



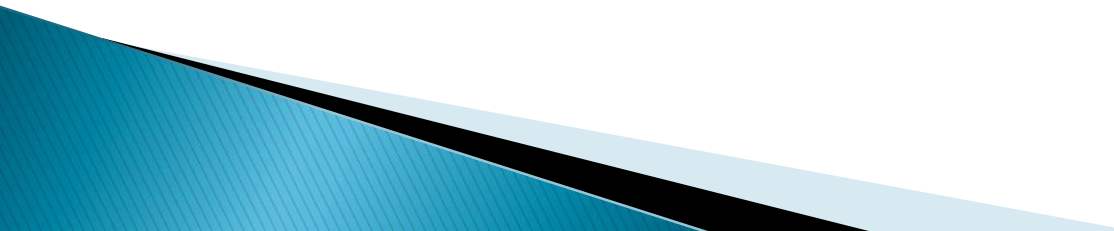
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Anglicare Victoria

Family violence – Integrated service activity case study

# Anglicare Victoria's approach to people experiencing family violence

Gamblers Help Program: Loddon Mallee  
Region

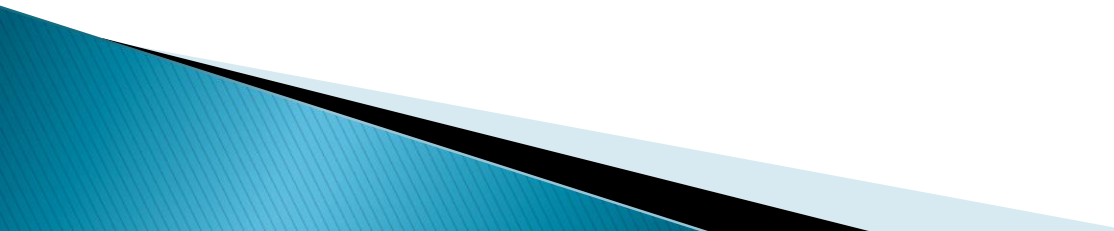
# Problem gambling and family violence

- ▶ Consistent evidence of an association between gambling problems and family violence (AIFS, 2014)
  - ▶ In the Loddon–Mallee area specifically it was found that 22% of people who used therapeutic counselling identified family violence and 23% reported personal relationship conflicts (VRGF, 2016).
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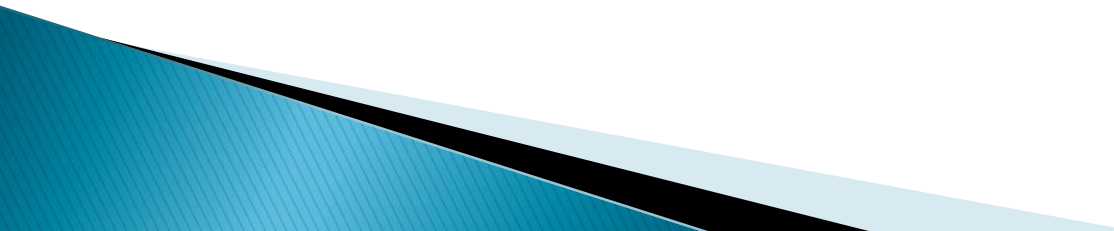
# Victims Assistance Program

- ▶ Anglicare Victoria is also funded by the Department of Justice and Regulation to deliver the Victims Assistance Program (VAP)
- ▶ Provide case-management services to victims of violent crime against the person
- ▶ They assist victims to effectively manage and recover from the effects of the crime
- ▶ In 2015 they supported 311 victims of family violence (the focus is on male victims)
- ▶ VAP also deal with reported and non reported crimes, and historical family violence

# VAP and Gamblers Help

- ▶ We are currently building our relationship with VAP so as to increase our referrals re people experiencing family violence
  - ▶ We are also working with VAP to engage services that would be difficult to engage if we presented solely as the gamblers help program
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# VAP and Gamblers Help

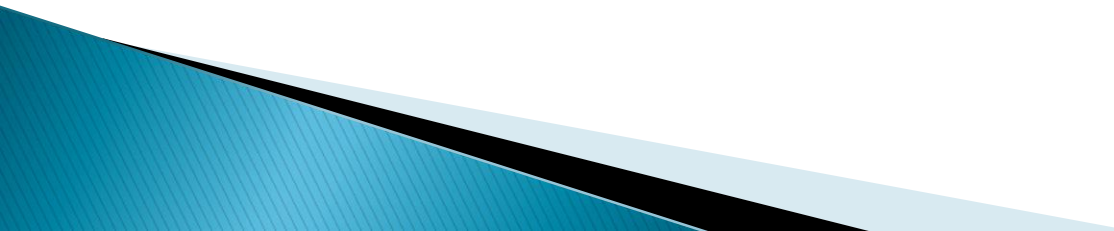
- ▶ As a result of our relationship with VAP we have been able to engage police and currently receive some referrals through the police referral system
  - ▶ There is also some scope for us to sit with VAP at the police station in the future (co-location agreement until 14 September 2018)
  - ▶ Scope to present to the Family Violence Special Operations Team
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# Family violence service providers

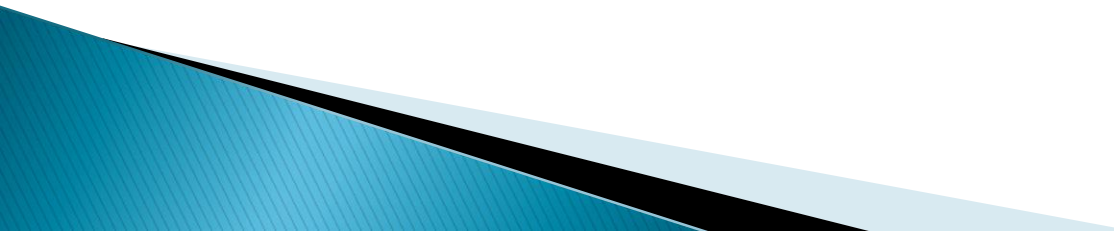
- ▶ Some barriers in getting gambling on the agenda – Centre for Non Violence (CNV)
- ▶ for example tend to have high caseloads are dealing with crisis situations – so a client's safety is paramount
- ▶ Investigating gambling is not high on their priority re assessment for both client and worker
- ▶ They don't deal with historical family violence
- ▶ Because the demand for the service is high they often disengage people once they are with another service – before perhaps they start having the conversations that might detect gambling as an issue
- ▶ However, Anglicare has established MOU's with the local specialist Family Violence provider, CNV.

# Integrated Community Education Approach

- ▶ Our community educator promotes all our services, gamblers help, financial counselling, family violence financial counselling, VAP and No Interest Loan scheme.
  - ▶ We sit as one team – attend each others meetings which facilitates co–case management
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# Management and networks

- ▶ Crime prevention network
  - ▶ Core member of RAMP – Risk Assessment Management Panel
  - ▶ Loddon Campaspe Family Violence Network
  - ▶ MOU Centre for non-violence
  - ▶ MOU North Central Victorian Family Services Alliances
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# Prevention Project

- ▶ Public health campaign to raise awareness of issues surrounding gambling-related harm for prison and community correctional staff, police and magistrates.
- ▶ The project worker has facilitated some important achievements in relation to our Integrated Service Plan work

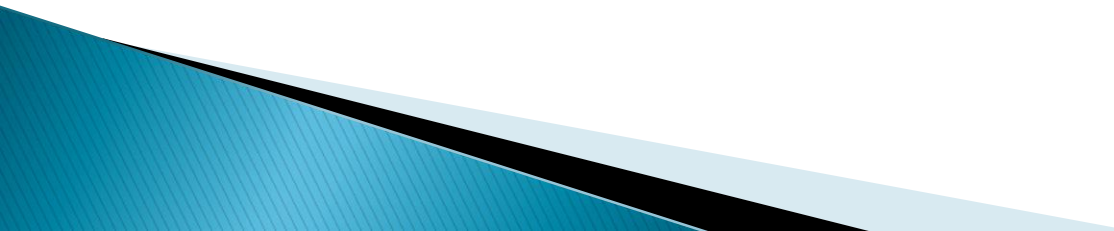
# Family Court Circuit

- ▶ Project worker met with Federal Court Judge Evelyn Bender to discuss GH services and as a result a GH therapeutic counselling now have a representative that sits at the county court hearing in Bendigo every quarter
- ▶ People are then directly referred to Gamblers Help if Gambling is detected as an issue
- ▶ Opportunity to network (Catholic care, CNV, Salvation ARMY, Child First, ACSO)
- ▶ Legal representatives (solicitors, barristers and police) were introduced to program workers and encouraged to link with the different services throughout the day for clients
- ▶ Pilot – and the aim is for services to sit on other circuits in the future

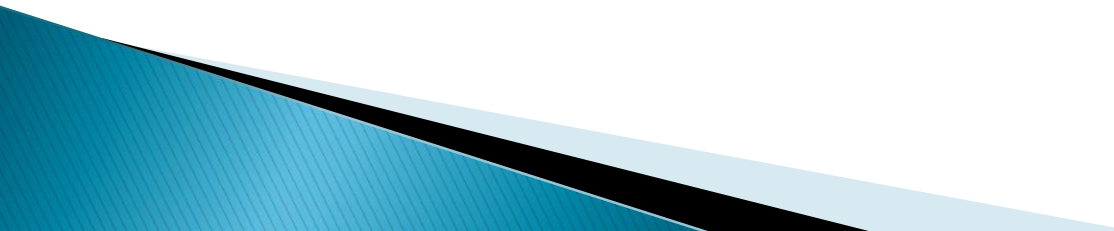
# Challenges

- ▶ VAP team are dealing with serious acute family violence but focusing on males – gambling therefore may not emerge as an issue or clients are just not ready to deal with the issue
- ▶ However, with historical family violence there is more scope to uncover gambling behaviours

# Challenges

- ▶ Engaging police is difficult for the VAP team and therefore more difficult for gamblers help
  - ▶ Issues re transient staff
  - ▶ Difficulties re training days due to time constraints and only being able to cover mandatory core police training
  - ▶ Drug and alcohol and mental health are the main issues and gambling is secondary
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# What works?

- ▶ Continued engagement with family violence services with some referrals coming through
  - ▶ Referrals from VAP especially in relation to historical family violence clients
  - ▶ The leverage from VAP connections
  - ▶ The leverage management is able to achieve by sitting on important family violence networks
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# Where to from here?

- ▶ Developing networks within Bendigo and Mildura Multi-disciplinary Centre
  - ▶ Establish MOU for a co-location at the Multi-disciplinary Centres
  - ▶ Delivering financial literacy information sessions for women fleeing domestic violence
  - ▶ Referrals from Family Violence Financial counsellor
  - ▶ Speaking at Men's behavioural change sessions
  - ▶ Continuing to sit on the Family Court Circuit
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