currently a significant vulnerability. Women and children often find themselves homeless or in inappropriate and unsafe motel accommodation while their home is being prepared for safe return.

#### 1.3 Increase the variety of short- and longer-term financial relief accessible to victim/survivors to increase sustainability of Safe at Home responses.

#### 1.4 More strongly linking policies for alternative accommodation for the person using violence and Safe at Home responses provided to victim/survivors.

While funding and options for alternative accommodation for people using violence do exist, stronger connections are needed between sectors and services delivering these programs and those providing Safe at Home responses.

**'Broadly on a policy level, we need to have some financial relief for women to bridge that gap between when the perpetrator is excluded from the property [...] until they're able to find something sustainable. Because that's why we see so many families experiencing homelessness. [...] Because suddenly they're safe, that person's been removed, but they have to find \$2,000 for rent, and they have no income, and they're traumatised [...]. And then they're often homeless, which is about as unsafe as they could be.'** (Practitioner 1, Organisation B)

Key Component 2 A range of accessible specialist family violence services offered over time as part of the response.	
<b>Description</b>	Ensure a range of specialist family violence (or DFV) services are offered to the client victim/survivor and their family members, as part of, or in addition to the response, including crisis, medium and longer term supports. These services should be accessible through multiple and varied access points and services who connect into and can support specialist family violence and justice responses as part of Safe at Home.

### 2. Recommendations to support Key Component 2 in the Victorian Safe at Home response

**2.1 Bolstering awareness, knowledge and potential contributions to Safe at Home responses across health and medical, educational and workforce sectors** who have opportunities to promote and refer into the specialist family violence sector, and support Safe at Home responses. This particularly includes mental health and alcohol and other drug sectors, housing and Child Protection.

**2.2 Increase length of case management support periods** to ease pressure on PSI implementation timelines and to support longer-term therapeutic and or recovery goals.

Key Component 3 Local partnerships and collaboration providing strong service coordination to address safety risks, stability needs and sustained wellbeing.	
<b>Description</b>	Encourage local partnerships and collaboration to provide strong service coordination that addresses immediate safety risks, medium-term stability needs, and works towards sustained wellbeing and safety through crisis and non-crisis interventions, therapeutic services and recovery supports.

### 3. Recommendations to support Key Component 3 in the Victorian Safe at Home response

**3.1 More consistent support to victim/survivors navigating FVIO requirements is needed across services, particularly where specialist family violence services**

**3.2 Future research should explore how aspects of legal aid support and advice can be better integrated as a Safe at Home response component.**

Key Component 4 Program responsiveness through streamlined processes and flexibility to adapt service provision.	
<b>Description</b>	Prioritise responsiveness as a key program element through well-resourced and streamlined administrative processes, timely referral and assessment, flexibility to respond to changing circumstances, and plans for service provision in a range of contexts including emergency or disaster.

**'All these initiatives are great. And I do think they achieve their goals. I just think there's barriers in terms of timeliness.'** (Practitioner 3, Organisation B)

#### 4. Recommendations to support Key Component 4 in the Victorian Safe at Home response

- 4.1 The number and EFT of PSI and FSP coordinator roles could be increased to provide full time positions and adequate coverage across large catchment areas.
- 4.2 Development and funding for specialist coordinator roles supporting priority cohorts across the state could be explored.
- 4.3 Creating and funding an FSP and PSI administrative role alongside the coordinator role could be considered to streamline the process and shorten delivery time.
- 4.4 Ring fenced funding to support administrative processes (such as those above), could support case managers and coordinators to focus on engagement with victim/survivors and timely delivery of PSI measures.
- 4.5 Investing in the intake and assessment and case management workforce to shorten waiting periods between initial intake or crisis response, and when victim/survivors receive case management support.
- 4.6 A check-in/review point following case closures with a focus on identifying gaps in PSI responses, and emergent issues since case closure could be explored.
- 4.7 Inter-agency policies and processes could be reviewed to streamline application processes and funding release, particularly where FSP and PSI coordinators are not based within the same organisation, or where organisations are applying for FSP funding from an external organisation.
- 4.8 Streamlining the PSI application process with specific attention to minimising approval delays. For example:
  - i. Separating the PSI application, or the initial eligibility assessment, from the full FSP application.
  - ii. Feasibility and implications for giving PSI coordinators the ability to approve and release funds for safety audits directly, rather than through the full FSP application/provider, should be explored, as our findings suggest this could alleviate at least one notable administrative burden.
  - iii. Streamline the FSP portal in terms of manual entry of information common to FSP and PSI elements.
- 4.9 Future research should attend to the aspects of PSI and Safe at Home that are possible, feasible and effective in contexts of disaster and emergency, given its positioning as a non-crisis response.

Key Component 5 Receive specific funding for components of the response, indexed to economic and contextual changes over time.	
<b>Description</b>	Receive specific funding contributing to one or more components of the Safe at Home response, with funding packages reviewed and indexed to address economic changes and contextual factors over time.

#### 5. Recommendations to support Key Component 5 in the Victorian Safe at Home response

- 5.1 FSP and PSI standard \$10,000 package cap should be reviewed and indexed to meet increases in costs of items, goods and services along with inflation and cost of living.
- 5.2 Analysis of differences in costs for PSI common items, goods and services between metro, regional and rural should be conducted, and package amounts could be indexed to account for these differences.
- 5.3 Separating PSI from FSP funding should be explored as an option to ease tensions and more comprehensively bridge short-, medium- and longer-term safety and recovery aspects of victim/survivor journeys, and as part of reviewing processes towards a streamlined system.
- 5.4 Funded monitoring periods and contributions to maintenance costs for PSI items (e.g., internet connection/Wi-Fi) should be reviewed and revised to more flexibly respond to assessed risk from perpetrators, women's economic circumstances and stability, and linked to sustainable use as part of criminal justice responses.
  - i. Given the requirement to have or pursue an FVIO as part of PSI applications, the timeframe of the FVIO could inform a flexible and tailored provision of funded periods.



**6. Recommendations to support Key Component 6 in the Victorian Safe at Home response**

- 6.1 Investment and development of client-facing resources is needed to support self-empowerment, early access to information about PSI and Safe at Home, and to support a diversity of clients.** Resources should be developed:
  - i. In a range of languages other than English;
  - ii. In accessible formats that can be used with assistive technology (e.g., screen readers) if needed;
  - iii. Designed to contribute to counteracting shame and stigma associated with accessing support services.
- 6.2 Dissemination strategies for information and resources inclusive of a diversity of contexts and contact points could better support awareness raising of and access to FSP, PSI, and Safe at Home responses.**
- 6.3 Victim/survivor expertise and involvement in decision-making could be embedded throughout the process of developing or updating policies and guidance** across the full range of Safe at Home response components, including housing.
- 6.4 Services delivering Safe at Home responses could be supported to adapt and employ flexible practices more responsive to individual victim/survivor needs and perpetrator patterns of behaviour,** particularly in collaboration with justice systems and specialist services.
- 6.5 System and policy authorisation to create/enhance contexts conducive to victim/survivors' agency and expertise should be prioritised** including:
  - i. Ensuring a process where practitioners actively consult, comprehensively inform victim/survivors of their options, and prioritise choice throughout service engagement, delivery, and implementation (particularly of PSI recommendations);
  - ii. Minimum standards that reflect both safety design and functionality informed by use on a daily basis by victim/survivors;
  - iii. Capacity-building responses to include safety assessments and support for all family members, including children and pets;
  - iv. Providing points of review and options for clients to reconnect to services if issues arise with Safe at Home responses after a support period ends (particularly relating to PSI technology measures);
  - v. Comprehensive and tailored delivery of technology-support, including options to re-engage beyond a support period;
  - vi. Development of security sector workforces to support victim/survivor choice of providers including woman/female contractors (though positive feedback regarding respectful engagement from male contractors is highlighted through the SHEBA Project).
  - vii. Inclusion of general safety strategies alongside PSI item provision to supported by resources for victim/survivors that are collaboratively designed with PSI safety and security providers/experts and victim/survivors.

<b>Description</b>	Include children and young people in policy and practice, and listen and respond to their need for physical safety, emotional wellbeing, relationship support and trauma-informed recovery services.
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**'Children's devices are a classic way in for a perpetrator monitoring, cajoling, coercion. You know, it's not just cameras in teddy bears. It's, floods of text messages. It's appearing in the games that the 14-year-old's playing. It's all of that. So I'm not sure that the PSI program itself is as comprehensive as it could be in protecting children and young people. We tend to focus on the adult, [...] which is a true of the whole system and a work in progress.'** (Victorian Government Policy Worker 1)

**7. Recommendations to support Key Component 7 in the Victorian Safe at Home response**

- 7.1 Training, ongoing practice development, and implementation of practice with children and young people as victim/survivors in their own right requires investment and funding** across service and sectors delivering PSI, FSP and Safe at Home responses.
- 7.2 Children's wellbeing and sense of safety can be more comprehensively attended to through explicit inclusion in guidelines, policy and practice development across sector delivering PSI, FSP, and Safe at Home responses.**
- 7.3 Resources providing examples and strategies for women to explain and contextualise safety and security measures for their children could be co-designed and developed with victim/survivors who have used PSI and Safe at Home responses, including children where feasible.**
- 7.4 Exploration of specific peer-support options** (such as online groups or communities) to enhance use of resources could also support ongoing connections and psychological support for parents (predominantly mothers) supporting children.
- 7.5 Consider policy to specifically include schools and education sectors in safety and risk assessment and management for children through greater collaboration and coordination.**
- 7.6 Better alignment between state-based responses to child safety concerns, and family law court decisions and orders is needed.**
- 7.7 More consideration of how PSI and FSP programs can be used to support safety and wellbeing for children in the context of a Safe at Home response is needed,** and could include use of FSP for individual children linked to PSI provided to adults.
- 7.8 Future research should prioritise a greater focus on safely and appropriately exploring and understanding children and young people's needs that can be addressed as part of Safe at Home responses.**

**'We can we have a full IVO, we can put on all these things. They're not allowed to come near the children, the family law court turns around and says, 'yep, they can go and spend half the time with daddy from tomorrow onwards, because he's now been released from jail. And he's done, a men's behaviour' - well, even if he's not done men's behaviour change program - they don't, really care. So it's, you feel like all this great work that we've done is completely been unpicked and undone by the family law court, who don't listen to child protections concerns, who don't listen to the mother's concerns.'** (Practitioner 2, Organisation D)

Key Component 8 Focus on reducing risk and increasing victim/survivor safety through a suite of integrated responses.	
<b>Description</b>	Focus on women’s safety through a suite of responses, including through criminal justice strategies, consistent risk assessment processes and safety planning, security upgrades and integration of innovative technologies and technology-driven solutions to increase safety and reduce risk.

**8. Recommendations to support Key Component 8 in the Victorian Safe at Home response**

- 8.1 Inclusion of appropriately funded standard digital safety assessments and audits, inclusive of adult and child personal devices.
- 8.2 Practitioners need to be supported through on-going training to be up to date with technology-focused responses as part of Safe at Home.
- 8.3 Creation and funding of specific technology-focused practitioner roles within key services delivering PSI could provide enhanced responses to technology-facilitated aspects of family violence and abuse.
- 8.4 Justice responses need to more readily recognise and explicitly include technology-facilitated abuse in FVIOs.
- 8.5 Justice and police responses would be strengthened with greater attention to patterns of coercive control (including technology-facilitated abuse) alongside physical violence.
- 8.6 Increased investment and provision of accessible legal advice and aid for victim/survivors tailored to navigating family violence including coercive control and technology-facilitated abuse.
- 8.7 Training for key technology service providers (e.g., telecommunications) could include recognising signs of mal/spyware on personal devices to support identification and referral to specialist family violence services.

Key Component 9 Attend to safety concerns arising from multiple, changing forms of violence used within different family contexts.	
<b>Description</b>	Safety concerns arising from multiple and changing forms of violence and abuse used against victim/survivors are attended to within different family and intimate relationship contexts, including physical and non-physical forms such as coercive control and technology-facilitated abuse.

**9. Recommendations to support Key Component 9 in the Victorian Safe at Home response**

- 9.1 Policy and eligibility criteria for PSI could be reviewed with specific attention to contexts of adolescent violence in the home.
- 9.2 Increased alternative housing and accommodation options are required for adolescents and young people using violence in the home.
- 9.3 Earlier, and coordinated interventions to address mental health, drug and alcohol issues for adolescents and young people using violence in the home are urgently needed.
- 9.4 Consider expanding eligibility criteria to expand opportunity for victim/survivors living in homes not known to the perpetrator to access PSI, particularly where stalking is a known behaviour used.



Key Component 10 Work alongside interventions with people using violence as part of a holistic response connecting safety and accountability.	
<b>Description</b>	Work alongside perpetrator interventions that uphold accountability for people using violence as part of a holistic response to support victim/survivor safety without placing responsibility for safety/staying safe solely on them. Safety and accountability are connected and prioritised through shared risk assessment and information sharing frameworks that attend to all family members in immediate and long-term safety planning and responses, including children, young people and pets.

**10. Recommendations to support Key Component 10 in the Victorian Safe at Home response**

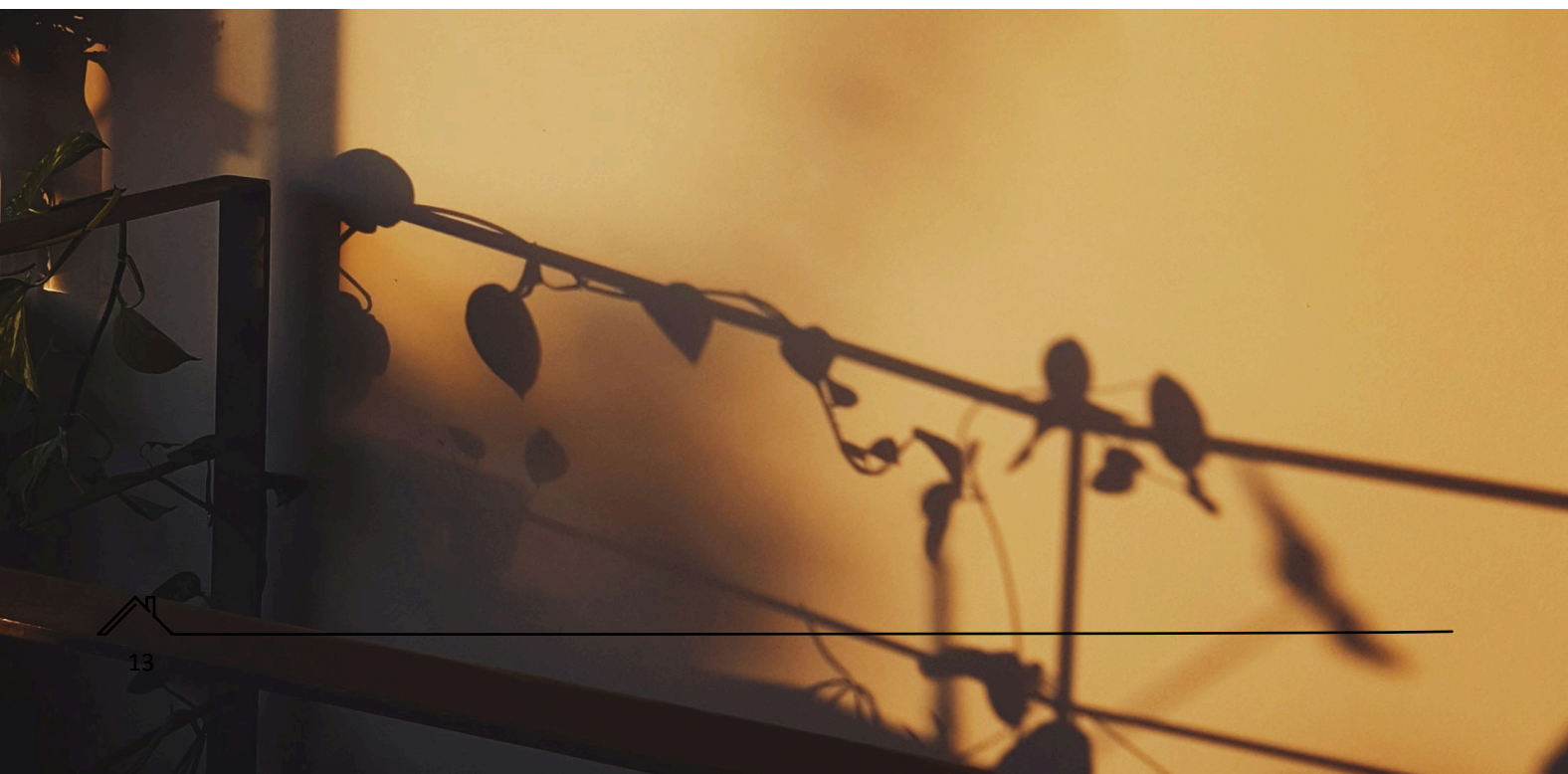
- 10.1 Stronger policy attention and practice implementation is needed to support active information sharing across sectors about perpetrator remand, bail, prison, and court dates that directly impact Safe at Home responses** (e.g., refusing a safety audit until the perpetrator is released from prison, at which time risk will be heightened).
- 10.2 Targeted policy mechanisms are needed to strengthen family violence-informed criminal justice and statutory responses,** with aligned safety and risk assessments focused on perpetrator behaviour and accountability as partners, parents and family members, alongside support to victim/survivors.
- 10.3 Policy development is needed to support more consistent family violence-informed, active policing,** including:
  - i. Increased numbers and availability of Family Violence Liaison Officers in Police stations.
  - ii. Taking applications for IVOs/FVIOs seriously, including where they respond to use of physical and non-physical violence and threats of violence.
  - iii. Responding to physical, non-physical (including technology-facilitated) breaches of FVIOs.

Key Component 11 Provide cultural safety and cultural authority through intersectional service provision supporting diverse needs.	
<b>Description</b>	Provide cultural safety and cultural authority, with flexibility in policy and practice to address intersectional and specific needs of different population groups.

**'I think there's a big push from ACCOs to really just understand that there may not be intervention orders in place due to the oppression that this client group face from police and the court system and our system at the moment. But I think, again, for our purposes we still need to understand why there's not an intervention order, the context around that, because it is, again, so nuanced and there can't be a blanket rule.'** (PSI Coordinator, FGA-2)

**11. Recommendations to support Key Component 11 in the Victorian Safe at Home response**

- 11.1 Review of the PSI eligibility and suitability conditions should be conducted with attention to criteria requiring victim/survivors to interact and engage with justice responses.**
- 11.2 Greater support at a policy level is needed to authorise appropriate, flexible implementation of PSI eligibility and suitability criteria** to more effectively support all victim/survivors and communities.
- 11.3 Greater investment and resourcing for multilingual and in-culture services across the Victorian service system, is urgently needed.**
- 11.4 Exploration and funding of a dedicated state-wide Aboriginal PSI Coordinator role.**
- 11.5 Capacity-building across mainstream organisations delivering Safe at Home responses to culturally and linguistically diverse clients is needed,** including:
  - i. Cultural safety training should be consistently delivered workforces contributing and interfacing with PSI and Safe at Home responses.
  - ii. Organisational policy development encouraging mainstream services to support ACCO/specialist services, particularly when this is often reversed.
- 11.6 Review of PSI Guidelines should include consideration of a tailored program for Aboriginal communities, led by community.**
- 11.7 Policy attention should be given to supporting return to community and country when this may be a longer-term goal for Aboriginal survivors following temporary relocation based on safety concerns,** building on the considerations highlighted in the FSP Program Guidelines.
- 11.8 Further work is needed to understand how mainstream services and systems can more adequately recognise and support culturally specific strategies for women to stay safe at home and to respond to people using violence in Aboriginal communities.**
- 11.9 Further work is needed to understand how PSI and Safe at Home responses in Victoria do or not currently meet the needs of LGBTQIA+ communities.**





Key Component 12 Informed and improved by iterative data and evidence generation, capacity building and collaborative working.	
<b>Description</b>	Include ongoing and iterative improvement, informed by a range of program, impact, satisfaction and research data. Policy and practice are developed through capacity building activity are part of collaborative working across sectors and providers, and integrated as part of service delivery to adult and child victim/survivors.

**12. Recommendations to support Key Component 12 in the Victorian Safe at Home response**

**12.1 The 2019 PSI Guidelines should be reviewed and updated in alignment with the 2024 FSP Guidelines and informed by the findings of this project.**

Specific considerations should include:

- i. Eligibility and suitability of PSI
- ii. Flexibility included in the implementation of the guidance
- iii. Alignment with the FSP 2024 Guidelines.

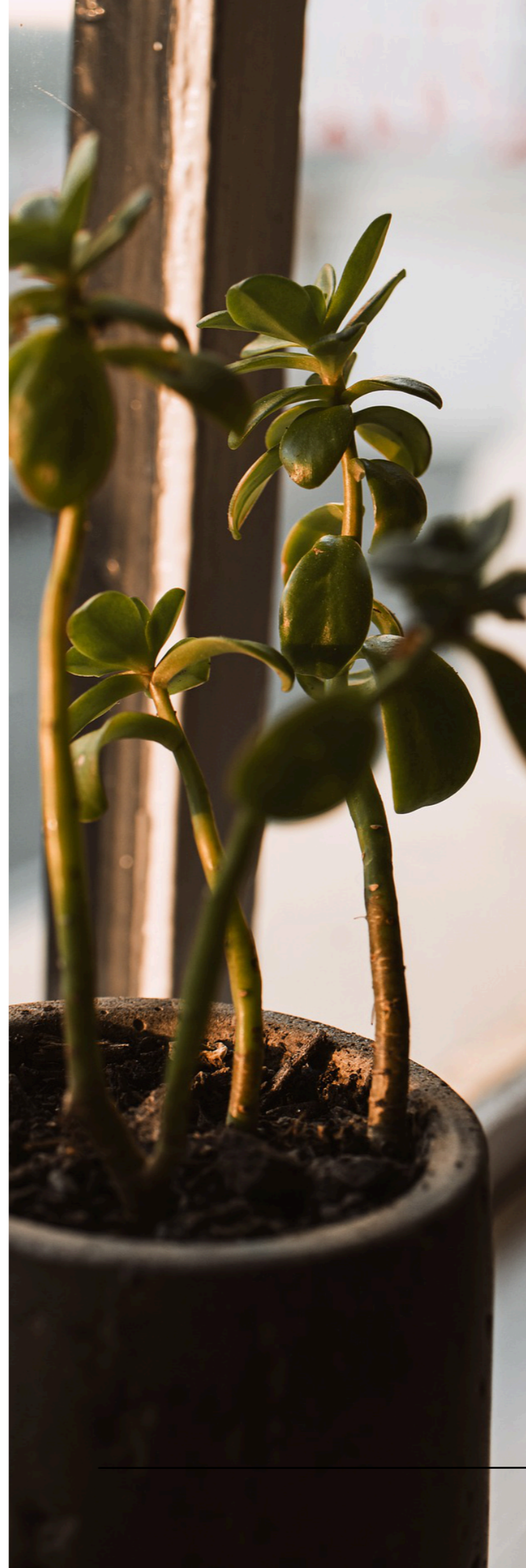
**12.2 Additional clarity should be provided to PSI providers and included in PSI Guidelines as to how relationships between their and other programs should be managed** when these services have access to brokerage, and victim survivors require safety and security items.

**12.3 PSI minimum standards for items should be reviewed to include considerations around functionality and usability in everyday contexts,** as well as being technologically sound, informed by consultation with victim/survivors.

**12.4 Continued data and reporting of FSP and PSI programs should be conducted to inform policy and program development,** including the following analyses:

- i. Average proportion of FSP funding taken up by PSIs
- ii. PSI use by specific cohorts
- iii. Repeat FSP responses
- iv. Differences in costs for metro/regional/rural implementation of PSI
- v. Changes across years of PSI to look at increases in costs, overall and regionally

**12.5 Establish mechanisms to provide feedback and impact data to case managers, coordinators and policy workers.**



**Methodology**

The research was funded by Family Safety Victoria, building on previous national and state-level research to understand and inform the Victorian Safe at Home response, particularly in relation to victim/survivor experiences of the implementation of PSIs. The research was undertaken in partnership with McAuley Community Services for Women, Good Shepherd, InTouch, Centre for Non-Violence and University of New South Wales. An Advisory Group of key representatives from these organisations and other key stakeholders provided a forum for advice and continuous feedback of findings from the research. Ethics approval was obtained through University of Melbourne.

The comprehensive evidence review (Breckenridge et al., 2024) was complemented by qualitative data from practitioners delivering PSIs (N=25); policy workers (N=5); and FSP and PSI coordinators attending statewide forums and communities of practice (N=20). Critical to this study were the two stage interviews with women who had accessed PSIs (N=23). These interviews recorded initial experiences and wellbeing with follow-up interviews at 3-6 months. Women who have Experienced Abuse and Violence: Advisors and Researchers (WEAVERS) were included on the Advisory Group and provided advice on research tools, preliminary findings and knowledge translation activities.

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