



Evaluation of the NSW Domestic and Family Violence Blueprint for Reform 2016-2021

Final report

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Communities and Justice

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We would like to acknowledge the efforts of all those working tirelessly to address domestic and family violence in their communities.

The evaluation uses evidence to make a difference and improve outcomes for victims of domestic and family violence.

We would like to thank those who talked to us during the evaluation of the NSW Domestic and Family Violence Blueprint for Reform.



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Disclaimer

This report has been prepared as outlined with Department of Communities and Justice in the Scope Section of the contracts dated 23 August 2019 and 18 March 2020. The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, Department of Communities and Justice management, personnel, and stakeholders consulted as part of the process.

KPMG has indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

Glossary

Terminology	Definition
ADVO	Apprehended Domestic Violence Order
ANROWS	Australia’s National Research Organisation for Women’s Safety
Blueprint	The NSW <i>Domestic and Family Violence Blueprint for Reform 2016-2021: Safer Lives for Women, Men and Children</i>
CAGR	Compound annual growth rate
CALD	Culturally and linguistically diverse
CASVAW	Community Attitudes Supportive of Violence against Women, used within the <i>National Community Attitudes to Violence Against Women Survey</i>
COAG	Council of Australian Governments
COAG Advisory Panel	COAG Advisory Panel on Reducing Violence Against Women and their Children
CRP	Central Referral Point
The Dashboard	DFV Outcomes Framework Dashboard
The Department	Department of Communities and Justice This includes the former Department of Justice and the former Department of Family and Community Services, as they were known at the launch of the Blueprint
DFV	Domestic and family violence
DFV Outcomes Framework	Domestic and Family Violence Outcomes Framework
DFV Reforms Delivery Board	Domestic and Family Violence Reforms Delivery Board
DVDS	Domestic Violence Disclosure Scheme
DSS	Department of Social Services (Australia)
DVSAT	Domestic Violence Safety Assessment Tool
ECAV	Education Centre Against Violence
FACS	The former NSW Department of Family and Community Services
FFT-CW	Functional Family Therapy – Child Welfare
FY	Financial year
GBV	Gender Based Violence (term used in Canada for example)

Terminology	Definition
GEAS	Gender Equality Attitudes Scale, used within the <i>National Community Attitudes to Violence Against Women Survey</i>
It Stops Here	NSW's 2014 DFV reform policy, <i>It Stops Here – Standing together to end domestic and family violence in NSW: The NSW Government's Domestic and Family Violence Framework for Reform</i>
The Justice Strategy	<i>NSW Domestic Violence Justice Strategy 2013-2017</i>
LCP	Local Coordination Point
LGA	Local Government Area
LGBTIQ	Lesbian, gay, bisexual, transgender, intersex and queer
LSS	Local Support Service
MBCP	Men's behaviour change program
MST-CAN	Multisystemic Therapy for Child Abuse and Neglect
MTCRS	Men's Telephone Counselling and Referral Service
The National Plan	<i>National Plan to Reduce Violence against Women and Children 2010–2022</i>
NCAS	<i>National Community Attitudes to Violence Against Women Survey</i> , conducted by Australia's National Research Organisation for Women's Safety
NHS	National Health Service (United Kingdom)
NGO	Non-government organisation
OSII	Office of Social Impact Investment
PDHPE	Personal Development, Health and Physical Education
The Prevention and Early Intervention Strategy	<i>NSW Domestic and Family Violence Prevention and Early Intervention Strategy 2017–2021</i>
RSG	Domestic and Family Violence Regional Strategy Group
SAM	Safety Action Meeting
SDG	Sustainable Development Goal
Sexual Assault Strategy	<i>NSW Sexual Assault Strategy 2018-2021</i>
UVAWS	Understanding of Violence against Women Scale, used within the <i>National Community Attitudes to Violence Against Women Survey</i>
WDVCAS	Women's Domestic Violence Court Advocacy Service

Terminology

In this report, we use the term domestic and family violence (DFV) to describe those behaviours outlined in the *Crimes (Domestic and Personal Violence) Act 2007*.

KPMG recognises the terms to describe someone who has been, or is affected by, DFV and someone who uses DFV are contested. There are many reasons that drive these different preferences, including ensuring it is appropriate for different characteristics of those who are using or experiencing violence.

In this report, we use the term 'victim' to describe those who are or have been affected by DFV. This aligns with language used in the Blueprint. We recognise that people who experience DFV, and those in the sector, may favour alternative terms to describe their experiences (such as a person who has experienced DFV, a survivor, or a victim survivor).

We use the term 'perpetrator' to describe those who have or are currently using DFV.

There are numerous sub-sections of the community who may have increased vulnerability, or be at elevated risk of experiencing DFV. Further, these groups often experience barriers in seeking assistance from government and non-government services.¹ This includes, but is not limited to: Aboriginal people; people with disability; people from culturally and linguistically diverse backgrounds; lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) communities; people living in regional and remote areas; and older people. In this report, we use the term at-risk groups/vulnerable cohorts/populations to describe these cohorts.

¹ NSW Government (2017), Domestic and Family Violence Blueprint, Women NSW. Available at <https://www.women.nsw.gov.au/strategies and resources/nsw domestic and family violence/domestic and family violence blueprint>.

Executive summary

Context and background

KPMG was engaged by Women NSW to evaluate the *Domestic and Family Violence Blueprint for Reform 2016-2021: Safer lives for women, men and children* (the Blueprint).² The Blueprint is a whole-of-government reform designed to drive collaboration and a unified approach to domestic and family violence (DFV) in NSW.

The Blueprint, which was released in 2016, was developed at a time when there was increasing public attention and policy reform to respond to DFV. The Blueprint has six priority areas of action:

1. **Preventing DFV:** Violence is prevented through changes to attitudes, social norms and structures that underpin DFV
2. **Intervening early with vulnerable communities:** Population groups at higher risk of DFV are identified early and supported
3. **Supporting victims:** Timely and appropriate services are available to keep victims safe, increase their resilience and meet their needs
4. **Holding perpetrators accountable:** Perpetrator accountability is embedded in system responses, and perpetrators receive timely and effective behaviour change interventions
5. **Delivering quality services:** Services provided to victims and perpetrators are evidence-based and of the highest quality
6. **Improving the system:** There are strong mechanisms for governance, planning and accountability, and services are aligned to achieve outcomes.

The reform broadly aligns with the *National Plan to Reduce Violence against Women and their Children* (the National Plan) released by Council of Australian Governments (COAG) in 2011³, although strengthening Indigenous communities and meeting the needs of children who experience violence were not included as priority areas in the Blueprint. In addition to the National Plan, other inputs into the development of the Blueprint were existing state policies including specific portfolio responses in the justice and health sectors.

The NSW Government announced investment of \$300 million in specialist domestic violence initiatives from financial year (FY) 2016-17 to FY2020-21 and in the FY2019-20 state budget this allocation was extended to \$431 million for the four year period.⁴

² NSW Government (2017), Domestic and Family Violence Blueprint, Women NSW. Available at <https://www.women.nsw.gov.au/strategies-and-resources/nsw-domestic-and-family-violence/domestic-and-family-violence-blueprint>.

³ Council of Australian Governments (2011), National Plan to Reduce Violence against Women and their Children, Commonwealth of Australia. Available at: <https://www.dss.gov.au/women/programs-services/reducing-violence/the-national-plan-to-reduce-violence-against-women-and-their-children-2010-2022>

⁴ NSW Government (2017), Domestic and Family Violence Blueprint, Women NSW. Available at <https://www.women.nsw.gov.au/strategies-and-resources/nsw-domestic-and-family-violence/domestic-and-family-violence-blueprint>.

To ensure an integrated approach and to drive collaboration, the Blueprint includes actions across government. These were to be coordinated by Women NSW within the Department of Communities and Justice (the Department) and overseen by a DFV Reforms Delivery Board. Signalling a new approach to DFV, the Blueprint included a number of flagship initiatives such as: State-wide rollout of Safer Pathway, Police High-Risk Offender Teams, Expansion of Tackling Violence and men's behaviour change programs (MBCPs), and a \$20 million DFV Innovation Fund.

To improve monitoring and accountability of the DFV system, an action under the Blueprint was the development of a DFV Outcomes Framework.⁵ This specifies measures and indicators aligned with the Blueprint but does not set targets or a baseline for measuring outcomes. Progress under the Blueprint was to be monitored via data through the DFV Outcomes Framework Dashboard (the Dashboard), which was the first time that whole-of-government data on DFV was to be collected and considered.

The evaluation

The Department, through Women NSW, commissioned the evaluation to be undertaken in 2019, when the Blueprint was in its third year of implementation. The NSW Government wanted to assess implementation of the Blueprint, progress on outcomes, and how the approach could be strengthened into the future.

To address these three areas, the evaluation design included a process evaluation, an outcomes evaluation, and identification of future directions.

There were a broad range of data collection methods that were used in the evaluation including:

- **Document review** of Blueprint policy documents, annual reports, and relevant local and selected international policy documents, reports, and evaluations
- **Stakeholder consultations** conducted from September to December 2019. This included interviews with 38 local and national experts and selected international leads (from Canada, Northern Ireland, the United Kingdom and Scotland) and a series of six focus groups held with NSW Government regional groups focused on DFV and/or commissioning
- **An online survey of frontline workers and managers** in DFV which was conducted over a three week period in November to December 2019 and yielded 600 viable responses for analysis
- **Descriptive statistics** from secondary administrative program data aligned with the DFV Outcomes Framework
- **Financial information** relating to budget allocation and expenditure information.

While the evaluation provides a comprehensive picture of implementation of the reform through utilising multiple data collection methods, there are a number of challenges. These include being able to assess outcomes in the absence of a baseline or targets, determine what would have happened if the Blueprint was not put in place (the counterfactual) and to attribute the changes observed solely as the result of the Blueprint (attribution). Despite these methodological challenges the evaluation is able to comment on emerging DFV trends and propose further work to improve the rigour of DFV data in NSW in the future.

Key findings

At the time the Blueprint was released, and in the following three years, there have been multiple local and national initiatives targeted towards preventing DFV. Government reforms, work in the private and not for profit sector, and public campaigns and movements have raised the profile of DFV. The Blueprint was released within the context of these parallel initiatives reflecting heightened national attention and increased recognition of DFV as an issue. The review of other jurisdictions shows that the policy and service delivery landscape both locally and nationally has changed significantly since the release of the Blueprint with moves towards coordination of DFV responses, improved support for victims, provision of services for perpetrators, and work towards improving the evidence base of services.

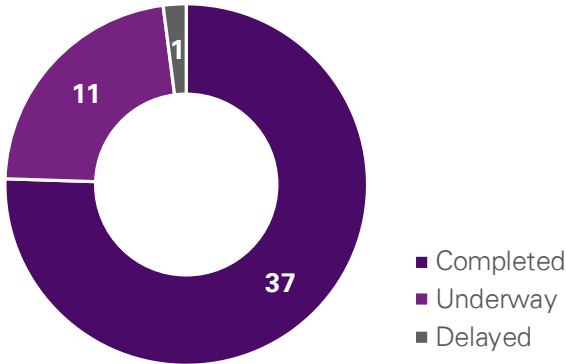
Process evaluation

The Blueprint has largely been implemented in line with its initial design, in accordance to its planned timeframes and within budget. As shown in the figure below, NSW Government agencies have implemented 37 of 49 actions

⁵ NSW Government (2018), Domestic and Family Violence Outcomes Framework, NSW Government.

within the Blueprint. Of the remaining 12, 11 are underway and one is unable to be delivered within original timeframes. Given the scale and complexity of the reform, the delivery and implementation to date is commendable.

Figure 1: Blueprint action status



Source: NSW Government, Blueprint Annual Report Card and KPMG

The definitions for these categories are as follows:

- Actions that are implemented are considered completed.
- Actions that have commenced are considered to be underway.
- Actions that are not on-track to be delivered within their original timeframes are considered delayed.

Key components of the reform that have been established are highlighted in the table below.

Table 1: Key components of the Blueprint

Blueprint area	Highlights
Priority area 1: Preventing DFV	<ul style="list-style-type: none"> • Innovation Fund • NSW Prevention and Early Intervention Strategy.
Priority area 2: Early intervention	<ul style="list-style-type: none"> • Expansion of Tackling Violence • Rollout targeted ethical bystander initiatives.
Priority area 3: Supporting victims	<ul style="list-style-type: none"> • State-wide rollout of Safer Pathway • Extension of Safer Pathway support to male victims • Expansion of Women's Domestic Violence Court Advocacy Service (WDVCAS).
Priority area 4: Holding perpetrators accountable	<ul style="list-style-type: none"> • Expansion of non-government organisation community-based MBCPs • A state-wide referral pathway between Police and the Men's Telephone Counselling and Referral Service (MTCRS) to help offenders change behaviour • Rollout of Police High Risk Offender Teams.
Priority area 5: Delivering quality services	<ul style="list-style-type: none"> • Consider best practice strategies to engage Aboriginal men and women in behaviour change interventions • Embed evaluation into all NSW Government funded DFV violence services.
Priority area 6: Improving the system	<ul style="list-style-type: none"> • System-wide performance metrics and data collection mechanisms • The DFV Reforms Delivery Board • Inter-agency review of the DFV service system.

Source: NSW Government, Blueprint Annual Report Card and KPMG

Key Blueprint reforms, including Safer Pathway and High Risk Offender Teams, have been accompanied by increased police activity⁶. There has been an increase in support for victims and an increase in the number of services to support behaviour change for perpetrators. Universally, stakeholders agreed that there is now a changed response to DFV in NSW which is more supportive of victims. The evaluation found that collaboration, strong working relationships and commitment by the NSW Government have been positive enablers of the Blueprint implementation.

Integrated responses

Overall, there have been improvements in collaboration, information exchange, and service coordination with more than 60 per cent of survey respondents in the sector-wide survey believing that there was a common understanding and vision for the DFV service system. Indeed, under the Blueprint, Safer Pathway (which aims to provide an integrated approach to safety assessment, referrals and service coordination for victims of DFV) was rolled out state-wide. A 2019 independent evaluation of Safer Pathway found that it is generally meeting the objectives of consistent, effective and timely responses to victims.

Although there has been progress, the evaluation found that responses to people affected by DFV are not fully integrated. Victims still have to re-tell their story multiple times, and while the service system is now supporting both sides of an episode of violence (victim and perpetrator) to a greater extent than before, there is limited data and information sharing between services working with women around their safety, and those working with perpetrators around risk.

Recognising the need for further integration in 2017, the NSW Government commissioned a proposed redesign of the DFV service system in NSW. The DFV Service System Redesign⁷ included a number of recommendations to improve service system integration. This evaluation confirms the need for that work to occur.

Linkages with the corporate sector has been limited and could be improved. Stakeholders noted that, despite the Blueprint intending to improve engagement with the corporate sector, activity has not adequately considered linkages with businesses active in this area.

Equity and access

Access to services for victims of DFV are improving through the rollout of Safer Pathway and contact with victims is being attempted within one business day of referral. In FY2018-19, there were 138,477 referrals to the Safer Pathway for people experiencing DFV and 47,902 women were assisted by a WDVCS.

However, more can be done to improve access. Although in FY2018-19 264,303 referrals were made by WDVCS, almost half of the survey respondents felt that timeliness of service response could be improved.

Access to services for perpetrators of DFV has improved under the Blueprint through the rollout of the MTCRS and men's behaviour change programs. However, further support is required to build the capacity of the community-based sector, particularly Aboriginal service providers and smaller organisations to deliver perpetrator programs.

Data collection regarding vulnerable populations is improving, with some information now collected on service usage by high-risk groups. The number of referrals for vulnerable populations to Safer Pathway comprises 26 per cent of referrals from vulnerable populations in FY2018-19. However, survey respondents and stakeholders consulted do not think that the Blueprint provides enough responses that target vulnerable and/or high-risk groups.

System level supports

The DFV Reforms Delivery Board, with overarching accountability for implementation of the Blueprint, has been an effective whole of government forum for escalating and resolving issues.

At a regional level, the Blueprint has leveraged Regional Strategy Groups (RSGs), which were put in place to implement the Premier's Priority⁸, however these groups do not have accountability for the Blueprint and they do

⁶ See for example Allwood and Associates for Legal Aid NSW (2018) Women's Domestic Violence Court Advocacy Program Evaluation Report

⁷ Nous Group (2017), Domestic and Family Violence Service System Redesign: Recommendations Paper, Women NSW. Available at: https://www.facs.nsw.gov.au/__data/assets/pdf_file/0005/641705/DFV-Service-System-Redesign-Recommendations-Paper.pdf

⁸ As of 2019, the Premier's Priority aims to reduce the number of domestic violence reoffenders by 25 per cent by 2023. Prior to this, the Priority was to reduce the rate of domestic violence reoffending by 25 per cent by 2019.

not operate state-wide. To fill this gap, alternate regional DFV governance committees have been established in some regions, however these do not have a formal governance mechanism in relation to the Blueprint.

Although the Blueprint has increased reporting requirements for the non-government sector, formal inclusion of the non-government sector in the development, design and governance of the Blueprint has been limited. With limited formal roles for DFV non-government sector representatives, including Aboriginal controlled organisations, engagement with these organisations has been inconsistent.

Financial sustainability

With increasing client demand for services and increasing community recognition of DFV, there are fiscal pressures on the DFV budget. Options to increase sustainability include analysis of demand modelling, innovation and efficiency, and increasing the revenue base.

Although some work has been undertaken on DFV and social impact investing, this work has not resulted in an impact investing transaction for DFV. With the forthcoming release of *Social Impact Investment Policy 2.0: Growing Our Impact* in 2020, there will be an opportunity for the Blueprint to further grow impact investing in the DFV area.

Outcomes evaluation

Though there has been significant investment and activity to address DFV in NSW, material impacts on relevant outcomes are yet to be observed. However, it is worth noting that the DFV Outcomes Framework did not set timeframes, and as such it is not clear when short-, medium-, and long-term outcomes are expected to be achieved.

The outcomes evaluation examined key research questions under each domain analysing changes in reported DFV outcomes in NSW since the Blueprint was implemented.

Preventing DFV

There have been positive changes in community attitudes regarding domestic violence. Between 2009 and 2017, the Australia's National Research Organisation for Women's Safety (ANROWS) – through their National Community Attitudes to Violence Against Women Survey (NCAS) – found that there was a statistically significant positive change in understanding of violence against women. It was found the majority of people in NSW have a good understanding of violence against women and reject attitudes supportive of violence against women. Stakeholders did not directly attribute this change in attitudes to the Blueprint, but rather to a number of parallel initiatives including national initiatives on DFV and high profile publicised DFV-related deaths.

Intervening early with vulnerable communities

The analysis found that the prevalence and incidence of recorded DFV-related assaults in NSW has increased:

- Over the last six years (FY2013-14 to FY2018-19), the number of recorded DFV-related assault incidents in NSW has risen from 29,083 to 30,434
- Prevalence of DFV-related assault incidents in NSW per 100,000 population over the same time period has fluctuated; decreasing for five years in a row, from 2013-14 to 2017-18 (from 392.8 to 364.9 per 100,000 population) and in 2018-19 rising to 381 per 100,000 population⁹.

Increased effort from NSW Police in responding to DFV may be contributing to increased prevalence. First responses, including police policy and practices, directly impacts on the recorded rate of DFV-related assaults in NSW and in other jurisdictions.¹⁰

Incidence of DFV-related assaults varies in different communities, with regional communities having higher incidence rates in general compared to urban areas. The highest rates of DFV-related assault incidents per 100,000 in FY2018-19 in NSW were recorded in the following Local Government Areas (LGAs): Coonamble and Wagga Wagga with rates of 2,356.7 and 2,164.8 per 100,000 and Mid-Western Regional, Dubbo Regional, Broken Hill, Narrandera, Gilgandra, Cobar all with rates over 1,000 per 100,000.

⁹ Rates were calculated using unpublished, updated population figures from the ABS.

¹⁰ Dowling, C., Morgan, A., Boyd, C. & Voce, I. (2018) Policing domestic violence: a review of the evidence, Australian Institute of Criminology.

Changes in prevalence rates of DFV-related assault incidents (per 100,000 population) over a six year period were analysed. It was found that:

- The LGAs with the highest growth rates in NSW for reported DFV assaults per 100,000 population over the period (FY2013-14 to FY2018-19) are almost all in regional areas: Camden, Tweed and Northern Beaches had a growth of over 12 per cent; LGAs with decreasing reported DFV assaults are: Wollongong and Federation with over 10 per cent decrease; while Narrabri, Canada Bay, Wagga Wagga, Hawkesbury, Warrumbungle Shire, Gunnedah and Unincorporated Far West have decreased over 6 per cent in compound annual growth rate (CAGR) during the period.
- The average domestic violence-related incidence rate was estimated to be 387.1 per 100,000 population for NSW with a five-year compound annual growth rate (CAGR) of 0.9 per cent. The top 10 LGAs with the highest growth rates have rates more than 10 times of the NSW average growth rate while seven regions having higher than NSW average prevalence rates. Notably, Dubbo LGA has a growth rate of over 10 per cent and has a high incidence rate (1,272.8 per 100,000) which is much higher than other LGAs in the top ten areas.

The analysis provides a starting point for further study of changes in prevalence rates to understand the differential impact of police practices and efforts to reduce DFV at the community level.

Supporting victims

There has been little improvement in the rates of re-victimisation, actual bodily harm, and the number of DFV-related deaths since the Blueprint was launched:

- From FY2013-14 to FY2017-18, re-victimisation rates¹¹ were stable at 13 per cent. There is a higher re-victimisation rate for Aboriginal victims which in FY2017-18 was 21.4 per cent (compared to 13.1 per cent for all victims). Aboriginal re-victimisation has only slightly improved over time. The proportion of Aboriginal victims not re-victimised within 12 months decreased from 77.3 per cent in 2013-14 to 75.6 per cent in 2015-16 but then increased in 2017-2018 to settle slightly higher overall at 78.6 per cent.
- Rates of actual bodily harm have increased since FY2013-14 and are at the highest rate over the six year period (from 92.7 per 100,000 in FY2013-14 to 102.6 per 100,000 in FY2017-18).
- There was the same number of DFV-related deaths in FY2016-17 and FY2018-19; with 42 deaths in both years. In the DFV Outcomes Framework a decrease in the number of DV related deaths is an indicator of whether victims are supported.

Holding perpetrators to account

Under the DFV Outcomes Framework, indicators that perpetrators are being held to account include timely legal action, court finalisations, and a reduction in reoffending. The findings show positive results for legal action but not for reduced reoffending.

From FY2013-14 to FY2018-19, there are yearly improvements in the percentage of DFV-related assault incidents having legal action by police within 90 days (from 60.5 per cent in FY2013-14 to 66.3 per cent in FY2018-19). This measure shows that progress has been made within the justice system in the timeliness of legal action.

Since the Blueprint was introduced, the number of court finalisations involving a DFV-related assault charge has increased (from 15,065 in FY2016-17 to 15,556 in FY2018-19) although the proportion of these finalisations where at least one offence is proven has not significantly changed.

The number of persons of interest proceeded against for incidents of murder, assault (common) grievous bodily harm and actual bodily harm due to DFV has increased over the time period (from 18,177 in FY2013-14 to 20,812 in FY2018-19).

When the Blueprint was introduced, the number of reoffenders¹² initially dropped from 1,830 in FY2016-17 to 1,723 in FY2017-18. In the most recent year's data (FY2018-19), there is a slight increase to 1,736. The number of juvenile

¹¹ As defined by the Bureau of Crime Statistics and Research, re-victimisation refers to whether victims report another DFV-related assault within the next 12 month period.

¹² As defined by the Bureau of Crime Statistics and Research, reoffending relates to people reconvicted of another domestic violence-related offence within the next 12 months.

reoffenders over the last three years has remained fairly stable (228 reoffenders in FY2018-19) as has the number of Aboriginal reoffenders (513 in FY2018-19).

Service quality

Under the Blueprint, service quality standards were to be co-designed with and implemented by the non-government sector. Although standards have not yet been developed, this work has commenced, with Women NSW undertaking scoping activity with the sector.

Improving the system

Data is not available to determine the system level impacts of partnership and governance arrangements. As noted above, while the Dashboard has proven useful in allowing delegates to access data across agencies, it will be enhanced by the collection of data that is more outcomes-focused rather than output-focused, as outlined in the DFV Outcomes Framework.

Effective use of resources

It was not possible to undertake a cost effectiveness or similar analysis to test the effectiveness of the allocation of the resources under the Blueprint due to the limitations in the available data. The quality and completeness of financial data was limited, and data sources were not able to be fully reconciled. Further, measuring and attributing the changes in outputs and outcomes across the system was not possible due to the absence of a baseline measurement and available or consistent measures across the system. In order to be able to develop measurement of cost effectiveness in the future, common data requirements across programs and investments have been identified for consideration. It is proposed that data on inputs and outputs, where practical, should be aligned to relevant legislation and regulations, and at a minimum, be comparable to definitions established in the Australian Bureau of Statistics' Personal Safety Survey.

Future directions

Based on the analysis in this evaluation, a number of strategic level recommendations are outlined below that have implications for the NSW Government, the DFV service system, and the broader community.

Strategic recommendations

Recommendation 1: Design timeframes and performance expectations into future DFV reform

In the next DFV reform, include timeframes for achievement of outcomes and set expectations for performance (including volume of program outputs). Include a longer term vision with a 10 to 12 year time horizon. Clearly link actions to outcomes (including timing and metrics in practical implementation plans, aligning with recommendations by the Australian National Audit Office in their review of the National Plan¹³). Include in the design strong and clear expectations for early intervention and the prevention of DFV.

Recommendation 2: Strengthen the scope and focus of DFV reforms

In future whole-of-government DFV reform, while continuing the focus on gendered violence, strengthen the approach to DFV through the following:

2.1 Include children and young people as victims in their own right and the safety of children and young people as an outcome

In line with available literature, acknowledge children and young people as victims in their own right, incorporate their voices in the reforms that affect them, and explicitly acknowledge their human rights. This could be achieved through a specific lens on children and young people being included within the current reform areas.¹⁴

2.2 Develop a strategy for strengthening Aboriginal communities and responding to family violence

- Consider developing a specific standalone strategy (in line with the approach taken in Queensland and Victoria) or include within the reform approach a specific focus area on strengthening Aboriginal communities.
- Consider the emerging evidence base from ANROWS and develop an approach that focuses on healing and promotes a strength-based approach for service responses. Develop a response that is culturally appropriate and is developed in collaboration with Aboriginal communities, and Aboriginal government and non-government agencies.

2.3 Consider including sexual violence within the DFV policy reforms to bring the NSW approach in line with best practice, the National Plan, and several jurisdictions

In line with increasing rates, best practice, the emerging evidence base, the National Plan, and policies in other Australian jurisdictions, consider including sexual violence in the policy and service delivery response to DFV. As the *NSW Sexual Assault Strategy 2018-2021*¹⁵ is also due for completion in 2021, this presents an opportunity to release a more holistic reform.

Recommendation 3: Build the evidence base for reform priorities

3.1 As a matter of priority, build the evidence base around perpetrator programs

To reduce reoffending and improve victim safety, build the evidence base around perpetrator programs as a matter of priority. As part of this work:

- Leverage the local and international reviews of the evidence of what works and consider emerging evidence as it becomes available

¹³ Australian National Audit Office (2019), *Coordination and Targeting of Domestic Violence Funding and Actions*, Auditor-General Report No.45 2018–19, Performance Audit, Commonwealth of Australia.

¹⁴ If the scope of DFV is expanded to include sexual violence, then child sexual assault (and potentially historic child sexual assault) may be included under the remit of the reform. It should be noted that significant work is occurring in this area in response to the Royal Commission into Institutional Responses to Child Sexual Abuse,

¹⁵ NSW Government (2018), *NSW Sexual Assault Strategy 2018-2021*. Available at: www.women.nsw.gov.au/strategies-and-resources/sexual-assault/nsw-sexual-assault-strategy

- Determine what interventions work, for which cohorts, under which conditions they are effective and critically appraise the evidence standards, quality, and methods used in these evaluations
- Conduct a deep dive analysis into how DFV programs and interventions can better yield and support safety, wellbeing, and reoffending outcomes. This will enable the DFV service sector to understand how to translate operational and process improvements to client outcomes.

3.2 Develop a NSW research agenda for DFV

- Taking into account the work of ANROWS, and work underway in other Australian jurisdictions, develop a research agenda for DFV for NSW so that knowledge is developed on what works for whom so that resources can be targeted to 'high value add activities'¹⁶.
- Consider developing a summary evidence statement on the knowledge base and use the evidence summary to update the DFV Outcomes Framework program logic.
- Engage with leaders in the digital technology sector to consider how technology can be used to prevent DFV, plan the service response, and enhance the safety of victims.

3.3 Identify what works to prevent DFV

- Explore evidence-based options for prevention of DFV, particularly for vulnerable populations, and leverage existing national and global efforts (specifying the theory of change, the evidence base, and the short and longer term outcomes associated with DFV prevention).
- Introduce a requirement to make explicit the evidence base underpinning a program and require a 'credible'¹⁷ standard of evidence to underpin all new programs and approaches (based on guidelines from NSW Government¹⁸ and the Commonwealth¹⁹).
- Consider innovative use of big data, including data from social media and non-government sources to better understand, identify and respond to DFV.

Recommendation 4: Develop the pre-conditions for a sustainable DFV service system

4.1 Develop a dynamic model of the DFV system complete with additional funding options

- Using knowledge of reform in other jurisdictions, expected client growth rates, and expected flow on effects through the service system, develop a dynamic model of the DFV system. Include changes in community attitudes and police practices as inputs into the model.
- Consider the pre-conditions for outcome based funding and its applicability to the DFV sector, aligning with the recommendations made through the DFV Service System Redesign.

4.2 Consider alternate sources of sustainable finance

To increase investment in the sector, develop specific innovative finance models. For example, consider the creation of a DFV impact fund and develop incentives for alternate approaches to finance housing associated with DFV.

¹⁶ Australian National Audit Office (2019), Coordination and Targeting of Domestic Violence Funding and Actions, Auditor-General Report No.45 2018–19, Performance Audit, Commonwealth of Australia.

¹⁷ See Department of Social Services (2016), National Outcome Standards for Perpetrator Interventions Baseline report, 2015-16. Available at: <https://plan4womenssafety.dss.gov.au/wp-content/uploads/2018/08/nationaloutcomestandardsreportweb.pdf>

¹⁸ NSW Government (2016), Program Evaluation Guidelines. Available at: https://arp.nsw.gov.au/assets/ars/f506555395/NSW-Government-Program-Evaluation-Guideline-January-2016_1.pdf

¹⁹ Department of Social Services (2016), National Outcome Standards for Perpetrator Interventions Baseline report, 2015-16. Available at: <https://plan4womenssafety.dss.gov.au/wp-content/uploads/2018/08/nationaloutcomestandardsreportweb.pdf>

Operational recommendations

Recommendation 5: Implement the following operational recommendations to create a stronger response to DFV in NSW

5.1 Refresh the governance

- Establish regional governance for DFV that builds on existing regional governance structures (such as the Strategic Leadership Group model in regional areas), and reports to the DFV Reforms Delivery Board to enable local decision-making and strengthen accountability around DFV.
- The non-government sector is a critical partner in the delivery of DFV services and plays a key role in the sustainability and quality of the service system. Sector representatives should be offered a role in the governance and oversight of the service system, beyond representation on the NSW DFV and Sexual Assault Council²⁰.
- Formally include the voice of victims in future reform and service design within governance structures. Peak bodies, such as Domestic Violence NSW, have established bodies comprising DFV victims which can be leveraged by the Department, non-government organisations, and corporates working on DFV.

5.2 Use DFV data locally

- Develop state of the art mapping, monitoring, and information flow so NSW Government agencies and service providers at the local level have real time data on service demand and capability. This will provide a closer link in matching resources, allowing local communities to monitor and plan their approach to DFV.
- In future work on DFV, request the Bureau of Crime Statistics and Research to investigate and regularly release information on the level of police and community activity and its relation to changes in prevalence of reported DFV assaults over time. (Community level activity could include information on police presence and numbers, the number and volume of service centres and community based DFV events). As part of this work, request the Bureau of Crime Statistics and Research and other areas of government to consider under-reporting of DFV. This information should be triangulated with data on geographic hot spots, prevalence and incidence rates of DFV-related assault with severity of crime, measures of police and court activity and the level of community activity regarding DFV (including DFV prevention programs). At the local level, this information can be used to consider changing community need and the impact and success of prevention programs.

5.3 Support reform implementation

- Develop an action and/or implementation plan for the next DFV reform, inclusive of a communication strategy. The plan should focus on delivering a more integrated response and clearly set out pathways, governance, commissioning, organisational capability and change, and monitoring and evaluation. It should be linked to the broader service system, including child protection, housing, youth justice, mental health, alcohol and other drugs, and disability.
- Explore the option of funding ongoing case management for victims of DFV to enable long-term recovery. The time period for case management should be determined in collaboration with the non-government sector.
- Develop and implement a framework for specialist victim support services and perpetrator interventions to work together. Establish a committee, including interagency and non-government representatives delivering these services, to oversee implementation and report to the DFV Reforms Delivery Board. This committee should have a focus on managing the risk of this system and practice change.
- Coordinate commissioning practices in the area of prevention and early intervention across the Department to ensure greater visibility of services and programs that are integrated, particularly those being delivered within the child protection, housing, and youth justice systems which may provide services to the same clients/families.
- Build on the foundation of the Minister's DFV Corporate Leadership Group by establishing partnerships with private sector entities working to support victims of DFV and reduce the incidence of DFV.

5.4 Improve measurement and monitoring of DFV

²⁰ The NSW DFV and Sexual Assault Council brings together representatives from the NSW government, non-government organisations and academia. It facilitates shared understandings of the NSW Government's reforms in domestic and family violence and sexual assault, and monitors and advises on reform implementation. More information is available at www.women.nsw.gov.au/strategies-and-resources/nsw-domestic-and-family-violence/domestic-and-family-violence-council.

- Include a true incidence of DFV that is not related to police activity in the Blueprint monitoring framework. For example, explore options to increase the sample size for NSW in the victims of crime survey or draw on the Bureau of Crime Statistics and Research's analysis from a pooled two year NSW sample of data from the current survey.
- For Safer Pathway, map client pathways to better understand when and under what circumstances victims have to re-tell their story so system issues can be addressed.
- Include progression and finalisation of matters within the justice system in monitoring system performance to measure whether perpetrators face timely consequences. This could include timeliness of court action as well as timeliness of finalisation of court matters.

5.5 Create quality standards

Complete the action relating to the development of co-designed service quality standards, ensuring this document complements the work done by Domestic Violence NSW. Ensure that this work enables greater collaboration and information sharing between agencies. Consider whether this should be supported by a workforce development strategy for the DFV service sector to ensure it can meet these standards.

5.6 Improve quality of financial data

To help support more effective and consistent measurement of cost-effectiveness and cost benefit analyses in the future, consider the use of common data requirements across programs and investments relating to program costs, client characteristics, program outputs, and short/medium/long term outcomes. Where practical, definitions should be aligned to relevant legislation and regulations, and at a minimum, be comparable to definitions established in the Australian Bureau of Statistics' Personal Safety Survey. The precise units and granularity required, and appropriate methods for data collection and quality assurance, would need to be considered on a program-by-program basis in the context of the program design and delivery setting, in consultation with non-government providers where appropriate.



1 Introduction

1 Introduction

1.1 Background

In August 2016, the NSW Government launched its *Domestic and Family Violence Blueprint for Reform 2016-2021: Safer lives for women, men and children* (the Blueprint).²¹ The Blueprint was the result of an extensive public consultation process that included stakeholder workshops, interviews with clients of domestic and family violence (DFV) services, a survey of DFV sector service providers, and community consultation on the Have Your Say web portal.

The Blueprint is a framework that sets out the directions and actions to reform the DFV system in NSW. It includes strategies to prevent DFV, intervene early with individuals and communities at risk, support victims, hold perpetrators to account, and improve the quality of services and the system as a whole.

The Blueprint takes a whole-of-system approach and drives action across all parts of government, working in close partnership with non-government organisations, the private sector and the broader community. It recognises the fundamental role that primary prevention plays in changing the long-term prevalence of DFV, while acknowledging the critical need to take practical steps to support people who have experienced violence and to hold perpetrators accountable for changing their behaviour.

1.2 The Blueprint

The six priority areas of action under the Blueprint are:

1. **Preventing DFV:** Violence is prevented through changes to attitudes, social norms and structures that underpin DFV
2. **Intervening early with vulnerable communities:** Population groups at higher risk of DFV are identified early and supported
3. **Supporting victims:** Timely and appropriate services are available to keep victims safe, increase their resilience and meet their needs
4. **Holding perpetrators accountable:** Perpetrator accountability is embedded in system responses, and perpetrators receive timely and effective behaviour change interventions
5. **Delivering quality services:** Services provided to victims and perpetrators are evidence-based and of the highest quality
6. **Improving the system:** There are strong mechanisms for governance, planning and accountability, and services are aligned to achieve outcomes.

²¹ NSW Government (2017), Domestic and Family Violence Blueprint, Women NSW. Available at <https://www.women.nsw.gov.au/strategies-and-resources/nsw-domestic-and-family-violence/domestic-and-family-violence-blueprint>.

A number of flagship initiatives were the direct result of the Blueprint, including but not limited to the:

- Launch of a NSW DFV Innovation Fund, a \$20 million grants program that seeks to provide financial investment to initiatives that aim to break the intergenerational cycle of DFV and improve the safety of women, men and children in NSW
- State-wide rollout of Safer Pathway, an existing program that provided a streamlined and integrated approach to safety assessment, referrals, and service coordination for victims of DFV
- Rollout of Police High-Risk Offender Teams, which proactively target offenders and support survivors across NSW
- Expansion of Tackling Violence, an existing program that uses men's involvement in rugby league as a platform to change attitudes and behaviours towards DFV
- Evaluation of the Domestic Violence Disclosure Scheme, a pilot enabled people with concerns regarding their relationship to request a disclosure from the NSW Police Force about whether their partner (or former partner) has a prior conviction for DFV or other relevant criminal offence
- Rollout of ethical bystander initiatives, which help bystanders (someone who sees or knows about abuse or violence that is happening to someone else) overcome some of the barriers to intervening when they know or suspect someone is in an abusive relationship
- Expansion of men's behaviour change interventions, which are group-based programs and services that focus on working with perpetrators of DFV to enable them to recognise their violent behaviour and develop strategies to stop them from using violence.

1.2.1 The Domestic and Family Violence Outcomes Framework

As part of the 'improving the system' priority area under the Blueprint, there was an increased emphasis on monitoring and evaluation of the system. This included development of an outcomes framework for the Blueprint which aligns with the Human Services Outcomes Framework.²² The DFV Outcomes Framework provides a framework to assess and monitor actions and outcomes under the Blueprint. Its intent to improve transparency and accountability and to work towards refinement and continuous improvement.

The DFV Outcomes Framework was published in June 2018 and focuses on:

- "...providing agencies with timely information to demonstrate how efforts to reduce violence are performing
- encouraging improved data collection to enhance the quality of evidence to demonstrate the impact of services
- supporting a shift towards outcomes measurement
- allowing agencies to better allocate resources based on need and better evidence of what works."²³

The structure of the DFV Outcomes Framework includes:

- A set of 27 indicators, 33 measures, as well as data sources mapped against each of the six priority areas
- Description of the data landscape, including consideration of the policy context, governance structures, key stakeholders and data custodians
- Description of key enablers that support implementation and reporting, including governance structures and reporting timeframes
- Phased recommendation for implementation of the DFV Outcomes Framework to ensure that monitoring and reporting takes place, which includes the development of the DFV Outcomes Framework (the Dashboard).

Government adopted the DFV Outcomes Framework as the basis to assess outcomes and actions under the Blueprint. KPMG's evaluation uses the DFV Outcomes Framework as the starting point to assess outcomes using the measures and indicators defined in the Framework.

²² NSW Department of Finance, Services & Innovation (2017), The Human Services Outcomes Framework, NSW Government.

²³ NSW Government (2018), Domestic and Family Violence Outcomes Framework, NSW Government.

1.2.2 Context

The Blueprint was released within a context of heightened national attention to the issue of DFV. A timeline of the key events set out in the figure below outlines the reforms and initiatives that, over time, created change in the approach to DFV across the community, government and by service providers.

Figure 2: Timeline of DFV reforms, initiatives, and key events



Source: KPMG

The Blueprint is built upon NSW's 2014 DFV reform policy, *It Stops Here – Standing together to end domestic and family violence in NSW: The NSW Government's Domestic and Family Violence Framework for Reform* (It Stops Here). It Stops Here established the Safer Pathway model, a streamlined and integrated approach to safety assessment, referrals and service coordination for victims of DFV. The five elements of It Stops Here were:

1. A strategic approach to prevention and early intervention
2. Streamlined referral pathways to secure victims' safety and support their recovery
3. Accessible, flexible, person-centred service responses that make the best use of resources
4. A strong, skilled and capable workforce
5. A strengthened criminal justice system response (which included the development of the *NSW Domestic Violence Justice Strategy 2013-2017* (the Justice Strategy)).

It is also worth noting that the NSW Government has implemented and is implementing many other significant initiatives that complement and support the Blueprint. These initiatives contribute to ensuring vulnerable women and their children are safe by supporting them in all aspects of their lives and throughout their lifetime. In addition to the Justice Strategy noted above, these include the:

- OCHRE NSW Government Plan for Aboriginal Affairs (2011)
- NSW Disability Inclusion Plan (2015)
- NSW Strategic Plan for Children and Young People 2016-2019
- NSW Ageing Strategy 2016-2020
- Homelessness Strategy 2018-2022
- NSW Women's Strategy 2018-2022
- NSW Sexual Assault Strategy 2018-2021 (the Sexual Assault Strategy)
- Preventing and responding to abuse of older people (Elder Abuse) NSW Interagency Policy (2018)
- Youth Justice Domestic and Family Violence Strategy 2019-2022.

1.3 Evaluation scope and purpose

The Blueprint is now in its third year of implementation. The NSW Government has invested significant funding over the course of the reform. It is therefore timely to evaluate the Blueprint to determine the extent to which it has achieved its objectives and is having an impact on the community and the system. This will allow the NSW Government to determine how strategies going into the future can be strengthened.

There were three components to this evaluation, which are outlined in further detail in Section 2:

- A process evaluation to examine whether the Blueprint has been implemented as intended
- An outcomes evaluation to examine the extent to which the Blueprint has made an impact on individuals and on the system as a whole
- An analysis of forward directions to determine the priority areas for development and improvement in NSW's response to DFV.

The following areas are considered out of scope of this evaluation:

- A comparison of project results against a baseline, as a definitive baseline measurement was not undertaken prior to implementation of the Blueprint
- A detailed cost benefit analysis to determine value for money
- Trend analysis due to a lack of targets
- Measurement of long-term outcomes
- Evaluations of all individual programs under the Blueprint
- Direct consultation with people who have experienced or used DFV or are at risk of experiencing of using DFV, vulnerable population groups and/or perpetrators.

2 Methods

The background of the slide is a solid blue color. On the left side, there is a decorative graphic consisting of numerous thin, white, curved lines that create a sense of depth and movement, resembling a stylized wave or a funnel shape. The text '2 Methods' is centered in the upper half of the slide in a white, sans-serif font.

2 Methods

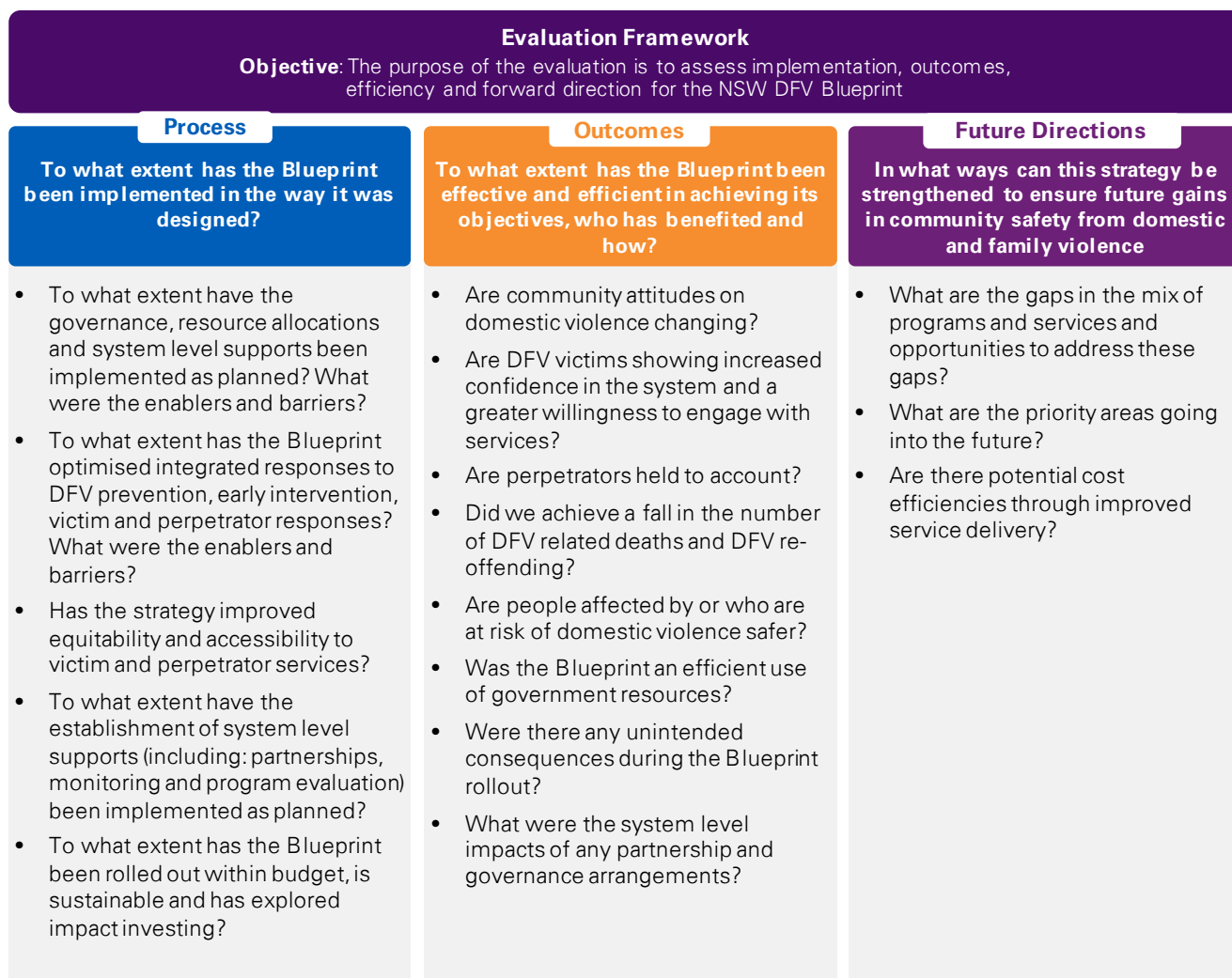
This chapter outlines the methods used in evaluating the Blueprint, determining its impact to date, and determining potential future priority areas.

2.1 Conceptual approach

Our evaluation of the Blueprint comprises three components:

- **A process evaluation:** Assessment of how implementation has progressed midway through the Blueprint rollout
- **An outcomes evaluation:** Analysis of the extent to which the Blueprint has been effective and efficient in achieving its objectives, particularly in relation to the outcomes identified in the DFV Outcomes Framework
- **Identifying future directions:** Development of themes for future directions for domestic and family reforms in NSW.

Figure 3: Evaluation framework



Source: KPMG

2.2 Data collection

2.2.1 Process evaluation

The process evaluation investigates the extent to which the Blueprint has been implemented on time and as intended, and the factors that influence success or challenges in implementation. The questions that guided the process evaluation are:

- To what extent has the Blueprint been implemented in the way it was designed?
 - To what extent have the governance, resource allocations and system level supports been implemented as planned? What were the enablers and barriers?
 - To what extent has the Blueprint optimised integrated responses to DFV prevention, early intervention, victim and perpetrator responses? What were the enablers and barriers?
 - Has the strategy improved equity and access to victim and perpetrator services?
 - To what extent has the establishment of system level supports (including: partnerships, monitoring and program evaluation) been implemented as planned?
 - To what extent has the Blueprint been rolled out within budget, is sustainable and has explored impact investing?

Several different data sources were drawn on to develop a picture of how the Blueprint was implemented and the factors affecting its implementation. The data sources include:

- Policy documents
- Stakeholder views from face to face consultations
- Stakeholder survey (outlined in further detail below)
- Secondary administrative program data on program outputs
- Financial data.

Document review

The document review focused on the analysis of documents produced as part of the implementation of the Blueprint, including:

- Blueprint annual report cards
- Blueprint annual reports (2016-17 Annual Report, 2017-18 Annual Report and draft 2018-19 Annual Report)
- Key strategic documents and evaluation plans, including the *NSW DFV Prevention and Early Intervention Strategy 2017-2021*²⁴, the Innovation Fund, and the DFV Service System Redesign recommendations paper²⁵
- Evaluations of major programs and key actions under the Blueprint.

Stakeholder consultation

Stakeholders were consulted from September to December 2019 to ascertain their views on the implementation of the reform, the impact of the Blueprint across the state, success and challenges, and areas for the future. Face to face consultation with stakeholders occurred through the following methods:

- Interviews were conducted with 34 stakeholders. These included relevant government agencies, community sector leaders and peak networks, and strategic leaders, such as academics and government leaders in other jurisdictions.
- Focus groups were conducted with six regional bodies.
- A full list of stakeholders consulted can be found at Appendix E.

²⁴ NSW Government (2017), *NSW DFV Prevention and Early Intervention Strategy 2017-2021*. Available at: www.women.nsw.gov.au/__data/assets/pdf_file/0010/388846/dfv-prevention-intervention-strategy.pdf

²⁵ Nous Group (2017), *Domestic and Family Violence Service System Redesign: Recommendations Paper*, Women NSW. Available at: https://www.facs.nsw.gov.au/__data/assets/pdf_file/0005/641705/DFV-Service-System-Redesign-Recommendations-Paper.pdf

Stakeholder survey

To allow a greater number of people working in the sector to participate in the evaluation, and to understand service level and community impacts from the perspective of workers delivering services, a stakeholder survey was developed. The online survey was developed in collaboration with the non-government sector in October 2019. The survey link was distributed via a range of government and peak networks and aimed to capture the views of service managers and frontline workers who worked in the DFV sector or related areas. The survey remained open for responses for a three week period and closed on 6 December 2019.

The survey was qualitative in nature, asking 39 single and multi-response, Likert scale, and free-text questions. There were 901 responses to the survey; of these, 600 were included in the sample for analysis. The 301 responses that were not included were based on an eligibility criterion that respondents provide services, either directly or indirectly, to people who have experienced or perpetrated DFV.

Administrative data

Program flow information (such as number of referrals or occasions of service) was analysed to understand the outputs from the Blueprint. The source of the data is referenced throughout this document. In some situations, these data were drawn from program evaluations.

Cost review

Financial information related to the Blueprint was requested for a cost review. It was found that this data was incomplete and inconsistent and did not reflect an accurate picture of budgeted and actual expenditure. This information is not currently available publicly and has not been included in the report.

This report provides qualitative commentary on whether impact investing has been explored.

2.2.2 Outcomes evaluation

The outcomes evaluation was designed to comment on the outcomes being achieved in the DFV system. The questions that guided the outcomes analysis were:

To what extent has the Blueprint been effective and efficient in achieving its objectives, particularly in relation to the outcomes identified in the DFV Outcomes Framework?

- Are community attitudes on DFV changing?
- Do perpetrators face timely consequences?
- Are DFV victims showing increased confidence in the system and a greater willingness to engage with services?
- Did we achieve a fall in the number of DFV-related deaths and DFV reoffending?
- Are people affected by, or who are at risk of, domestic violence safer?
- Was the Blueprint an effective use of government resources?
- What were the system level impacts of any partnerships, governance arrangements and monitoring and evaluation established as part of the Blueprint?

As a starting point, the outcomes analysis used the DFV Outcomes Framework. This framework, as noted in the introductory section of this report, specifies a set of outcome indicators and measures for the DFV system mapped against each of the six priority areas. Under the Blueprint, government established the Dashboard to monitor outcomes.

In the outcomes evaluation, data sources include administrative data aligned to the DFV Outcomes Framework (and the Dashboard). Administrative data sources include data from:

- NSW Bureau of Crime Statistics and Research
- Corrective Services NSW
- NSW Police Force
- Women NSW
- Victims Services
- Legal Aid NSW

- Australia's National Research Organisation for Women's Safety's (ANROWS') National Community Attitudes to Violence Against Women Survey (NCAS).

To understand the findings and the context of the findings, information is also drawn from:

- The document review
- Analysis of stakeholder views from face to face consultations as well as the survey findings.

2.2.3 Future directions

At this mid-point of the Blueprint, it is timely to consider what is working well, what the gaps are, and what areas could be considered for future directions. The questions that guided the outcomes analysis were:

- What are the gaps in the mix of programs and services and opportunities to address these gaps?
- What are the priority areas going into the future?
- Are there potential cost efficiencies through improved service delivery?

The data sources for this analysis include:

- Document review
- Stakeholder consultation
- Stakeholder survey.

2.3 Reform ‘program logic’

One of the first tasks within the evaluation was to examine whether a program logic existed and was being used for the Blueprint. Under the DFV Outcomes Framework, a program logic was developed and drafted and there was extensive consultation across government and the sector around indicators and outcomes. At the time it was constructed the DFV Outcomes Framework was a significant step forward in agreeing on common goals, outcomes and measures for DFV in NSW.

The DFV Outcomes Framework includes six ‘Tier one’ outcomes that align to each of the Blueprint domains. Under these outcomes are ‘Tier two’ outcomes which describe the intended change and impact from government actions to address DFV. A high level logic model is also included in the DFV Outcomes Framework shown below in the following figure.

Figure 4: Outcomes framework Blueprint program logic

	Inputs	Activities And Outputs	Outcomes - Short Term*	Outcomes - Medium And Long Term	Overarching Commitment
	<i>Blueprint actions</i>	<i>Headline measures</i>	<i>Headline indicators</i>	<i>The Framework Tier 1 and Tier 2 outcomes</i>	
Primary prevention	<i>Blueprint actions related to primary prevention</i>	% of survey respondents whose most recent incident of physical assault or face-to-face threatened assault was reported to police(allows for calculation of under-reporting rate)	Decrease in underreporting rates	Violence and abuse in relationships is not tolerated	People are safe from DFV
Early intervention	<i>Blueprint actions related to early intervention</i>	# and rate of recorded DV related assault incidents by Local Government Area, rate per 100,000	Decrease in the prevalence of DFV among at-risk cohorts (this may initially increase if reporting rates increase)	People at higher risk of DFV are identified and supported so that the cycle of violence is stopped	
Supporting victims	<i>Blueprint actions related to supporting victims</i>	Blueprint actions related to supporting victims % of victims (and % of children) who experience DFV who are re-victimised within 12 months	Decrease in re-victimisation rates	Victims are safe and can choose to access supports that meet their needs and preferences	
Perpetrator accountability	<i>Blueprint actions related to perpetrator accountability</i>	% of DFV assault offenders reoffending within 12 months (Premier’s Priority)	Reduction in the proportion of domestic violence perpetrators reoffending by 25% by 2021 (based on the 2019 cohort of DFV offenders)	The violent and abusive behaviour of perpetrators is stopped	
Service quality	<i>Blueprint actions related to service quality</i>	<i>Example measures</i>	<i>Example indicators</i>	<i>The Framework Tier 1 outcomes</i>	
	<i>Blueprint actions related to service quality</i>	# of services and programs that have been evaluated	The evidence base on what works increases	Services are evidence-based and continuously improve by learning from best practice	
System improvement	<i>Blueprint actions related to system improvement</i>	# and % of clients who have been identified as being at serious threat (to their life, health or safety due to DFV) whose identified service needs are met within the specified timeframe	Increase in coordination of service delivery between agencies	Government agencies work cohesively and are held accountable to meet the needs of their clients	

Source: Program Logic from the Domestic and Family Violence Outcomes Framework

* Indicates when data is available i.e. short term

Source: Blueprint DFV Outcomes framework

The following observations can be made regarding the specification of the logic model in the DFV Outcomes Framework:

- In this model, there is a list of ‘inputs’ which are defined as ‘Blueprint actions’; ‘activities and outputs’ which are specified as ‘headline measures’; and short term outcomes which are specified as ‘headline indicators’. The classification of inputs, outputs, and outcomes has been refreshed and further refined in this report and is further explained below.
- The timeframes within the logic model of short term, medium term and long term reflect the timeframes around availability of data not when change is expected to be seen. Hence timeframes were not set for outputs or for outcomes nor were targets set in the DFV Outcomes Framework.

- For some outcomes, there is a lack of alignment (within the Framework) between the actions, outputs and outcome measurement. That is, it is not clear that there is a connection between these components. Part of this can be attributed to the fact that the first iteration of the DFV Outcomes Framework was to rely on existing data²⁶ and move towards outcomes measures in the future. For example, while the ‘medium term outcome specifies that ‘Primary prevention addresses the additional causes of violence in Aboriginal communities and breaks the cycle of intergenerational violence’, it is less clear what actions align with this outcome.
- The theory of change, and evidence base behind some outcomes, is not always apparent; for example; ‘Social norms and structures acknowledge and address DFV stigma and promote healthy relationships’. It is unclear what leads to the ‘promotion of healthy relationships’.

For the purposes of this evaluation, the program logic model has been revised taking into account the points above and in line with NSW Government Evaluation Guidelines²⁷. In the refreshed logic model (shown in the figure below and outlined in full at Appendix D), the following approach has been adopted:

- Inputs have been defined as financial and human resources
- Outputs have been defined as activities and Blueprint actions
- Outcomes are the intended impact from the inputs and outputs. Within this report, the ‘outcomes’ defined in the DFV Outcome Framework have been included. When the measures which were specified in the outcomes framework refer to activities and outputs, they are included in this report under the process evaluation section (rather than the outcomes section).

Figure 5: Refreshed Blueprint program logic

Domains	Inputs	Activities And Outputs	Outcomes*	Overarching Commitment
		<i>Blueprint actions</i>	<i>The Framework Tier 1 and Tier 2 outcomes</i>	
Primary prevention	Capital and Human Resources	Blueprint actions related to primary prevention such as: <ul style="list-style-type: none"> • Launch innovation fund to support primary prevention • Evaluate funded prevention initiatives 	Violence and abuse in relationships is not tolerated	People are safe from DFV
Early intervention		Blueprint actions related to early intervention such as: <ul style="list-style-type: none"> • Launch innovation fund to support early intervention • Expand tackling violence • Develop a NSW prevention and early intervention strategy 	People at higher risk of DFV are identified and supported so that the cycle of violence is stopped	
Supporting victims		Blueprint actions related to supporting victims such as: <ul style="list-style-type: none"> • Launch innovation fund to support this action • Continue the significant investment in Social Housing • Increase support for frontline Women’s Domestic Violence Court Advocacy Service 	Victims are safe and can choose to access supports that meet their needs and preferences	
Perpetrator accountability		Blueprint actions related to perpetrator accountability such as: <ul style="list-style-type: none"> • Increase and improve behaviour change interventions for higher-risk domestic and family violence offenders • Rollout the first two Police High Risk Offender Teams 	The violent and abusive behaviour of perpetrators is stopped	
		<i>Blueprint actions</i>	<i>The Framework Tier 1 outcomes</i>	
Service quality		Blueprint actions related to service quality such as: <ul style="list-style-type: none"> • Review the Minimum Standards for Men’s Behaviour Change programs • Embed evaluation into all NSW Government funded DFV services 	Services are evidence-based and continuously improve by learning from best practice	
System improvement		Blueprint actions related to system improvement such as: <ul style="list-style-type: none"> • Review and improve regional governance • Enable opportunities for NSW co-investment with Commonwealth and private sector 	Government agencies work cohesively and are held accountable to meet the needs of their clients	

Source: KPMG adaptation of the Program Logic from the Domestic and Family Violence Outcomes Framework
 * Further work needs to be done to determine timeframe for outcomes.

²⁶ NSW Department of Finance, Services & Innovation (2017), The Human Services Outcomes Framework, NSW Government.

²⁷ NSW Government Program Evaluation Guidelines January 2016. On the web at: https://arp.nsw.gov.au/assets/ars/f506555395/NSW-Government-Program-Evaluation-Guideline-January-2016_1.pdf

After analysis of what would be included in the logic model, the Blueprint logic model was populated. It was apparent that, until recently, the inputs and outputs for the Blueprint had not been mapped. Given these data limitations at this point in time, the logic model is not complete and there are significant gaps.



RECOMMENDATION

Design timeframes and performance expectations into future DFV reform

In the next DFV reform, include timeframes for achievement of outcomes, set expectations for performance (including volume of program outputs), and clearly link actions to outcomes (including timing and metrics in practical implementation plans, aligning with recommendations by the Australian National Audit Office in their review of the National Plan²⁸).

2.4 Strengths and limitations of the evaluation

The evaluation has a number of methodological strengths: it draws information from multiple data sources, using multiple data collection methods to assess implementation at a particular point in time. Drawing on the range of information sources, the information is triangulated to assess progress of implementation. There was comprehensive stakeholder assessment and several methods, including face to face interviews that were conducted in order to be able to capture the views of the sector. In addition, the outcomes analysis has included administrative data from a number of different government departments.

There are also limitations of the evaluation methods. These limitations include: scope, attribution, the counterfactual, and data availability and quality.

Attribution

In the absence of a comparison, it is difficult to attribute the changes observed solely as the result of the Blueprint. As the intervention is a system level reform, it is difficult to differentiate the effects of the Blueprint reform from other initiatives operating alongside and in parallel to the implementation of the Blueprint. There are a broad range of initiatives operating at the state and national level to address DFV which are also expected to have an impact on and influence observed changes in outcomes.

Considering the breadth of parallel DFV work underway in addition to the Blueprint, and the lack of a comparison group/reform, it is recognised within the analysis that the changes observed may not be a result of the Blueprint alone. In addition, as part of the consultation process, KPMG asked stakeholders to comment on the potential effects of other factors in the policy context.

Counterfactual

Another important issue for an outcome evaluation is to consider the counterfactual, or what would have happened if the Blueprint was not put in place.

The outcomes analysis for the Blueprint is not able to use a counterfactual for a number of reasons. With a whole-of-government reform, there are methodological limitations in establishing a counterfactual.

While using another jurisdiction is an option for a counterfactual, there are limits to the approach. Other jurisdictions have multiple different influences, proceed with reforms at different paces, and different elements have been put in place in different contexts. In addition, many jurisdictions have been impacted by high profile DFV-related deaths reported in the media. In the Australian context, there is no comparative jurisdiction within Australia which has not had any DFV reforms in place.

Given the challenge in establishing a counterfactual, KPMG has considered multiple forms of information, trend analysis of administrative data over time and stakeholder commentary on the direction of government before and after the release of the Blueprint.

²⁸ Australian National Audit Office (2019), Coordination and Targeting of Domestic Violence Funding and Actions, Auditor-General Report No.45 2018–19, Performance Audit, Commonwealth of Australia.

Lack of a baseline and targets

In the absence of a counterfactual, some research studies would use a baseline. In this circumstance, a baseline was not established at the time the Blueprint was announced. Apart from the Premier's Priority on reducing reoffending²⁹, targets were not established as part of the DFV Outcomes Framework.

Survey

As noted above, the survey link was distributed via a range of government and peak networks and aimed to capture the views of service managers and frontline workers who worked in the DFV sector or related areas. The survey had 600 usable responses. However, the size of the workforce is not known, so the response rate cannot be determined. It is unknown if there was any systematic bias in the profile of respondents and if this had the potential to impact on survey responses related to equity and access.

Data availability and quality of financial data

The assessment of outcomes is based almost entirely upon administrative government data. When the data categories have not changed over time and the data is available, trends have been analysed over a six year period. Missing data has, for the most part, not been reported to KPMG, therefore it is not possible to assess the completeness of administrative data. It is noted that the Dashboard does not include information on missing data.

There are limitations in the quality and availability of the financial data. The information is highly limited in terms of supporting a detailed analysis of the cost review evaluation questions. The key reasons for this are:

- There is limited financial data available in the public domain
- There are substantial gaps in the financial data made available to KPMG
- There are challenges in aligning the financial data with the Blueprint pillars.

Given these limitations, the outcomes analysis works with the data that is available in order to propose improved data collection for financial data into the future.

²⁹ As of 2019, the Premier's Priority aims to reduce the number of domestic violence reoffenders by 25 per cent by 2023. Prior to this, the Priority was to reduce the rate of domestic violence reoffending by 25 per cent by 2019.

The background is a solid green color with a pattern of white, wavy, concentric lines that create a sense of depth and movement, resembling a stylized fingerprint or a series of overlapping ripples. The lines are most prominent on the left side and curve towards the right.

3 Review of DFV reforms

3 Review of DFV reforms

The development of the Blueprint occurred at a time when many parallel reforms to reduce the incidence of DFV were being progressed locally and internationally. This section provides an overview of pivotal reforms that occurred locally, while the following section outlines the Blueprint within the international context.

3.1 Comparison with other jurisdictions

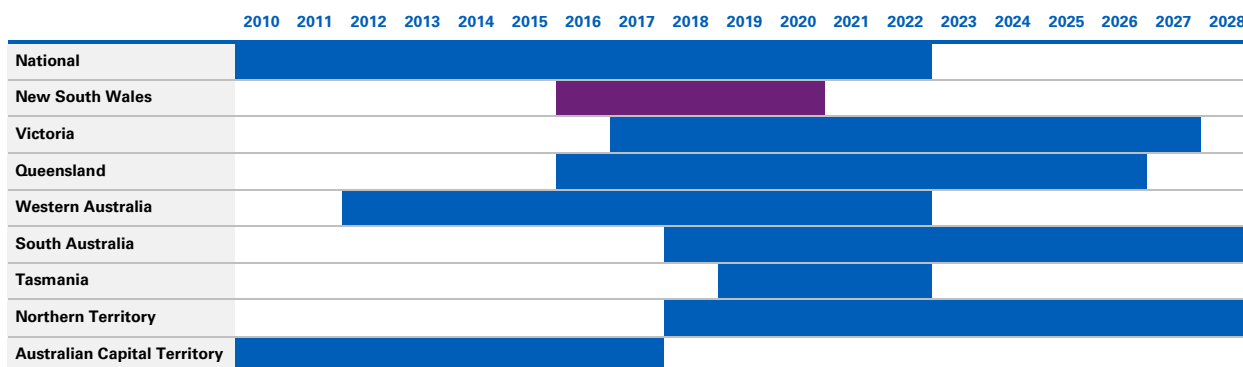


KEY FINDINGS

- A key difference of the Blueprint with a number of plans in other Australian jurisdictions is that the Blueprint did not address the issue of sexual violence. In contrast to the Australian Government, the Northern Territory, South Australia and Tasmania – which released integrated strategies – NSW released the Sexual Assault Strategy to sit alongside the Blueprint.
- A number of jurisdictions focus on a stronger monitoring and research agenda into what works in responding to DFV.
- The NSW approach to Aboriginal family violence is limited compared with some other jurisdictions. For example, Queensland and Victoria, have implemented standalone approaches to respond to DFV among Aboriginal and Torres Strait Islander people, families and communities.
- The needs of children and young people who experience – as well as use – DFV remains a service gap for the Blueprint as well as the strategies of other jurisdictions.

The Australian, state, and territory governments have taken decisive action and committed significant resources towards responding to and preventing DFV, which is headlined by the *National Plan to Reduce Violence against Women and Children 2010–2022* (the National Plan). The National Plan was the first major coordinated response to address DFV. In addition to the National Plan, each jurisdiction in Australia either currently has, or recently finalised, coordinated strategic reform activities to address DFV. Figure 6 identifies the timeframes of the reforms in each jurisdiction that have been initiated. Further information on each reform is available in Table 2 below and greater detail can be found in Appendix B.1.

Figure 6: Jurisdictional DFV strategic activities



Source: KPMG

Jurisdiction	Reform	Date	Key themes	Approach to implementation	Monitoring framework
National	National Plan to Reduce Violence against Women and their Children	2010–2022	<ul style="list-style-type: none"> • Primary Prevention • Early intervention • Safety of Victims • Responding to Violence • Perpetrator Accountability 	Rolling three-year action plans across four phases	<ul style="list-style-type: none"> • Independent Evaluation Plan, with evaluations every three years • Progress reports for each Action Plan published • Australian National Audit Office audit of effectiveness (June 2019)
New South Wales	NSW Domestic and Family Violence Blueprint for Reform	2016–2021	<ul style="list-style-type: none"> • Prevention • Early intervention for vulnerable communities • Supporting victims • Holding perpetrators to account • Delivering quality services • Improving the system 	Actions in two sequences Outcomes and monitoring Framework developed Commitment to evaluate key programs under the Blueprint	<ul style="list-style-type: none"> • Annual Report Cards are published, outlining significant achievement in the reporting period.
Victoria	Ending Family Violence: Victoria’s Plan for Change	2017–2027	<ul style="list-style-type: none"> • Primary Prevention • Support and Safety • Coordination 	Rolling three year action plans	<ul style="list-style-type: none"> • Dedicated funding for consistent evaluation to track outcomes
Victoria	Free From Violence: Victoria’s strategy to prevent family violence and all forms of violence against women	2017–2027	<ul style="list-style-type: none"> • Primary Prevention • Drivers of violence • Unique experiences of Aboriginal people 	Rolling action plans	<ul style="list-style-type: none"> • Commitment to a formal mid-term review • Commitment to a formal evaluation in five years
Western Australia	Family and Domestic Violence Prevention Strategy to 2022	2012–2022	<ul style="list-style-type: none"> • Early Intervention • Victim Safety • Perpetrator Accountability 	Three year action plans across three phases	<ul style="list-style-type: none"> • Annual Achievement Reports • Mid Term Progress Report

Jurisdiction	Reform	Date	Key themes	Approach to implementation	Monitoring framework
Queensland	Domestic and Family Violence Prevention Strategy 2016-2026	2016–2026	<ul style="list-style-type: none"> • Prevention • Early Intervention • Crisis Intervention • Recovery 	Four rolling action plans	<ul style="list-style-type: none"> • Commitment to review and evaluate each action plan • An evaluation framework has been developed • Structured review of 2nd Action Plan published
Queensland	Queensland’s Framework for Action – Reshaping our Approach to Aboriginal and Torres Strait Islander Domestic and Family Violence	2019–2021	<ul style="list-style-type: none"> • Cultural Safety • Early Intervention • Prevention 	Embed new approach into future initiatives	<ul style="list-style-type: none"> • Task a dedicated body to oversee and track progress on addressing Aboriginal and Torres Strait Islander DFV as part of broader government framework • Design and implement a plan to track progress and outcomes • Establish process to monitor and evaluate initiatives in partnership with communities • Ensure that evaluation and monitoring is informed by Aboriginal and Torres Strait Islander perspectives and knowledge
Northern Territory	The Northern Territory’s Domestic, Family & Sexual Violence Reduction Framework	2018–2028	<ul style="list-style-type: none"> • Prevention • Early Intervention • Recovery • Perpetrator accountability • Strengthening the system 	Three action plans	<ul style="list-style-type: none"> • Approach to monitoring and evaluation is not outlined
South Australia	Committed to Safety: A framework for addressing domestic, family and sexual violence in South Australia	Released 2018	<ul style="list-style-type: none"> • Primary prevention • Services and support • Justice 	Actions grouped into short, medium, long term and will be implemented in collaboration with partners across government, not-for-profit sector and community	<ul style="list-style-type: none"> • Progress will be reported on by Chief Executives Groups and at Women’s Safety Minister’s Meetings and yearly roundtables.

Jurisdiction	Reform	Date	Key themes	Approach to implementation	Monitoring framework
Tasmania	Safe Homes, Families, Communities: Tasmania's action plan for family and sexual violence	2019–2022	<ul style="list-style-type: none"> • Primary prevention and early intervention • Response and recovery • Strengthening the service system 	Actions will be delivered by government agencies working with non-government partners	<ul style="list-style-type: none"> • Family Violence Service System Review Report, inclusive of the 2015-2020 plan, released in May 2019
Australian Capital Territory	Prevention of Violence against Women and Children Strategy	2011–2017	<ul style="list-style-type: none"> • Holistic and integrated responses to violence • Diverse experiences of violence • Holding perpetrators accountable • Building the evidence base 	Two implementation plans were fulfilled	<ul style="list-style-type: none"> • No clear evaluation or monitoring outlined.

3.1.1 Relevance to the NSW context

The comparison with other Australian jurisdictions highlighted a number of synergies and differences between other jurisdictions and NSW.

Addressing violence against women as a whole

A key difference of the Blueprint in comparison to a number of plans in other jurisdictions is that it does not include actions and initiatives in response to sexual violence. The National Plan explicitly focuses on violence against women and their children and defines this as including domestic, family, and sexual violence. Other jurisdictions have also consolidated responses to all forms of gender based violence, such as Victoria (*Free From Violence: Victoria's strategy to prevent family violence and all forms of violence against women*), the Northern Territory (Northern Territory's Domestic, Family & Sexual Violence Reduction Framework 2018 – 2028), South Australia (*Committed to Safety: A framework for addressing domestic, family and sexual violence in South Australia*), and Tasmania (*Safe Homes, Families, Communities: Tasmania's action plan for family and sexual violence 2019-2022*). In doing so, these jurisdictions recognise the significant overlap between DFV and sexual violence.³⁰ By contrast, NSW released the Sexual Assault Strategy to sit alongside the Blueprint.

"The siloing [of DFV and sexual assault] has undermined our capacity in NSW to do the work that needs to be done."

Non-government stakeholder

DFV and sexual assault often co-occur. Victims of crime data shows that around one third of sexual assault victims are recorded as co-occurring with DFV.³¹ In addition, the 2016 Personal Safety Survey found that 5.1 per cent of Australian women had experienced sexual violence by a partner, and just under 90 per cent women who experienced sexual assault were assaulted by someone they knew in the most recent incident.³² In 2018, girls and young women aged 15–19 years had the highest rates of reported sexual assault of any sex or age group³³ and there are indications that an increasing number of girls aged 15–17 and young women are victims of violence perpetrated by their partners.³⁴

Importance of implementation, monitoring, and evaluation

Overarching goals of the jurisdictional strategies tend to be longitudinal in nature, which will require changes to entrenched attitudes and behaviours. Most jurisdictions have implemented long-term strategies that extend for a minimum of 10 years to enable long-term and sustained change. The NSW Blueprint, in contrast, is relatively short. Where a jurisdiction has multiple action plans over time, a process of continual improvement has, to date, informed the development of subsequent iterations.

Each jurisdiction recognises the importance of the evidence base to inform the initiation of activities, with monitoring and reporting frameworks established in almost all locations. The Australian National Audit Office's performance audit of the National Plan found that Department of Social Services' (DSS') effectiveness in implementing it is reduced by a lack of attention to implementation planning and performance measurement.³⁵ In response to this, DSS is pursuing a monitoring and reporting plan for the Fourth Action Plan. While NSW contributes to ANROWS'

³⁰ Cox, P. (2015). Sexual assault and domestic violence in the context of co-occurrence and re-victimisation: State of knowledge paper, ANROWS.

³¹ Australian Bureau of Statistics (2019), 4510.0 - Recorded Crime - Victims, Australia, 2018. Available at: www.abs.gov.au/ausstats/abs@.nsf/mf/4510.0.

³² Australian Bureau of Statistics (2017), 4906.0 - Personal Safety, Australia, 2016. Available at: www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/4906.0~2016~Main%20Features~Key%20Findings~1

³³ Australian Bureau of Statistics (2019), 4510.0 - Recorded Crime - Victims, Australia, 2018. Available at: www.abs.gov.au/ausstats/abs@.nsf/mf/4510.0.

³⁴ Australian Bureau of Statistics (2017), 4906.0 - Personal Safety, Australia, 2016. Available at: www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/4906.0~2016~Main%20Features~Key%20Findings~1

³⁵ Australian National Audit Office (2019), Coordination and Targeting of Domestic Violence Funding and Actions, Auditor-General Report No.45 2018–19, Performance Audit, Commonwealth of Australia.

emerging evidence base (via a contribution to the organisation's core funding), some jurisdictions focus on a stronger research agenda into what works in responding to DFV. For example, Victoria is pursuing a number of initiatives relating to improving the evidence base including:

- A long-term research agenda by the Family Violence Research Alliance
- The Victorian Centre for Data Insights having a whole-of-government role to support departments and agencies to improve the way in which they collect information and build data analytics capability.

Responding to Aboriginal people, families, and communities

The NSW Blueprint recognises Aboriginal communities as one of the groups at higher risk of experiencing DFV, and identified several actions to best respond to Aboriginal victims and perpetrators. The National Plan features a National Outcome that *Indigenous communities are strengthened*, with some jurisdictions featuring targeted actions to respond to this cohort. While Aboriginal people are referenced in the Blueprint, when contrasted to the National Plan and its related Action Plans, there are limited references to working with Aboriginal families and communities and supporting Aboriginal-specific organisations to address both intimate partner violence and family violence. The NSW approach is also limited compared with some other jurisdictions, including Queensland and Victoria, which have implemented standalone approaches to respond to DFV among Aboriginal and Torres Strait Islander people, families and communities due to the over-representation in DFV and a lack of culturally sound services and responses. While there are Aboriginal-specific DFV strategies within NSW agencies, such as the NSW Health Aboriginal Family Health Strategy (which will be replaced by a new Aboriginal Family Wellbeing and Violence Prevention Strategy, currently under development), these are not whole-of-government strategies.

Lack of consideration of children and young people as victims in their own right

The needs of children and young people who experience – as well as use – DFV remains a service gap for the Blueprint, as well as the strategies of other jurisdictions. The voices of children and young people are largely absent from this policy, as is consideration of the intricacies and nuances that relate to children and young people.³⁶

“Children should be viewed separately in terms of their rights and the supports offered ... The system should operate on the basis that children's rights are separate.”

Non-government stakeholder

This is despite the COAG Advisory Panel on Reducing Violence Against Women and their Children (COAG Advisory Panel) recommending that governments should ensure the views and experiences of children and young people are taken into account in the scoping, design and evaluation of services and programmes, where appropriate.³⁷ The COAG Advisory Panel also stated that current responses often fail to recognise children of women who experience violence as victims in their own right, with most services being ‘adult-centred’ and not meeting the needs of children and young people nor consulting them on important decisions. Similarly, the Victorian Royal Commission into Family Violence stated a vision of an improved DFV system that incorporates a focus on children and young people, promotes early intervention with families, increases support and better engages them. The Commission stated that that children and young people experiencing DFV should be recognised as victims in their own right; their safety and wellbeing are paramount and their distinct needs should be recognised when planning and delivering responses to family violence.³⁸ This is a significant gap due to the serious and far-reaching consequences DFV can have on children and young people.

³⁶ It is acknowledged that the *Youth Justice Domestic and Family Violence Strategy 2019-2022* focuses on young people who use and/or have experienced DFV, however this reform primarily relates to those who have contact with Youth Justice or may have contact in the future.

³⁷ COAG Advisory Panel on Reducing Violence Against Women and their Children (2016), COAG Advisory Panel on Reducing Violence against Women and their Children – Final Report, Commonwealth of Australia.

³⁸ Royal Commission into Family Violence (2016), Summary and recommendations, State of Victoria. Available at: http://rcfv.archive.royalcommission.vic.gov.au/MediaLibraries/RCFamilyViolence/Reports/RCFV_Full_Report_Interactive.pdf



RECOMMENDATIONS

Strengthen the scope and focus of DFV reforms

In future whole-of-government DFV reform, while continuing the focus on gendered violence, strengthen the approach to DFV through the following:

Include children and young people as victims in their own right and the safety of children and young people as an outcome

Acknowledge children and young people as victims in their own right, incorporate their voices in the reforms that affect them, and explicitly acknowledge their human rights. This could be achieved through a specific lens on children and young people being included within the current reform areas.³⁹

Develop a strategy for strengthening Aboriginal communities and responding to family violence

- Consider developing a specific standalone strategy (in line with the approach taken in Queensland and Victoria) or include within the reform approach a specific focus area on strengthening Aboriginal communities.
- Consider the emerging evidence base from ANROWS, and develop an approach that focuses on healing and promotes a strength-based approach for service responses. Develop a response that is culturally appropriate and is developed in collaboration with Aboriginal communities, and Aboriginal government and non-government agencies.

³⁹ If the scope of DFV is expanded to include sexual violence, then child sexual assault (and potentially historic child sexual assault) may be included under the remit of the reform. It should be noted that significant work is occurring in this space in response to the Royal Commission into Institutional Responses to Child Sexual Abuse,

3.2 Comparison with international examples



KEY FINDINGS

- International jurisdictions have pursued similar initiatives as NSW with strategies operating over similar timeframes to the Blueprint with a focus on preventing violence, providing quality services, and holding perpetrators accountable for their violence.

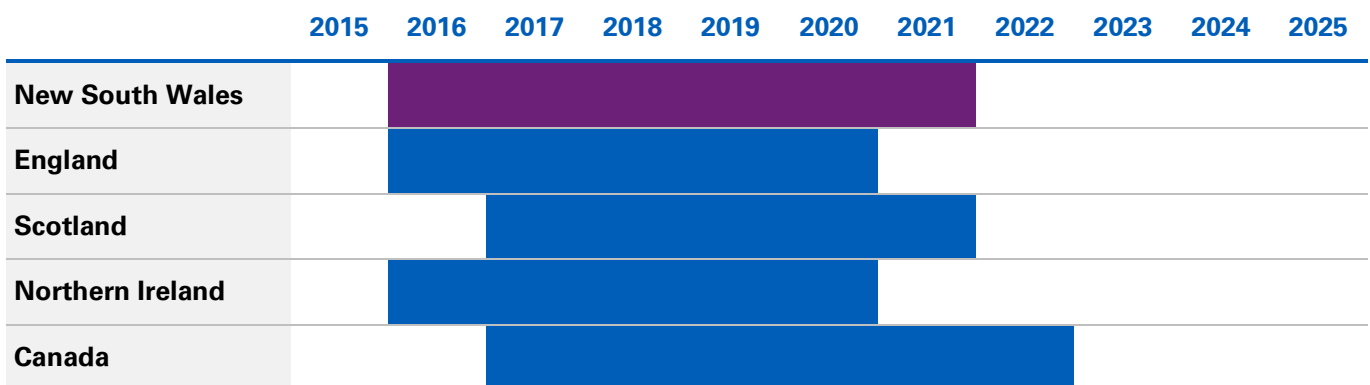
Given DFV impacts individuals across the world, many nations are seeking to introduce or reinforce coordinated strategies to address DFV. This section provides an overview of the selected international examples and how these relate to the NSW context.

The analysis below was informed by a series of face-to-face and telephone interviews with policy experts in each country⁴⁰, as well as a document review. The following jurisdictions were selected for analysis as they have a similar political and government context as NSW/Australia, similar community attitudes towards DFV, and governments released DFV reforms at the same – or at a similar – time as the Blueprint:

- England’s Ending Violence Against Women and Girls Strategy
- Scotland’s Equally Safe: Scotland’s Strategy to Eradicate Violence against Women and Girls
- Northern Ireland’s Stopping Domestic and Sexual Violence and Abuse in Northern Ireland
- Canada’s It’s Time: Canada’s Strategy to Prevent and Address Gender-Based Violence.

Figure 7 identifies the timeframes of the reforms in each jurisdiction. Further information on each reform is available in Table 3 below and greater detail can be found in Appendix B.2.

Figure 7: Timing of International DFV strategic reforms



Source: KPMG

⁴⁰ These interviews were conducted by Liz Forsyth, KPMG’s Global Lead for Human and Social Services (which covers the United Kingdom, United States, Canada, Germany, India, South Africa and New Zealand). Face-to-face interviews leveraged her existing travel plans.

Jurisdiction	Reform	Date	Key themes	Monitoring framework
United Kingdom – England	<i>Ending Violence Against Women and Girls Strategy</i>	2016–2020	<ul style="list-style-type: none"> Preventing violence abuse Provision of services Working in partnership Pursuing perpetrators 	<ul style="list-style-type: none"> Progress update published in 2019 which led to the release of a Strategy Refresh in 2019
United Kingdom - Scotland	<i>Equally Safe: Scotland’s Strategy to Eradicate Violence against Women and Girls</i>	2017–2021	<ul style="list-style-type: none"> Primary prevention Capacity and capability Justice 	<ul style="list-style-type: none"> Developed a suite of outcomes and indicators, to track progress at a local and national level Annual reporting of progress
United Kingdom – Northern Ireland	<i>Stopping Domestic and Sexual Violence and Abuse in Northern Ireland</i>	2016–2020	<ul style="list-style-type: none"> Driving change through cooperation and leaderships Prevention and early intervention Delivering change through responsive services Support Protection and justice 	<ul style="list-style-type: none"> Outcomes based approach to evaluation Comprehensive mid-term review
Canada	<i>It’s Time: Canada’s Strategy to Prevent and Address Gender-Based Violence</i>	2017	<ul style="list-style-type: none"> Prevention Support for survivors and their families Promotion of responsive legal and justice systems 	<ul style="list-style-type: none"> Annual progress reports

Source: KPMG

3.2.1 Relevance to the NSW context

The comparison with international examples highlighted a number of synergies between international strategies and NSW.

Differing definitions of DFV

The definition of violence, and therefore the scope of policy and program responses, differs between international jurisdictions and NSW. All international jurisdictions considered had a broader remit of violence than NSW. While the definition contained within the *Crimes (Domestic and Personal Violence) Act 2007* is comprehensive, the Blueprint predominantly focuses on intimate partner violence. Further, sexual violence is addressed in a separate strategy. By contrast, both England’s and Scotland’s strategies aim to end all forms of violence against women and girls, Northern Ireland focuses on both domestic and sexual violence and abuse, and Canada’s strategy relates to gender-based violence.

In addition, in 2019 Scotland introduced legislation that criminalised psychological domestic abuse and coercive and controlling behaviour. It includes a specific statutory sentencing aggravation to reflect the harm that can be caused to children growing up in an environment where domestic abuse takes place.

Further, Northern Ireland includes children and young people within its definition of DFV and therefore within the scope of their DFV policy. For example, Northern Ireland recently submitted the *Domestic Abuse Bill 2019* to Parliament which proposes expanding definitions of DFV to include psychological, emotional and financial abuse as well as children-on-children abuse and elder abuse. Further, the stakeholder interviewed reported that the priorities for DFV in Northern Ireland in the future include matters relating to child sexual assault, such as changing language relating to ‘up-skirting’ and ‘child prostitution’ to be considered child sexual exploitation.

International jurisdictions have pursued similar initiatives to NSW

Despite the differences in definitions, focus areas of the international jurisdictions analysed largely align with NSW. All included consideration of how DFV can be prevented, sought to respond to both victims and perpetrators of DFV, and improve quality of services in the DFV system.

Figure 8: Comparison of DFV reform priority areas

	NSW	UK	Wales	Scotland	Northern Ireland	Canada
Prevention and early intervention	■	■	■	■	■	■
Improving services	■	■			■	
Supporting victims	■		■		■	■
Justice for perpetrators	■	■	■	■	■	■
Collaboration		■			■	
Capacity and capability				■		
Improving the system	■					

Source: KPMG

Investment for gender equality

Supporting Canada’s strategy is a broader government focus on gender equality. Gender budgeting is a foundational element of the Canadian Government’s plan to improve equality.⁴¹ In their 2018 Budget, the Canadian Government performed gender-based analysis for every single budget measure and included gender-based information for the main budget measures. In their 2019 Budget, the Canadian Government incorporates gender-based analysis in the policy development process. This is an analytical process used to assess how diverse groups of women, men, and non-binary people may experience policies, programs and initiatives. Key gender results indicators are included for a range of policy areas, including education, economic participation, leadership, justice (including violence), poverty, and health and wellbeing. It is worth noting that similar gender-based analyses of government investment has been conducted by non-government organisations in Australia in the past.⁴²

⁴¹ Government of Canada (2019), ‘Gender Equality Statement’, Budget 2019. Available at: <https://www.budget.gc.ca/2019/docs/plan/chap-05-en.html>

⁴² For example, National Foundation for Australian Women (2018), Gender lens on the Budget 2018–2019. Available at: http://genderinstitute.anu.edu.au/sites/default/files/docs/2018_docs/Gender%20Lens%20on%20the%202018-19%20Budget.pdf

4 Process Evaluation

The background of the slide is a solid red color. On the right side, there is a large, stylized graphic consisting of numerous thin, white, concentric lines that curve inward from the right edge, creating a sense of depth and movement. The lines are more densely packed in some areas and more spread out in others, forming a shape that resembles a stylized 'C' or a partial circle.

4 Process Evaluation

4.1 Progress to date

KEY FINDINGS

- The Blueprint has been implemented as intended. Of the 49 actions, 37 are now complete (79 per cent). Eleven of the remaining actions are underway with only one action unable to be delivered within original timeframes.



The financial year (FY) 2016-17 NSW Budget included allocation of “more than \$300 million over four years to the specialist domestic and family violence response”, which was seen to more than double the investment in specialist DFV services and initiatives at the time.⁴³ This investment was increased to \$431 million over four years in the 2019–20 budget.⁴⁴

The Blueprint comprises 49 actions across six priority action areas. The timeframe for implementation of the actions varies, with 35 to be implemented within the first year (FY2016/17), and the remaining 13 to be implemented from FY2017/18 and beyond.

Overall, the implementing agencies, led by Women NSW, have implemented 37 of 49 actions within the Blueprint. Eleven of the remaining actions are underway with only one action unable to be delivered within original timeframes. Given the scale and complexity of the reform, the delivery and implementation to date is commendable, a sentiment echoed during consultations with stakeholders both internal and external to government.

“We need more action but we are moving in the right direction. It’s positive that it’s on the government agenda.”

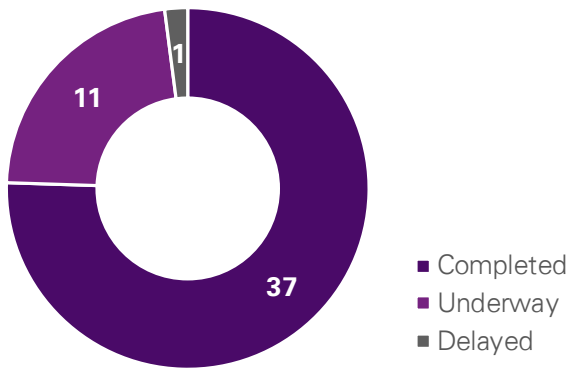
Non-government stakeholder

⁴³ NSW Government (2017), Domestic and Family Violence Blueprint, Women NSW. Available at <https://www.women.nsw.gov.au/strategies-and-resources/nsw-domestic-and-family-violence/domestic-and-family-violence-blueprint>

⁴⁴ NSW Government (2019), NSW Domestic and Family Violence Blueprint for Reform: Safer Lives for Women, Men and Children: Annual Report Card 2018-19. Available at: https://www.women.nsw.gov.au/_data/assets/pdf_file/0006/765438/The-NSW-Domestic-and-Family-Violence-Blueprint-for-Reform-Annual-Report-Card-2018-19-Year-Three.pdf

The breakdown of the Blueprint action status is shown in the figure below.

Figure 9: Blueprint action status



Source: NSW Government, Blueprint Annual Report Card and KPMG

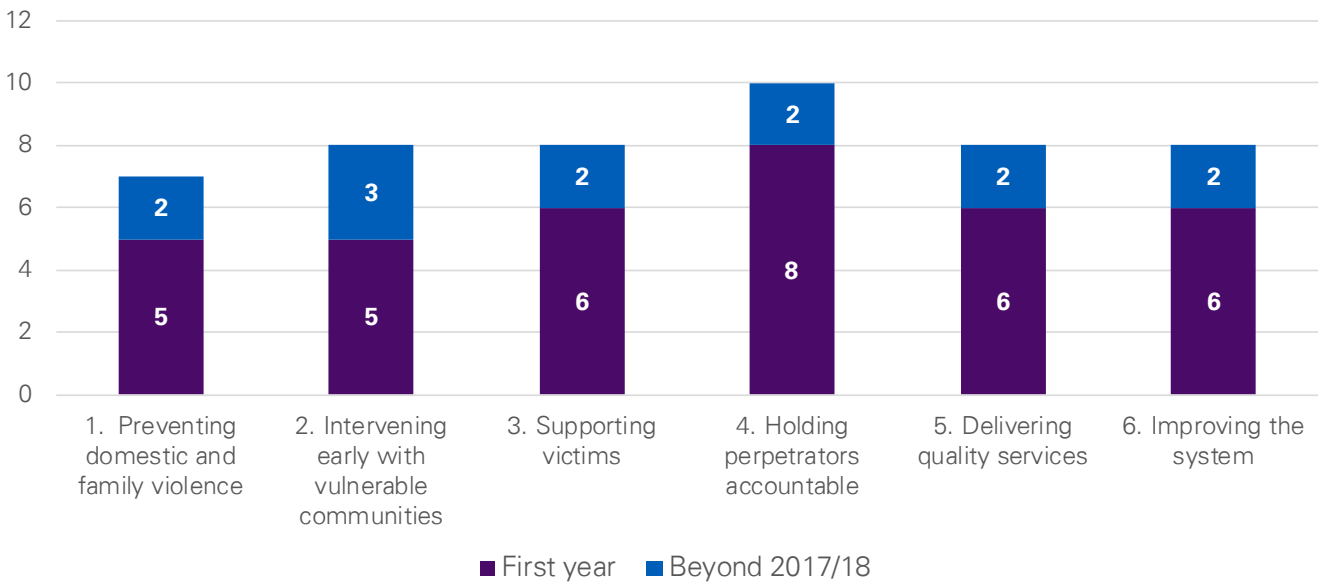
The definitions for these categories are as follows:

- Actions that are implemented are considered completed.
- Actions that have commenced are considered to be underway.
- Actions that are not on-track to be delivered within their original timeframes are considered delayed.

It should be noted that these categorisations align with those used by Women NSW in the annual reporting for the Blueprint. There are limitations with this approach, namely that the timeframes for individual actions are unclear. For example, some actions may have been implemented and then activity has ceased, whereas some actions may be considered to be ongoing work. In future DFV reforms, there should be clear timeframes assigned to activities to ensure that they are measurable.

The figure below shows the Blueprint actions by priority area and expected timeframe.

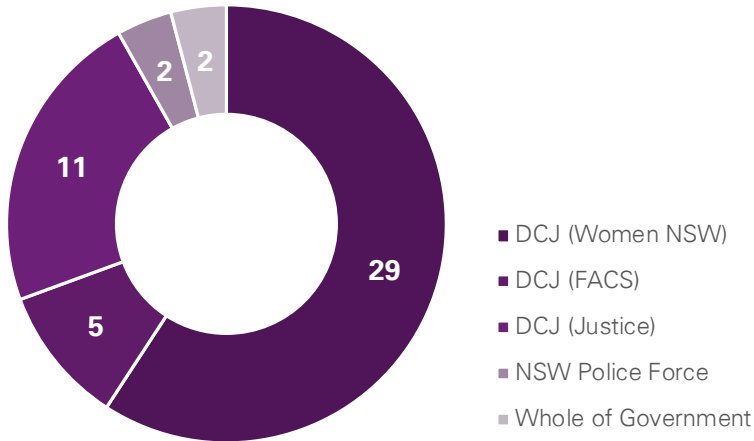
Figure 10: Blueprint actions and initiatives by priority area and expected timeframe



Source: NSW Government, Domestic and Family Violence Blueprint for Reform 2016-2021: Safer lives for women, men and children

Women NSW is responsible for implementing the majority of actions under the Blueprint, followed by other agencies within the Department.⁴⁵ There are two actions for the NSW Police Force and two whole-of-government actions. The breakdown of Blueprint actions by responsible government agency is shown in the figure below.

Figure 11: Blueprint actions by responsible government agency



Source: NSW Government, *Blueprint Annual Report Card and Women NSW*

The following sections outline progress against achieving the initiatives and actions under each of the priority areas. A complete list of actions and their status are available at Appendix C.

⁴⁵ Women NSW is a policy unit within the Department.

1

Priority area 1: Preventing DFV – Violence is prevented through changes in attitudes, social norms and structures that underpin DFV.

This priority area features seven individual actions. Six of these seven actions are now complete, with the remaining action underway. Table 4 shows progress of actions in relation to this priority area.

Table 2: Progress of actions under priority area 1

Complete	
<ul style="list-style-type: none"> • Launch an Innovation Fund to support primary prevention initiatives • Develop a NSW prevention and early intervention strategy to set a coordinated agenda for violence prevention activities at a local level across NSW • Hold community domestic and family violence forums including in rural, regional and high risk communities • Design a NSW research agenda to measure violence supportive attitudes • Implement the Third Action Plan of the National Plan to Reduce Violence Against Women & Their Children 2010-2022 • Integrate violence prevention into NSW Government workplaces by supporting policies that promote non-violence 	
Underway	Delayed
<ul style="list-style-type: none"> • Evaluate funded early intervention initiatives 	<ul style="list-style-type: none"> • Nil

Source: NSW Government, Blueprint Annual Report Card

Progress of actions under priority area 1

The flagship program, which spans across multiple priority areas, was the launch of a **DFV Innovation Fund**. The Innovation Fund focuses on unique and innovative projects aimed at supporting new and innovative approaches to preventing or responding to DFV in NSW. Round 1 of the Innovation Fund provided \$4.8 million in funding for seven projects⁴⁶, with Round 2 funding 13 projects at almost \$12 million⁴⁷. All funded projects are subject to independent evaluations, which are underway.

The Innovation Fund funded six projects focused on preventing DFV through changes in the attitudes, social norms and structures that underpin DFV, these include:

- Respectful Relationships Peer Educators, delivered by People with Disability Australia, which is an accessible sex and relationships education package for women and girls with intellectual disability.
- Toolbox Talks, delivered by Sutherland Shire Family Services and Singleton Family Support Service, which delivers training to employees in the male dominated mining and construction industries on DFV and alternative options and conversations that men can have with their peers around violence.

⁴⁶ Seven projects were funded under Round 1 of the Innovation Fund, to a total of \$4.8 million: Building Access for Women with Disability; Kalypi Paaka Mirika Healing Program; Respectful Relationships Peer Educators; Safe Families; Toolbox Talks; Leaving Prison/Leaving Violence; and, Linking Communities Education Van.

⁴⁷ Round 2 featured 13 projects funded at almost \$12 million: Blackbox Parenting; Early Signals, First Response; Finding Safety; Firmer Foundations; Fixed Address; From the Group Up to Equality; Let’s Talk: Mitigating and responding to the needs of elder abuse; RE-THINK! Anti-Violence Project; Safety Without Borders; Stronger Families, Better Communities; The DV Project; The Key to End Violence; and, The Men’s Accountability Project

- RE-THINK! Anti-Violence Project, delivered by 2Connect Youth and Community, which is a peer educator project to address negative attitudes that underpin DFV affecting young people in culturally and linguistically diverse (CALD) communities.
- The DV Project: 2650, delivered by Wagga Wagga Women's Health Centre, which is a whole of community approach to increase knowledge and challenge attitudes and social norms related to violence and gender inequality.
- The Men's Accountability Project, delivered by Men and Family Centre, which engages men to challenge and change attitudes and behaviours that support violence.
- The Key to End Violence, delivered by White Ribbon Australia⁴⁸, which engages boys and young men to start conversations around gender and violence in their local communities.

The **Prevention and Early Intervention Strategy** has been released and is in the process of being implemented. Under this Strategy, **Respectful Relationships within the Personal Development, Health and Physical Education (PDHPE) syllabus** is compulsory and delivered to senior school children (years 11 and 12). Data indicates a 100 per cent completion rate is recorded, due to the compulsory nature of this course.⁴⁹

Women NSW held **community DFV forums in rural, regional and high-risk communities** during 2016-17 Moorebank, Kiama, Port Macquarie, Muswellbrook, and Luddenham. An additional community forum was held in Heathcote in November 2017 with 70 registered attendees.

In response to the action to **design a NSW research agenda to measure violence supportive attitudes**, the NSW Government engaged the ANROWS to undertake an analysis on the NSW sub-sample of the 2017 NCAS. This analysis was completed in September 2019.

The NSW Government continued to **implement the Third Action Plan of the National Plan to Reduce Violence Against Women and their Children 2010-2022**, through:

- Implementing the Prevention and Early Intervention Strategy
- Investing in community-based men's behaviour change programs (MBCPs)
- The state-wide roll-out of the automatic referral pathway to the Men's Telephone Counselling and Referral Service (MTCRS).

The NSW Government will continue to **evaluate funded prevention initiatives** as the Innovation Fund and other funding sources gain maturity. Evaluation of projects funded under Round 2 of the Innovation Fund are currently underway.

The NSW Government has **integrated violence prevention into workplaces by supporting policies that promote non-violence**, for instance through the introduction of 10 days' paid DFV leave per year for NSW Government sector employees in 2019. A number of government agencies also released their own tailored anti-violence policies and activities, such as NSW Health's Integrated Prevention and Response to Violence, Abuse and Neglect Framework.

⁴⁸ This organisation has since gone into liquidation.

⁴⁹ Education data reported under the DFV Outcomes Framework.

Further key inputs and outputs for this priority area are outlined in the table below.

Table 3: Inputs and outputs to the Blueprint

Input	Outputs
Innovation Fund	<ul style="list-style-type: none"> Six of the 20 projects funded under rounds one and two of the Innovation Fund were primary prevention initiatives.
Prevention and Early Intervention Strategy 2017 – 2021	<ul style="list-style-type: none"> Multisystemic Therapy for Child Abuse and Neglect (MST-CAN) and Functional Family Therapy – Child Welfare (FFT-CW) delivered to 780 families in FY2017-18 and 979 families in 2018-19 979 families accepted into MST-CAN and FFT - CW programs in FY2018-19 across 15 priority locations across the state. 100% completion rate in the compulsory Respectful Relationships within the PDHPE syllabus delivered to senior school children (Years 11 and 12).
Community DFV forums in rural, regional and high-risk communities	<ul style="list-style-type: none"> In FY2016-17, five community forums were held. In FY2017-18 an additional forum was held in Heathcote.
Design a NSW research agenda to measure violence supportive attitudes	<ul style="list-style-type: none"> Supported additional research on community attitudes towards violence against Women in NSW, analysis was completed in September 2019.
Integration of violence prevention into workplaces	<ul style="list-style-type: none"> 10 days paid domestic leave for all NSW Government employees.
Implementation of the Third Action Plan of the National Plan to Reduce Violence Against Women & Their Children 2010-2022	<ul style="list-style-type: none"> Contributed to the development of the <i>Fourth Action Plan of the National Plan to Reduce Violence Against Women and Their Children 2010–2022</i>.

Source: NSW Government, *Blueprint Annual Report Card and KPMG and Blueprint Annual Reports (2017-18 Annual Report and draft 2018-19 Annual Report)*

Summary

Overall stakeholders were of the view that Priority Area 1 has been implemented as intended. However, stakeholders noted that the DFV service system continues to operate as a crisis response, with limited, often ‘piecemeal’, investment in the area of prevention compared to other jurisdictions.

A key challenge for implementation of the Blueprint was that it did not define primary prevention and early intervention. Stakeholders reported that primary prevention and early intervention services in relation to DFV are not prioritised or well understood, particularly in relation to which agency holds lead responsibility to drive change in this area. The Department noted that these elements were defined in documentation approved by the DFV Reforms Delivery Board as part of the Blueprint development process, as well as in the Prevention and Early Intervention Strategy. However, amongst non-government and interagency stakeholders, there remain questions about the use of common language and having a shared understanding, with confusion about what actually constitutes primary, secondary and tertiary prevention.

“We need to look at prevention and early intervention independently. We need to leverage what works rather than trial new things, and look to the Australian Institute of Family Studies, ANROWS, and tertiary institutions that know what works and what doesn’t. In term of the Innovation Fund, two or three big projects would have been better than the tiny spread of grants.”




Non-government stakeholder

2

Priority area 2: Early intervention – Population groups at higher risk of DFV are identified early and supported.

This priority area features eight individual actions. Seven of these actions are now complete, while the remaining action is underway Table 6 shows progress of actions in relation to this priority area.

Table 4: Progress of actions under priority area 2

 Complete	
<ul style="list-style-type: none"> • Launch an innovation fund to support intervention initiatives with individuals and groups who are at risk of domestic and family violence victimisation or perpetration. • Develop a NSW prevention and early intervention strategy to set a coordinated agenda for prevention and early intervention activities, including engagement with organisations representing Aboriginal people, people with disability, the lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) communities, and people from culturally and linguistically diverse backgrounds. • Expand Tackling Violence to new areas with the highest incidence of domestic and family violence and high Aboriginal populations, and introduce workshops with young Aboriginal women. • Target interventions in currently funded services for children and adolescents at risk of domestic and family violence. • Rollout targeted ethical bystander initiatives for high risk communities. • Shift the focus of early intervention initiatives onto those at risk of perpetrating domestic and family violence, for example young people at risk of offending. • Evaluate the Domestic Violence Disclosure Scheme. 	
 Underway	 Delayed
<ul style="list-style-type: none"> • Evaluate funded early intervention initiatives 	<ul style="list-style-type: none"> • Nil

Source: NSW Government, Blueprint Annual Report Card

Progress under priority area 2

The **Innovation Fund has funded five projects focused on early intervention** for individuals and groups who are at risk of DFV victimisation or perpetration. These are:

- Kalypi Paaka Mirika Healing Program, delivered by Maari Ma and the Healing Foundation, which is a culturally relevant program that will equip Aboriginal people to recognise and respond to behaviours that can lead to violence.
- From the Ground Up to Equality, delivered by Arab Council Australia, which aims to challenge specific drivers of violence in the Arabic community.
- Finding Safety, delivered by the Jesuit Refugee Service, works to reduce the incidence of DFV among asylum seekers and refugee women across Western Sydney, through a model of empowerment and increase the capacity of local services to support the target cohort.
- Let’s Talk: Mitigating and responding to the needs of elder abuse, delivered by Relationships Australia NSW, which assists families with conflict resolution where elderly people are involved.
- Safety Without Borders, delivered by Relationships Australia NSW, which provides targeted prevention strategies and early intervention pathways for asylum seeker and refugee communities.

The **Prevention and Early Intervention Strategy** was released in 2017. While at-risk populations (Aboriginal people, people with disability, LGBTIQ communities, and people from culturally and linguistically diverse backgrounds) are explicitly referenced in the Strategy, it does not provide details on the activities supporting them or an agenda for engagement with organisations representing these groups. Furthermore, most stakeholders had limited knowledge of the strategy or Government's early intervention and prevention approach to DFV more broadly.

The prevention and early intervention program **Tackling Violence** has been expanded to 40 football clubs across NSW, of which 29 have signed a commitment to refrain from perpetrating DFV. New educational videos have been developed focussing on social norms and changing attitudes about DFV and women more broadly. The evaluation of the program found that an enabler of effective implementation was the contracted provider's background in DFV training and education, as well as Aboriginal facilitators with DFV content expertise. There remain challenges with the timing for the funding cycle which leaves clubs with limited time to plan and prepare. As the current funding cycle starts in January and the season starts in February, there is limited time to put in preparatory work.

The Blueprint called for **targeted interventions in currently funded services for children and adolescents at risk of DFV**. This action has been completed through a range of pre-existing early intervention supports including:

- Aboriginal supported playgroups, parenting programs, Aboriginal family workers, community capacity building and, partnerships and networks to support Aboriginal families expecting a baby or who have children up to 5 years old, provided under the Aboriginal Child Youth and Family Strategy
- Provision of a broad range of supports including advice, case planning and management, parenting programs, parent support groups, skill-focused groups, counselling and home visits delivered through Child, Youth and Family Support.
- Families who have children up to eight years old. The funding is used for supported playgroups, parenting programs, family workers, community capacity building and partnerships and networks delivered through Families NSW.
- The Getting It Together program, which provides early intervention case management assistance and programs. The program is targeted towards young people 12-25 years old with drug misuse problems.

Targeted ethical bystander initiatives for high risk communities have been rolled out in the anticipated timeframes, this included public awareness campaigns run on traditional and social media, targeting friends, neighbours and professionals. This action which was initiated by NSW Police, commenced prior to the launch of the Blueprint and has continued predominantly within existing funds. An internal evaluation has been undertaken by NSW Police.

The action to **shift the focus of early intervention initiatives onto those at risk of perpetrating DFV, including young people at risk of offending**, is considered complete through funding of two projects under the Innovation Fund. These projects are:

- Stronger Families, Better Communities, which delivers functional family therapy to families with violent adolescents
- Fixed Address, which provides accommodation for perpetrators to keep families safe.

Both projects target men and young people who use violence.

Funded early intervention initiatives are subject to evaluation. Evaluations of early intervention initiatives (which were not funded through the Blueprint) have provided mixed evidence of their effectiveness. For example, the evaluation of Tackling Violence found that the program was not underpinned by a robust theory of change and although positive impacts were reported for individuals and football clubs the impact was not seen in reduction of DFV reoffending⁵⁰. Evaluation of projects funded under Round 2 of the Innovation Fund are currently underway.

Stakeholders reported that roll out and implementation of the **Domestic Violence Disclosure Scheme**, which aimed to reduce the re-victimisation rates, has been challenging. The evaluation revealed the service was infrequently being used, was costly to administer, and there was no evidence that this had improved victim safety. Some stakeholders noted that shifting the management of the scheme to the Women's Domestic Violence Court Advocacy Service (WDVCAS) may be a solution to this issue. Another limitation to the Domestic Violence Disclosure Scheme noted

⁵⁰ ARDT (2019) Tackling violence evaluation. Final Report.

by stakeholders is that it is only able to identify people who are charged or convicted and registered on the NSW Police Force database, but does not track people with Apprehended Domestic Violence Orders (ADVOs).

Further key inputs and outputs for this priority area are outlined in the table below.

Table 5: Inputs and outputs to the Blueprint

Input	Outputs
Innovation Fund	<ul style="list-style-type: none"> • Five of the 20 projects funded were early intervention initiatives.
NSW prevention and early intervention strategy	<ul style="list-style-type: none"> • The Prevention and Early Intervention Strategy developed and launched.
Tackling Violence Expansion	<ul style="list-style-type: none"> • In FY2016-17, Tackling Violence was expanded into nine new communities. By FY2018-19 this had expanded to 40 clubs. • In FY2018-19 DFV awareness sessions were delivered to 20 clubs and 29 clubs signed commitment to refrain from perpetrating DFV. • In FY2017-18, 35 Tackling Violence Education Workshops were held, 31 club presentations delivered, and 27 service visits completed
Targeted Earlier Intervention Program Reform	<ul style="list-style-type: none"> • There are currently five programs that contribute to this response. In FY2017-19, outputs from these programs were listed as follows: <ul style="list-style-type: none"> – Child, Youth & Family Support supporting 85,000 families – Getting it Together supporting 3000 children and young people – Families NSW supporting 30,000 families – Aboriginal Child and Family Strategy supporting 860 families. • Nine centres across NSW were part of the Aboriginal Child and Family Centres program.
Ethical bystander initiative	<ul style="list-style-type: none"> • Launched the ‘No Innocent Bystanders’ community service video campaign with Crime Stoppers NSW.

Source: NSW Government, Blueprint Annual Report Card and KPMG

Summary





Overall stakeholders were of the view that Priority Area 2 has been implemented as intended.

3

Priority area 3: Supporting victims – Timely and appropriate services are available to keep victims safe, increase their resilience and meet their needs.

All actions under this priority area have been completed. Table 8 shows progress of actions in relation to this priority area.

Table 6: Progress of actions under priority area 3

 Complete	 Delayed
<ul style="list-style-type: none"> • Launch an Innovation Fund to support innovative crisis responses to improve victim safety and recovery. • Continue the state-wide rollout of Safer Pathway to 21 new sites, while continuing the evaluation currently underway. • Extend Safer Pathway support to male victims. • Increase support for frontline Women's Domestic Violence Court Advocacy Service to meet new demand from increased Police referrals. • Conduct an inter-agency review of the domestic and family violence service system to improve outcomes for victims and offenders, better integrate existing programs and ensure the sustainability of the system. • Continue the significant investment in social housing to ensure victims have accommodation options when they leave a violent relationship. • Continue the state-wide rollout of Safer Pathway informed by the evaluation. • Advocate for ongoing Commonwealth funding of homelessness services beyond the life of the current National Partnership Agreement on Homelessness. 	<ul style="list-style-type: none"> • Nil
 Underway	 Delayed
<ul style="list-style-type: none"> • Nil 	<ul style="list-style-type: none"> • Nil

Source: NSW Government, Blueprint Annual Report Card and KPMG

Progress under priority area 3

The **Innovation Fund has funded nine projects that respond to crisis** to improve victim safety and recovery:

- Safe Families, delivered by RSPCA NSW and Dignity, which supports DFV refugees to accommodate victims and their pets together.
- Leaving Prison/Leaving Violence, delivered by Community Restorative Centre, which addresses post-release issues that impact on the likelihood of women returning to a violent situation. This may include practical considerations (housing and financial resources), establishing links to positive relationships and communities, as well as support to address complex trauma.
- Linking Communities Education Van, delivered by Linking Communities Network, which brings DFV education and support services to communities in the rural/remote Western Murrumbidgee region.
- Building Access for Women with Disability – delivered by People with Disability Australia, Domestic Violence NSW, and Women’s Community Shelters – which provide DFV services with information, support and resources to increase the accessibility of services for women with disability.
- Early Signals. First Responses, delivered by Early Childhood Australia, which aims to build the capacity of the early childhood sector to identify and respond to children who have been exposed to DFV.
- Black Box Parenting, delivered by Grand Pacific Health, which is a train-the-trainer program that enables clinicians to deliver a parenting program focused on restoring attachment relationships with their child/ren following violence.

- Firmer Foundations, delivered by Good Shepherd Australia New Zealand, which builds financial wellbeing of women and increases their capacity to leave DFV situations.
- Fixed Address, delivered by Kempsey Families Inc., which provides a coordinated approach to the delivery of accommodation for perpetrators of DFV.
- Stronger Families, Better Communities, delivered by Children Australia (OzChild), which delivers functional family therapy that addresses the complexities associated with adolescent violence.

Safer Pathway was initiated prior to the Blueprint but, with \$53 million additional funding under the Blueprint over four years, the model has been **rolled out state-wide** to 48 sites and has been **independently evaluated**. Furthermore, Safer Pathway has **extended supports for male victims** of DFV.

The five key components of Safer Pathway are:

1. Domestic Violence Safety Assessment Tool (DVSAT) – common risk assessment tool that uses evidence-based criteria to assess the threat level.
2. Central Referral Point (CRP) – an electronic platform that automatically refers incidents of DFV uploaded by NSW Police Force to Local Coordination Points.
3. Local Coordination Points (LCPs) and Local Support Services (LSSs) – contact victims after referral to re-administer the DVSAT and provide safety planning and case coordination. LCPs are for female victims and are hosted by the Women’s Domestic Violence Court Advocacy Services. LSSs are for male victims and are hosted by a range of non-government providers.
4. Safety Action Meetings (SAMs) – fortnightly meetings attended by government agencies and local service providers to coordinate service responses for victims assessed to be at ‘serious threat’ by the DVSAT. Members develop tailored, time-specific Safety Action Plans to reduce the risk of further violence or harm to victims and their children.
5. Information sharing provisions – as enabled through relevant legislation (*Crimes (Domestic and Personal Violence) Act 2007* and *Children and Young Persons (Care and Protection) Act 1998*).

A 2019 evaluation of Safer Pathway found that has been implemented largely as intended and is generally meeting its intended objectives of ensuring a consistent, effective and timely response to victims across NSW. All five components of the initiative have been implemented.

WDVCAS received additional funding to meet the increased demand from a sustained increase in referrals from the NSW Police Force. Legal Aid NSW administered additional funding to 29 WDVCAS in FY2016-17. Previously Legal Aid NSW received base funding for the operation of WDVCASs, providing women affected by DFV with information, advocacy, referrals, and safety planning where appropriate through local courts. This was increased as part of the rollout of Safer Pathway as WDVCASs hosting LCPs across NSW, and was further increased through the Blueprint in recognition of the increased workload for WDVCAS staff as a result of Safer Pathway.

As part of the Blueprint, the NSW Government commissioned an independent review of the DFV service system to improve outcomes for victims and offenders and better integrate services. The **DFV Service System Redesign**, which featured 21 recommendations which include:

- Develop a common risk assessment framework that integrates risk assessment tools to inform a service system response based on an individual’s level of risk.
- Prioritise data collection for the victims and perpetrators who repeatedly cycle through the DFV system.
- Provide more intensive, long-term case management for victims, their families and perpetrators who repeatedly cycle through the DFV system over a long period.
- Ensure future funding and commissioning practices provide long-term, outcome budgeting.
- Build on existing information sharing platforms to establish a shared system for both DFV and vulnerable children/families service providers.
- Encourage more service providers to provide integrated services for across the child protection, vulnerable families and DFV sectors.

The NSW Government has **continued the investment in social housing to ensure victims have accommodation options when they leave a violent relationship**. Activities to support this include: Social and Affordable Housing

Fund; Start Safely, which supports women escaping DFV to move into private rental accommodation; and the Communities Plus program, which delivers integrated housing developments.

These initiatives commenced prior to the establishment of the Blueprint, but have received additional funding. The *NSW Homelessness Strategy 2018-2023* has allocated \$1 billion over four years to new and existing initiatives, which includes funding for the expansion of Staying Home Leaving Violence to new sites. Nevertheless, stakeholder feedback and frontline survey results indicate that sourcing adequate and timely housing for DFV to avoid homelessness or the victim returning to the perpetrator remains a significant issue.

Staying Home Leaving Violence, is in operation in 33 sites, aims to prevent homelessness by working with NSW Police to remove the perpetrator from the family home so women and children can remain safely where they are. It provides a range of support, such as safety planning, improving home security, helping victims manage their finances, support for children, and helping victims through the legal process.

“There are a wider range of services available, although gaps still exist in a number of fields (such as housing and case management).”

Frontline worker

In August 2018, the NSW Premier and Treasurer **signed the National Housing and Homelessness Agreement to improve access to affordable, safe and sustainable housing**. The Agreement includes women and children affected by DFV as a priority cohort and lists a number of initiatives.

Further key inputs and outputs for this priority area are outlined in the table below.

Table 7: Inputs and outputs to the Blueprint

Input	Outputs
Innovation Fund	<ul style="list-style-type: none"> • Nine of the 20 projects funded under round one and round two of the innovation fund were initiatives that respond to crisis to improve victim safety and recovery.
Safer Pathway	<ul style="list-style-type: none"> • In FY2018-19 Safer Pathway achieved State-wide rollout of the model to a total of 48 sites. Some of the key statistics of the Safer Pathway rollout include: • 33,067 women assisted in 2016/17 • 240,740 referrals between FY2017-18 and FY2018-19.
Safer Pathway – support to male victims	<ul style="list-style-type: none"> • Between FY2016-17 and FY2018-19 a total of 90,984 male victims were supported through Safer Pathway referrals. The number of referrals increased for each financial year during this period.
Women’s Domestic Violence Court Advocacy Service	<ul style="list-style-type: none"> • In FY2016-17 43,006 women were supported • In FY2017-18 43,947 women were supported • In FY2018-19 47,902 women were supported, a 9% increase from the previous year.
Interagency review of the DFV service system	<ul style="list-style-type: none"> • The review was completed in April 2017. A total of 21 recommendations were made.
Investment into Social Housing	<ul style="list-style-type: none"> • A total of four programs were invested in as part of the investment into social housing to ensure victims have accommodation options. This includes: <ul style="list-style-type: none"> – The Social and Affordable Housing Fund that delivered an total of 2,207 dwellings over the three years – Start Safely that supported 4,007 households in FY2018-19, representing a 24% increase on the previous year.

Source: NSW Government, *Blueprint Annual Report Card* and KPMG

Summary

Overall stakeholders were of the view that Priority Area 3 has been implemented as intended. A number of areas were noted by stakeholders which enabled this, including:

Provision of in-kind support by key agencies and partners

Implementation was largely driven by interagency departments reallocating resources and providing in-kind support to the reform. This was exemplified through the SAMs process, where members were not funded to attend. Each fortnightly meeting can run for up to six hours, and attendees can take at least that long to prepare for the meeting. In regional locations, government and non-government members also had to factor in long distances to travel to and from meetings.

Safer Pathway governance




A Safer Pathway cross agency steering committee (previously known as implementation working group) was reported by a range of stakeholders to be an effective mechanism to enable implementation and address operational issues. However, it was noted that there have been significant changes in membership overtime, often with a disconnection between who attends the group and the people on the frontline delivering the service response.

4

Priority area 4: Holding perpetrators accountable – Perpetrator accountability is embedded in system responses, and perpetrators receive timely and effective behaviour change interventions.

Five of the 10 actions under this priority area are complete, with the remaining five actions underway. Table 10 shows progress in relation to this priority area.

Table 8: Progress of actions under priority area 4

 Complete	
<ul style="list-style-type: none"> Expand non-government organisation community-based men's behaviour change interventions. Develop the capacity of the community-based men's behaviour change sector. Implement a state-wide referral pathway between Police and the Men's Referral Service to help offenders change behaviour. Rollout the first two Police High Risk Offender Teams to target recidivist offenders and investigate domestic and family violence incidents. Assess the feasibility and effectiveness of providing accommodation for perpetrators to reduce immediate reoffending. 	
 Underway	 Delayed
<ul style="list-style-type: none"> Increase and improve behaviour change interventions for high-risk domestic and family violence offenders. Trial initiatives to reduce ADVO breaches through behavioural insights strategies. Trial GPS tracking of domestic and family violence offenders. Continue expansion of community based perpetrator interventions. Continue implementation of initiatives to address the Premier's Priority to reduce domestic and family violence reoffending. 	<ul style="list-style-type: none"> Nil

Source: NSW Government, Blueprint Annual Report Card and KPMG

Progress under priority area 4

Work to **increase and improve behaviour change interventions for high-risk DFV offenders** – Corrective Services NSW is currently implementing a strategy to increase DFV offender participation in behaviour change programs and is also piloting a condensed version of the DVEQUIPS – therapeutic programs for medium to high risk offenders that address factors related to recidivism – for defendants on remand, a group that has not previously received interventions.

DVEQUIPS is an educational and cognitive behavioural change program for medium to high risk DFV perpetrators, which is operated in both custodial and community settings. In contrast to an earlier evaluation (of the Domestic Abuse Program, DAP), a 2018 evaluation identified that there was no difference in reoffending rates for those who had completed the DVEQUIPS programs compared to the counterfactual (offenders under the supervision of community corrections).⁵¹ The researchers suggest that some of the difference may be explained by the risk level of the cohort with the earlier study including a larger percentage of low risk participants.⁵² Stakeholders who were consulted in this evaluation offered some anecdotal support for this program, however there were ongoing concerns about the efficacy and effectiveness of the program.

"We are at the beginning of behaviour change work. Much like 50 years ago, we were at the start of understanding how to deal with trauma from DFV and sexual assault; we learnt and now we have a good idea of it. With behaviour change, we are very much at the start. A lot of the research is limited."

Non-government stakeholder

Two trial initiatives to reduce ADVO breaches (What's Your Plan and ENGAGE) have commenced but have been delayed due to difficulties in recruiting participants for the trials. A process evaluation of What's Your Plan has been conducted, with an impact evaluation due to be finalised in June 2021. An evaluation of ENGAGE is due to commence in 2020.

Non-government organisation **community-based MBCPs** have been expanded to 12 sites in previously un-served areas, rural and remote areas, and areas with high rates of DFV reoffending through four accredited non-government providers, with planned expansion to 20 sites to continue through to June 2020. An independent evaluation of four community-based men's behaviour change program pilots was conducted in 2019. Information about this evaluation can be found in Section 4.3.2.

Four initiatives were established to **build the capacity of the community-based men's behaviour change sector**. This included:

- Engaging a coordinator, No To Violence, for the Men's Behaviour Change sector
- Providing secretariat support to the Men's Behaviour Change Network, through No To Violence
- Engaging the Education Centre Against Violence (ECAV) to:
 - formulate the Men's Behaviour Change Workforce Development Strategy, and
 - convene the Workforce Development Standards Committee.

A state-wide referral pathway between Police and the **MTCRS** to help offenders address their behaviours has been operational since January 2019.

The **rollout of Police High Risk Offender Teams** is a flagship initiative under this priority area. Team operations involve disruptive policing and techniques to curb high risk offender behaviour, including recidivist offenders. Six specialist teams are now operating across all police regions to target the highest risk offenders: Central Metropolitan Region, North West Metropolitan Region, South West Metropolitan Region, Northern Region, Southern Region, Western Region, and Southern Region. NSW Police report having seen an increase in the number of persons of interest targeted and charged since the teams were introduced.

"We are going out and visiting people and not waiting for a breach. It is proactive policing."

NSW Police

⁵¹ Rahman, S., & Poynton, S. (2018). Evaluation of the EQUIPS Domestic Abuse Program. Contemporary Issues in Crime and Justice, Number 211, NSW Bureau of Crime Statistics and Research.

⁵² Ibid.

Assessing the feasibility and effectiveness of providing accommodation for offenders, to reduce immediate reoffending was completed by FACS in FY2017-18. In this pilot, low risk perpetrators in the Western Sydney Nepean Blue Mountains District were provided with short term accommodation and referred to a behaviour change program.

A trial of GPS tracking of DFV offenders commenced in November 2017 to monitor high risk domestic violence offenders in the community. This program is funded until June 2020 with 60 GPS devices currently in use. As at 29 July 2019, there were 47 domestic violence offenders and eight victims participating in the Domestic Violence Electronic Monitoring program. An independent process evaluation was completed by early 2019 and an outcomes evaluation will be completed by 2021.

All initiatives to address the **Premier’s Priority to reduce DFV reoffending** have been implemented. These include actions already in the Blueprint and some additional actions, including:

- NSW Police continued to operate **Suspect Target Management Plans** at full scale and rolled out a further two specialist Domestic Violence High Risk Offender Teams, bringing the total to eight.
- **ReINVEST** study is a world first trial examining whether treatment with a selective serotonin reuptake inhibitor is effective in reducing offending behaviour in impulsive, repeat-violent offenders.
- Corrective Services is continuing the **Child Contact Assessment Policy**. The Child Contact Assessment Policy restricts inmates who have committed significant domestic violence offences from having contact with children and partners until a risk assessment has been completed.

Further key inputs and outputs for this priority area are outlined in the table below.

Table 9: Inputs and outputs to the Blueprint

Input	Outputs
Men’s Behaviour Change Programs	<ul style="list-style-type: none"> • Investment in non-government organisations (NGOs) to lead community based MBCPs • Community-based MBCPs are being expanded to an additional 20 sites. In FY2018-19 this included 12 sites in previously un-serviced areas, rural and remote areas, and areas with high rates of DFV • In FY2018-19: <ul style="list-style-type: none"> – 893 DFV offenders participated in an DVEQUIPS program in custody and 1,789 DFV participated in the community – 48 DFV-specific DVEQUIPS programs were run in NSW correctional centres and 90 programs were run in the community. • In FY2017-18 <ul style="list-style-type: none"> – 2,885 DFV offenders participated in a DVEQUIPS program. – 90 External Facilitators for DVEQUIPS were trained in 2017/18, and 121 DVEQUIPS programs were co-delivered by external facilitators to offenders in the community. • In FY2016-17 253 DFV offenders participated in a DVEQUIPS program in custody and 890 DFV participated in the community.
Trial of initiatives to reduce ADVO breaches	<ul style="list-style-type: none"> • A total of three initiatives were trialled which includes What’s Your Plan, SMS Messaging and Plain English Apprehended Domestic Violence Orders • By FY2018-19 What’s Your Plan the initiative had been implemented across 50 local courts. In FY2018-19 the program supported 2,012 clients to make 299 plans, with a program uptake of 40%.
MBCP – sector capacity building	<ul style="list-style-type: none"> • ECAV is delivering a workforce development strategy to professionals within the Men’s Behaviour Change Network including courses delivering essential skills and an accredited Graduate Certificate in Men’s Behaviour Change. In FY2017-18, 117 participants completed the five day training course for facilitators of MBCP, and 26 participants completed the four day course.

Input	Outputs
Implement a state-wide referral pathway between Police and the MTCRS to help offenders change behaviour	<ul style="list-style-type: none"> • Launch of the automatic referral pathway to the MTCRS • Through the MTCRS in the period January to June 2019, NSW Police Force made 15,589 referrals to the MTCRS via the automatic referral pathway • 238 perpetrators accepted referral information to an external service provider.
Police High Risk Offender Teams	<ul style="list-style-type: none"> • 710 persons of interest in FY2016-17 • 1,837 persons of interest in FY2017-18 • 2, 533 persons of interest in FY2018-19 • High Risk Offender Teams are now operating across NSW in: Central Metropolitan Region, North West Metropolitan Region, South West Metropolitan Region, Northern Region, Western Region and Southern Region.
GPS tracking trial	<ul style="list-style-type: none"> • Commenced the DFV Electronic Monitoring Program in November 2017. In FY2017-18 there were 60 devices in use.

Source: NSW Government, Blueprint Annual Report Card and KPMG

Summary

Overall stakeholders were of the view that Priority Area 4 has been implemented as intended. However, there were a number of challenges noted by stakeholders, including:

Skilled and qualified workforce for MBCPs

Stakeholders reported that the ability of perpetrators to participate in MBCPs is limited by the small number of qualified and available facilitators. There are views that calls to professionalise the MBCP facilitator workgroup, through a 12 month qualification being run by NSW Health, may place a further burden on services as there is currently a lack of available facilitators. There are concerns about the time impost, particularly for workers in regional and remote locations who have to leave family members to travel to Sydney to undertake the course. Adjustments to the course to support students to attend have been made but not addressed the issue. Some stakeholders have called for options so that these courses can be delivered in alternate locations.

Complex governance structure

Implementation of this priority area may have been hindered by an overly complicated governance structure, with different agencies responsible for different parts of the response. For example, Women NSW funds MBCPs, while No to Violence is the recognised peak body, Justice provides accreditation, and other services deliver training.

Culture and attitude of NSW Police Officers

One of the biggest challenges for implementation reported by NSW Police has been the need to shift culture and attitudes of traditional police officers so they treat DFV as a specialist crime type, as opposed to a social problem. However, it was noted that programs like the High Risk Offender Team have supported this shift.




The challenge around culture has also impacted on the implementation of the state-wide referral pathway between Police and the Men’s Referral Service to help offenders change behaviour. Stakeholders reported that implementation of the new procedures (in particular, informing the person of interest that a referral to the MTCRS will be made) has been slow, with compliance by general duties officers lower than initially intended. NSW Police has undertaken significant work to improve this response, including extensive internal communications and building mandatory questions into their internal electronic system. However, further improvements are needed.

5

Priority area 5: Delivering quality services – Services provided to victims and perpetrators are evidence based and of the highest quality.

This priority area features eight individual actions, three of which are complete. Of the actions, four are underway and one is delayed. Table 12 shows progress in relation to actions in this priority area.

Table 10: Progress of actions under priority area 5

 Complete	
<ul style="list-style-type: none"> Review the Minimum Standards for Men's Behaviour Change programs. Consider best practice strategies to engage Aboriginal men and women in behaviour change interventions. Embed evaluation into all NSW Government funded domestic and family violence services. 	
 Underway	 Delayed
<ul style="list-style-type: none"> Co-design service quality standards with the non-government organisation sector for domestic and family violence services and training requirements for mainstream services. Support skills development, training and capacity building for the non-government organisation sector to improve risk assessment and safety planning for families with complex needs. Develop new models of intervention for families with multiple and complex needs to align service responses across child protection, health, mental health and drug and alcohol services. Develop competency training opportunities for service providers to ensure they can respond appropriately and effectively with Aboriginal and culturally and linguistically diverse communities, as well as people with disability. 	<ul style="list-style-type: none"> Prepare for implementation of service quality standards for domestic and family violence service system by 2020.

Source: NSW Government, Blueprint Annual Report Card and KPMG

Progress under priority area 5

A **review of the Minimum Standards for MBCPs** was completed through the publication of the Practice Standards for MBCPs in December 2017. These standards recognise the importance and uniqueness of working with perpetrators, as a key element in the prevention of DFV.

Consideration of best practice strategies to engage Aboriginal men and women in behaviour change interventions has been completed. Training was provided to NGOs delivering community-based men's behaviour change programs have been engaging with local Aboriginal organisations in Western NSW, the Hunter and the Mid North Coast to facilitate training of local Aboriginal staff and to deliver culturally appropriate services to Aboriginal families.

The **co-design of service quality standards with the non-government sector for DFV services and training requirements for mainstream services** commenced in October 2019 following scoping activity within the sector. Consultation reinforced the need for these quality standards to complement existing service standards and not be overly burdensome for non-government service providers. The non-government sector expressed frustration with the delay in this project, particularly given Domestic Violence NSW has developed *Good Practice Guidelines for the*

Domestic and Family Violence Sector in NSW. This may be adapted for broader use, as survey respondents indicated they were already using this to guide their practice.

Skill development, training and capacity building for non-government organisations to improve risk assessment and safety planning for families with complex needs has commenced but is not yet completed, as it is linked to the development of service quality standards (see point above) and the development of a Common risk Assessment Framework (recommendation of the *DFV Service System Redesign* report).

The ***development of new models of intervention for families with multiple and complex needs to align service responses across child protection, health, mental health and drug and alcohol services*** has commenced. This was expected to be implemented through the then Their Futures Matter reforms to deliver improved outcomes for vulnerable children and families. Some scoping activity has commenced however progress has been delayed. Key stakeholders within the sector expressed significant concern with the work under Their Futures Matter and were of the view that these programs do not comprehensively understand the dynamics of DFV. The sector wanted more accountability and communication around this area.

The development of ***competency training opportunities for service providers to ensure they can respond appropriately and effectively with Aboriginal and CALD communities, as well as people with disability*** has commenced but progress is linked to the development and implementation of service quality standards.

Embedding evaluation into all NSW Government funded DFV services has been achieved. Evaluation activity has increased and a series of independent evaluations on a range of initiatives have been undertaken. Some of these initiatives were funded through the Blueprint, and others were already in place.

It is positive that there is increased evaluation activity and an increased focus on monitoring and evaluation. Given the low level of maturity of the evidence base at this point in time, the level of rigour of these evaluations is variable. Hence studies at this stage are using different standards of evidence and methods. Most of the studies have severe limitations due to factors such as a lack of clear program logic and theory of change, low response rates, insufficient data available to answer the evaluation questions, lack of standardised outcome measures, limited sample sizes, and a lack of comparison groups. Examples of these limitations are further outlined in the table overleaf.

Table 11: List of Blueprint evaluations by priority area

Evaluation	Type of evaluation	Aim	Data	Findings	Limitations	Level of evidence
Evaluation of the EQUIPS domestic abuse program (2018)	<ul style="list-style-type: none"> Outcomes evaluation 	<ul style="list-style-type: none"> Estimate unbiased effect of commencing program on DF related offending (12 month post program) 	<ul style="list-style-type: none"> BOCSAR Reoffending database (ROD) including Treatment referrals, and NSW criminal court appearances) 	<ul style="list-style-type: none"> Program did not show a significant effect for starters compared to non-starters 	<ul style="list-style-type: none"> Different risk profile of offenders compared to earlier evaluations 	Strong (use of counterfactual)
Tackling Violence (2019)	<ul style="list-style-type: none"> Realist Process Impact 	<ul style="list-style-type: none"> Establish baselines Program improvement 	<ul style="list-style-type: none"> Literature scan Stakeholder interviews Online survey BOCSAR crime data 	<ul style="list-style-type: none"> Anecdotal evidence of impact Crime statistics revealed no clear prevalence patterns 	<ul style="list-style-type: none"> Limited theory of change underpins the program Challenges in measuring impact at community level No comparison group 	Low, significant limitations in assessment of outcomes
Evaluation of four community-based men’s behaviour change program pilots (Dec 2017, Aug 2019)	<ul style="list-style-type: none"> Process Impact Outcome Costs 	<ul style="list-style-type: none"> Study implementation at four pilot sites Establish core data 	<ul style="list-style-type: none"> Program data on 227 clients in 4 pilot programs Interviews staff, clients, partners 	<ul style="list-style-type: none"> Low participation rate Half with low level of understanding of program Self-report, communication and dynamics improved 98% self-reported reduction in physical and sexual violence; 5 female partners disagreed/strongly disagreed 	<ul style="list-style-type: none"> Lack of standardised tools to measure outcomes Self-reported outcomes of behaviour change Not possible to compare data across sites No comparison group 	Low, significant limitations in assessment of outcomes

Evaluation	Type of evaluation	Aim	Data	Findings	Limitations	Level of evidence
Safer Pathway Stage 2 Evaluation (2019)	<ul style="list-style-type: none"> Realist (process and outcomes) 	<ul style="list-style-type: none"> Review of the five components of Safer Pathway 	<ul style="list-style-type: none"> Document review, Consultations, interviews Worker survey Quality review of central referral point data Six site study (data, victim interviews, worker focus groups, sample of records, scenarios testing with police and LCP- DVSAT workers) 	<ul style="list-style-type: none"> Consistent, effective and timely response being provided to victims across NSW and all five components of Safer Pathway have been implemented. Threat assessment is consistently undertaken by Police for every DFV victim. A single streamlined referral pathway between NSWPF and LCPs/LSSs 48% of non-intimate referrals were for child-parent DFV 	<ul style="list-style-type: none"> Absence of outcome measures and tools, theory of change; quality of CRP data (e.g. data capture on victims referred to SAMs), sample size for some methods, and the timing of the CRP data analysis. Low response rate for partner agency (37% respondents) 	<p>Effective assessment of implementation</p> <p>Significant limitations in assessment of outcomes</p>
Women’s Domestic Violence Court Advocacy Program Evaluation (2018)	<ul style="list-style-type: none"> Process Expansion assessment Value for money assessment 	<ul style="list-style-type: none"> Service improvement Consider extension of case management funding for Wagga Wagga and Macarthur WDVCSs to all WDVCSs 	<ul style="list-style-type: none"> Desktop review Interviews, focus groups Onsite visits Surveys (clients, stakeholders and service providers) Service data (output) 	<ul style="list-style-type: none"> Rapid service expansion The model is successfully engaging victims from the point of a domestic violence incident and Police referral, through to court, and post-court Due to expansion, increased workload 	<ul style="list-style-type: none"> Limited to output (not outcome data) Self-reporting High volume of qualitative data Possible selection bias for client interview 	<p>Effective assessment of implementation</p> <p>(Not intended to assess outcomes)</p>

Source: KPMG (Evaluations supplied by WNSW)

Further key inputs and outputs for this priority area are outlined in the table below.

Table 12: Inputs and outputs to the Blueprint

Input	Outputs
Review the Minimum Standards for MBCP	<ul style="list-style-type: none"> Developed Practice Standards for Men’s Behaviour Change programs.
Consider best practice strategies to engage Aboriginal men and women in behaviour change interventions	<ul style="list-style-type: none"> Content specific to the engagement of Aboriginal communities and men included in the sector development content under the content developed by NCAV for behaviour change interventions.

Source: NSW Government, Blueprint Annual Report Card and KPMG

Summary

Overall stakeholders were of the view that Priority Area 5 has not been implemented as intended. A number of barriers and challenges were noted by stakeholders, including:

Machinery of government changes

The transfer of Women NSW between government departments was seen by some stakeholders as being a challenge for implementation. This was particularly in relation to the actions in Priority Area 5 that predominately were the responsibility of Women NSW.

Limited investment in quality and safety




The limited investment within the Blueprint to improving the quality and safety of the DFV system was seen as a barrier to progress in this area.

6

Priority area 6: Improving the system – There are strong mechanisms for governance, planning and accountability, and services are aligned to achieve outcomes.

This priority area features eight individual actions, all of which are complete. Table 15 shows progress in relation to this priority area.

Table 13: Progress of actions under priority area 6

 Complete	
<ul style="list-style-type: none"> • Develop system-wide performance metrics and data collection mechanisms across the service system, including improving data collection in at-risk communities • Strengthen governance and accountability across the service system through the Domestic and Family Violence Reforms Delivery Board • Review and improve regional governance to support coordinated regional and local decision making across the service system • Convene a Minister's domestic and family violence Corporate Leadership Group • Enable opportunities for NSW co-investment with the Commonwealth and private sector • Conduct an inter-agency review of the domestic and family violence service system to improve outcomes for victims and offenders, better integrate existing programs and ensure the sustainability of the system • Introduce streamlined procurement arrangements for domestic and family violence specialist services to reduce contractual/administrative burden and encourage collaboration • Explore social impact investment opportunities for the private sector to invest in domestic and family violence services 	
 Underway	 Delayed
<ul style="list-style-type: none"> • Nil 	<ul style="list-style-type: none"> • Nil

Source: NSW Government, Blueprint Annual Report Card and KPMG

Progress under priority area 6

A **system-wide performance metrics and data collection mechanism across the system** was implemented through the delivery of the Dashboard in June 2019. This Dashboard is provided to the **DFV Reforms Delivery Board** and reports against high-level outputs and outcomes developed under the DFV Outcomes Framework. The DFV Reforms Delivery Board is the cross-agency governance group overseeing reforms under the Blueprint and Sexual Assault Strategy.

The **DFV Service System Redesign** is a key action under this priority area. In March 2016, the Cabinet Standing Committee on Expenditure Review agreed to an external, expert led redesign of the interagency DFV service system. The redesign aimed to develop a more effective DFV service system, one that ultimately results in safer lives for women, men and children. The report found that the DFV service system is faced with responding to a highly complex issue which is closely linked with many other social issues, such as child protection, homelessness, mental illness and drug and alcohol use. An ongoing challenge is the limited evidence on what works to prevent and respond to DFV in Australia and internationally. This means successful implementation of reforms to the DFV system will require a coordinated commitment from many government agencies, combined with regular assessment of emerging evidence on what works. The report featured 21 recommendations.

Regional governance was enhanced to support coordinated regional and local decision making across the service system through the implementation of four Regional Strategy Groups (RSGs) which were established to support the implementation of the Premier’s Priority. The four RSGs, rolled out by the Department, are in target locations with high rates of reoffending and high volumes of offenders. These are in operation in four police regions with high rates of DFV reoffending (North West Metro, South West Metro, Northern NSW, and Western NSW). RSGs do not provide state-wide coverage, and other areas have either a taskforce or committee which report to their Regional Strategic Leadership Group.

A **Minister’s DFV Corporate Leadership Group was established** in response to the need for greater involvement with the corporate sector. This group has met twice, with the most recent meeting held on 19 July 2018.

Further to this, **co-investment opportunities between NSW Government, the Commonwealth and private sector** have been explored. The NSW Government continued to work on projects with matched funding from the Commonwealth under the Women’s Safety Package – Technology Trials. It is understood that, although scoping options for potential co-investment have been undertaken, no initiatives have been pursued to date.

To reduce contractual and administrative burden on non-government service providers and encourage collaboration, **streamlined procurement arrangements have been introduced**. Women NSW undertook a commissioning and procurement process to purchase perpetrator programs. This was planned to include meaningful and culturally appropriate engagement with stakeholders to ensure the design of the service system is integrated to meet the needs of perpetrators, their victims and children, and the community.

The NSW Government has explored **social investment opportunities** for the private sector to invest in DFV services. While this action is noted as completed, as yet there are little results from this exploratory work. This is explored in further detail in Section 4.5.2.

Further key inputs and outputs for this priority area are outlined in the table below.

Table 14: Inputs and outputs to the Blueprint

Input	Outputs
Develop system-wide performance metrics and data collection mechanisms across the service system,	<ul style="list-style-type: none"> DFV Outcomes Framework to monitor System level performance was finalised in FY2017-18.
Strengthen governance and accountability across the service system through the DFVRD)	<ul style="list-style-type: none"> DFVRDB is now fully established and is the lead cross-agency governance group accountable for overseeing reforms to the DFV service system.
Review and improve regional governance system	<ul style="list-style-type: none"> Four Regional Strategy Groups (RSGs) which were established to support the implementation of the Premier’s Priority.
Convene a Minister’s DFV Corporate Leadership Group	<ul style="list-style-type: none"> The Corporate leadership group was established in FY2018-17. Two meetings have been held to date.
Enable opportunities for NSW co-investment with the Commonwealth and private sector	<ul style="list-style-type: none"> Co-investment was facilitated through the Women’s Safety Package Technology Trials program enabled by matched funding secured by Women NSW form the Commonwealth Government.

Input	Outputs
Conduct an inter-agency review of the DFV service system	<ul style="list-style-type: none">Review was completed in April 2017, with 21 recommendations made.

Source: NSW Government, *Blueprint Annual Report Card and KPMG*

Summary

Overall stakeholders were of the view that Priority Area 6 has been implemented as intended. There are no notable barriers or enablers.

4.2 Integrated responses

This area has been explored through the evaluation question: *To what extent has the Blueprint optimised integrated responses to DFV prevention, early intervention, victim and perpetrator responses? What were the enablers and barriers?*

KEY FINDINGS

- The Blueprint has led to improvements in collaboration, information exchange and service coordination, however responses to people affected by DFV are not fully integrated, with victims still having to re-tell their story multiple times.
- The Blueprint was not accompanied by an action or implementation plan, which has impacted on the extent to which actions and service responses are being delivered in an integrated way.
- While the service system is now supporting both sides of an episode of violence (victim and perpetrator) to a greater extent than before, there is limited data and information sharing between services working with women around their safety, and those working with perpetrators around risk.
- Commissioning practices in the area of prevention and early intervention are limiting programs' integration with the broader services system, particularly prevention and early intervention programs being delivered within the child protection and youth justice systems which may be servicing the same clients/families.



Forty-four consultations were undertaken with a broad range of government and non-government stakeholders in the DFV sector, central and regional, which provided valuable insights into how the sector perceives the implementation of the Blueprint (see Appendix E). Stakeholders shared many views on how well the service system is operating, with particular reference to the extent that responses are integrated and coordinated.

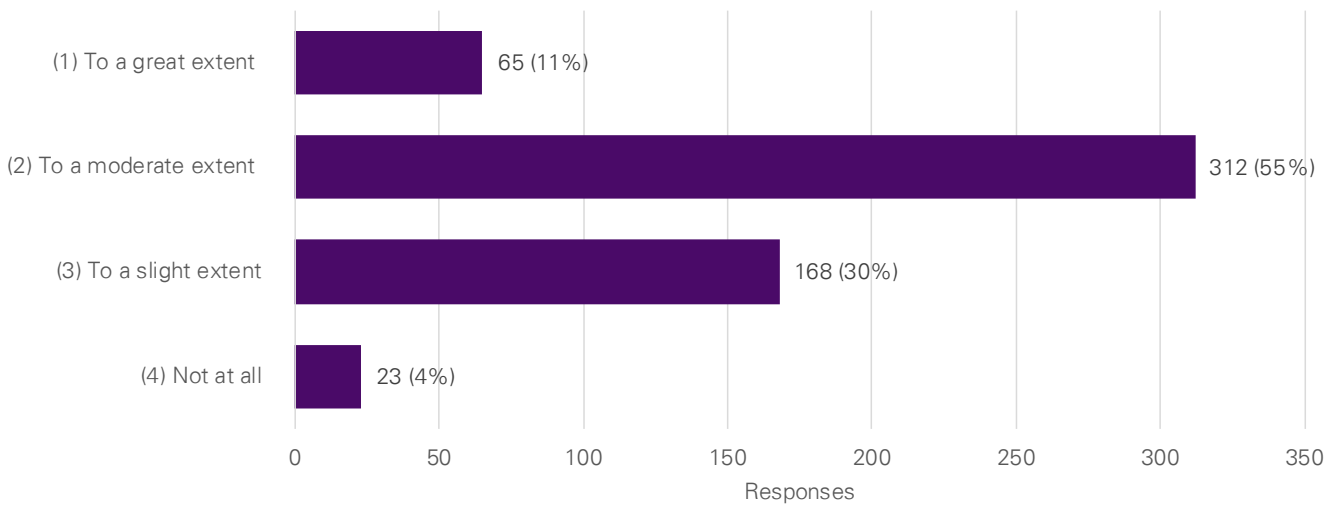
The overarching view was that the system has achieved strong progress through implementation of the Blueprint, including better information exchange and service coordination between key stakeholders, however it was noted that further improvements are still required. These improvements are explored in further detail below. Many initiatives pre-date the introduction of the Blueprint including Safer Pathway and DVEQUIPS, but through additional investment have been implemented more widely to provide a more consistent, state-wide response.

In 2017, the NSW Government commissioned a proposed redesign of the DFV service system in NSW. There were a total of 21 recommendations for a redesigned service system, some of which are focused on improving system integration. Implementation of these recommendations is ongoing. A key recommendation is for future funding and commissioning practices to establish long-term, outcome budgeting.

4.2.1 Implementation

Stakeholders were strongly of the view that the Blueprint has provided strategic direction, contributed to reform implementation, and has provided a common understanding and vision for the DFV service system. There was some disagreement between stakeholders about whether communication about the Blueprint to the sector should have been more extensive, with some of the view that it did not need to be considering it was a strategic document

Figure 12: Responses to the question 'To what extent do you believe there is a common understanding and vision for the domestic and family violence service system amongst key agencies and stakeholders?'



Source: DFV sector stakeholder survey

Nevertheless, while the Blueprint has provided strategic direction, implementation has not necessarily optimised integrated responses or service integration. Implementation of the Blueprint was not supported by an action or implementation plan, in contrast with other jurisdictions (such as Victoria). An action or implementation plan could clearly set out service pathways, governance, commissioning, and monitoring and evaluation. It would also outline how DFV services should link to the broader service system, including child protection, housing, youth justice, health, and disability.

4.2.2 Safer Pathway

“SAMs have brought agencies together and fostered relationships. It’s more than a program now, it is a way of operating.”

NSW Government employee

The key mechanism to achieve service integration in NSW is through the development and implementation of Safer Pathway. Safer Pathway is a streamlined and integrated approach to safety assessment, referrals and service coordination for victims of DFV. Safer Pathway aims to:

- Reduce duplication and fragmentation by streamlining referral pathways.
- Provide all victims across NSW an effective, timely and consistent response to secure their safety and support their recovery.
- Reduce the need for victims to re-tell their stories by helping them navigate the service system.
- Promote a shared understanding of DFV dynamics, indicators and threat levels.
- Provide victims at serious threat of harm with priority interagency responses through targeted information sharing.

Prior to the Blueprint, Safer Pathway was established in six sites throughout NSW. This has now extended to 48 locations, which enables victims to receive a response wherever they reside in NSW.

Throughout consultation, stakeholders were united in their support for Safer Pathway. It was recognised as a consistent state-wide model that brought workers together from a range of services to plan immediate actions for the safety of women at high risk of DFV.

Support for women at high risk through Safety Action Meetings

There was strong support for the role that SAMs play in improving service integration. It was reported that victims had greater trust in the system as a result of a joined-up response. Relationships between services have noticeably improved which has led to greater understanding of the functions of various agencies and streamlined referrals processes. It was reported that SAM coordinators speak regularly with key providers outside of the SAMs which is a positive sign of collaboration.

While the Safer Pathway is intended to provide multiple entry points to the integrated service response, the reality is that almost all (99 per cent according to program data) referrals are made by NSW Police Force. Research identifies that only a minority of episodes of DFV are reported to police.⁵³ Accordingly, it was considered that the service integration is only realised for those who come into contact with NSW Police.

The initial crisis response is supported through Safer Pathway and SAMs, however outcomes for victims would be improved through the ongoing case management. Currently, victims receive support for approximately one month from referral, but funding to support ongoing case management was recommended by non-government stakeholders to achieve greater results. It was speculated by some providers that the lack of ongoing case management was a barrier for services initiating referrals to Safer Pathway as services felt their clients would not get ongoing support. Indeed, the DFV Service System Redesign recommended that the NSW Government “provide more intensive, long-term case management for victims, their families and perpetrators who repeatedly cycle through the DFV system over a long period.”⁵⁴

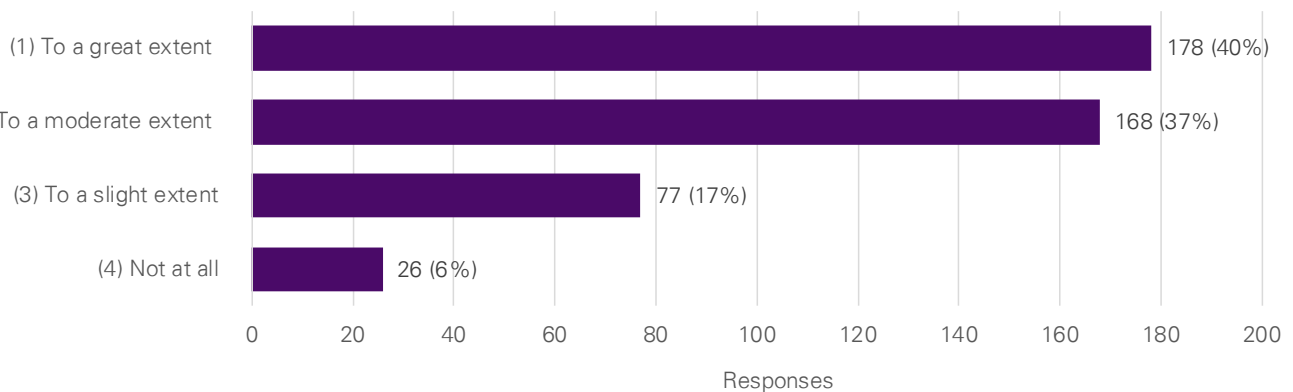
“Across the board, every single district says that the SAM and LCP processes have improved service integration ... If we had case management, it would improve even further.”

Non-government stakeholder

Information exchange

As shown in the figure below, more than 70 per cent of stakeholders in the sector-wide survey for this evaluation reported that they are able to share DFV-related information with other providers more easily than three years ago, enabled by the information sharing provisions in the *Crimes (Domestic and Personal Violence) Act 2007*. Stakeholders reported that information exchange is even better for victims in places where complementary services are co-located or owned by the same service provider for example WDVCS and Staying Home Leaving Violence.

Figure 13: Responses to the question ‘To what extent are you sharing domestic and family violence-related information with other agencies more easily than you were three years ago?’



Source: DFV sector stakeholder survey

⁵³ Voce, I., & Boxall, H. (2018). Who Reports Domestic Violence to Police? A review of the evidence. Trends and Issues in Crime and Criminal Justice No. 559, Canberra: Australian Institute of Criminology.

⁵⁴ Nous Group (2017), Domestic and Family Violence Service System Redesign: Recommendations Paper, Women NSW. Available at: https://www.facs.nsw.gov.au/__data/assets/pdf_file/0005/641705/DFV-Service-System-Redesign-Recommendations-Paper.pdf

SAFER PATHWAY

A 2019 independent evaluation of Safer Pathway found that it had been implemented as intended and is generally meeting the objectives of consistent, effective and timely responses to victims.

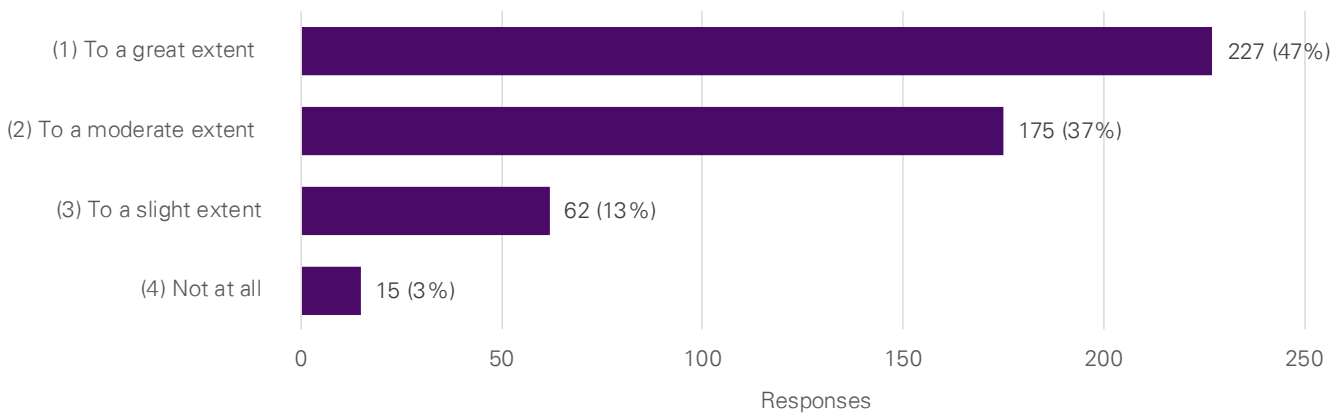
There is now a standard level of service, with all female victims referred to a LCP and all male victims referred to local support services.

Other findings of note include:

- The CRP worked effectively, but is not accessible to partner agencies or service providers.
- DVSAT is a reliable and appropriate tool for assessing DFV threat, however it does not adequately assess for risk of violence in a family relationship. Further, the evaluation found that the DVSAT as used by NSW Police requires significant revision.
- About one-fifth of DFV victims had been re-referred into Safer Pathway.
- Approximately half of intimate partner and family violence victims who were contacted accepted a referral.
- SAMs are serving a valued and useful function in coordinating resources across agencies in complex cases.
- Challenges remain in reaching groups with a reluctance to engage in services, particularly where police are involved.
- A service response for victims of violence in a family relationship requires further development.

However, this improvement has not sufficiently reduced the instances of clients retelling their stories multiple times. More than 80 per cent of survey respondents are of the view that this remains a challenge in the current DFV system, as outlined in the figure below. This indicates that while information exchange is occurring, once a referral is made, services and programs are continuing to work in a programmatic rather than a client-centred way.

Figure 14: Responses to the question 'To what extent do you believe victims have to retell their story multiple times?'



Source: DFV sector stakeholder survey

4.2.3 Integrated service responses for victims and perpetrators

Since the Blueprint was implemented, the service system is now supporting both sides of an episode of violence to a greater extent than before, however most relationships between victim and perpetrator services are ad hoc on the frontline. Stakeholders were strongly of the view that perpetrator programs, particularly MBCPs, need to work closely with support services for victims, including DFV specialist services, to ensure the work with perpetrators does not result in an elevated risk for women and their children. However, there were limited examples of this collaboration happening. Where it has occurred, it was reported to be working well by stakeholders, although some noted an ongoing hesitation by DFV specialist services to work with MBCPs due to the lack of evidence on the effectiveness of MBCP and/or similar forms of intervention. One of these examples is the four MBCP pilot programs where providers were required to follow up with partners/ex-partners of perpetrators participating in the programs to ensure their safety. An evaluation found that 61 per cent of women accepted support offered to them as part of their current/ex-partners involvement in the MBCP.

Integration of prevention and early intervention programs

It should be noted that the Blueprint did not define primary prevention and early intervention. However, the Department has noted that these elements were defined in documentation approved by the DFV Reforms Delivery Board as part of the Blueprint development process, as well as in the Prevention and Early Intervention Strategy. However, amongst non-government stakeholders, there remained questions about the use of common language and having a shared understanding, with confusion about what actually constitutes primary, secondary and tertiary prevention.

“A problem emerges where we expect service providers to do primary prevention. They will focus on crisis every time. We need to build the workforce.”

Non-government stakeholder

Innovation Fund

Regional government stakeholders had limited knowledge of the programs and projects funded in their area under the Innovation Fund and how to access these if one of their clients need it. This included stakeholders working in the area of child protection and youth justice, which are also focused on prevention and early intervention and may be working with the same children, young people and families.

Commissioning practices may be contributing to this. The Innovation Fund was commissioned and administered centrally by Women NSW, rather than at the regional level, as in the case with other targeted early intervention programs. This has resulted in key regional stakeholders, including the Department’s District directors and managers responsible for commissioning, having limited visibility of these programs, their objectives, and how to access them. This has been a barrier to the effective implementation of these programs. Better communication, and coordinated commissioning practices between Women NSW and District staff may have improved awareness of the integration of responses being delivered.

Tackling Violence and the Ethical Bystander programs

Both Tackling Violence and the Ethical Bystander programs were viewed highly as positive early intervention initiatives that have been integrated into the suite of programs available. Both programs work closely with communities and are seen as an effective way of raising community awareness around DFV and confidence in talking about and standing up to DFV.

The 2019 independent evaluation of Tackling Violence found that the program has had a positive impact on players, clubs and the broader community in 2017 and 2018. However, there have been ongoing challenges around linking the program with local services.

4.2.5 Integration of Blueprint with the broader system and other DFV-related strategies

Stakeholders reported that the relationship between Premier’s Priorities, Blueprint and Justice Strategy is unclear. Further, some non-government stakeholders made the case that there remains disconnection at the strategic level between the DFV service system and other service systems – namely child protection and mental health, housing and homelessness, and drug and alcohol abuse – even though in practice these areas are intrinsically linked. It was noted that there remained a lack of understanding of the complexities and interdependencies for families, and that sectors continued to operate in silos. Stakeholders in regional and remote locations reported how this lack of connection at the strategic level impacting on practice.

“I hear women say “I do not want him out, what I want is for him to have adequate support around his mental health and drug and alcohol issues.” But there just isn’t a service to him to that will work with him around his mental health and drug and alcohol issues and his violence. As a result we end up with people in custody because there is no solution to the drug and alcohol, or the mental health issues which are sustained over many years.

Women in regional areas know that if they ask for that particular help, they won’t get it, and what they get is a one size fits all, let’s respond with incarceration.”

Department of Communities and Justice employee

Consultations revealed that a number of areas within the Department are currently preparing new DFV strategies. Other agencies, including NSW Health and Department of Education, also noted work in this area. The Department should consider how these DFV strategies come together to ensure consistency.

There was a view that, instead of being a whole-of-government response, the Blueprint should be whole-of-community, including non-government and corporate sectors. It was noted that the Blueprint does not adequately consider linkages with businesses and the corporate sector who are active in this area including the big four banks. Formal linkages and partnerships with the corporate sector in relation to key social issues such as DFV were noted by stakeholders as an important new step for the system.



RECOMMENDATIONS

Integrated responses:

- Safer Pathway should be continued, however as part of a NSW research agenda for DFV, client pathways should be mapped to better understand when and under what circumstances victims have to re-tell their story in order so that new approaches to overcome any system issues can be developed.
- Develop an action and/or implementation plan for the next DFV reform, inclusive of a communication strategy. The plan should focus on delivering a more integrated response and clearly set out pathways, governance, commissioning, organisational capability and change, and monitoring and evaluation. It should have links to the broader service system, including child protection, housing, youth justice, mental health, alcohol and other drugs, and disability.
- Develop and implement a framework for specialist victim support services and men’s behaviour change programs to work together. Establish a committee including interagency and non-government representatives delivering these services to oversee implementation and report to the DFV Reforms Delivery Board. This committee should have a key focus on managing the risk of this system and practice change.
- Coordinate commissioning practices in the area of prevention and early intervention across the Department to ensure greater visibility of the programs and that services and programs are integrated, particularly those being delivered within the child protection, housing and youth justice systems which may be servicing the same clients/families.

4.3 Equity and access

This area has been explored through the evaluation question: *Has the strategy improved equity and access to victim and perpetrator services?*



KEY FINDINGS

- Access to services for victims of DFV are improving through the rollout of Safer Pathway, however predominantly for those who come into contact with NSW Police. Tracking outcomes for victims is difficult. There is limited data available through the CRP about the needs of victims and whether their needs were met through Safer Pathway.
- Access to services for perpetrators of DFV have improved under the Blueprint through the rollout of the MTCRS and MBCPs. However there are challenges due to a limited number of programs and capacity issues within the sector to deliver perpetrator programs.
- Limited data at the service level means it is difficult to know the extent to which vulnerable groups are accessing services and responses being provided under the Blueprint. Feedback from key stakeholders was that there was not strong visibility of these groups in the Blueprint, particularly the Aboriginal sector and the sector for people with disability.

Equity and access are terms used to describe the extent to which a service is available to the broader population. The concepts are interlinked but distinct. Specific definitions that are adopted in this evaluation are:

- **Access:** how easily the community can obtain a delivered service.⁵⁵ Access can be challenging for:
 - those with complex needs who require multiple services
 - people living in regional and remote areas where there may be fewer services available
 - people who require specific services, such as people who identify as LGBTIQ+ and people from culturally and linguistically diverse backgrounds
 - Aboriginal and Torres Strait Islander people, particularly as a result of intergenerational trauma and colonisation⁵⁶.
- **Equity:** Equity of access relates to all Australians having adequate access to services, where the term 'adequate' may mean different rates of access (depending on need) for different groups in the community.⁵⁷ The concept involves concepts of justice, impartiality, and fairness and may be operationalised through universal support or through needs-based service provision. A distinction should be made between equity of *access* and equity of *outcomes*; achieving equity of outcomes may involve differential and more intense levels of access and service provision for vulnerable cohorts compared to the general population.

Equity and access are terms used to describe the extent to which a service is available to the broader population. The concepts are interlinked but distinct.

The system has achieved strong progress in terms of access to services through implementation of the Blueprint, for both victims and perpetrators. Many initiatives pre-date the introduction of the Blueprint, including Safer Pathway and DVEQUIPS, but through additional investment have been implemented more widely to provide a more consistent, state-wide response.

However, in terms of equity of access, limited data at the service level has meant that it is difficult to know the extent to which vulnerable and/or high-risk groups are accessing services and responses being provided under the Blueprint. There is scarcer data still on equity of outcomes.

⁵⁵ Australian Government Report on Government Services 2020 On the web at: <https://www.pc.gov.au/research/ongoing/report-on-government-services/2020/approach/glossary>

⁵⁶ Steering Committee for the Review of Government Service Provision. (2016). *Overcoming Indigenous Disadvantage: Key indicators 2016*. Productivity Commission: Canberra

⁵⁷ Australian Government Report on Government Services 2020 On the web at: <https://www.pc.gov.au/research/ongoing/report-on-government-services/2020/approach/glossary>

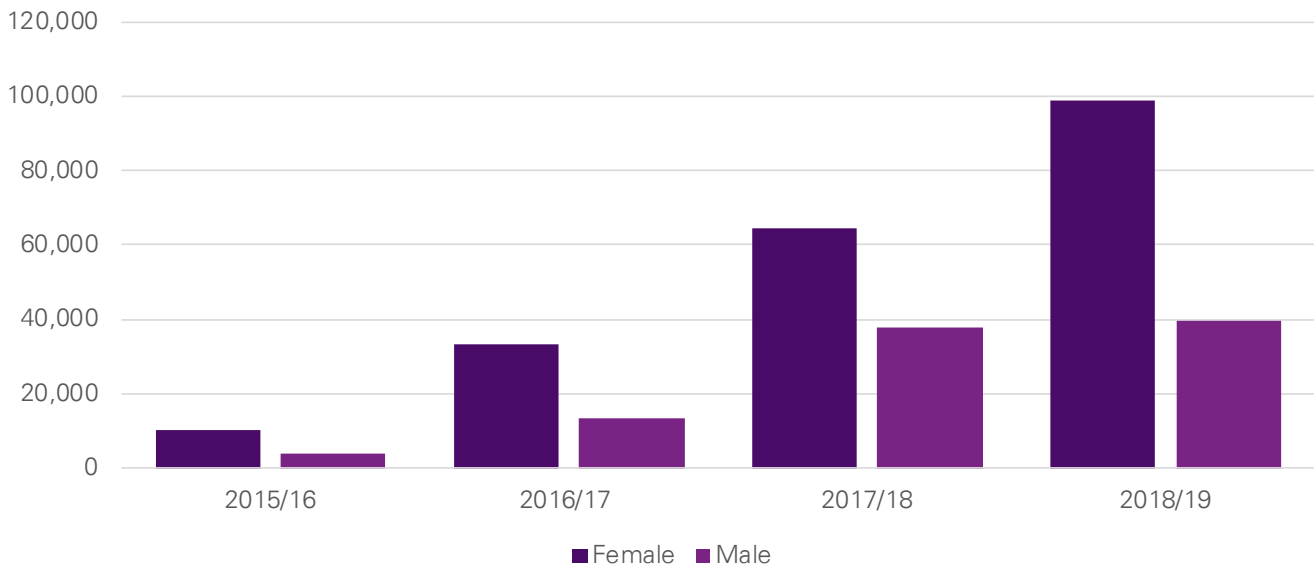
4.3.1 Services for victims

“So many more women are being supported. More women are willing to come forward, as they are gaining trust in a system that won’t re-victimise them.”

Non-government stakeholder

Through flagship actions, such as the state-wide rollout of Safer Pathway, more women are getting access to services and contact is being attempted with victims within one business day of referral. In addition, with its extension of support to male victims, the Blueprint has increased the accessibility of services and supports for more victims of DFV. Stakeholders were in agreement that access to a crisis support response has improved as a result of the implementation of Safer Pathway and the Blueprint, with 138,477 referrals in FY2018-19 were for people experiencing DFV.⁵⁸ This includes 39,765 male victims, predominantly relating to incidents between parents and children, with most of the alleged offenders being adult children. Stakeholders reported that the referral process from NSW Police through to responding agencies has improved, which has enabled victims to access the services they need. Contact is being attempted with victims within one business day of referral. The figure below shows the increase in referrals to the Safer Pathway program since commencement of the Blueprint. It demonstrates a threefold increase for females from FY2015-16 and FY2016-17 and more than fourfold increase for males in the same period.

Figure 15: CRP referrals, FY2015-16 to FY2018-19

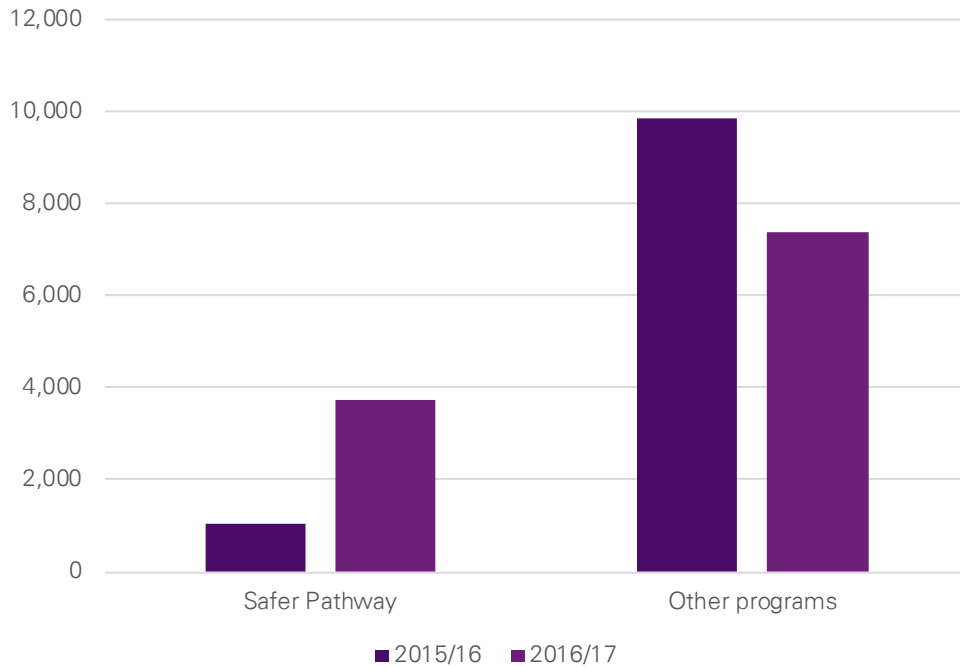


Source: Safer Pathway Evaluation (2019), NSW Blueprint Annual Report Card - Year Two (2019), Blueprint Annual Report Card - Year Three (2019)

⁵⁸ NSW Government (2019), NSW Domestic and Family Violence Blueprint for Reform: Annual Report Card 2018-19 – Year Three. Available at: <https://www.women.nsw.gov.au/download?file=765438>.

As indicated in the figure below, referrals to Safer Pathway for Aboriginal and Torres Strait Islander people are also increasing.

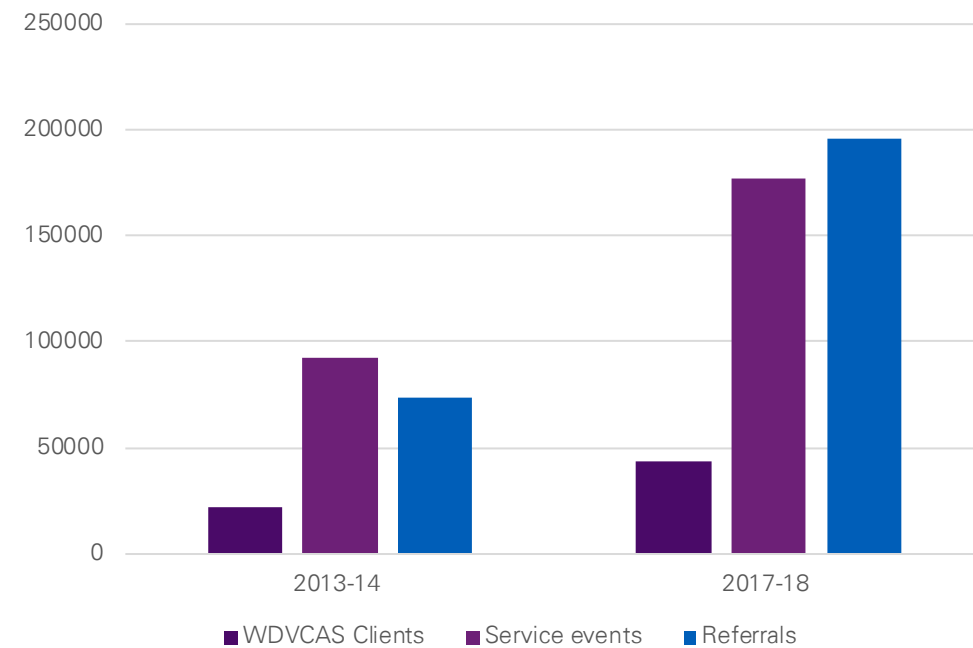
Figure 16: CRP referrals for Aboriginal and Torres Strait Islander people



Source: Safer Pathway Evaluation (2019)

Since the commencement of Safer Pathway in September 2014, as a result of WDVCS hosting LCPs, the number of WDVCS clients has increased by 97 per cent. The figure below outlines the increase in WDVCS clients, service events and referrals since the introduction of Safer Pathway and the Blueprint. Further, in FY2018-19, WDVCS assisted 47,902 women, which is a 9 per cent increase on the previous year.

Figure 17: WDVCS data comparison FY2013-14 - FY2017-18



Source: Legal Aid NSW, 2018, Women’s Domestic Violence Court Advocacy Program Evaluation Report

In addition, in FY2018-19 WDVCS made 264,303 referrals for clients, which is a 35 per cent increase on the previous year. However, accessing WDVCS does not always mean that victims will move on to further supports. Feedback from stakeholders indicated that there has been fluctuation in the proportion of victims accepting offers for services, which may be due to long waiting lists.

The need for case management was raised repeatedly by stakeholders. Currently, victims receive case coordination for approximately one month from referral, but funding to support ongoing case management was recommended to achieve greater results.

Currently, tracking outcomes for victims is difficult. There is limited data about the needs of victims, whether those needs were met through Safer Pathway, and in what time period. Further data collection is needed to understand this issue.

Vulnerable communities

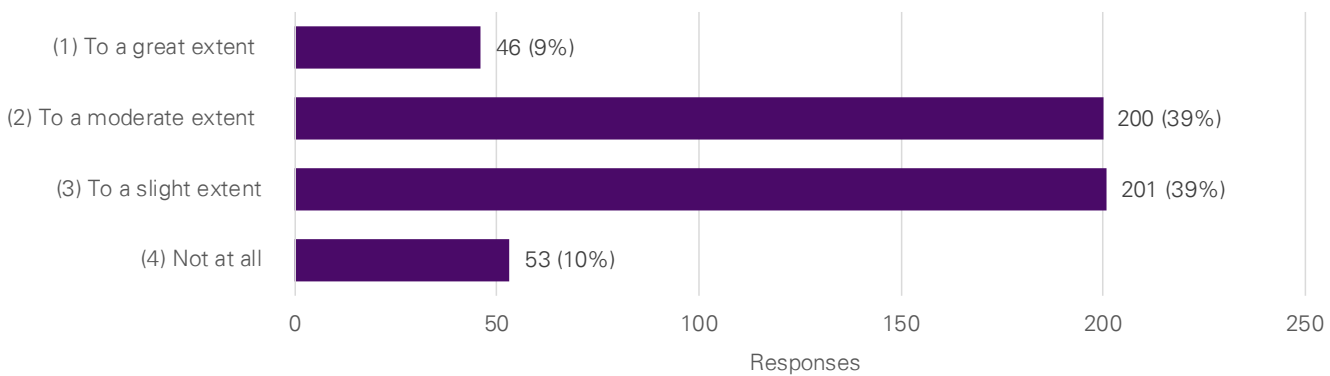
Data relating to access to services for vulnerable communities is limited to Safer Pathway data. While the data shows that referrals to Safer Pathway for vulnerable and high-risk population groups has increased since implementation of the Blueprint, the true number is unknown, as the reliability of this demographic data is in question. This is because the collection of this information is not mandatory by NSW Police at the time of referral.

In addition, it was felt that the program can only support Aboriginal victims when there is an Aboriginal Specialist Worker involved who understands the needs of Aboriginal people within the context of their families and communities. Currently, 23 out of 29 WDVCSs across the state receive dedicated funding to employ an Aboriginal Specialist Worker.

Timeliness of response

While Safer Pathway has been successful in improving the accessibility of services to victims of DFV, the stakeholder survey found more work is needed to ensure victims are able to access the crisis support when they need it. As shown in the figure below, only 50 per cent of survey respondents hold the view that crisis support for victims is being provided in a timely way.

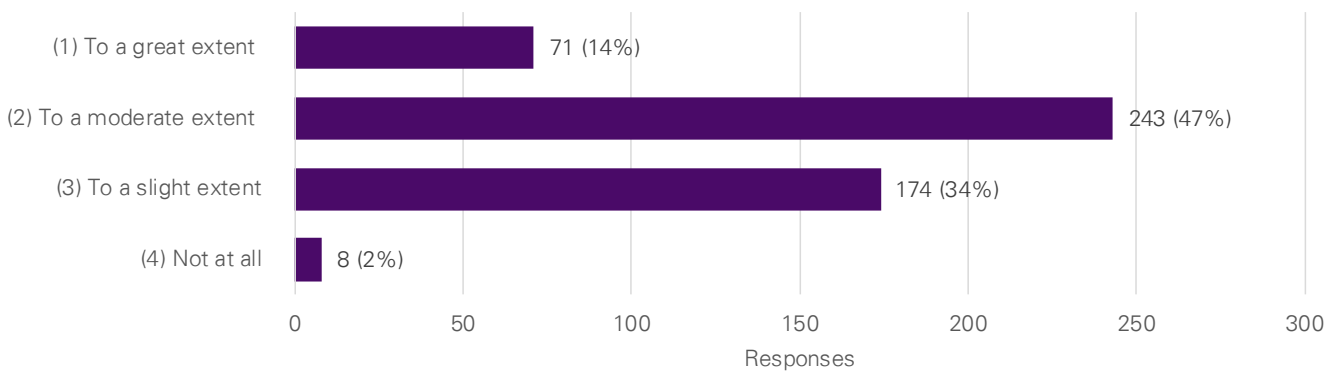
Figure 18: Responses to the question 'To what extent is this crisis support for victims being provided in a timely way?'



Source: DFV sector stakeholder survey

However when victims do engage with services, more than 60 per cent of survey respondents believed that victims' needs are being met, as outlined in the figure below. This indicates that the sector is somewhat confident that services are responding and meeting the needs of clients.

Figure 19: Responses to the question 'When victims engage with crisis support services, to what extent are their needs being met?'



Source: DFV sector stakeholder survey

Survey respondents nominated the following three areas as the greatest gaps in crisis support for victims of DFV:

- Housing and homelessness services
- Crisis support, including refuges and safety planning
- Case management and coordination.

“There is not enough case management available to assist victims, and not enough housing or refuge accommodation. Many women end up staying with the perpetrator.”

Frontline worker

4.3.2 Services for perpetrators

Access to support services for perpetrators has improved under the Blueprint, linked to the provision of additional funding since the release of the Blueprint. This includes the launch of the automatic referral pathway to the MTCRS in January 2019, which has provided a new pathway to support men who use violence. This is in addition to the expansion of community-based MBCPs to 12 sites and the further development and improvement of DVEQUIPS. While services for perpetrators have increased under the Blueprint, stakeholders recognised that the sector is in its infancy.

Men’s Telephone Counselling and Referral Service

An automatic referral to the MTCRS is made when an adult male person of interest has been charged by NSW Police with a domestic violence-related offence and/or an ADVO has been applied for or issued against them. Police officers attend DFV incident and enter mandatory information about the person of interest into the Police internal electronic system, including: the person of interest’s contact number; whether the person of interest has been informed that a referral to the MTCRS will be made; and the person of interest’s reaction to this advice. Information about the person of interest is moved from WebCOPS into a portal, without the NSW Police’s consent. The MTCRS then accesses the portal and conducts a risk assessment based on:

- Whether the person of interest was informed of the referral.
- His reaction to the referral and whether that response was positive or neutral, and
- Information in the NSW Police Fact Sheet/ADVO.

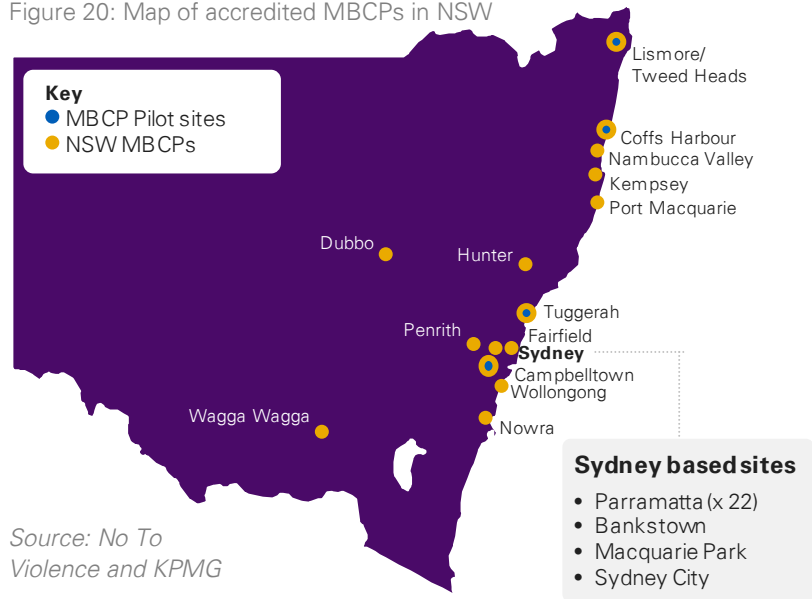
The MTCRS will then attempt to contact the person of interest if the risk assessment determines he can be contacted. If No To Violence are successful at contacting the NSW Police, the MTCRS will engage the person of interest in a threat/safety assessment, brief counselling, and referral to external services such as MBCPs, drug and alcohol services, and housing.

From January to June 2019, NSW Police Force made 15,589 referrals to the MTCRS via the automatic referral pathway. Two hundred and thirty-eight perpetrators accepted referral information to an external service provider.⁵⁹

Men’s behaviour change programs

In addition to the MTCRS, the Blueprint focuses on perpetrator intervention programs for male perpetrators. These include MBCPs administered in the community by NGOs or in custody, or delivered in the community by NSW Corrective Services. The scope of perpetrator programs vary from provider to provider, and location to location. Some may be short-term, low-intensity programs, while others will have an extended service delivery as part of an integrated approach to managing the perpetrator and the family. To date, there are nine accredited MBCPs across 12 sites, which are outlined in the figure below.

Figure 20: Map of accredited MBCPs in NSW



Source: No To Violence and KPMG

There are many organisations offering these programs without supervision and accreditation. Gaining this accreditation is seen as difficult and many small providers may need support to achieve it. Stakeholders were united in their view that there was insufficient supply for demand. In addition, there are some concerns among stakeholders that the focus to date has been on group work only and that there needs to be a mix of group and one on one work in the sector. Now that ECAV has released minimum standards for group programs, it was reported that there is a need to apply the standards to individual counselling.

“If our service had more capacity to hold men who use violence accountable and support them to change attitudes and behaviours, then great change could be made. The demand for our service far outweighs the capacity in the areas of men’s behaviour change, partner support, and prevention.”

Frontline worker

A 2019 evaluation of the four community based MBCP pilots found that most men across the four programs self-reported an improvement regarding their violent behaviour, including an increased awareness of abusive behaviours and how to mitigate them through ongoing change processes and practical techniques.⁶⁰ The evaluation identified the following as being critical to the success of MBCPs:

- Adequate investment into resources to network, build and maintain strong relationships within the sector, including with specialist DFV services.
- The program specific approach to working with men as well as MBCP content and structure. In particular the report recommended including relationships and parenting skills in the content of MBCPs, as maintaining positive relationships with partners and children was a strong driver of motivation to participate.
- The ability of the workforce to support participants through the MBCP as well as embody the vulnerability promoted through the MBCP.

⁵⁹ NSW Government (2019), NSW Domestic and Family Violence Blueprint for Reform: Annual Report Card 2018-19 – Year Three. Available at: <https://www.women.nsw.gov.au/download?file=765438>.

⁶⁰ Wong, T., Giuntoli, G., Valentine, K., Breckenridge, J. & Mao, L. (2019), Evaluation of four community-based men’s behaviour change program pilots: Final report, provided by Women NSW.

Within its recommendations the evaluation emphasised the importance of intake and readiness assessments for clients, the development of sustaining change programs and the enhancement of data collection and reporting mechanisms.

The Department has trialled ENGAGE, also funded under the Blueprint, which is pilot focused on program readiness to support better engagement with its community-based MPCPs.

Another behaviour change intervention under the Blueprint is the enhancement of programs for high-risk offenders through DVEQUIPS. The evaluation of the DVEQUIPS program was published in March 2018, which focused on evaluating the impact of the program on recidivism. Overall, the evaluation found little evidence of DVEQUIPS having a positive effect on reducing general reoffending within a 12 month period when compared to offenders who did not start the program. The evaluation called for additional research into referrals, including processes and eligibility criteria of community corrections programs.⁶¹

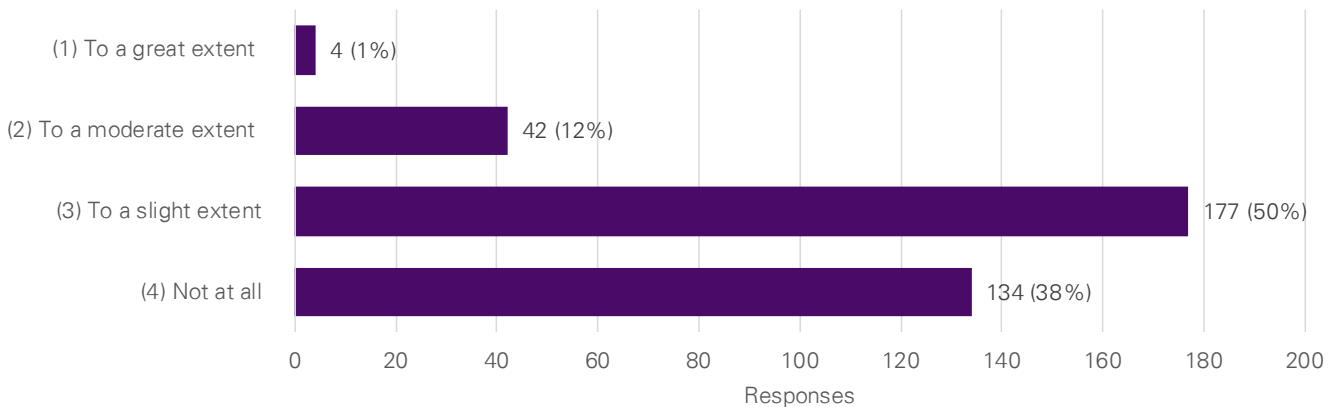
Perpetrator intervention programs require a minimum number of participants to operate. Due to the variable location of perpetrators and the sometimes inconsistent scheduling of programs, particularly in regional and remote locations, this has limited the availability of timely services for referral. Corrective Services NSW is considering technological solutions where offenders are able to connect remotely to a program, however this is not available at this time.

Overall, stakeholders reported that the investment in services for perpetrators had improved under the Blueprint, however further work is required to ensure state-wide coverage was available.

Timeliness of response

While the MTCRS and MBCPs have been successful in improving the accessibility of services to men using violence, consultation through this evaluation’s DFV sector survey found that services are still relatively inaccessible for many perpetrators of DFV. As shown in the figure below, more than 80 per cent of survey respondents hold the view that perpetrators are unable to access behaviour change interventions in a timely way.

Figure 21: Responses to the question 'To what extent is this access to behaviour change interventions occurring in a timely way?'

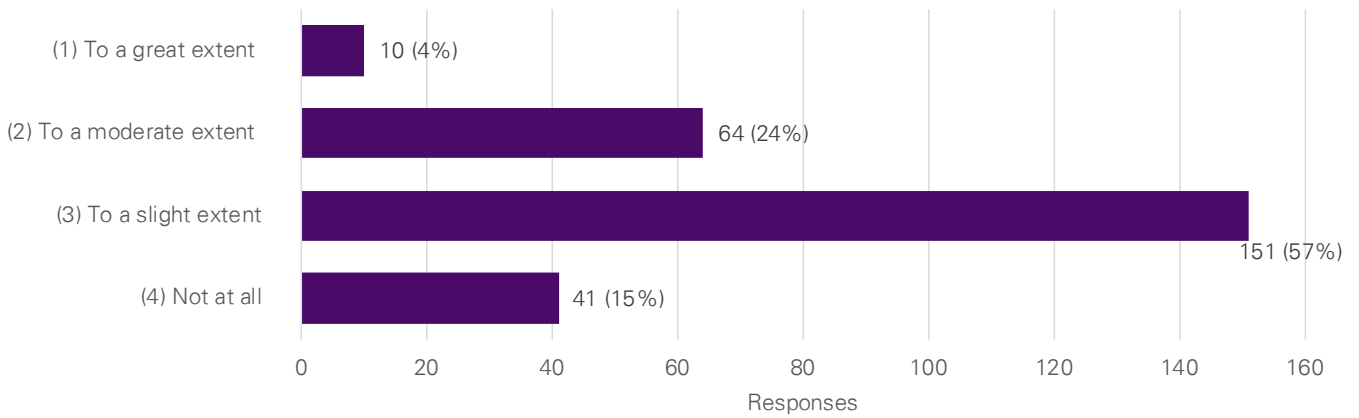


Source: DFV sector stakeholder survey

In addition, survey respondents were of the view that when perpetrators do access interventions, their needs are only being met to a slight extent, as outlined in the figure below.

⁶¹ Rahman, S. and Poynton, S. (2018). Evaluation of the EQUIPS Domestic Abuse Program (Crime and Justice Bulletin No. 211). Sydney: NSW Bureau of Crime Statistics and Research.

Figure 22: Responses to the question 'When perpetrators do access interventions, to what extent are their needs being met?'



Source: DFV sector stakeholder survey

Some stakeholders reported that eligibility for participation in behaviour change programs is not broad enough. For example, perpetrator interventions for same gender attracted people is limited. Indeed, although funding is available for behaviour change programs in prisons, this is not tailored to women. Further, there is limited support for same gender attracted male perpetrators.

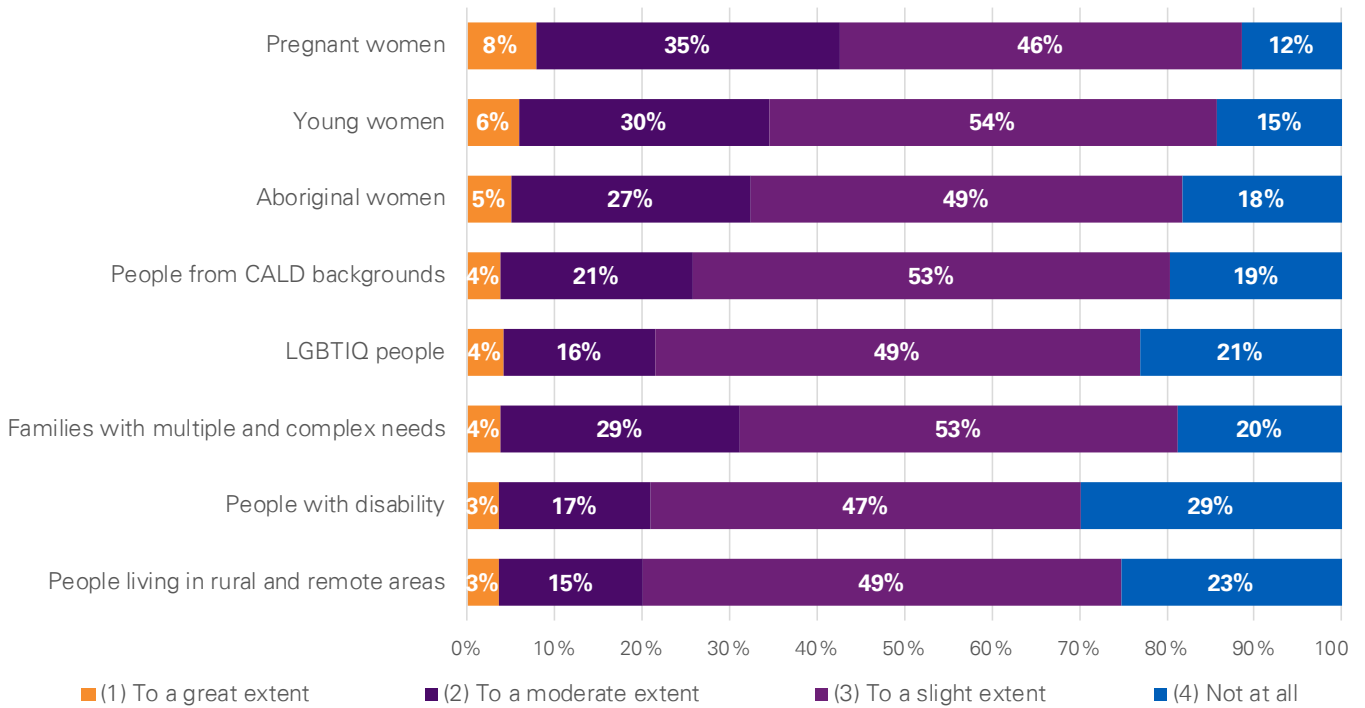
Stakeholders stated that behaviour change program providers could do more to improve the evidence base. One stakeholder stated that information is not being shared by behaviour change program providers, which impacts on risk management as well as the knowledge base on effective interventions. Another peak representative stated that perpetrator intervention is in its infancy in Australia, so attention should be directed towards workforce development, adequate research and evaluation strategies, and trials for at-risk populations.

While the increased investment in perpetrator interventions was welcomed by stakeholders, some reported that this happened at the expense of victim support. Non-government stakeholders stated that the perpetrator focus as a result of the Blueprint and the Premier’s Priority has resulted in an inadequate balance with supporting people at risk of and experiencing violence. Further, some stakeholders expressed concern at the reliance on criminal justice responses. These stakeholders noted a number of issues relating to this, such as the low reporting rates for DFV, the low conviction rates for DFV, the over-representation in the criminal justice system of Aboriginal people, and the specific needs of members of the LGBTIQ communities

4.3.3 Vulnerable or high-risk groups

Stakeholders consulted did not agree that the Blueprint provides sufficient responses that target vulnerable and/or high-risk groups. In addition, very little data at the program level is available to know whether these groups are accessing the actions, services, and responses being provided under the Blueprint. The sector survey found that, on the whole, stakeholders considered that the provision of services to vulnerable and at-risk cohorts have only slightly improved since the Blueprint. As outlined in the figure below, people with disability, LGBTIQ people, and people living in rural and remote areas remain the most disadvantaged when it comes to access to services.

Figure 23: Responses to the question 'To what extent do you agree that the provision of early intervention services to people at-risk of experiencing domestic and family violence is improving?'



Source: DFV sector stakeholder survey

Aboriginal women, men and communities

There are five actions in the Blueprint which aim to address the unique needs of Aboriginal women, men and communities in relation to DFV:

- Develop cultural competency training opportunities for service providers to ensure they can respond appropriately and effectively with Aboriginal, CALD, as well as people with disability.
- Develop a NSW Prevention and Early Intervention Strategy to set a coordinated prevention and early intervention agenda with organisations representing Aboriginal people, people with disability, LGBTIQ communities and people with a CALD background.
- Consider best practice strategies to engage Aboriginal men and women in behaviour change interventions.
- Expand the Tackling Violence program to new areas with the highest incidents of DFV.

In addition, one project funded under the Innovation Fund targets Aboriginal communities:

- Kalypi Paaka Mirika Healing Program, delivered by Maari Ma and the Healing Foundation, which is a culturally relevant program that will equip Aboriginal people to recognise and respond to behaviours that can lead to violence.

There was significant concern reported through the consultation process that Aboriginal people are largely not considered in the Blueprint, with limited attention paid to the unique situation that Aboriginal people experience which can contribute to elevated prevalence of DFV, such as lateral and family violence. This absence of Aboriginal people in the Blueprint was noted by all stakeholders as a significant gap, particularly in comparison to the National Plan, which has a strong component with responding to DFV in Aboriginal communities.

“From an Aboriginal perspective, there is not enough out there ... investment needs to be better and go a lot further and deeper.”

Non-government stakeholder

In addition, limited program level data on Aboriginal men and women's access to services under the Blueprint was available for this evaluation. Therefore, it is difficult to draw conclusions around whether access to services for Aboriginal people has improved.

LGBTIQ communities

There are no programs specifically funded for LGBTIQ communities in the Blueprint. Currently, there are no specialist DFV LGBTIQ services in NSW. Data could be improved by capturing people who identify as LGBTIQ within existing data collection activities.

People from CALD backgrounds

Several projects funded under the Innovation Fund target people from CALD backgrounds. These include:

- RE-THINK! Anti-Violence Project, delivered by 2Connect Youth and Community, which is a peer educator project to address negative attitudes that underpin DFV affecting young people in CALD communities.
- From the Ground Up to Equality, delivered by Arab Council Australia, which aims to challenge specific drivers of violence in the Arabic community.
- Safety Without Borders, delivered by Relationships Australia NSW, which provides targeted prevention strategies and early intervention pathways for asylum seeker and refugee communities.

People with disability

The Innovation Fund funded two projects targeting people with disability:

- Respectful Relationships Peer Educators, delivered by People with Disability Australia, which is an accessible sex and relationships education package for women and girls with intellectual disability.
- Building Access for Women with Disability, run by People with Disability Australia, Domestic Violence NSW, and Women's Community Shelters, which provides people experiencing DFV with information, support, and resources to increase the accessibility of services for women with disabilities.

Children and young people

- There is one action in the Blueprint that targets children and young people, which was for targeted interventions in currently funded services for children and adolescents at risk of DFV. This action has been completed through a range of pre-existing early intervention funding and supports provided through the Aboriginal Child Youth and Family Strategy; Child, Youth and Family Support; Families NSW; and Getting It.

RECOMMENDATIONS

Equity and access:

- Explore the option of funding ongoing case management for victims of DFV to enable long-term recovery. The time period for case management should be determined in collaboration with the non-government sector.
- Build the evidence base for perpetrator interventions through high-quality evaluations to enable understanding of what works for what cohorts, to inform future funding decisions.
- Improve data collection activities to monitor vulnerable and high risks groups' access to key services and programs.



4.4 System level supports

This area has been explored through the evaluation question: *To what extent has the establishment of system level supports been implemented as planned? What were the enablers and barriers? System level supports include governance, partnerships, monitoring and evaluation.*



KEY FINDINGS

- While additional levels of governance were established to support implementation, with the DFV Reforms Delivery Board responsible for coordinating implementation, there was no accountability at the regional level.
- There was no formal mechanism for DFV non-government sector representatives, including Aboriginal controlled organisations, to inform the implementation of the Blueprint, and engagement has not been consistent.
- The introduction of the Blueprint has seen an increase in service quality monitoring, output and outcomes reporting requirements for the sector.

The DFV Reforms Delivery Board has overarching accountability for implementation of the Blueprint, and has generally been an effective whole-of-government forum for escalating and resolving issues. In addition, the Premier's Priority provided visibility and leadership to the DFV sector reforms; this leadership had a flow-on effect for the Blueprint.

No regional governance structure was established to support implementation of the Blueprint, however the regional governance structures put in place to support implementation of the Premier's Priority have to some extent been leveraged.

4.4.1 NSW DFV Reforms Delivery Board

The DFV Reforms Delivery Board is the cross-agency governance group overseeing reforms to the DFV service system, as well as the reforms under the Sexual Assault Strategy. The DFV Reforms Delivery Board is accountable to the Minister for the Prevention of Domestic Violence and meets a minimum of six times per year. Meetings are scheduled to align with periods of strategic decision making in the reform process.

The DFV Reforms Delivery Board comprises senior leaders from NSW human services and central Government agencies. The Terms of Reference for the DFV Reforms Delivery Board states that members must have the authority to endorse and practice agency accountability when overseeing policy development, strategic planning, and monitoring the implementation of reform initiatives. However this has not always occurred, with inconsistent representation at different points and junior officers attending on behalf of more senior colleagues.

"The Board is becoming an effective whole-of-government forum of escalating and resolving inter-agency issues."

NSW Government employee

Feedback in consultations indicated that stakeholders were supportive of the DFV Reforms Delivery Board and its role in the implementation of the Blueprint. The DFV Reforms Delivery Board is seen as an effective whole-of-government forum for escalating and resolving issues, however given the heavy reliance on the non-government sector in the DFV system, stakeholders felt that governance and accountability provided by the DFV Reforms Delivery Board should extend to the non-government sector.

4.4.2 DFV regional leadership

To support the Premier's Priority, DFV RSGs were established in FY2017-18 across four police regions with high reported rates of reoffending⁶². However, the RSGs have a relatively narrow focus, and while there is some alignment, the RSGs do not have any reporting responsibilities or accountabilities under the Blueprint.

Given that RSGs have a justice focus and are primarily concerned with perpetrators, at the time of this evaluation, most of the RSG members consulted (excluding Western NSW) reported that they had not heard of nor seen the Blueprint itself. However, representatives knew of some of the actions or initiatives within it, such as Safer Pathway and the High Risk Offender teams.

"I would need to go through and read the Blueprint [again]. This was the first time I read it. It would go into holding perpetrators accountable, but based on what is there, it does not speak to our initiative on reducing reoffending."

Regional stakeholder

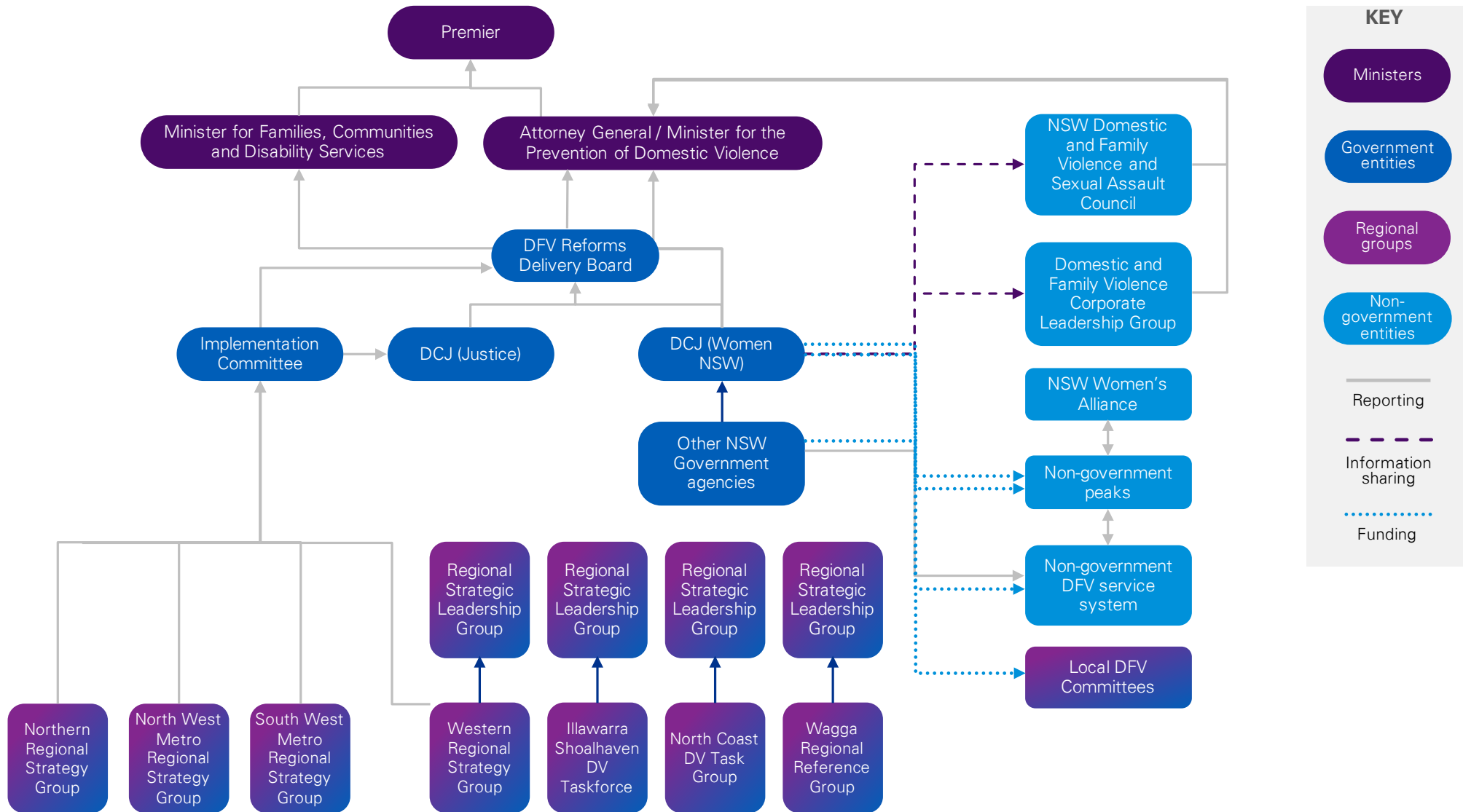
DFV-specific taskforces have been established in locations where there is no RSG presence, driven by local staff. In these regions, governance of the 'taskforce' appears to build on the existing Regional NSW structure and reports through Regional Strategic Leadership Groups. These Groups are an initiative of the Department of Premier and Cabinet and are a platform to support closer working relationships between NSW Government agencies and local councils.

While Regional Strategic Leadership Groups do not report to the DFV Reforms Delivery Board, it was observed from consultations that reporting and accountability in these locations was more concrete than that of the RSGs, as members of the taskforce had greater authorisation at the regional level to take on and deliver actions. Some had a broader application and included youth justice which appeared to be working well as the membership included Education, Police and Youth Justice.

Figure 24 overleaf provides an overview of the governance structures to support implementation of the Blueprint.

⁶² North West Metro, South West Metro, Northern, and Western NSW

Figure 24: Blueprint governance



Source: KPMG

4.4.3 DFV sector peaks and non-government organisations

Overall, communication by the Department with the broader non-government sector in relation to the Blueprint implementation was inconsistent. While some NGOs were consulted in the drafting of the Blueprint, others had limited visibility. Stakeholders reported that there are no formal escalation processes to engage with departments through working groups. The DFV non-government sector is not represented on the DFV Reforms Delivery Board, although some were invited to sit on service delivery level implementation committees for particular actions and initiatives. While some sector peaks have direct relationships with Women NSW and other government agencies, and are able to raise issues directly, these relationships are not always formalised, which limits the ability for issues to be transparently resolved. Furthermore, it appears that there has not been a review of the DFV peaks for some time, and there is an absence of an Aboriginal DFV peak altogether.

While the NSW DFV and Sexual Assault Council has non-government representation, it does not meet frequently, with no meetings in 2019. The DFV sector peaks expressed the view that the Council has lost its previous strategic focus and is now largely an information sharing forum.

4.4.4 Monitoring and reporting

A number of mechanisms exist in relation to monitoring and reporting under the Blueprint. While some of these mechanisms provide insights into the implementation and key achievements of the Blueprint, others work to provide a view on system wide performance metrics and data collection mechanisms across the DFV service system.

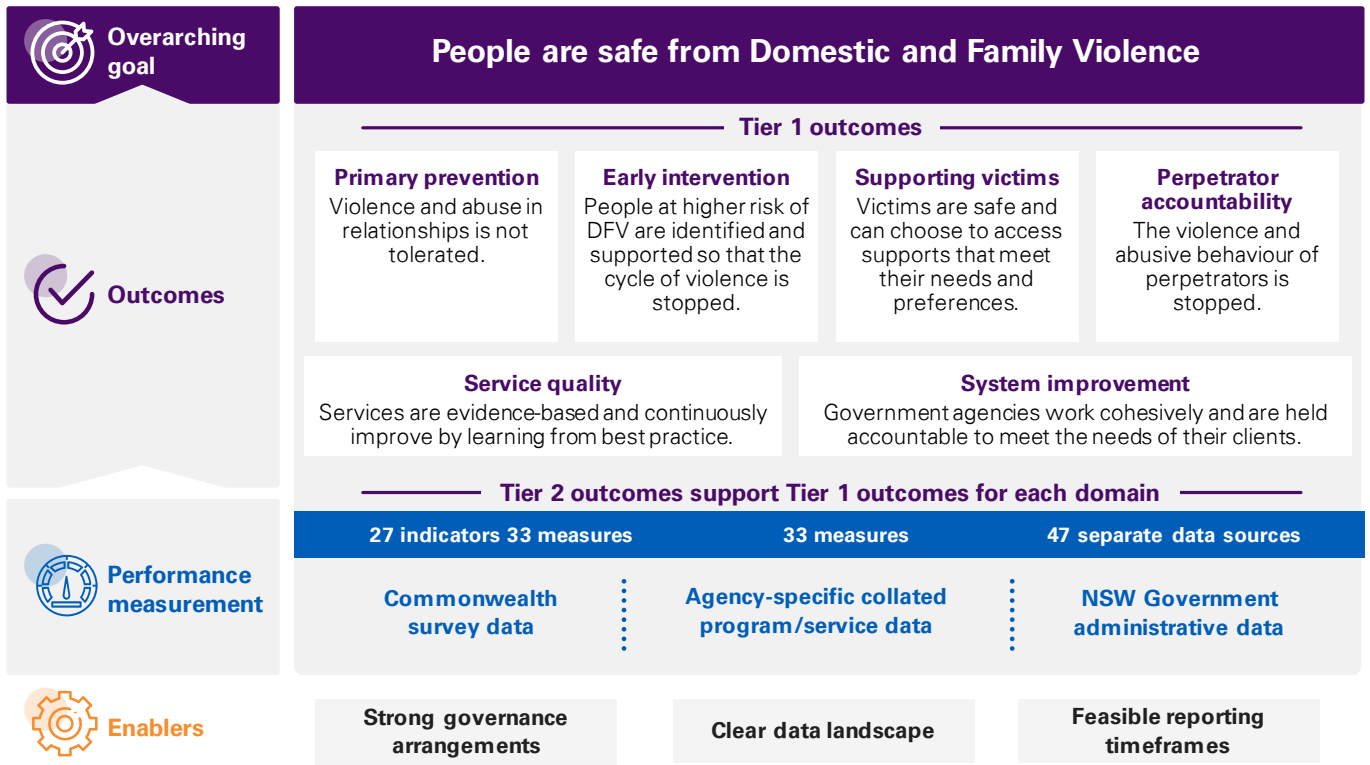
DFV Outcomes Framework

Under the Blueprint, the NSW Government committed to developing system-wide performance metrics and data collection mechanisms across the DFV service system. Consistent monitoring of the performance of the DFV service system will support more evidence-based policy development and shared accountability across government. To achieve this, the government has developed a DFV Outcomes Framework to monitor system-level performance of the government-delivered response to DFV and provide a basis for the development of a centralised system of reporting across agencies.⁶³

The DFV Outcomes Framework was released in June 2018 and established strong governance arrangements to support implementation and reporting. Women NSW has the lead, supported by eight secondary agencies that provide data for Framework reporting. Specifically, the DFV Outcomes Framework identified a number of key data sources in order to measure the Blueprint outcomes. These data sources include information from the Department (including Legal Aid, Corrective Services, Victims Services, and the Bureau of Crime Statistics and Research), NSW Health, Department of Education, and NSW Police. The DFV Outcomes Framework, while calling for collating existing data in order to measure outcomes within the DFV services system, also calls for a number of data development around a number of key measures and indicators. A summary of the DFV Outcomes Framework is shown in the figure below.

⁶³ NSW Government (2018), Domestic and Family Violence Outcomes Framework, NSW Government.

Figure 25: DFV Outcomes Framework



Source: DFV Outcomes Framework

DFV Outcomes Framework Dashboard

The Dashboard was defined under the DFV Outcomes Framework. The aim of the Dashboard is to facilitate performance reporting against The DFV Outcomes Framework defined indicators and measures to drive performance. The Dashboard aims to measure both outputs and outcomes of the DFV service system as a whole, and support more evidence-based policy development and shared accountability across government. The Dashboard is internal for the use of NSW Government agency delegates who have been nominated by the Delivery Board. Dashboard data is updated every six months for headline indicators and 12 months for other indicators, if available. Some indicators are based on surveys conducted every three to four years, such as the NCAS.

Feedback received thus far indicates that the Dashboard has proven useful in allowing delegates to access data across agencies. In future iterations, the Dashboard will be enhanced by data that is more outcomes focused rather than output focused, as outlined in the DFV Outcomes Framework.

Annual reports

Annual reports are available for the Blueprint for FY 2016-17, FY2017-18 and FY2018-19. These report directly on the actions under each of the six priority areas committed under the Blueprint. The annual reports detail the implementation status of each Blueprint action as well the budget and expenditure to date. They also provide narrative surrounding the implementation of each action.

In addition to specific actions committed under the Blueprint, the annual reports provide details on services, initiatives and programs that work to support the intent of the Blueprint. Annual reports are produced for internal purposes and are not publically released. The Blueprint annual reports allow for tracking of expenditure and implementation of specified Blueprint actions.

Annual Report Cards

Annual report cards are released on the Blueprint to report publicly on a number of the significant achievements under the Blueprint. The Blueprint Annual Report Card – Year One was released on 26 September 2017, Year Two was released in January 2019, and Year Three in December 2019.



RECOMMENDATIONS

System level supports:

- Establish regional governance for DFV that builds on existing regional governance structures (such as the Strategic Leadership Committee model in regional areas), and reports to the Board to enable local decision making and strengthen accountability around DFV.
- The non-government sector is a critical partner in the delivery of DFV services and plays a key role in the sustainability and quality of the service system. Sector representatives should be offered a role in the governance and oversight of the service system.
- Formally include the voice of victims in future reform and service design within governance structures. Women's Safety NSW and Domestic Violence NSW have established bodies comprising DFV victims which can be leveraged by the Department, non-government organisations and corporates working on DFV.

4.5 Financial sustainability

This area has been explored through the evaluation question: *To what extent has the Blueprint been rolled out within budget, is sustainable and has explored impact investing?*



KEY FINDINGS

- Given the state's current fiscal pressures and increasing demand, the current DFV budget does not appear to be sustainable unless significant changes in one or more of the budget levers are made.
- DFV has been included as a topic on the NSW Government's agenda for social impact investing and further steps could be taken to explore impact investing to improve the long term sustainability of the sector.

The FY2016-17 NSW Budget announced allocation of "more than \$300 million over four years to the specialist domestic and family violence response", which more than doubled the investment in specialist DFV services and initiatives at the time.⁶⁴ In the FY2018-19 Budget, investment in specialist DFV services increased to \$431 million over four years (which included implementation of the Blueprint).⁶⁵ The NSW intergenerational report outlines fiscal pressures on the state budget from an ageing population, increase demand for services, increasing expectations regarding the level of services and declining revenue growth.⁶⁶ Across all portfolio areas, a widening fiscal gap is expected to emerge if current trends across government continue.⁶⁷

The question as to whether the Blueprint budget is sustainable should be considered against the backdrop of the state's current fiscal position and projections. Policy levers around sustainability include: demand and level of services, efficiency and innovation, and increasing the revenue base.

⁶⁴ NSW Government (2017), Domestic and Family Violence Blueprint, Women NSW. Available at <https://www.women.nsw.gov.au/strategies-and-resources/nsw-domestic-and-family-violence/domestic-and-family-violence-blueprint>

⁶⁵ NSW Government (2017), Domestic and Family Violence Blueprint, Women NSW. Available at <https://www.women.nsw.gov.au/strategies-and-resources/nsw-domestic-and-family-violence/domestic-and-family-violence-blueprint>

⁶⁶ NSW Government (2016) Future State NSW in 2056. Available at www.treasury.nsw.gov.au/nsw-economy/intergenerational-report.

⁶⁷ Ibid

Demand

With heightened acknowledgement of DFV and changes in community attitudes, there is increasing demand for DFV services (as predicted in the Blueprint). Given the state's current fiscal pressures and increasing demand, the current DFV budget does not appear to be sustainable unless significant changes in one or more of the budget levers are made.

To develop stronger budget oversight, information on client volume, outputs, outcomes need to be aligned with budget inputs. A dynamic model of the DFV system would demonstrate the impact of increasing client volume on other parts of the service system and could be used to plan for anticipated growth in the sector. Demand information will need to include population growth, projected client growth and expected success rates for prevention programs. Within this model, in line with DFV Service System Redesign, the inclusion of more intensive, long-term case management for victims, their families and perpetrators who repeatedly cycle through the DFV system over a long period (and the long term costs and benefits of this work) is recommended.

Efficiency and innovation

To assess efficiency in service delivery adequate program and client data is needed to allow comparisons regarding cost efficiencies to be made. Improved data collection (including financial and client data) will allow for assessments of efficiencies to be made across the system. The DFV Innovation Fund aims to develop innovative approaches in the sector and it is suggested that the findings from the evaluation of the fund is included in a systems model.

Increasing the revenue base – impact investing

As reported in Section 4.1, the NSW Government has explored social investment opportunities for the private sector to invest in DFV services. While this action has been completed, as yet there are little results from this exploratory work. In 2016, the NSW Office of Social Impact Investment (OSII) included DFV as an area in the statement of opportunities.⁶⁸ These are areas which the NSW Government sought impact investing transactions within a tender process to develop impact investing within NSW. It is understood that some market-led propositions for transactions with outcomes in the DFV area were developed and assessed by the NSW Government but none have proceeded. It should be noted that payment by outcomes contracts (accompanied by a \$235 million investment) have been issued in the areas of out-of-home-care, homelessness, youth unemployment, recidivism, palliative care and mental health, but not yet for DFV⁶⁹.

Alternate sources of sustainable finance for DFV could be further considered. It is noted that OSII will launch *Social Impact Investment Policy 2.0: Growing Our Impact* in 2020. This will be an opportunity for the Blueprint to further grow impact investing in the DFV area. The impact investing options and innovative funding models include the full spectrum of payment by results instruments including the examples noted above such as a outcomes contract, an outcomes-focused grant, layered investments and a social impact bond (SIBs)⁷⁰. SIBs are the most complex of these examples and link return to investors to the level of success of the program.

In Australia, there are examples of specific funds which have been created to address a particular social issue (for example, the Hestia fund which is a \$30 million fund for mental health⁷¹). To increase investment in the sector, specific innovative finance models could be developed including:

- Creation of a DFV impact fund
- Alternate approaches to finance for housing associated with DFV.

⁶⁸ NSW Government (2016) Statement of Opportunities. Available at <https://www.osii.nsw.gov.au/assets/office-of-social-impact-investment/files/Statement-of-Opportunities-2016.pdf>.

⁶⁹ NSW Government Social impact investment Statement of Outcomes. <https://www.osii.nsw.gov.au/assets/office-of-social-impact-investment/files/Statement-of-Outcomes-report-final.pdf>

⁷⁰ NSW Government Features of social impact investment. Available at <https://www.osii.nsw.gov.au/what-is-social-impact-investing/features-of-social-impact-investment/>

⁷¹ HESTA partners with SVA to launch new impact fund. On the web at: <https://impactinvestingaustralia.com/uncategorized/hesta-partners-with-sva-to-launch-new-impact-fund/>

An initial step would be to increase the readiness of the sector to participate in impact investing. Capability building across the sector for impact investing would include many of the areas outlined for development within this report such as: improved outcomes measurement, strengthening the evidence base, program logic models, cost benefit analysis and financial modelling. Tools and resources for impact investing are included on the NSW Government Office of Impact Investing ⁷²website. In addition, partnerships with corporates and investors would assist in preparing the sector for impact investing.



RECOMMENDATIONS

Financial sustainability:

- Pursue the recommendation of the DFV Service System Redesign "Ensure future funding and commissioning practices provide long-term, outcomes based funding."
- To increase investment in the sector, develop specific innovative finance models. For example, consider the creation of a DFV impact fund and develop incentives for alternate approaches to finance housing associated with DFV.

⁷² NSW Government Office of Social Impact Investing Website; Tools and resources. <https://www.osii.nsw.gov.au/tools-and-resources/>

5 Outcomes evaluation



5 Outcomes evaluation

Central to any reform process are the questions of whether the reform has had an impact and to what extent it has achieved the intended objectives.

The key guiding research question for the outcomes evaluation was: *To what extent has the Blueprint been effective and efficient in achieving its objectives, particularly in relation to the outcomes identified in the DFV Outcomes Framework?*

A number of sub-evaluation questions also guided the outcomes evaluation:

- Are community attitudes on DFV changing?
- Do perpetrators face timely consequences?
- Did we achieve a fall in the number of DFV-related deaths and DFV reoffending?
- Are people affected by, or who are at risk of, domestic violence safer?
- Was the Blueprint an effective use of government resources?
- Are DFV victims showing increased confidence in the system and a greater willingness to engage with services?
- What were the system level impacts of any partnerships, governance arrangements and monitoring and evaluation established as part of the Blueprint?

The following sections outline the findings, organising these evaluation questions under each of the six Blueprint outcome areas. Under each, the finding is reported and, where relevant, comment is made reporting on feedback from stakeholders.⁷³

Though there has been significant investment and activity to address DFV in NSW, material impacts on relevant outcomes are yet to be observed. However, it is worth noting that the DFV Outcomes Framework did not set timeframes, and as such it is not clear when short-, medium-, and long-term outcomes are expected to be achieved.

As noted in Section 1, outcomes that have been measured were specified in the DFV Outcomes Framework. It is important to note a number of challenges in the analysis of outcomes:

- **Baseline:** When the Blueprint was established, a baseline was not established nor were targets established as part of the DFV Outcomes Framework. (The one exception is the Premier's Priority for DFV reoffending which includes a target.) Given that all but one of the areas do not have a target or baseline, the analysis is descriptive reporting of trends over time.
- **Timing:** Within the DFV Outcomes Framework, there is reference to short-, medium- and long-term outcomes. These timeframes refer to availability of data and they are not further defined or referred to. As the DFV Outcomes Framework does not include an expectation around when changes and impact are expected, it is difficult to judge which changes should be observed at this point in time. Given this significant limitation, the analysis is limited to commenting on the observed direction of trends over time.
- **Attribution:** As noted above, the trends analysis includes a descriptive analysis of the direction of the trend (positive or negative) as well as feedback and commentary from stakeholders. Definitive attribution of the trend to the Blueprint is not possible given the data available and the complexity of this policy area.⁷⁴

⁷³ Victims' confidence in the system and partnerships are reported as outputs in the process evaluation section.

⁷⁴ For a more detailed discussion of attribution, see Section 3.

5.1 Preventing domestic and family violence

1 Priority area 1: Violence is prevented through changes in attitudes, social norms and structures that underpin DFV

The research question which aligns with Priority Area 1 is: *Are community attitudes on DFV changing?*



KEY FINDINGS

- The majority of people in NSW have a good understanding of what constitutes violence against women and reject attitudes supportive of violence against women.
- Between 2009 and 2017, the NCAS found that there was a statistically significant positive change in community understanding of violence against women.
- Most stakeholders interviewed indicated that community awareness of DFV was improving, but acknowledged that a number of parallel initiatives had led to the change rather than the Blueprint.

In the DFV Outcomes Framework, an increase in the awareness of the various forms of DFV is hypothesised to lead to reduced tolerance of violence and abuse in relationships. Changes in community attitudes are explored in the periodic national telephone survey conducted through the NCAS. The survey is a representative national sample and in 2017, included 17,542 people nationally and 4,018 people from NSW.⁷⁵ The NCAS includes composite measures, including The Understanding of Violence against Women Scale (UVAWS), Gender Equality Attitudes Scale (GEAS), and Community Attitudes Supportive of Violence against Women (CASVAW).

The results for NSW show that the majority of people have a good understanding of what constitutes violence against women, reject attitudes supportive of violence against women, and “say that they would act or would like to act when witnessing abuse and disrespect towards women”.⁷⁶ The findings show that men and women have improved on both indicators, although men have a lower understanding of violence against women and a higher level of attitudinal support for violence against women. Both indicators are explored below.⁷⁷

The figure below indicates that, between 2009 and 2017, there was a statistically significant positive change in the composite measure of understanding of violence against women. The average score on the UVAWS⁷⁸ increased from 65 to 70 (with the scale constructed with a range of 1 to 100, with 100 indicating the highest level of understanding).⁷⁹ The positive change was statistically significant for males and females.

⁷⁵ NCAS and NSW Government (2019). Attitudes towards violence against women and gender equality among people in NSW: Summary findings from the 2017 National Community Attitudes Survey (NCAS). On the web at: https://www.women.nsw.gov.au/__data/assets/pdf_file/0009/728802/AttitudestowardsviolenceagainstwomenandgenderequalityamongpeopleinNSW.PDF

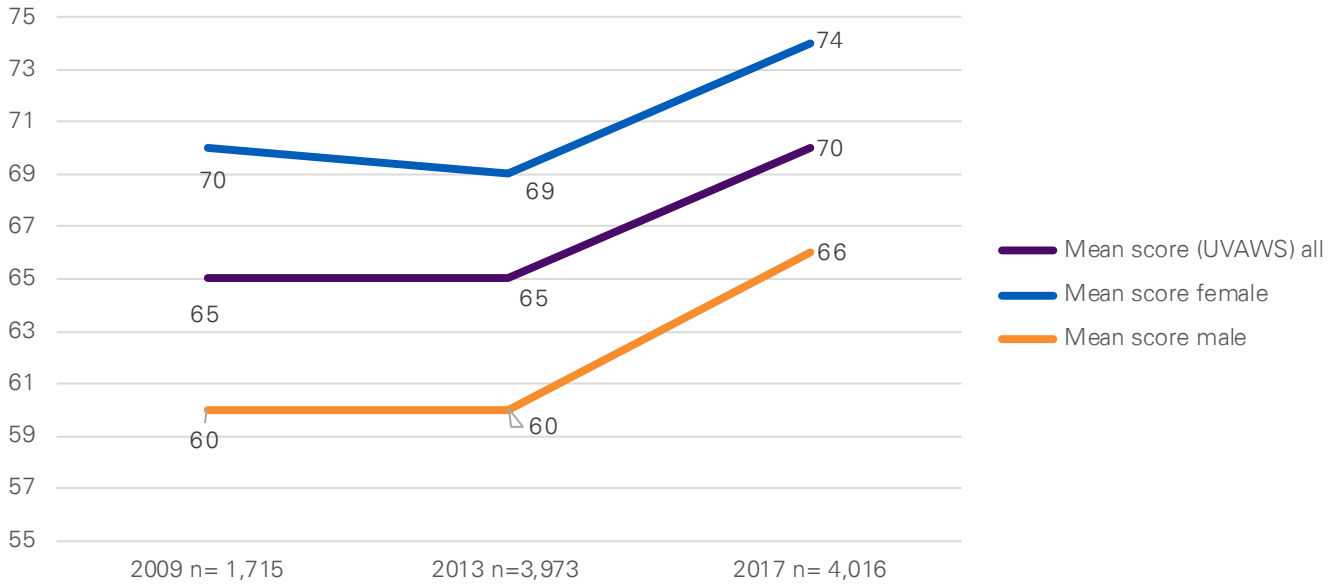
⁷⁶ Ibid , page 8.

⁷⁷ The indicator from the Women NSW, DFV Outcomes Framework, 2018 (1.3.1.1) which relates to the per cent of national safety survey respondents whose most recent incident of physical assault or face-to-face threatened assault was reported to police has not been included in the analysis as the category is broader than DFV.

⁷⁸ This scale includes a number of themes with questions on the definition and nature of the problem, violence and the law, patterns and consequences, contributing factors and knowledge of resources (NCAS 2019)

⁷⁹ NCAS and NSW Government (2019) Attitudes towards violence against women and gender equality among people in NSW: Summary findings from the 2017 National Community Attitudes Survey (NCAS). On the web at: https://www.women.nsw.gov.au/__data/assets/pdf_file/0009/728802/AttitudestowardsviolenceagainstwomenandgenderequalityamongpeopleinNSW.PDF

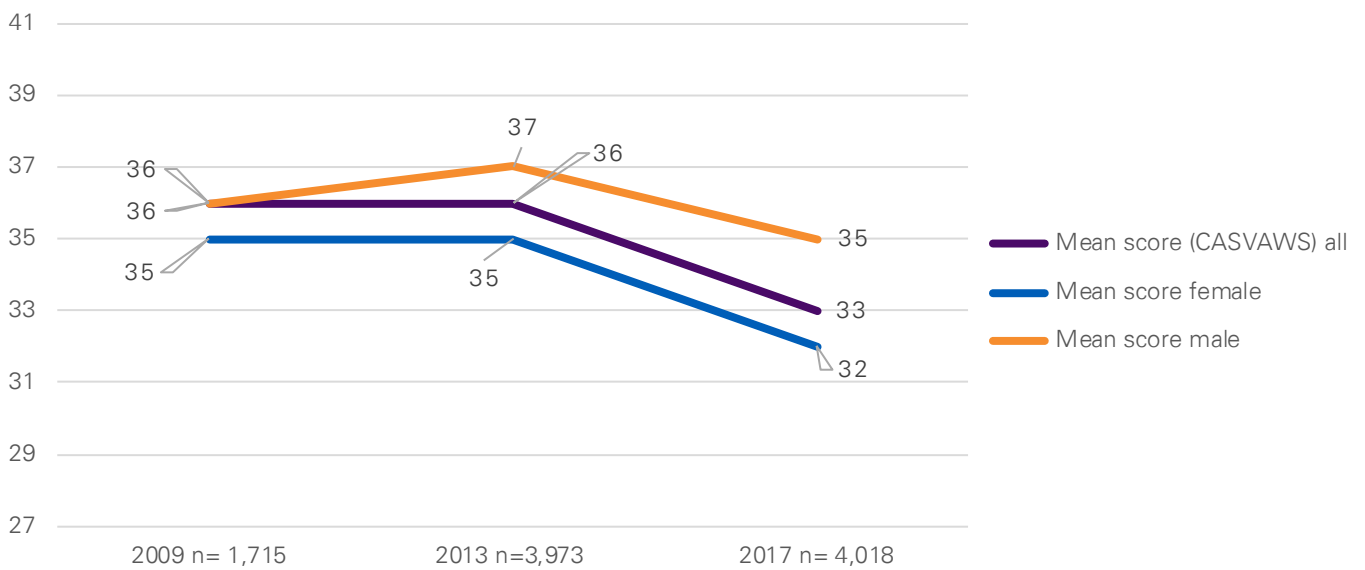
Figure 26: Respondents' understanding of violence against women



Source: NCAS data; Women NSW, DFV Outcomes Framework, 2018. Note: $p <= .01$

In the DFV Outcomes Framework, it is hypothesised that if social norms and structures acknowledge and address DFV stigma and promote healthy relationships, then there would be a decrease in 'violence-enabling attitudes'. As indicated in the figure below, the data shows positive change over the time period from 2009-17; that is, fewer males and females endorse attitudes supportive of violence against women. The average score fell from 36 to 33 (with the scale constructed so one indicates the lowest level of endorsement for violence supportive attitudes).

Figure 27: Changes in attitudinal support for violence against women over time



Stakeholders did not attribute the change in attitudes to the Blueprint but rather to a number of parallel initiatives including national initiatives on DFV and high profile publicised DFV-related deaths (see Section 2). Stakeholders also reported that this increase in awareness has occurred in spite of what some considered to be limited investment in primary prevention.

Stakeholders observed that the change in attitudes to DFV may differ across population groups. For example, non-government stakeholders reported that changing attitudes amongst CALD populations has been slow and some cultural groups have been more receptive than others.

There is limited information available on the impact of changes in community attitudes to DFV. Further work could be undertaken on the impact of these changes, the flow on effects at the client level (i.e. whether there is backlash), whether changes are experienced by all subgroups within the community, and whether the changes in attitudes are leading to changing social norms and structures which underpin DFV.



RECOMMENDATIONS

Preventing DFV:

- Using knowledge of reform in other jurisdictions, expected client growth rates and expected flow on effects through the service system, develop a dynamic model of the DFV system. Include changes in community attitudes and police practices as inputs into the model.
- Explore evidence based options for prevention of DFV, particularly for vulnerable populations, and leverage existing national and global efforts (specifying the theory of change, the evidence base and the short and longer term outcomes associated with DFV prevention).

5.2 Intervening early with vulnerable communities

1 Priority area 2: Population groups at higher risk of DFV are identified early and supported.

The research question which aligns with Priority Area 2 is: *Are people affected by or who are at risk of domestic and family violence safer?*

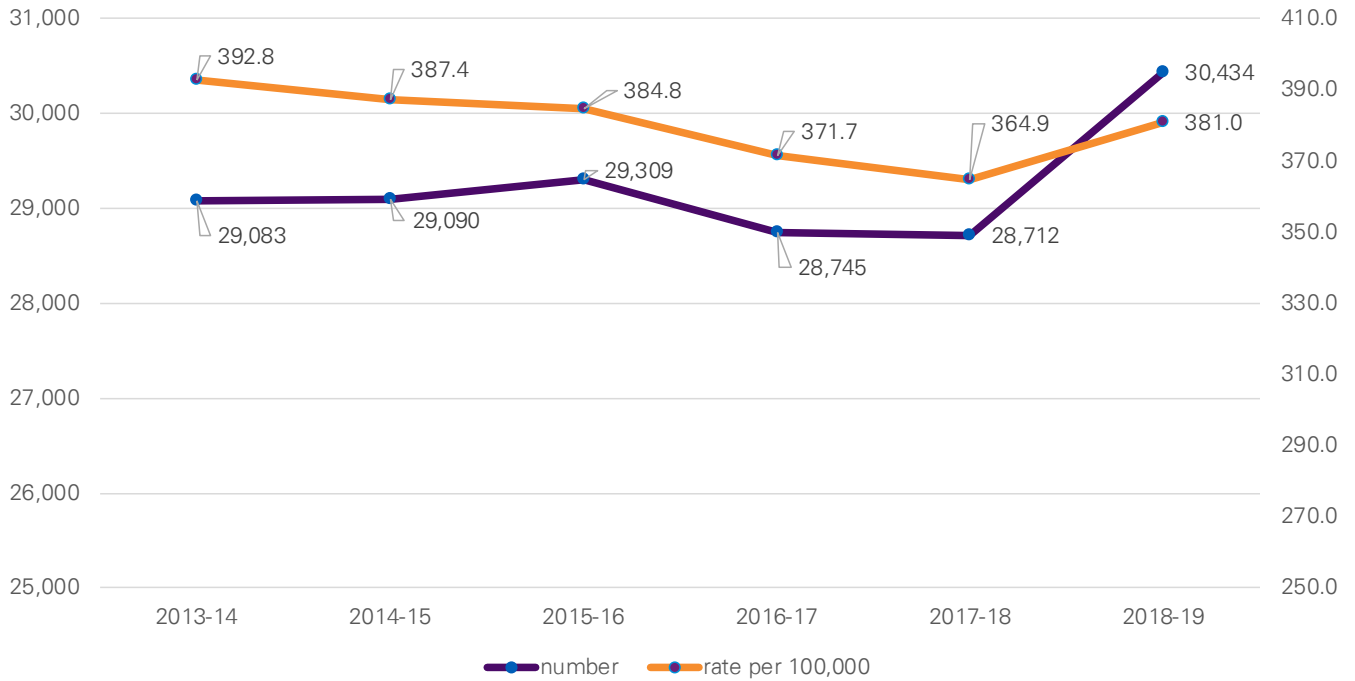


KEY FINDINGS

- There is little information collected on at-risk population groups and incidence rates of DFV
- Prevalence and incidence of DFV-related assault is increasing overall in NSW:
 - Over the last six years (FY2013-14 to FY2018-19), the number of recorded DFV-related assault incidents in NSW has risen from 29,083 to 30,434
 - Prevalence of DFV-related assault incidents in NSW per 100,000 population over the same time period has fluctuated; decreasing for five years in a row, from 2013-14 to 2017-18 (from 392.8 to 364.9 per 100,000 population) and in 2018-19 rising to 381 per 100,000 population
 - Recorded DFV-related assaults and prevalence rates in NSW and other jurisdictions are directly impacted by police activity (in addition to the level of visibility and recognition of DFV as an issue in the community).
- Prevalence rates of DFV-related assault incidents (per 100,000 population) vary by geographic location; some areas have increasing rates over time, while in other areas the rates are decreasing:
 - In FY2018-19 the highest rates of DFV-related assault incidents per 100,000 population were recorded in the following LGAs: Coonamble (2,356.7) and Wagga Wagga (2,164.8) are higher than 2000 per 100,000 while Mid-Western Regional (1,367.9), Dubbo Regional (1,272.8), Broken Hill (1,225.3), Narrandera (1,216.2), Gilgandra (1,177.3) and Cobar (1,015.0) are higher than 1000.
 - From FY2013-14 to FY2018-19 the Compound Annual Growth Rate in prevalence significantly decreased in the following LGAs: Wollongong, Federation Unincorporated Far West, and Gunnedah; and significantly increased in other areas (particularly regional areas) (Camden, Tweed, Northern Beaches, Gwydir, Richmond Valley, Weddin, Nambucca and Dubbo Regional).

The goal for Priority Area 2 is for a decrease in the prevalence of DFV among at-risk cohorts. One dimension of vulnerability, geographic location, is examined in this section. Section 5.3 examines the experiences of violence for particular groups, although at this point in time there is little data available on prevalence of DFV among at-risk cohorts. This section first considers prevalence rates of DFV-related assault over time and then considers geographical hot spots for DFV. There are challenges in interpreting the findings; the DFV Outcomes Framework suggests that there may initially be an increase in prevalence if DFV gains a higher profile and reporting rates increase.

Figure 28: Recorded DFV-related assault incidents in NSW



Source: NSW Bureau of Crime Statistics and Research

As shown in the figure above, over the last six years (FY2013-14 to FY2018-19), the number of recorded DFV-related assault incidents in NSW has risen from 29,083 to 30,434 (the bottom blue line shown in the figure above). Taking into account population size⁸⁰, the rate of recorded DFV-related assault incidents in NSW per 100,000 population decreased for five years in a row, from FY2013-14 to FY2017-18 (from 392.8 to 364.9 per 100,000 population, as shown by the top line in the figure above). Nationally, the Australian Institute of Health and Welfare reports that rates of DFV from 2005 to 2016 remained relatively stable.⁸¹ However, in NSW the rate rose again in FY2018-19 to 381 per 100,000 population, which is higher than the rate in the last two years.

Analysis shows that the numbers and prevalence rates of recorded DFV-related assault incidents in NSW are fluctuating. Similar to the experience in Victoria, stakeholders attributed increased rates to changes in police activity, as well as increased visibility of DFV in the community.

There are ongoing complexities around using domestic violence-related assault, rates of re-victimisation, and actual bodily harm as a measure of DFV. As noted, it is expected that increased rates of domestic violence-related assault may be attributable to increased reporting which is positive outcome as more women trust Police and are more willing to report.

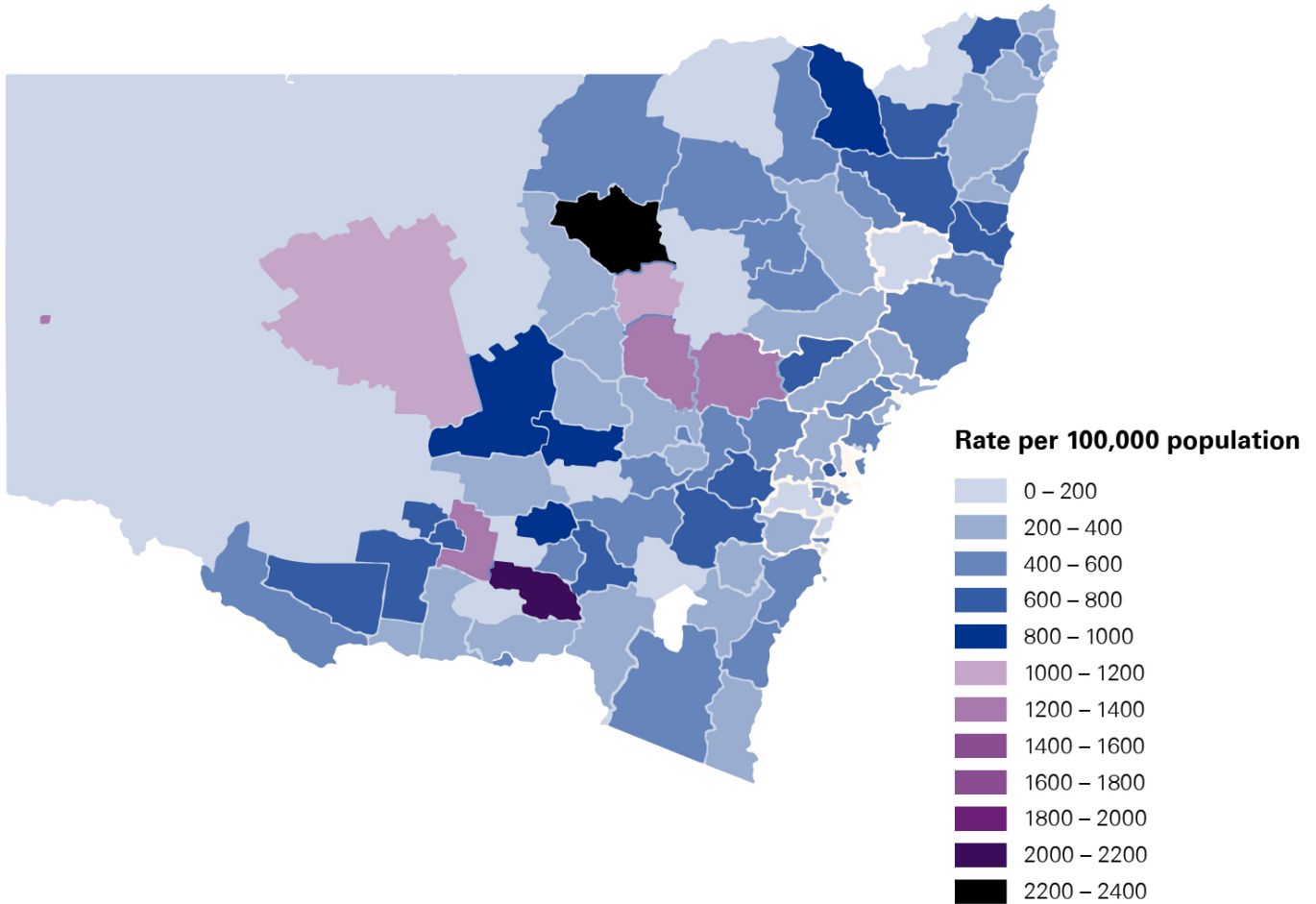
⁸⁰ As previously noted, rates were calculated using unpublished, updated population figures from the ABS.

⁸¹ Australian Institute of Health and Welfare (2018); Family, domestic and sexual violence in Australia 2018. Available at <https://www.aihw.gov.au/getmedia/d1a8d479-a39a-48c1-bbe2-4b27c7a321e0/aihw-fdv-02.pdf.aspx?inline=true>

5.2.1 Location

Prevalence of recorded domestic violence-related assault incidents per 100,000 population reveal hot spots for DFV in NSW.⁸² The two figures following show incidence rates in NSW and Sydney in FY2018-19. The highest rates per 100,000 in FY2018-19 in NSW were recorded in the following LGAs: Coonamble and Wagga Wagga with rates of 2356.7 and 2164.8 per 100,000. Mid-Western Regional, Dubbo Regional, Broken Hill, Narrandera, Gilgandra, Cobar all report rates over 1,000 per 100,000. It is unknown if there has been a change in police activity in these LGAs and if this is a factor contributing to the incidence rates in these areas.

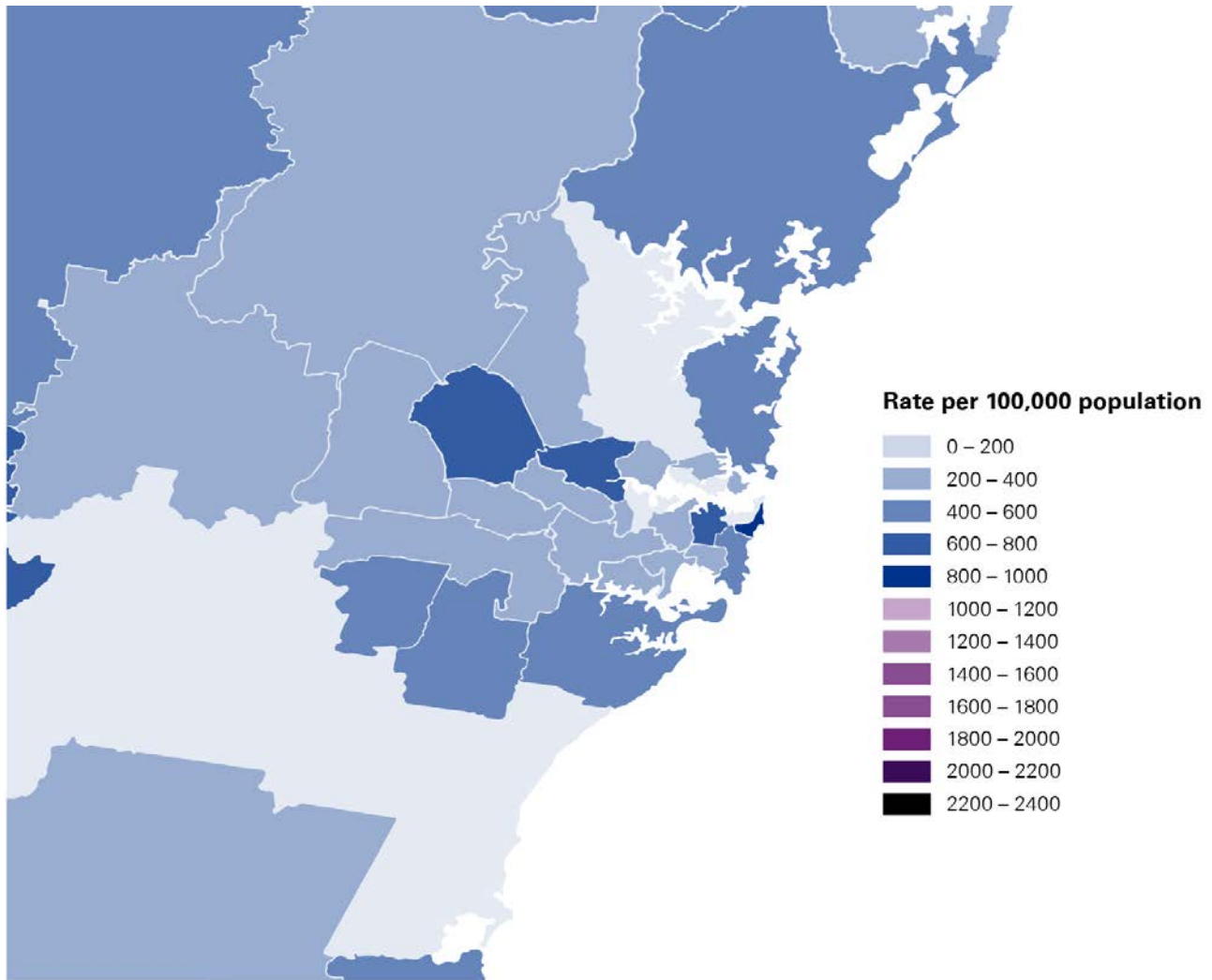
Figure 29: Recorded DFV incidents per 100,000 population in NSW FY2018-19



Source: NSW Bureau of Crime Statistics and Research

⁸² Note that LGAs with populations lower than 3,000 are excluded because rate calculations for these areas are very sensitive to small changes in population sizes and the number of incidents recorded. Rate calculations should also be treated very cautiously for LGAs that have high visitor numbers relative to their residential population. This is because rate calculations are based on estimated residential population and no adjustment has been made for the number of people visiting each LGA per year. For the rate calculations, specialised population data were prepared and provided to the Bureau of Crime Statistics and Research by the Australian Bureau of Statistics.

Figure 30: Recorded DFV incidents per 100,000 population in Sydney FY2018-19



Source: NSW Bureau of Crime Statistics and Research

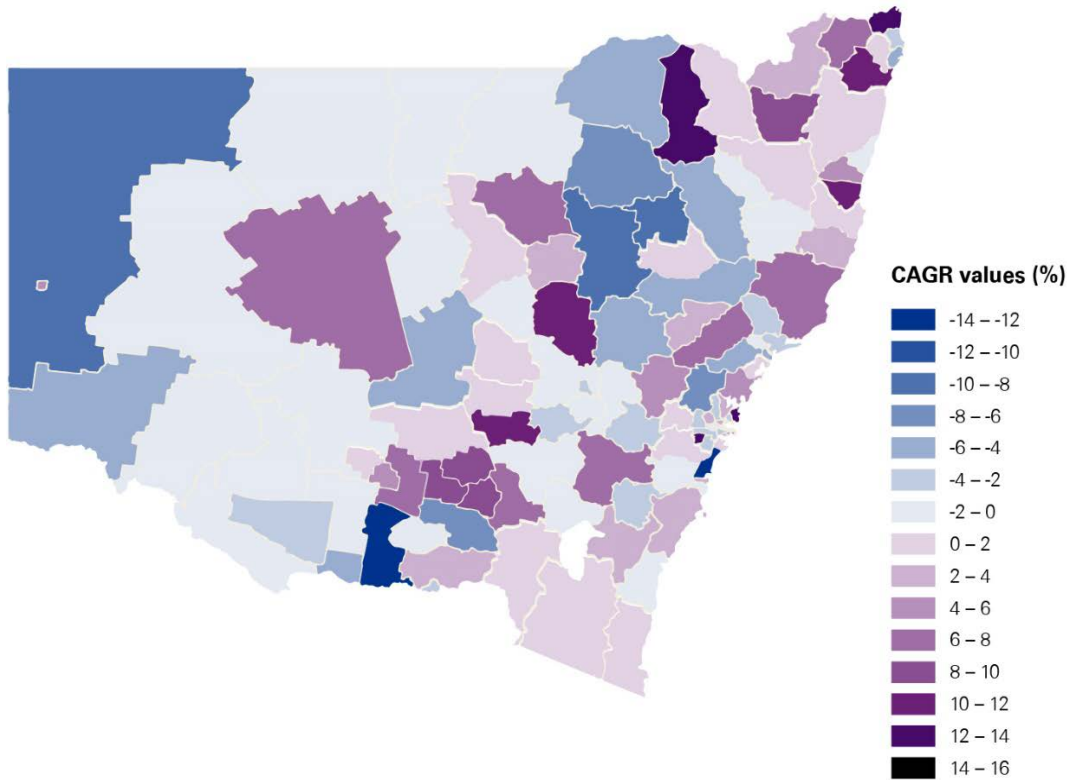
Areas with growing incidents of DFV-related assaults over time

The analysis above examines the occurrence of DFV-related assault in FY 2018-19. Further analysis was undertaken to examine whether over a five year period DFV-related assault rates were increasing or decreasing (i.e. compound annual growth rates (CAGR)).

The maps of NSW and Sydney below show which areas have the greatest increase (shown in red) and decrease (shown in green) in prevalence rates of reported DFV assaults per 100,000 population over the period (FY2013-14 to FY2018-19).⁸³ The LGAs in which reported DFV assaults are decreasing are: Wollongong and Federation have over 10 per cent decrease in CAGR during the period; while Narrabri, Canada Bay, Wagga Wagga, Hawkesbury, Warrumbungle Shire, Gunnedah and Unincorporated Far West have decreased over 6 per cent. The LGAs with the highest growth rates in NSW for reported DFV assaults per 100,000 population over the period (FY2013-14 to FY2018-19) are almost all in regional areas: Camden, Tweed and Northern Beaches had a growth of over 12 per cent; and prevalence in several regional centres grew by over 8 per cent (Junee, Glen Innes Severn, Coolamon, Temora, Dubbo Regional, Nambucca, and Weddin, Richmond Valley, and Gwydir). The highest growth rate in Sydney was the Camden LGA.

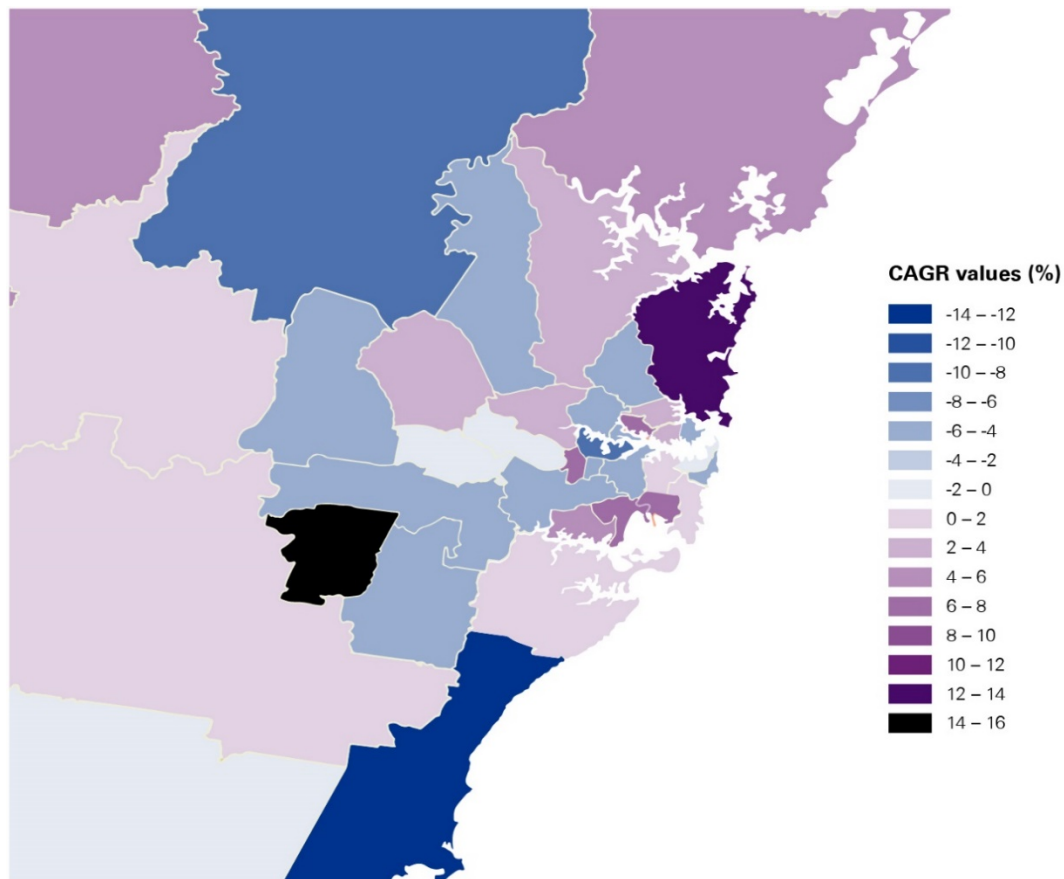
⁸³ It should be noted that, similar to prevalence statistics, LGAs with populations lower than 3,000 are excluded from the analysis.

Figure 31: NSW DFV incidents per 100,000 population CAGR, FY2013-14 to FY2018-19



Source: NSW Bureau of Crime Statistics and Research

Figure 32: Sydney DFV incidents per 100,000 population CAGR, FY2013-14 to FY2018-19



Source: NSW Bureau of Crime Statistics and Research

Further analysis was undertaken on the areas with the highest DFV growth rates (Table 17) and areas with the highest prevalence rates (Table 18). This provides information on areas that have growing DFV rates and shows whether these areas start from a low prevalence rate; it also shows for areas with the highest incidence rates in NSW, whether the number of incidents is growing or falling. The top 10 LGAs with the highest growth rates in domestic violence-related assault per 100,000 are shown in the table following. The incidence rates for 2018-19 for these areas are also shown. The average domestic violence-related incidence rate was estimated to be 387.1 per 100,000 population for NSW with a five-year CAGR of 0.9 per cent. All of the 10 LGAs shown in the table have more than 10 times the NSW average growth rate while seven regions have higher than NSW average prevalence rates. Notably, Dubbo LGA has a growth rate of over 10 per cent and has a high incidence rate (1,272.8 per 100,000 population) which is much higher than other LGAs in the top ten areas.

Table 15: Top 10 areas with highest CAGR in domestic violence-related assault and incidence rate in 2018-19

LGA	CAGR – per cent growth rate FY2013- 14 to FY2018 19	2018-19 Incidence rate for domestic violence-related assault per 100,000
Camden	15.8%	439.9
Tweed	15.7%	392.6
Northern Beaches	14.0%	501.7
Gwydir	12.0%	564.5
Richmond Valley	11.7%	228.9
Weddin	11.2%	134.3
Nambucca	10.8%	617.6
Dubbo Regional	10.5%	1,272.8
Coolamon	9.9%	182.2
Temora	9.9%	841.3
NSW average	0.9%	387.1

Source: KPMG analysis of BOC Bureau of Crime Statistics and Research SAR data

The following table shows the areas with highest incidence rates, and whether these areas have a positive or negative five year growth rate. Out of the top 10 high incidence rate LGAs, six of them have much higher average NSW CAGR. Coonamble LGA has the highest incidence rate in NSW with a high CAGR of 7.9 per cent. In contrast, Wagga Wagga has the second highest incidence rate but with a negative CAGR of 7.2 per cent. Dubbo Regional LGA is the only LGA that appears in both lists, that is it is one of the top 10 areas with the highest domestic violence-related assault incidence and it is also one of the top 10 areas with greatest growth over the last five years.

Table 16: Top 10 areas with highest domestic violence-related assault incidence rates in 2018-19 and CAGR

LGA	CAGR – per cent growth rate FY2013-14 to FY2018 19	2018-19 Incidence rate for domestic violence-related assault per 100,000
Coonamble	2,356.7	7.9%
Wagga Wagga	2,164.8	-7.2%
Mid-Western Regional	1,367.9	-4.0%
Dubbo Regional	1,272.8	10.5%
Broken Hill	1,225.3	5.3%
Narrandera	1,216.2	7.4%
Gilgandra	1,177.3	3.1%
Cobar	1,015.0	6.5%
Waverley	918.0	-3.4%
Lachlan	883.5	-4.7%
NSW average	387.1	0.9%

Source: KPMG analysis of Bureau of Crime Statistics and Research data

Interpreting incidence and prevalence rates

This analysis has some limitations. It is not able to determine whether the increase in CAGR over the time period is due to increased police activity or due to a ‘real’ increase in prevalence of DFV, nor is it possible to determine whether a decrease in CAGR is linked to success of efforts to reduce to DFV in a community, or whether there is reduced police activity reporting and bringing perpetrators to account.

It is well documented that DFV is under-reported and a NSW study found that victims report around half of the incidents to police.⁸⁴ It found that factors associated with reporting include if the victim “had an AVO against the offender, if their property had been damaged, if they were physically injured, if the abuse was physical or sexual, if they felt their children were at risk or if they had reported previous domestic violence-related incidents”⁸⁵. The study also found that victims were less likely to report if they were pregnant or experienced more than five previous incidents of abuse.⁸⁶

While it is useful to examine rates of domestic violence-related assaults over time and by geographic location, a measure outside of police activity is required to determine whether the DFV is changing. Hence the Bureau of Crime Statistics and Research has pooled a two year sample from the victims of crime survey to measure true incidence of DFV; that is, DFV that is not related to NSW Police activity.⁸⁷ The study found a decrease in the victimisation rate for physical DFV between 2010-12 and 2012-14, and no change from 2012-14 to 2014-16 (before the Blueprint was implemented).⁸⁸

⁸⁴ Birdsey, E. and Snowball, L., (2013), Reporting Violence to Police: A survey of victims attending domestic violence services. Issue paper no. 91. Available at <https://www.bocsar.nsw.gov.au/Documents/BB/bb91.pdf>

⁸⁵ Ibid

⁸⁶ Ibid

⁸⁷ Freeman, K. (2018) Is domestic violence in NSW decreasing?, Issue paper no.134, Available at <https://www.bocsar.nsw.gov.au/Documents/BB/2018-Report-Is-domestic-violence-in-NSW-decreasing-BB134.pdf>

⁸⁸ Ibid



RECOMMENDATIONS

Intervening early with vulnerable communities:

- In future work on DFV, request the Bureau of Crime Statistics and Research investigate and regularly release information on the level of police and community activity and its relation to changes in prevalence of reported DFV assaults over time. This information should be triangulated with data on geographic hot spots, prevalence and incidence rates of DFV-related assault with severity of crime, measures of police and court activity and the level of community activity regarding DFV (including DFV prevention programs). At the local level, use this information to consider the success of prevention programs.
- Include a true incidence of DFV that is not related to police activity in the Blueprint monitoring framework. For example, explore options to increase the sample size for NSW in the victims of crime survey or draw on the Bureau of Crime Statistics and Research's analysis from a pooled two year NSW sample of data from the current survey.

5.3 Supporting victims

- 1 Priority area 3: Timely and appropriate services are available to keep victims safe, increase their resilience and meet their needs.

The research question which aligns with Priority Area 3 is: *Are victims safe and can they access supports to meet their needs?*



KEY FINDINGS

- From FY2013-14 to FY2017-18, re-victimisation (meaning whether victims report another DFV-related assault within the next 12 month period) was stable at 13 per cent. There is a higher re-victimisation rate for Aboriginal victims at 21.4 per cent re-victimisation in FY2017-18 compared to 13.1 per cent for all victims.
- An indicator in the DFV Outcomes Framework for supporting victims is a 'reduction in the number of DFV-related deaths'. However, since the release of the Blueprint, there has not been a decrease in the number of domestic violence-related deaths (there were 42 domestic violence-related deaths in FY2016-17 and again 42 in FY2018-19). Although this can be seen to be a 'rare' event statistically, any death or attempted murder or homicide signifies a failure in protecting victims of DFV.
- Rates of actual bodily harm have increased since FY2013-14 and are at the highest rate over the six year period.

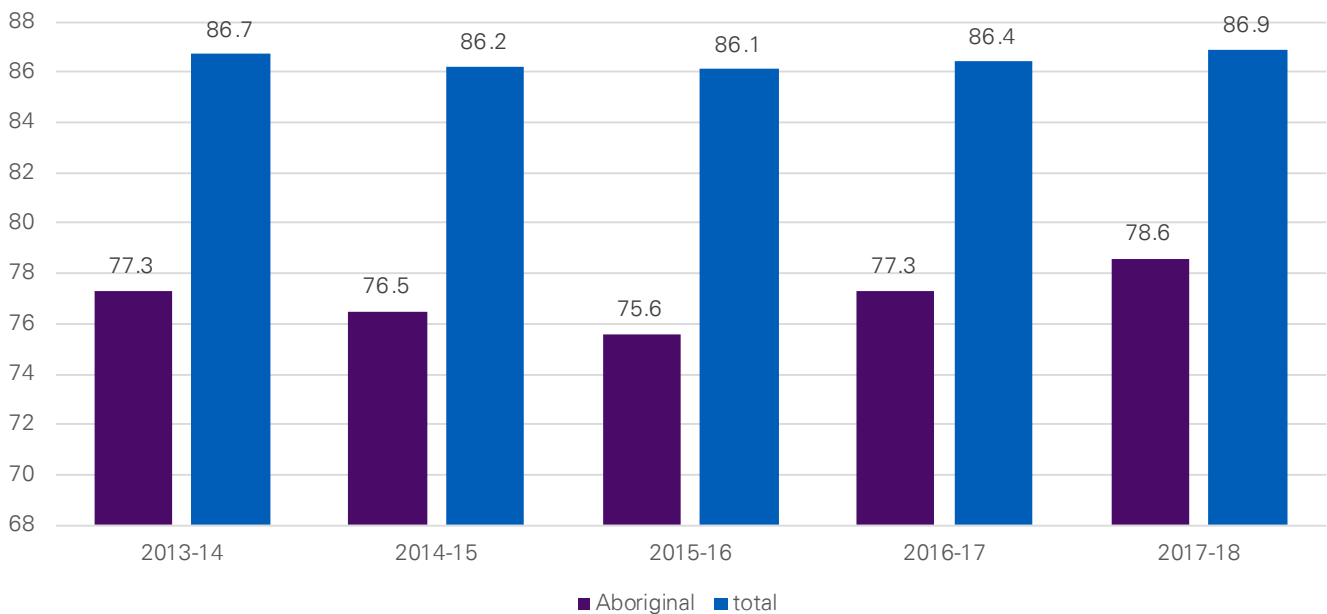
This section considers re-victimisation rates as an indicator of whether victims are safer. Data on grievous bodily harm, actual bodily harm, and homicides are also presented.

5.3.1 Re-victimisation for DFV-related assault

A measure of safety for victims is re-victimisation; that is, whether victims report another domestic violence-related assault within the next 12 month period⁸⁹. Over the last five years, a high percentage of victims with a domestic violence-related assault do not have a subsequent incident reported within 12 months (86.2 per cent to 86.9 per cent). This means that from FY2013-14 to FY2017-18, the percentage of victims who are re-victimised within 12 months has remained stable around 13 per cent, with a variance of one percentage point occurring over this period. There are limits to victimisation data, and it is surprising that the number has remained stable over this time period.

There is a higher re-victimisation rate for Aboriginal victims of DFV. In FY2017-18, 21.4 per cent of Aboriginal victims who experience domestic violence-related assault were re-victimised within 12 months compared to 13.1 per cent for all victims. Over the last four years, there has been a slight increase in the percentage of Aboriginal victims who are not re-victimised, from 75.6 per cent in FY2015-16 to 78.6 per cent in FY2017-18 (as shown in Figure 33). It should be noted that increasing re-victimisation rates may be positive in the short-term, as it may indicate that victims are willing to report to Police.

Figure 33: Victim safety – Per cent of victims (with a DFV-related assault) who do not have a subsequent incident reported within 12 months (per cent)



Source: NSW Bureau of Crime Statistics and Research; Note: Incidents for each victim are counted once if all those incidents have the same dates; in each 12-month period, the same victim is counted once.

For child victims, there have been some variations over the time period FY2013-14 to FY2017-18. The highest percentage was 13.8 per cent in FY2016-17 while the lowest percentage of re-victimisation was in FY2017-18 when 11.9 per cent were re-victimised.

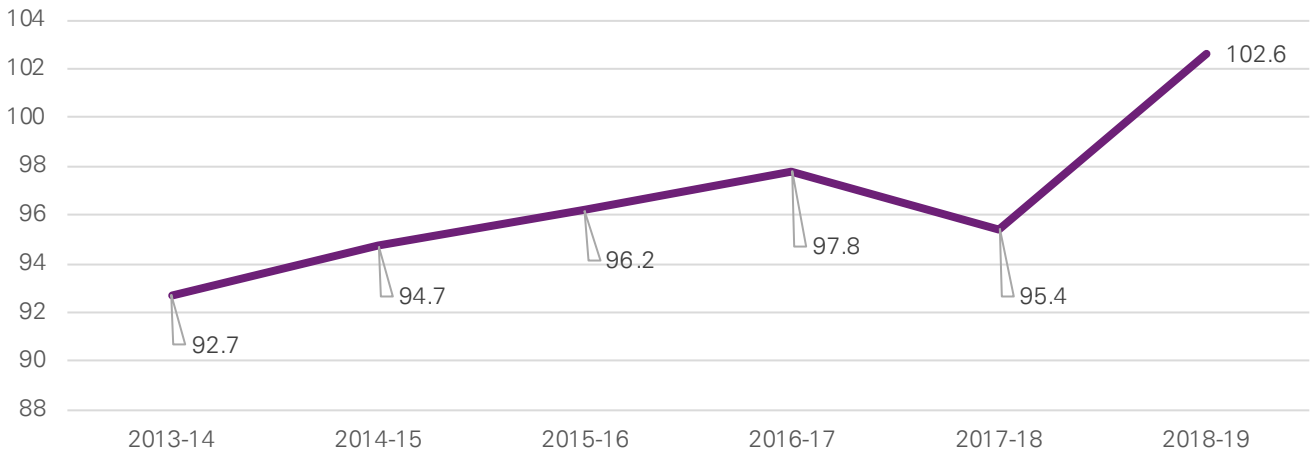
Consultations provided commentary on the need for long term client support which may impact on re-victimisation including the need for case manage to support long-term and adequate housing.

⁸⁹ Re-victimisation rates have similar limitations in the data to other DFV data.

5.3.2 Rates of actual bodily harm

Rates of actual bodily harm⁹⁰ have increased since FY2013-14 and are at the highest rate over the six year period (as shown in the figure below). In contrast, the rate of grievous bodily harm⁹¹ has been relatively stable, varying from 5.1 per 100,000 in FY2013-14 to 4.6 per 100,000 in FY2018-19.

Figure 34: Incidents of actual bodily harm recorded by NSW Police and flagged as DFV-related (rate per 100,000 NSW population)

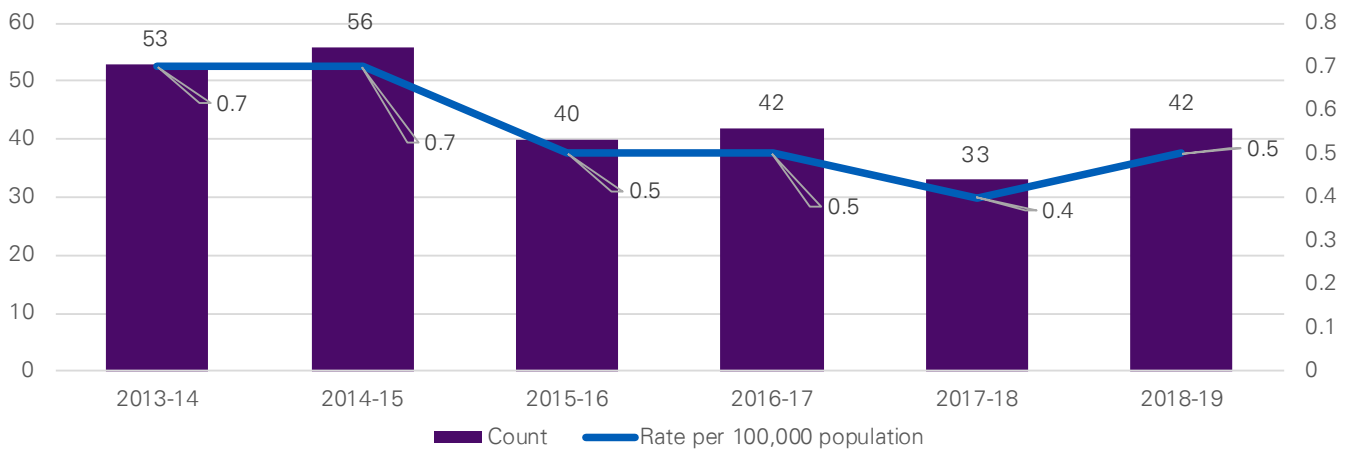


Source: NSW Bureau of Crime Statistics and Research

5.3.3 Numbers of DFV-related murder and manslaughter

The following chart presents the number of victims of murder and manslaughter and incidents of attempted murder classified by NSW Police as DFV-related. It is worth noting that the DFV Outcomes Framework includes a reduction in the number of DFV-related deaths as an indicator under supporting victims. While the number of victims in FY2018-19 is lower than in FY2013-14, the incident rate is fairly stable fluctuating 0.3 per 100,000 over the six year period. Although this can be seen to be a 'rare' event statistically, any death or attempted murder or homicide signifies a failure in protecting victims of DFV.

Figure 35: Incidents or victims (in the case of murder) of DFV (including murder, attempted murder, murder accessory conspiracy, and manslaughter) number and rate per 100,000 population



Source: NSW Bureau of Crime Statistics and Research

⁹⁰ Crimes Act Section 59, as noted by the Bench Book, does not define actual bodily harm. Typical examples of injuries that are capable of amounting to actual bodily harm include scratches and bruises NSW Sentencing Bench Book on the web at https://www.judcom.nsw.gov.au/publications/benchbks/sentencing/assault_wounding_offences.html

⁹¹ Crimes Act Section 4(1) defines "grievous bodily harm" to include any permanent or serious disfiguring of the person, the destruction of a foetus, and any grievous bodily disease. At common law, the words "grievous bodily harm" are given their ordinary and natural meaning. "Bodily harm" needs no explanation and "grievous" simply means "really serious"; NSW Sentencing Bench Book on the web at https://www.judcom.nsw.gov.au/publications/benchbks/sentencing/assault_wounding_offences.html

5.4 Holding perpetrators to account

This has been explored through the evaluation question: *Do perpetrators face timely consequences?*



KEY FINDINGS

- Since the Blueprint was introduced, the number of reoffenders initially dropped from 1,830 in FY2016-17 to 1,723 in FY2017-18. In the most recent year's data (FY2018-19), there is a slight increase (from 1,723 to 1,736).
- The number of juvenile reoffenders over the last three years has remained fairly stable (228 reoffenders in FY2018-19) as has the number of Aboriginal reoffenders (513 in FY2018-19).
- The number of persons of interest proceeded against for incidents of murder, assault (common) grievous bodily harm and actual bodily harm due to DFV has increased over the time period (from 18,177 in FY2013-14 to 20,812 in FY2018-19).
- From FY2013-14 to FY2018-19, there are yearly improvements in the percentage of DFV-related assault incidents recorded by Police had legal proceedings within 90 days (from 60.5 per cent in FY2013-14 to 66.3 per cent in FY2018-19).
- Since the Blueprint was introduced, the number of court finalisations involving a DFV-related assault charge has increased (from 15,065 in FY2016-17 to 15,556 in FY2018-19) although the proportion of these finalisation where at least one offence is proven has not significantly changed.

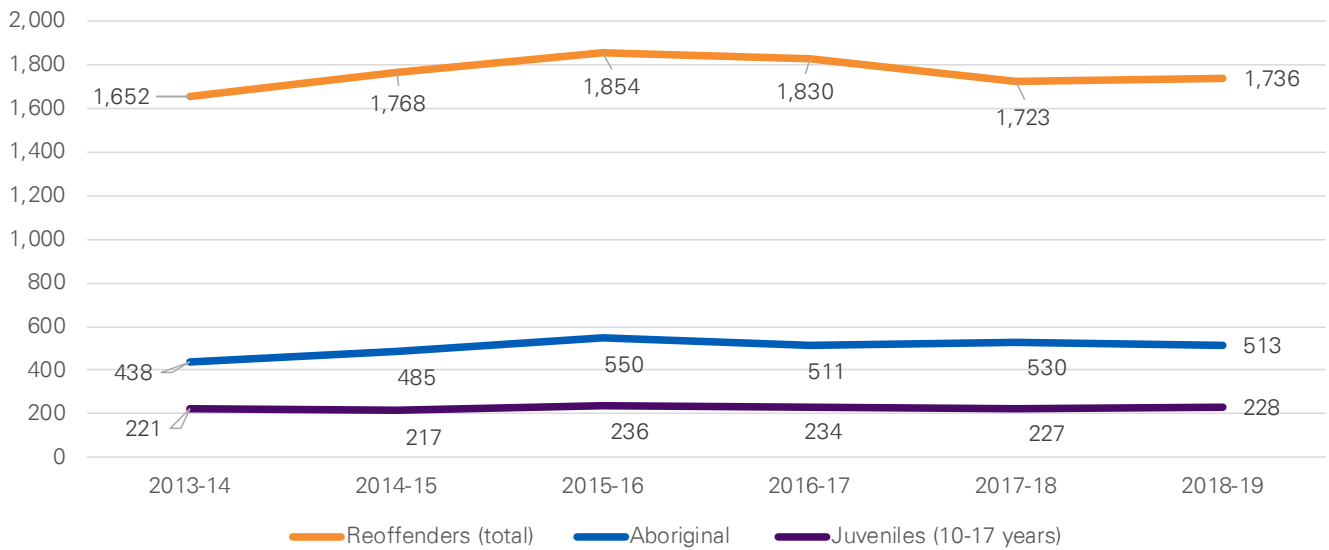
The outcomes to be achieved by this priority area are:

- The violent and abusive behaviour of perpetrators is stopped (that is, reducing reoffending of DFV)
- Perpetrators face timely consequences
- Perpetrators change their behaviour
- Perpetrators access effective and culturally appropriate interventions.

5.4.1 The violent and abusive behaviour of perpetrators is stopped

The Premier's Priority provides a target of a 25 per cent reduction in the reoffending of DFV perpetrators by 2021 (based on the 2019 cohort of DFV offenders). As the following figure shows, the number of offenders who reoffend (people charged with domestic assault who had an earlier domestic assault charge within 12 months) rose from FY2013-14 to FY2015-16. Since the Blueprint was introduced, the number of reoffenders dropped from 1,830 in FY2016-17 to 1,723 in FY2017-18. The most recent year's data (FY2018-19) shows the number has slightly risen from 1,723 to 1,736. The number of juvenile reoffenders over the last three years has remained fairly stable (228 reoffenders in FY2018-19) as has the number of Aboriginal reoffenders (513 in FY2018-19).

Figure 36: Number of domestic violence assault reoffenders (i.e. people charged with domestic assault who had an earlier domestic assault charge within 12 months)

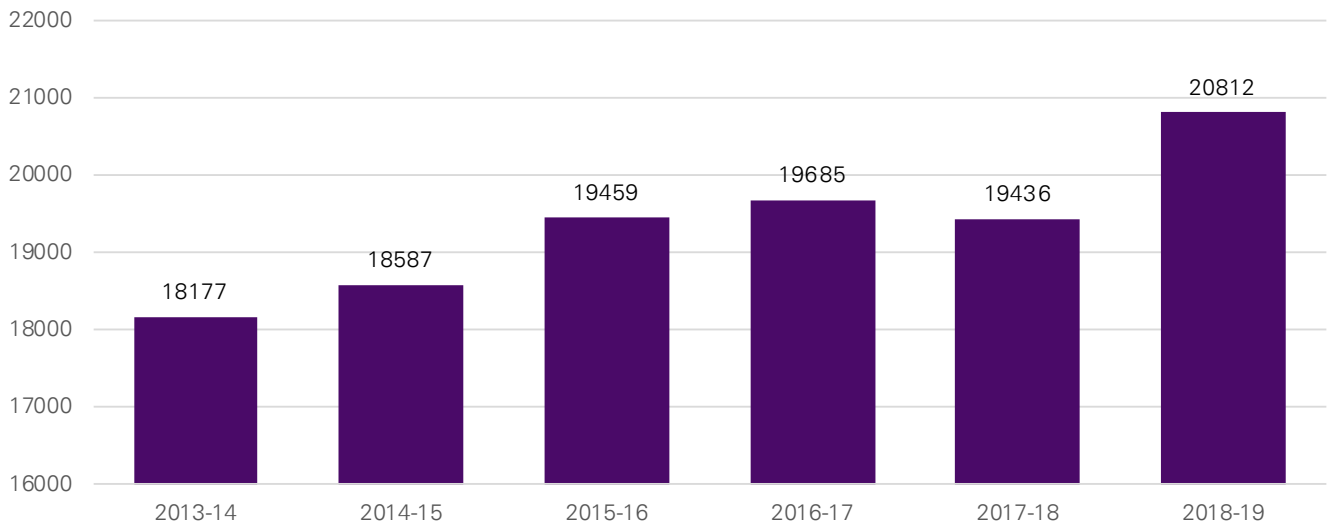


Source: NSW Bureau of Crime Statistics and Research

5.4.2 Persons proceeded against

The number of persons of interest proceeded against for incidents of murder, assault (common) grievous bodily harm, and actual bodily harm due to DFV has increased over the time period. The number has increased from 18,177 in FY2013-14 to 20,812 in FY2018-19, as shown in the figure below.

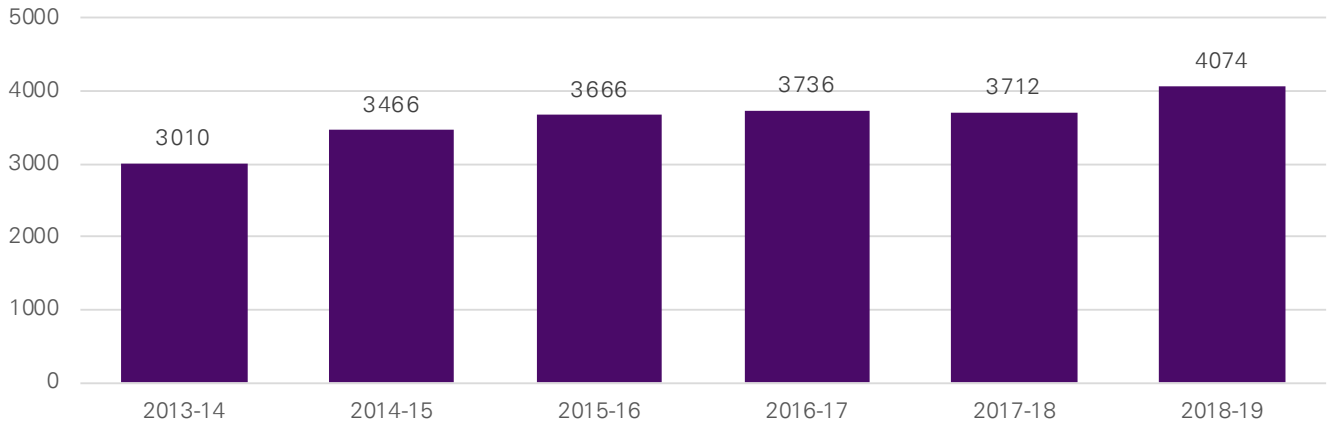
Figure 37: Number of persons of interest proceeded against for incidents of murder, assault (common) grievous bodily harm and actual bodily harm due to DFV



Source: NSW Bureau of Crime Statistics and Research

The number of Aboriginal persons of interest proceeded against for murder, assault (common) grievous bodily harm and actual bodily harm due to DFV has also increased over the time period. The number has increased from 3,010 in FY2013-14 to 4,074 in FY2018-19, as shown in the figure below. What is notable from the analysis is that there is a large increase (1,376) in the total number of persons proceeded against from FY2017-18 to FY2018-19, with 362 of these persons Aboriginal.

Figure 38: Number of Aboriginal persons of interest proceeded against for incidents of murder, assault (common) grievous bodily harm and actual bodily harm due to DFV

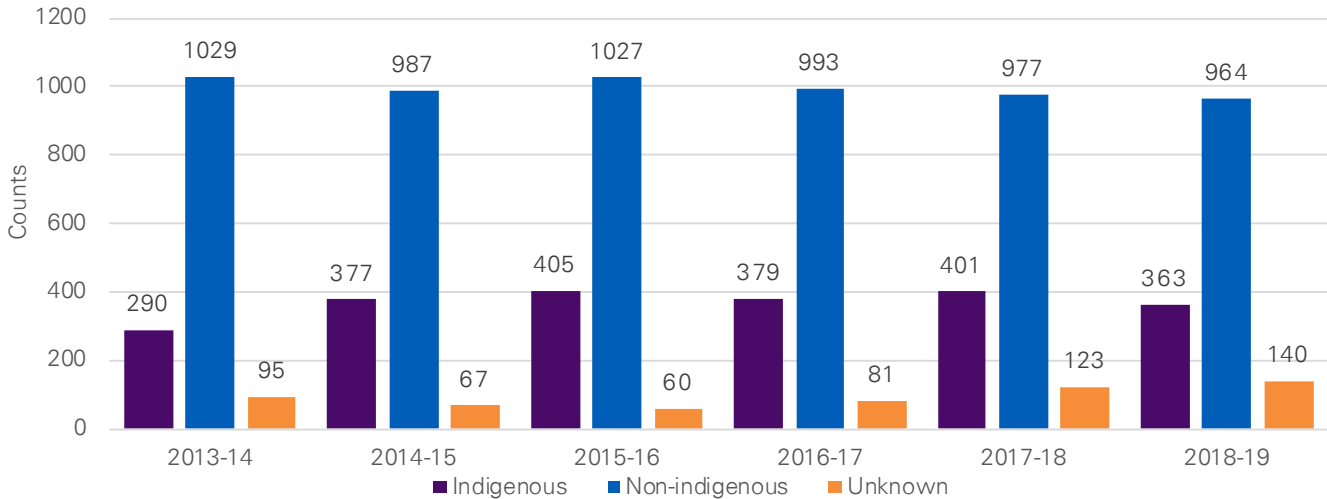


Source: NSW Bureau of Crime Statistics and Research

The number of young people who are persons of interest proceeded against for murder, assault (common) grievous bodily harm and actual bodily harm due to DFV has remained relatively stable over the time period, from 1,414 in FY2013-14 to 1,467 in FY2018-19. Figure 39 shows the breakdown for young people who are persons of interest where Aboriginal status is known.⁹² As shown in Figure 40, the vast majority of persons of interest are male young people; females account for 34 to 37 per cent of persons of interest over the time period.

DFV involving young people who are persons of interest, has been recently studied by the NSW Bureau of Crime Statistics and Research.⁹³ The study explored the characteristics of offenders and victims and found that victims were most likely to be 36 to 60 years of age or 13 to 19 years of age. For juvenile offender, the majority of victims being a member of the same family (such as parent 43.8%, siblings 15.5%, intimate partner 14.9%, or other family members). Almost a quarter of cases where the narrative was examined made reference to the offender’s mental health and over 50 per cent had a history of DFV. The link between victimisation and perpetrating violence in young people has been recognised as has the need for a suitable service system for young people in this situation.⁹⁴

Figure 39: Number of young people (10-17 years of age) who are persons of interest proceeded against for incidents of murder, assault (common) grievous bodily harm and actual bodily harm due to DFV



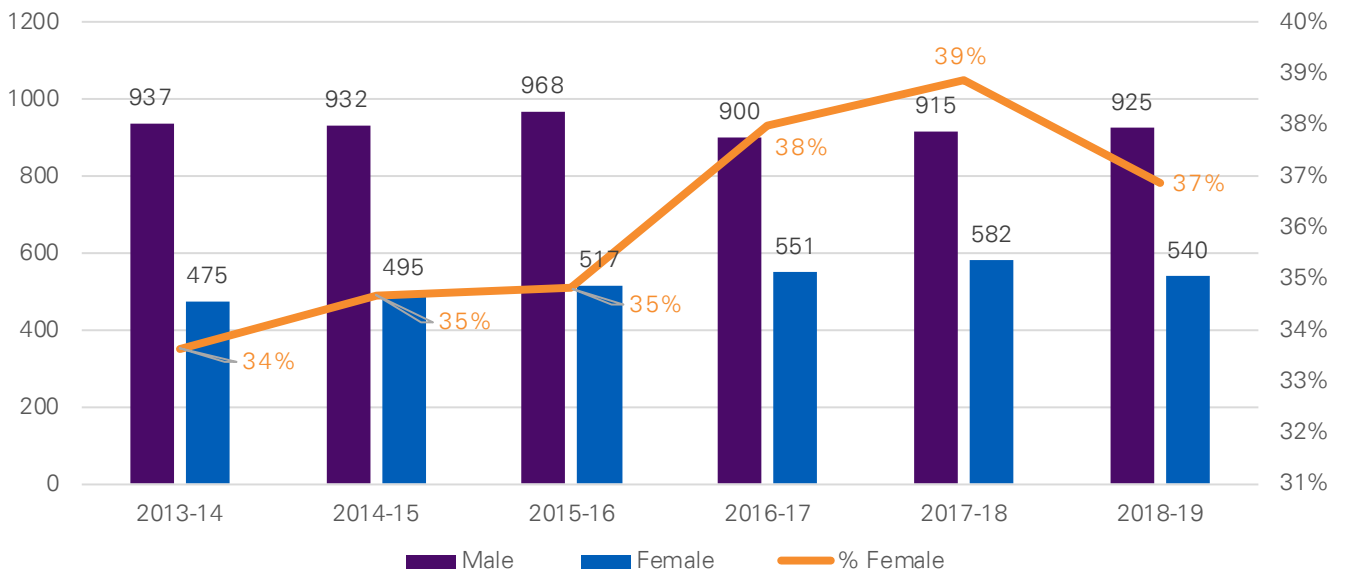
Source: NSW Bureau of Crime Statistics and Research

⁹² Note there is missing data which is not included in the figure so the totals do not add to the totals above.

⁹³ Freeman, K (2018) Domestic and family violence by juvenile offenders: offender, victim and incident characteristics Issue paper no. 136. Available at <https://www.bocsar.nsw.gov.au/Documents/BB/2018-Report-Domestic-and-family-violence-by-juvenile-offenders-BB136.pdf>

⁹⁴ Australia’s National Research Organisation for Women’s Safety (2018), Research summary: The impacts of domestic and family violence on children (2nd ed.; ANROWS Insights 11/2018). Sydney, NSW: ANROWS. Available at https://dh2wpaq0gtxwe.cloudfront.net/ANROWS_Impacts-on-DFV-on-Children.2ed.pdf.

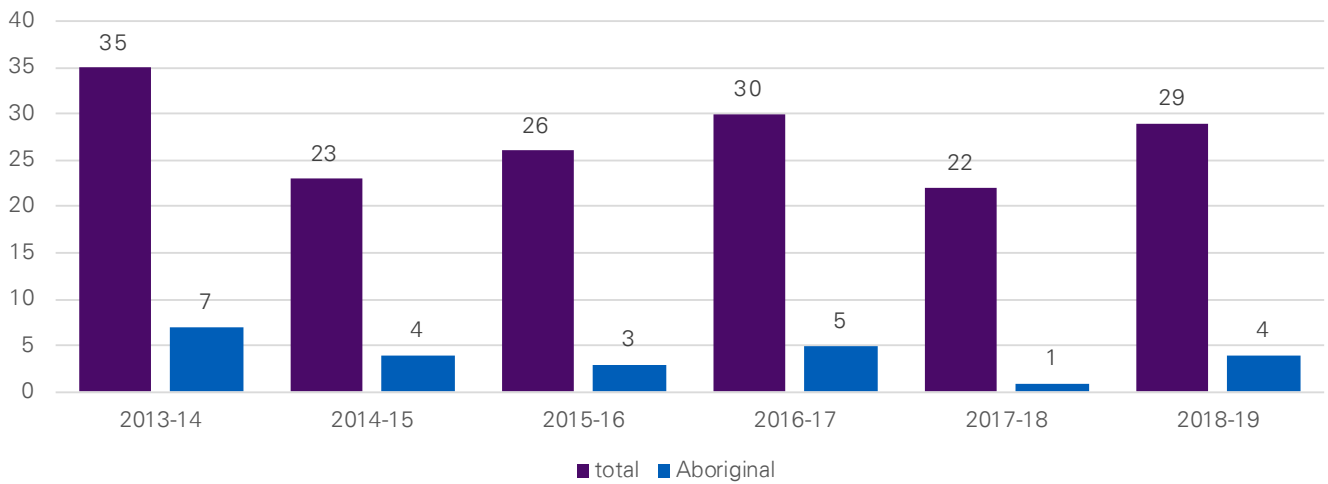
Figure 40: Number of young people (10-17 years of age) who are persons of interest proceeded against for incidents of murder, assault (common) grievous bodily harm and actual bodily harm due to DFV by gender



Source: NSW Bureau of Crime Statistics and Research; Note data only includes young people when gender has been recorded.

The number of persons proceeded against for DFV-related murders has fluctuated over the past five years. In this time period, rates have gone from a high of 35 persons in FY2013-14 to a low of 22 in FY2017-18, and 29 in 2018-19 (as shown in the figure below). The number of Aboriginal persons proceeded against for DFV-related murders was seven in FY2013-14 and four in FY2018-19. The recently released NSW Domestic Violence Death Review Team report will be able to provide greater insight into these situations.

Figure 41: Number of persons of interest proceeded against for incidents of murder due to DFV



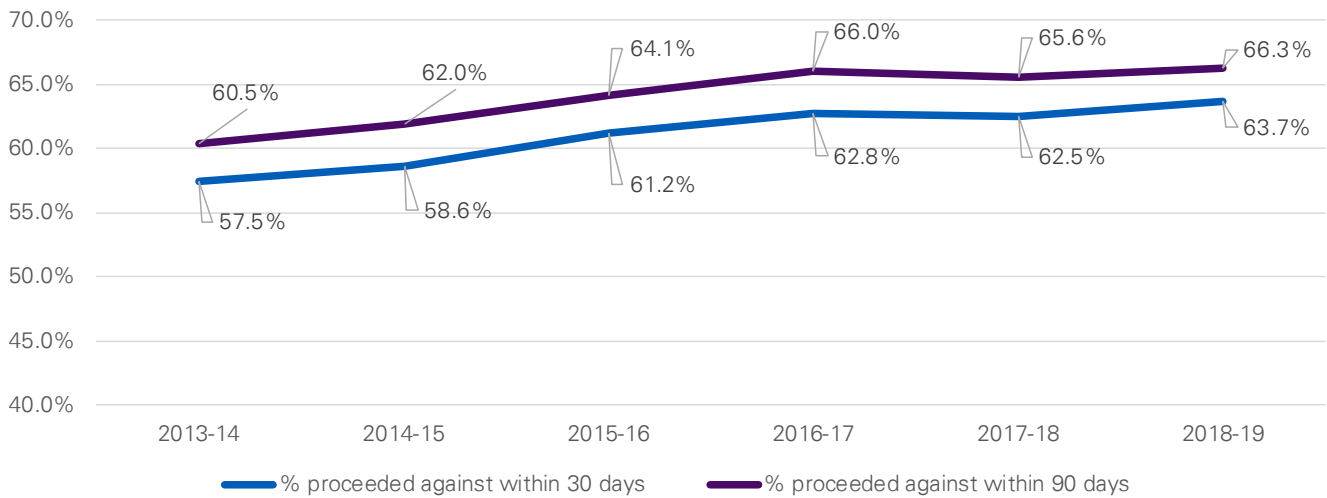
Source: NSW Bureau of Crime Statistics and Research

5.4.3 Perpetrators face timely consequences

The outcome aims for a greater proportion of perpetrators to face timely legal proceedings. The DFV Outcomes Framework refers to ‘time to court action’ but the indicator that is currently being used in the Dashboard is DFV-related assault incidents recorded by NSW Police which have legal proceedings within 90 days (see the figure below). Also included in the figure is legal action within 30 days. The current measure is a legal action rate and includes all legal proceedings commenced by NSW Police including youth justice conferencing, issue of an infringement notice, a caution as well as court action.

From FY2013-14 to FY2018-19, there are yearly improvements in the percentage of DFV-related assault incidents having legal proceedings within 90 days (from 60.5 per cent in FY2013-14 to 66.3 per cent in FY2018-19) and within 30 days (57.45 per cent in FY2013-14 to 63.65 per cent in FY2018-19). This measure shows that progress has been made by courts and the justice system in the timeliness of legal action.

Figure 42: Timely consequences for perpetrators – DFV-related assault incidents recorded by Police with legal proceedings within 30 days and 90 days



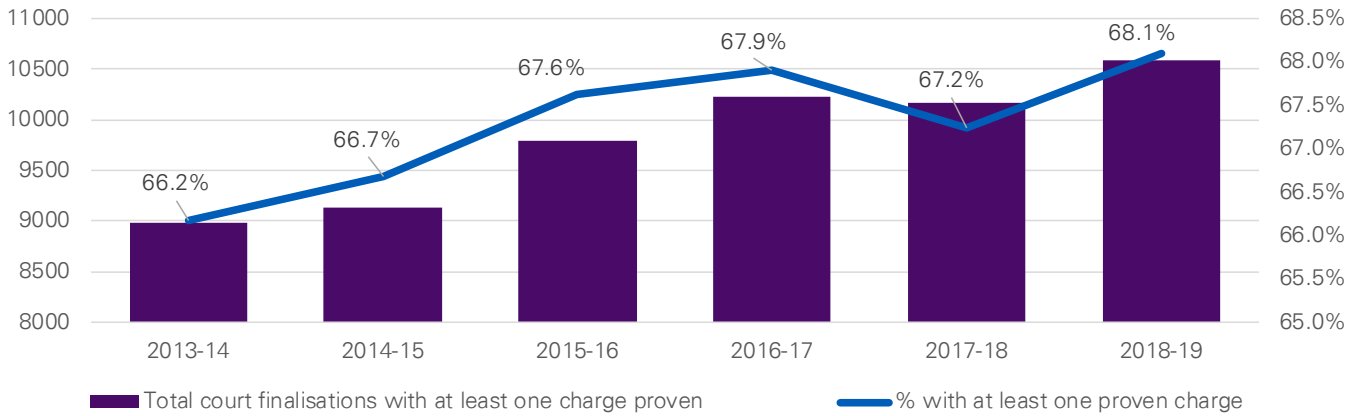
Source: NSW Bureau of Crime Statistics and Research

Note: The legal action rate includes all legal proceedings commenced by police including youth justice conferencing, issue of an infringement notice, a caution as well as court action.

Increasing the number of court finalisations

This outcome aims for more perpetrators to face a consequence when they commit DFV, which is measured through the number of court finalisations involving a DFV-related assault charge. As shown in Figure 43, a greater number of perpetrators are facing a consequence when they commit DFV; over the last six years, the number of court finalisations involving a DFV-related assault charge has increased by 11.9 per cent from 66.2 per cent in FY2013-14 to 68.1 per cent in FY2018-19.

Figure 43: Number of court finalisations involving a DFV-related assault charge (FY2013-14 to FY2018-19)

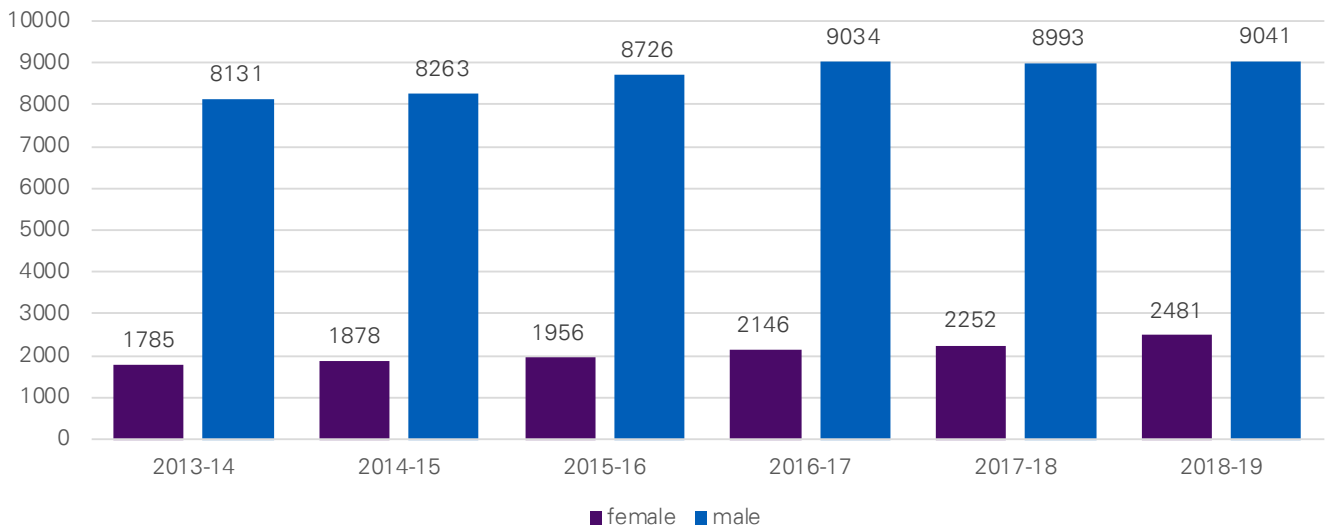


Source: NSW Bureau of Crime Statistics and Research

Cohort analysis

Cohort analysis reveals that, for court finalisations involving a DFV-related assault charge, there are a greater number of finalisations for males compared to females (for both Aboriginal and non-Aboriginal persons). The largest number of finalisations are for non-Aboriginal males. There is variation in the growth rate for different cohorts, with the highest growth rate in the number of finalisations for non-Aboriginal females (as shown below).

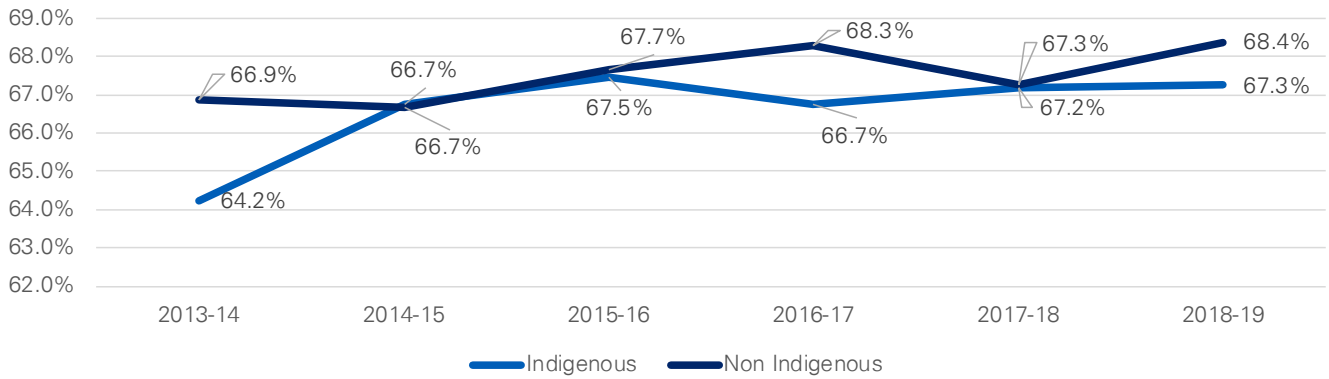
Figure 44: Number of court finalisations involving a DFV-related assault charge (non-Aboriginal persons by gender)



Source: NSW Bureau of Crime Statistics and Research

Figure 45 shows the percentage of matters which are finalised involving a DFV-related assault charge for Aboriginal and non-Aboriginal offenders.

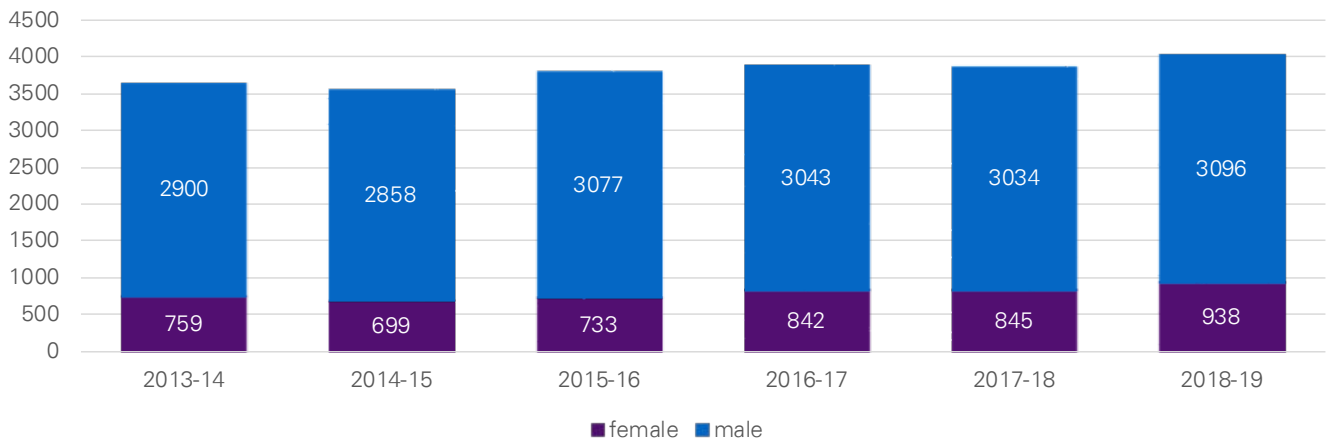
Figure 45: Percentage of court finalisations involving a DFV-related assault charge (Aboriginal/non-Aboriginal)



Source: NSW Bureau of Crime Statistics and Research

Although in the most recent year, 76.7 per cent of court finalisations for Aboriginal persons involving a DFV-related assault charge involved males, the analysis shows that over the last six years, there has been a much larger increase in the number of court finalisations for Aboriginal women than men. As shown in Figure 46, the number of finalisations grew by 6.8 per cent for Aboriginal men and 23.6 per cent for Aboriginal women over the time period.

Figure 46: Number of court finalisations involving a DFV-related assault charge for Aboriginal men and women



Source: NSW Bureau of Crime Statistics and Research

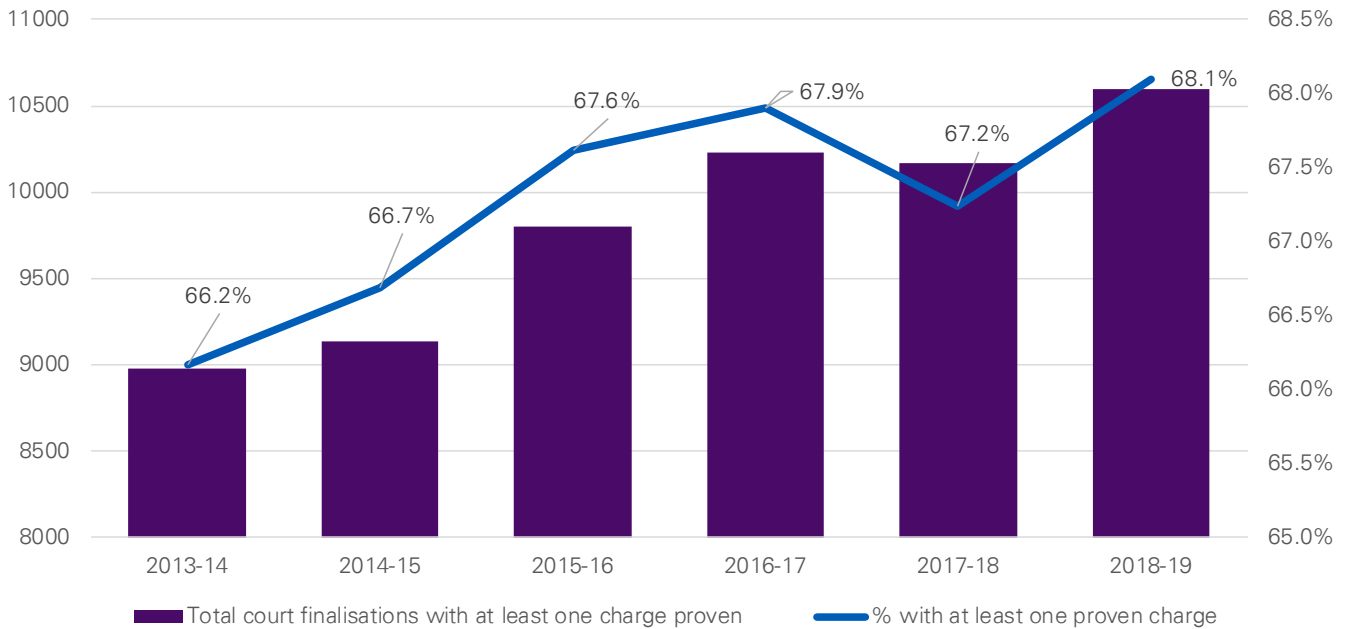
Further work is needed to understand the dynamics regarding involvement of Aboriginal women and the justice system in NSW. It should be noted that a series of research projects have been undertaken by ANROWS examining the state of knowledge regarding DFV in Aboriginal communities, family fighting in Aboriginal communities, and the impact of the historical context of colonisation, dispossession, and loss of culture in the development of innovative culturally appropriate responses.⁹⁵

⁹⁵ Australia’s National Research Organisation for Women’s Safety (2015). Innovative models in addressing violence against Indigenous women: State of knowledge paper. Australia’s National Research Organisation for Women’s Safety (2018). Innovative models in addressing violence against Indigenous women: Final report

Increasing proven offences

In order for more perpetrators to face a consequence when they commit violence, the goal is not only to increase the number of court finalisations involving a DFV-related assault charge, but also to increase the number in which at least one offence is proven. The data (outlined in the figure below) demonstrates that the proportion of court finalisations involving a DFV-related assault charge in which at least one offence is proven has risen slightly over the six year period from 66.2 per cent to 68.1 per cent.

Figure 47: Number and proportion of court finalisations involving a DFV-related assault charge with at least one offence proven



Source: NSW Bureau of Crime Statistics and Research

5.4.4 Perpetrators change their behaviour, and access effective and culturally appropriate interventions

Data is not available through the DFV Outcomes Framework to determine progress against these two outcomes. As such, this matter has been addressed in Section 4.3.2 above. As noted, access to support services for perpetrators has improved under the Blueprint. Activities have included the launch of the automatic referral pathway to the MTCRS in January 2019 and the expansion of community-based MBCPs.

RECOMMENDATION

Holding perpetrators to account:

- Include progression and finalisation of matters within the justice system in monitoring system performance. This could include timeliness of court action as well as timeliness of finalisation of court matters; to measure whether perpetrators face timely consequences.

5.5 Service quality



KEY FINDINGS

- This outcome was to be achieved through the development of service quality standards, which were intended to be co-designed and implemented by the non-government sector. While work has commenced, progress is delayed.

This outcome relates to DFV services being evidence-based and continuously improving by learning from best practice. As noted in Section 4.1, the NSW Government has embedded evaluation into all NSW Government funded DFV services through a series of independent evaluations.

This outcome was primarily to be achieved through the development of service quality standards, which are to be co-designed and implemented by the non-government sector. As noted in Section 4.1, while work towards the co-design and implementation of service quality standards has commenced, this work has not yet been completed. However, the Department – through Women NSW – has engaged in a significant amount of scoping activity, therefore progress towards this outcome is in train.

Similarly, skill development, training and capacity building for non-government organisations to improve risk assessment and safety planning for families with complex needs has commenced but has been delayed, as it is linked to the development of service quality standards and the development of a Common risk Assessment Framework (a recommendation of the DFV Service System Redesign report). Stakeholders reported that a considered approach to building the capacity of the workforce would be welcome.



RECOMMENDATION

Service quality:

- Complete the action relating to the development of co-designed service quality standards, ensuring this document complements the work done by Domestic Violence NSW. Design these standards to enable greater collaboration and information sharing between agencies. Consider whether this should be supported by a workforce development strategy for the DFV service sector to ensure it can meet these standards.

5.6 Improving the system

This has been explored through the evaluation question: *What were the system level impacts of any partnership and governance arrangements?*



KEY FINDINGS

- Data is not available to determine the system level impacts of partnership and governance arrangements.

Data is not available to determine the system level impacts of partnership and governance arrangements. As noted above, while the Dashboard has proven useful in allowing delegates to access data across agencies, it will be enhanced by the collection of data that is more outcomes focused rather than output focused, as outlined in the DFV Outcomes Framework. Information about system level supports, and stakeholder views about their effectiveness, is outlined in Section 4.4.

5.7 Effective use of resources



KEY FINDINGS

- It was not possible to undertake a cost effectiveness or similar analysis to test the effectiveness of the allocation of the resources under the Blueprint due to the significant limitations in the available data.
- Measuring and attributing the changes in outputs and outcomes across the system was not possible due to the absence of a baseline measurement and available or consistent measures across the system.

Determining the effectiveness of the use of government resources needs to consider the outcomes delivered relative to the investment made. It was not possible to undertake a cost effectiveness or similar analysis to test the effectiveness of the allocation of the resources under the Blueprint due to the significant limitations in the available data noted earlier in this report. The quality and completeness of financial data was limited and data sources were not able to be fully reconciled. Further, measuring and attributing the changes in outputs and outcomes across the system was not possible due to the absence of a baseline measurement and available or consistent measures across the system.

To help support more effective and consistent measurement of cost-effectiveness in the future, the following common data requirements across programs and investments are identified for consideration.

Table 17: Cost-effectiveness considerations for data requirements for the future

Area	Data Requirements
Program costs	<ul style="list-style-type: none"> • Fixed and variable operating costs • Staffing requirements • Unit costs.
Characteristics of clients participating in programs	<ul style="list-style-type: none"> • Number of clients • Demographic and socio-economic characteristics, including (but not limited to): <ul style="list-style-type: none"> – Age – Gender – Place of residence – Aboriginal and Torres Strait Islander status – Relationship status – Family status and number of children – Cultural background / country of birth – Language(s) spoken at home – Sexual orientation. • Relationship to perpetrator (for victim survivors) or victim survivors (for perpetrators) • Existence of long term health conditions • Details of prior interactions with the human and social services system, including (but not limited to): <ul style="list-style-type: none"> – Prior experience(s) of DFV – Prior experience of homelessness – Prior criminal conviction(s).
Outputs associated with programs	<ul style="list-style-type: none"> • Volume of support delivered • Level/intensity of support delivered • Elapsed time in program

Area	Data Requirements
Short, medium, and/or long term outcomes achieved through programs (either direct measurement or proxy measures)	<ul style="list-style-type: none"> • Baseline measurement (at program commencement) • Measurement through the program (where appropriate) • Measurement at program conclusion • Follow-up measurement(s) after program completion

Source: KPMG

Where practical, definitions should be aligned to all relevant NSW legislation and regulations. Further, given its importance as a consistent national source of information on people’s experiences of personal safety and violence, definitions and measures should, at a minimum, be comparable to definitions established in the Australian Bureau of Statistics’ Personal Safety Survey.

The precise units and granularity required, and appropriate methods for data collection and quality assurance, would need to be considered on a program-by-program basis in the context of the program design and delivery setting, in consultation with non-government providers where appropriate.



RECOMMENDATION

Effective use of resources:

- To help support more effective and consistent measurement of cost effectiveness and cost benefit analyses in the future, consider the use of common data requirements across programs and investments relating to program costs, client characteristics, program outputs, and short/medium/long term outcomes (as outlined in Table 19). Where practical, definitions should be aligned to relevant legislation and regulations, and at a minimum, be comparable to definitions established in the Australian Bureau of Statistics’ Personal Safety Survey. The precise units and granularity required, and appropriate methods for data collection and quality assurance, would need to be considered on a program-by-program basis in the context of the program design and delivery setting, in consultation with non-government providers where appropriate.

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6 Future directions

6 Future directions

With the Blueprint spanning 2016-2021, this evaluation was undertaken in the Blueprint's third year of implementation with the aim of assessing implementation, progress on outcomes, and how the approach could be strengthened into the future. Work has commenced within the NSW Government on the DFV policy reform which will follow the Blueprint.

In this section, future directions are identified synthesising the findings from the process and outcomes evaluation (triangulating data from the document review, inter-jurisdictional comparison, stakeholder consultations, sector survey, and administrative data). The following evaluation questions shape this section:

- What are the gaps in the mix of programs and services and opportunities to address these gaps?
- What are the priority areas going into the future?⁹⁶

The future DFV policy reforms that are proposed are built on the following key evaluation findings:

- **The Blueprint was released within a context of heightened national attention to the issue of DFV.** The policy landscape has changed since the release of the Blueprint in 2016 with government reforms, work in the private and not for profit sector, and public campaigns and movements all raising the profile of DFV. Some of the changes in the policy and service delivery landscape, both locally and nationally, include increased recognition of DFV, moves towards coordination of DFV responses, improved support for victims, provision of services for perpetrators, and services that are evidence based.
- **The Blueprint has largely been implemented in line with its initial design, in accordance to its planned timeframes.** For the most part, implementation has been achieved within timeframes.
- **Under the Blueprint, a number of actions have led to changes within the DFV system.** The state-wide rollout of Safer Pathway, expansion of WDVCAS, and establishment of High Risk Offender Teams has led to improved information sharing and a more coordinated response to DFV. In addition to the emphasis on providing support to victims, there has been a new emphasis on men's perpetrator programs designed to increase the safety of women and children. There has also been a change in the approach to the use and generation of evidence within the sector, with several programs evaluated and development of the DFV Outcomes Framework.

⁹⁶ Potential cost efficiencies through improved service delivery could not be adequately answered in this evaluation due to the limitations in financial data available.

- **There are some positive results in outcome indicators for DFV.** Public awareness of DFV as an issue has increased in NSW. As foreseen in the Blueprint, there is an increased volume of recorded DFV incidents, which may be related to increased police activity. Re-victimisation is stable and decreasing for Aboriginal victims; the number of persons proceeded against for domestic violence-related crimes and the number of court finalisations for DFV-related assault charges is growing, and there are more timely consequences for perpetrators.
- **Stakeholders recognise that, while progress has been made, there is still more to be done.** Reoffending has not been successfully addressed, has not decreased, and the evidence base for perpetrator programs remains immature. While an overall response for victims and perpetrators has been put in place, there does not appear to be adequate support for vulnerable populations; the national areas of strengthening Aboriginal communities and meeting the needs of children who experience violence were not included as priority areas in the Blueprint. Although collaboration between government agencies has improved, formal structures have not included other sectors such non-government service providers and corporates.

Building on the implementation of the Blueprint reform to date and the foundation this has created, the following two sections outline areas for future DFV policy directions. The first section provides recommendations at a strategic level while the final section outlines operational recommendations.

6.1 Strategic recommendations

Based on the analysis in the evaluation a number of strategic level recommendations are made that have implications for the NSW Government, the DFV service system, and the broader community.

Recommendation 1: Design timeframes and performance expectations into future DFV reform

In the next DFV reform, include timeframes for achievement of outcomes and set expectations for performance (including volume of program outputs). Include a longer term vision with a 10 to 12 year time horizon. Clearly link actions to outcomes (including timing and metrics in practical implementation plans, aligning with recommendations by the Australian National Audit Office in their review of the National Plan⁹⁷). Include in the design strong and clear expectations for early intervention and the prevention of DFV.

Recommendation 2: Strengthen the scope and focus of DFV reforms

In future whole-of-government DFV reform, while continuing the focus on gendered violence, strengthen the approach through the following:

2.1 Include children and young people as victims in their own right and the safety of children and young people as an outcome

In line with available literature, acknowledge children and young people as victims in their own right, incorporate their voices in the reforms that affect them, and explicitly acknowledge their human rights. This could be achieved through a specific lens on children and young people being included within the current reform areas.⁹⁸

The negative outcomes of DFV on children are well recognised and documented. DFV is a key driver into the child protection system. Further, the risk for children who experience DFV is often compounded by higher levels of other co-existing abuse types.⁹⁹ In particular, concerns about emotional abuse, physical abuse, sexual abuse and physical neglect were reflected in the histories of the children whose families were reported for DFV.¹⁰⁰ Research has found that, after controlling for other factors, there are higher rates of DFV in those households in which children are

⁹⁷ Australian National Audit Office (2019), Coordination and Targeting of Domestic Violence Funding and Actions, Auditor-General Report No.45 2018–19, Performance Audit, Commonwealth of Australia.

⁹⁸ If the scope of DFV is expanded to include sexual violence, then child sexual assault (and potentially historic child sexual assault) may be included under the remit of the reform. It should be noted that significant work is occurring in this space in response to the Royal Commission into Institutional Responses to Child Sexual Abuse,

⁹⁹ NSW Department of Family and Community Services (2012), Child Deaths 2012 Annual Report, NSW Government.

¹⁰⁰ Ibid

present.¹⁰¹ In 2018, 34 people aged 19 and under were victims of DFV-related homicide in Australia, which includes children and young people killed by parents, siblings, and other relatives.¹⁰² Violence against children and young people costs NSW \$11.2 billion annually.¹⁰³ Children's experiences of violence in the family are associated with a range of mental health, cognitive and behavioural problems, developmental difficulties, and poorer academic outcomes, which can last well beyond their childhood years.¹⁰⁴ Further, women who as children witnessed violence towards their mother or their father by a partner were more than twice as likely to be the victim of partner violence themselves, compared with women who had not witnessed this violence.¹⁰⁵ Men who witnessed violence towards their mother by a partner were almost three times as likely to be the victim of partner violence compared with men who had not.¹⁰⁶

2.2 Develop a strategy for strengthening Aboriginal communities and responding to family violence

- Consider developing a specific standalone strategy (in line with the approach taken in Queensland and Victoria) or include within the reform approach a specific focus area on strengthening Aboriginal communities.
- Consider the emerging evidence base from ANROWS and develop an approach that focuses on healing and promotes a strength-based approach for service responses. Develop a response that is culturally appropriate and is developed in collaboration with Aboriginal communities, and Aboriginal government and non-government agencies.

2.3 Consider including sexual violence within the DFV policy reforms to bring the NSW approach in line with best practice, the National Plan, and several jurisdictions

As per Section 3.1 – and in line with rising rates, best practice, the Sustainable Development Goals (SDGs), the Commonwealth National Plan and several jurisdictions – consider including sexual violence in the policy and service delivery response to DFV.

Rates of both sexual assault and other sexual offences are increasing in NSW. According to data from the Bureau of Crime Statistics and Research¹⁰⁷, over the past five years (to December 2019), sexual assault has increased by 5.9% and other sexual offences – such as indecent assault and acts of indecency – has increased by 4.7%.

¹⁰¹ Morgan, A. & Chadwick, H. (2009), Key Issues in Domestic Violence, Summary paper 7, Australian Institute of Criminology. Available at: http://www.aic.gov.au/media_library/publications/rip/rip07.pdf

¹⁰² Australian Bureau of Statistics (2019), 4510.0 - Recorded Crime - Victims, Australia, 2018. Available at: www.abs.gov.au/ausstats/abs@.nsf/mf/4510.0.

¹⁰³ Deloitte Access Economics (2019), The Economic Cost of Violence Against Children and Young People. Available at: www2.deloitte.com/au/en/pages/economics/articles/economic-cost-violence-against-children-young-people.html.

¹⁰⁴ National Children's Commissioner (2019), Children's Rights Report 2019. Available at: <https://www.humanrights.gov.au/our-work/childrens-rights/publications/childrens-rights-report-2019>

¹⁰⁵ Australian Bureau of Statistics (2017), 4906.0 - Personal Safety, Australia, 2016. Available at: www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/4906.0~2016~Main%20Features~Key%20Findings~1

¹⁰⁶ Ibid

¹⁰⁷ Bureau of Crime Statistics and Research (2020), Trends for major offences. Available at: www.bocsar.nsw.gov.au/Pages/bocsar_datasets/Datasets-.aspx.

Research supports the integration of responses to domestic, family and sexual violence. One of the strongest reasons for integration is the co-occurrence of the issues:

- Victims of crime data shows that around one third of sexual assault victims are recorded as co-occurring with DFV¹⁰⁸
- The 2016 Personal Safety Survey found that 5.1 per cent of Australian women had experienced sexual violence by a partner, and just under 90 per cent women who experienced sexual assault were assaulted by someone they knew in the most recent incident¹⁰⁹.

The benefits of an integrated service response are seen to result in client-centred work through development of referral pathways and facilitation of shared knowledge.¹¹⁰ Hence integrated responses include sexual violence in the policy and service delivery response to DFV:

- Under SDG 5 – Gender Equality, target 5.2 aims to eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation
- The National Plan explicitly focuses on domestic, family, and sexual violence against women and their children
- Many Australian jurisdictions – including Victoria, the Northern Territory, South Australia, and Tasmania – include all forms of gender based violence in their approach to DFV.

As the Sexual Assault Strategy is also due for completion in 2021, this presents an opportunity to release a more holistic reform.

Recommendation 3: Build the evidence base for reform priorities

Building on the work established in the Blueprint to begin to build the evidence base:

3.1 As a matter of priority, build the evidence base around perpetrator programs

As noted in Section 5:

- Re-victimisation rates have remained stable
- The number of reoffenders initially dropped following the release of the Blueprint, however there has been a slight increase in the most recent year's data
- The number of juvenile reoffenders over the last three years has remained stable (as has the number of Aboriginal reoffenders).

To reduce reoffending and improve the safety of at-risk groups, build the evidence base around perpetrator programs as a matter of priority. As part of this work:

- Leverage the local and international reviews of what works and consider emerging evidence as it becomes available
- Determine what interventions work, for which cohorts, under which conditions they are effective, and critically appraise the evidence standards, quality, and methods used in these evaluations
- Invest in program evaluation through NSW Treasury routinely allocating a proportion of program funds for evaluation
- Conduct a deep dive analysis into how DFV programs and interventions can better yield and support safety, wellbeing, and reoffending outcomes. This will enable the DFV service sector to understand how to translate operational and process improvements to client outcomes.

¹⁰⁸ Australian Bureau of Statistics (2019), 4510.0 - Recorded Crime - Victims, Australia, 2018. Available at: www.abs.gov.au/ausstats/abs@.nsf/mf/4510.0.

¹⁰⁹ Australian Bureau of Statistics (2017), 4906.0 - Personal Safety, Australia, 2016. Available at: www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/4906.0~2016~Main%20Features~Key%20Findings~1

¹¹⁰ ANROWS (2016) Meta- evaluation of existing interagency partnerships, collaboration and /or integrated interventions and service responses to violence against women: final report. Research Report. July 2016.

3.2 Develop a NSW research agenda for DFV

- Taking into account the work of ANROWS, and work underway in other Australian jurisdictions, develop a research agenda for DFV for NSW so that knowledge is developed on what works for whom so that resources can be targeted to ‘high value add activities’¹¹¹.
- Consider developing a summary evidence statement on the knowledge base and use the evidence summary to update the DFV Outcomes Framework program logic.
- Engage with leaders in the digital technology sector to consider how technology can be used to prevent DFV, plan the service response, and enhance the safety of victims. New innovative application of digital analysis or technological solutions could include the following approaches:
 - The use of social media in developing, perpetuating, or changing attitudes to DFV.¹¹² This is particularly important for young people, as while the attitudes of young Australians are improving, a notable proportion of young Australians continue to minimise violence against women or mistrust women’s reports of violence. For example, ANROWS analysis of the NCAS found that one in three young people support the statement that a female victim who does not leave an abusive partner is partly responsible for the abuse continuing.¹¹³
 - Exploring options for technological solutions to empower victims, provide knowledge of options and fast and effective information distribution to victims of DFV rather than technology being another tool of re-victimisation.¹¹⁴ Indeed, a 2017 study into technology and domestic abuse stated that a key gap in current online and technology solutions is the ability for people to find advice and information which helps them make safe decisions in the small windows of opportunity that they have to research, contact services, or take action.¹¹⁵

3.3 Identify what works to prevent DFV

- As noted in Section 5.2, there is little information collected on at risk population groups and incidence rates of DFV. Explore evidence based options for prevention of DFV, particularly for vulnerable populations, and leverage existing national and global efforts (specifying the theory of change, the evidence base and the short and longer term outcomes associated with DFV prevention).
- Introduce a requirement to make explicit the evidence base underpinning a program and require a ‘credible’¹¹⁶ standard of evidence to underpin all new programs and approaches (based on guidelines from NSW Government¹¹⁷ and the Commonwealth¹¹⁸).
- Consider innovative use of big data, including data from social media and non-government sources to better understand, identify and respond to DFV.

¹¹¹ Australian National Audit Office (2019), Coordination and Targeting of Domestic Violence Funding and Actions, Auditor-General Report No.45 2018–19, Performance Audit, Commonwealth of Australia.

¹¹² Xue, J., Macropol, K., Jia, Y., Zhu, T. & Gelles, R.J. (26/07/2019) Harnessing big data for social justice: An exploration of violence against women-related conversations on Twitter, *Human Behaviour and Emerging Technologies*, 1(3), pp.269-279.

¹¹³ V Politoff et al (2019), Young Australians’ attitudes to violence against women and gender equality: Findings from the 2017 National Community Attitudes towards Violence against Women Survey, Australia’s National Research Organisation for Women’s Safety.

¹¹⁴ For example Domestic Violence Victoria (undated), Technology Safety. Available at www.dvrcv.org.au/knowledge-centre/technology-safety; Bowles, N. (2018), ‘Thermostats, Locks and Lights: Digital Tools of Domestic Abuse’, *The New York Times*, 23 June, www.nytimes.com/2018/06/23/technology/smart-home-devices-domestic-abuse.html.

¹¹⁵ Snook, Chayn and SafeLives (2017), Tech vs Abuse: Research Findings. Available at: https://d1c4e1f2-14ed-423b-8bab-01c0ad397d8f.filesusr.com/ugd/464d6d_8e401d0e666a4e66b1180ebc29826f06.pdf

¹¹⁶ See Australian Government Department of Social Services National Outcome Standards for Perpetrator Interventions Baseline report, 2015-16. On the web at: <https://plan4womenssafety.dss.gov.au/wp-content/uploads/2018/08/nationaloutcomestandardsreportweb.pdf>

¹¹⁷ NSW Government Program Evaluation Guidelines January 2016. On the web at: https://arp.nsw.gov.au/assets/ars/f506555395/NSW-Government-Program-Evaluation-Guideline-January-2016_1.pdf

¹¹⁸ Australian Government Department of Social Services National Outcome Standards for Perpetrator Interventions Baseline report, 2015-16. On the web at: <https://plan4womenssafety.dss.gov.au/wp-content/uploads/2018/08/nationaloutcomestandardsreportweb.pdf>

Recommendation 4: Develop the pre-conditions for a sustainable DFV service system

4.1 Develop a dynamic model of the DFV system complete with additional funding options

- Using knowledge of reform in other jurisdictions, expected client growth rates and expected flow on effects through the service system, develop a dynamic model of the DFV system.

Establishing a DFV dynamic model would demonstrate the impact of increasing client volume on other parts of the service system. Include changes in community attitudes and police practices as inputs into the model. The dynamic model could be used to:

- Plan for anticipated growth in the sector
 - Allow policy makers to examine the impact of different resource allocation funding models (including demographic, caseload and outcomes based funding)
 - Consider the relative priorities of different priority areas (where evidence exists).
- With NSW Government moving towards outcome budgeting, consider the pre-conditions for outcome budgeting for when this method can be effectively used within the DFV sector, aligning with the recommendations made through the *DFV Service System Redesign*¹¹⁹.

4.2 Consider alternate sources of sustainable finance

As outlined in Section 4.5.2, fiscal pressures on the state budget from an ageing population, increase demand for services, increasing expectations regarding the level of services, and declining revenue growth are expected to emerge if current trends across government continue.¹²⁰ However, stakeholders noted throughout consultations that more funding is required to further improve outcomes for people affected by DFV and to prevent DFV from occurring.

To increase investment in the sector, develop specific innovative finance models; for example, consider the creation of a DFV impact fund and develop incentives for alternate approaches to finance housing associated with DFV. It should be noted that significant preparatory work would need to be undertaken, including investment in data and information systems, to support sector-wide outcomes based reporting.

6.2 Operational recommendations

Recommendation 5: Implement the following operational recommendations to create a stronger response to DFV in NSW

5.1 Refresh the governance

- Establish regional governance for DFV that builds on existing regional governance structures (such as the Strategic Leadership Group model in regional areas), and reports to the DFV Reforms Delivery Board to enable local decision making and strengthen accountability around DFV.
- The non-government sector is a critical partner in the delivery of DFV services and plays a key role in the sustainability and quality of the service system. Sector representatives should be offered a role in the governance and oversight of the service system, beyond representation on the NSW DFV and Sexual Assault Council¹²¹.

¹¹⁹ Nous Group (2017), Domestic and Family Violence Service System Redesign: Recommendations Paper, Women NSW. Available at: https://www.facs.nsw.gov.au/__data/assets/pdf_file/0005/641705/DFV-Service-System-Redesign-Recommendations-Paper.pdf

¹²⁰ Ibid

¹²¹ The NSW DFV and Sexual Assault Council brings together representatives from the NSW government, non-government organisations and academia. It facilitates shared understandings of the NSW Government's reforms in domestic and family violence and sexual assault, and monitors and advises on reform implementation. More information is available at www.women.nsw.gov.au/strategies-and-resources/nsw-domestic-and-family-violence/domestic-and-family-violence-council.

- Formally include the voice of victims in future reform and service design within governance structures. Women's Safety NSW and Domestic Violence NSW have established bodies comprising DFV victims which can be leveraged by the Department, non-government organisations and corporates working on DFV.

5.2 Use DFV data locally

- Develop state of the art mapping, monitoring and information flow so that government and service providers at the local level have real time data on service demand and capability providing a closer link in matching resources to allow local communities to monitor and plan their approach to DFV.
- In future work on DFV, request the Bureau of Crime Statistics and Research investigate and regularly release information on the level of police and community activity and its relation to changes in prevalence of reported DFV assaults over time. (Community level activity could include information on police presence and numbers, the number and volume of service centres and community based DFV events.) As part of this work, request the Bureau of Crime Statistics and Research and other areas of government to consider under-reporting of DFV. This information should be triangulated with data on geographic hot spots, prevalence and incidence rates of DFV-related assault with severity of crime, measures of police and court activity and the level of community activity regarding DFV (including DFV prevention programs). At the local level, this information can be used to consider changing community need and the impact and success of prevention programs.

5.3 Support reform implementation

- Develop an action and/or implementation plan for the next DFV reform, inclusive of a communication strategy. The plan should focus on delivering a more integrated response and clearly set out pathways, governance, commissioning, organisational capability and change, and monitoring and evaluation. It should be linked to the broader service system, including child protection, housing, youth justice, mental health, alcohol and other drugs, and disability.
- Explore the option of funding ongoing case management for victims of DFV to enable long-term recovery. The time period for case management should be determined in collaboration with the non-government sector.
- Develop and implement a framework for specialist victim support services and perpetrator interventions to work together. Establish a committee including interagency and non-government representatives delivering these services to oversee implementation and report to the DFV Reforms Delivery Board. This committee should have a key focus on managing the risk of this system and practice change.
- Coordinate commissioning practices in the area of prevention and early intervention across the Department to ensure greater visibility of the programs and that services and programs are integrated, particularly those being delivered within the child protection, housing and youth justice systems which may provide services to the same clients/families.
- Build on the foundation of the Minister's DFV Corporate Leadership Group by establishing partnerships with private sector entities working to support victims of DFV and reduce the incidence of DFV.

5.4 Improve measurement and monitoring of DFV

- Include in the Blueprint monitoring framework a true incidence of DFV that is not related to police activity. For example, explore options to increase the sample size for NSW in the victims of crime survey or draw on the Bureau of Crime Statistics and Research's analysis from a pooled two year NSW sample of data from the current survey.
- For Safer Pathway, map client pathways to better understand when and under what circumstances victims have to re-tell their story so that system issues can be addressed.
- Include progression and finalisation of matters within the justice system in monitoring system performance. This could include timeliness of court action as well as timeliness of finalisation of court matters; to measure whether perpetrators face timely consequences.

5.5 Create quality standards

Complete the action relating to the development of co-designed service quality standards, ensuring this document complements the work done by Domestic Violence NSW. Design these standards to enable greater collaboration and information sharing between agencies. Consider whether this should be supported by a workforce development strategy for the DFV service sector to ensure it can meet these standards.

5.6 Improve quality of financial data

To help support more effective and consistent measurement of cost-effectiveness and cost benefit analyses in the future, consider the use of common data requirements across programs and investments relating to program costs, client characteristics, program outputs, and short/medium/long term outcomes. Where practical, definitions should be aligned to relevant legislation and regulations, and at a minimum, be comparable to definitions established in the Australian Bureau of Statistics' Personal Safety Survey. The precise units and granularity required, and appropriate methods for data collection and quality assurance, would need to be considered on a program-by-program basis in the context of the program design and delivery setting, in consultation with non-government providers where appropriate.

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Appendices

Appendix A: References

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Appendix B: Strategies in other jurisdictions

B.1 Examples in Australia

B.1.1 The National Plan to Reduce Violence against Women and their Children 2010 – 2022

Background

National, state and territory governments deliver a range of services and support programs to respond to DFV and the national plan was designed to provide a level of coordination to these approaches.

The *National Plan to Reduce Violence against Women and their Children 2010-2022* (the National Plan) was endorsed by COAG in February 2011. The vision of the National Plan is an Australia free from all forms of violence and abuse against women and their children.

The National Plan is designed to provide a coordinated framework that improves the scope, focus and effectiveness of government actions. It identified national priorities and was designed to drive an integrated approach to preventing and responding to domestic, family and sexual violence.

The National Plan specified a commitment to achieve six national outcomes:

- Communities are safe and free from violence
- Relationships are respectful
- Indigenous communities are strengthened
- Services meet the needs of women and their children experiencing violence
- Justice responses are effective
- Perpetrators stop their violence and are held to account

Implementation

The 12 year National Plan was designed with four three-year implantation plans that will build on each other over time:

1. *First Action Plan: Building a Strong Foundation* (2010 – 2013): Established a foundation for long-term change through developing national-level infrastructure to inform future policy and service delivery, and through engaging with community.
2. *Second Action Plan: Moving Ahead* (2013 – 2016): Outlines how the Commonwealth, State and Territory Governments plan to move ahead to address violence crimes of domestic, family and sexual violence. The Second Action Plan features 26 practical actions under five national priorities.
3. *Third Action Plan: Promising Results* (2016 – 2019): Outlines what all governments, communities, business and individuals can do to reduce violence against women and their children. The Third Action Plan features 36 actions which build on efforts to date and focus attention on some new areas.
4. *Fourth Action Plan: Turning the Corner* (2019 – 2022): Sets out an ambitious but practical agenda to achieve change and reduce domestic, family and sexual violence against women and their children. This will be achieved by improving existing initiatives, addressing gaps in previous action plans, and providing a platform for future policy to reduce domestic, family and sexual violence.

Key areas of focus

Table 18: Key focus areas of the Plan

Focus area	Key actions
Communities are safe and free from violence	<ul style="list-style-type: none"> • Implement social media and marketing awareness campaigns (e.g. The Line) • Develop best practice benchmarks for work in primary prevention • Advance gender equality through improving women’s economic participation and independence
Relationships are respectful	<ul style="list-style-type: none"> • Inclusion of respectful relationships education in Australian curriculum • Support adults to model respectful relationships and to learn positive parenting skills which promote positive fathering • Fund the White Ribbon Campaign to promote male intolerance of violence against women
Indigenous communities are strengthened	<ul style="list-style-type: none"> • Establish the Healing Foundation to address trauma and aid healing in Indigenous communities • Improve cultural competency of mainstream and specialist services • Develop effective culturally appropriate therapeutic responses for Indigenous children who have been exposed to family violence, to prevent the intergenerational transmission of trauma
Services meet the needs of women and their children experiencing violence	<ul style="list-style-type: none"> • Expand the 1800 RESPECT Domestic and Sexual Violence National Counselling Service • Build the capacity of specialist domestic and family violence services to respond to the needs of children, Indigenous women and women with disabilities • Improve housing options for women fleeing violent relationships
Justice responses are effective	<ul style="list-style-type: none"> • Increase funding for legal assistance programs to support victims through the justice system • Implement training for legal and other professionals working in the family law system • Monitor domestic-violence related homicide issues • Develop a national scheme for domestic violence orders
Perpetrators stop their violence and are held to account	<ul style="list-style-type: none"> • Identify and develop best-practice guidelines for perpetrator interventions • Improve accessibility to perpetrator intervention programs • Fund evaluation of interventions to both build the evidence base and support the development of national standards

Source: National Plan to Reduce Violence against Women and their Children (2010)

Monitoring and reporting framework

In recognition of the criticality of monitoring and reporting, a robust evaluation plan was developed by an independent organisation in consultation with key stakeholders within the community.

The evaluation plan will be guided by four key principles: cumulative approach; collaborative effort; provide an overarching perspective; and leverage existing data sources.

The evaluation plan sets out a range of activities:

1. Reviews of three-yearly Action Plans – these will reflect on the success of the previous Action Plan to inform the development of the subsequent Action Plan

2. Annual Progress Reporting: a key monitoring, accountability and communication activity under the National Plan, with each evaluation phase focusing on the corresponding Action Plan’s strategies and deliverables
3. Evaluation of flagship activities (e.g. Australia’s National Research Organisation for Women’s Safety, 1800 RESPECT counselling service)
4. Underpinning evaluation activities – includes analysis of available data

Measures of success are defined for each of the National Outcomes under the National Plan.

Evidence of effectiveness

A Progress Review of the First Action Plan was published in 2014, identifying progress against the national priorities. The First Action Plan intended to establish the foundation for change over the course of the National Plan. As such, this Progress Review largely reports on progress of implementation, noting that the measures of success are long-term indicators. While there were signs of progress, it was acknowledged that it would take time before reductions in the prevalence of violence against women and children would be realised.

KPMG was commissioned to undertake an evaluation of the Second Action Plan, however this is not publicly available.

The Third Action Plan indicates that an evaluation would be undertaken in 2019, however this has not been published to date.

Annual Progress Reports have been published each year since the 2014-15 period. The most contemporary report is the 2017-18 Annual Report which reflects progress against actions for the Third Action Plan, which contribute to the six National Priority Areas. As well as highlighting initiatives being implemented across jurisdictions, the 2017-18 Annual Report reported some encouraging results from the 2017 National Community Attitudes towards Violence against Women Survey and the 2016 Personal Safety Survey.

Evaluations of individual flagship activities have commenced.

B.1.2 Ending Family Violence: Victoria’s Plan for Change

Background

This 10 year plan outlines the Royal Commission into Family Violence’s (Royal Commission’s) 227 recommendations, outcomes and initial targets to for the Victorian Government to prevent and respond to family violence.

Implementation

In March 2017, the Victorian Government announced a 10 Year Investment Plan to implement the family violence reforms and deliver on the actions outlined in Ending Family Violence: Victoria’s Plan for Change. This funding package is aligned to the Family Violence Outcomes Framework.

This plan is supported by a series of rolling action plans. The current plan (2017-2020) is focused on the first phase of implementation, including how the key initiatives and actions w, how they will be funded, as well as how they deliver on the Royal Commission into Family Violence (Royal Commission) recommendations.

Key areas of focus

Table 19: Key focus areas of the Plan

Focus area	Key actions
Family violence and gender equality are not tolerated	<ul style="list-style-type: none"> • Deliver Victoria’s first Gender Equality Strategy. • Develop a Primary Prevention Strategy. • Establish a Prevention Agency supported by enduring family violence prevention funding. • Launch a whole-of-community Family Violence Awareness Campaign to commence in 2017 that will begin our journey to a genuine primary prevention campaign for all Victorians. • Rollout Respectful Relationships to schools and early learning environments.

Focus area	Key actions
Victim survivors, vulnerable children and families are safe and supported to recover and thrive	<ul style="list-style-type: none"> • Embed early intervention in all aspects of our family violence, social services and justice systems. • Build the capacity and capability of specialist family violence services. • Develop a network of Support and Safety Hubs and specialist service navigators. • Design our system and services to keep children safe. • Take a whole of family approach to stopping violence, keeping victim survivors safe from harm, and helping them to recover from the experience of violence. • Provide safe and stable housing. • Support longer-term recovery with employment, financial security, legal assistance, educational opportunities and supports for emotional and mental health needs. • Build a more responsive and victim-focused justice system, including through reforms to Victoria Police and the courts.
Perpetrators are held to account, engaged and connected	<ul style="list-style-type: none"> • Introduce critical law reforms to improve victim safety and perpetrator accountability. • Make perpetrators much more visible in the system and in our efforts to support adult and child victims. • Challenge and change perpetrator behaviour to prevent the escalation or recurrence of family violence. • Improve the range and availability of perpetrator interventions including culturally safe and responsive approaches. • Enhance the integration of interventions to target the underlying issues associated with increased risk of violence, including expanding mental health and drug and alcohol supports. • Provide therapeutic responses for young people who use family violence.
Preventing and responding to family violence is systemic and enduring	<ul style="list-style-type: none"> • Create an environment in which information is shared between agencies to keep victims safe. • Build the capacity and capability of a diverse range of services and workforces. • Change the way we deliver funding to services so they are more coordinated and flexible. • Create new governance arrangements to achieve enduring system reform across portfolios. • Develop a robust evidence base from which decisions can be made.

Source: *Ending Family Violence: Victoria's Plan for Change*

Evidence of effectiveness

Family violence services will receive dedicated funding for consistent evaluation to track outcomes in order to understand what works, and use this knowledge to drive future service design and delivery.

B.1.3 Free From Violence: Victoria's strategy to prevent family violence and all forms of violence against women

Background

Free From Violence was released in 2017 and is Victoria's first state-wide primary prevention strategy, which focuses on changing attitudes and behaviours over time. The Strategy fulfils Recommendation 187 of the Victorian Royal Commission into Family Violence and is a key part of the 10 year plan *Ending family violence: Victoria's plan for change*, which implements every recommendation of the Royal Commission.

The Strategy includes a focus on Aboriginal and Torres Strait Islander people, as it is noted that they experience significantly higher levels of family violence. There is a dedicated chapter on 'The unique experiences of aboriginal people' outlined in the Strategy and it builds on the foundations of existing efforts such as established frameworks.

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Implementation

Rolling action plans will detail the actions and initiatives to achieve the vision of ‘a Victoria free from violence’ and will show the progress against outcomes. They will be developed approximately every three years and will reflect new knowledge and evidence. The first action plan 2018 – 2021 has been released.

Key areas of focus

The Strategy is focused heavily on prevention. For this reason, each of the following focus areas are concentrated on prevention efforts.

Table 20: Key focus areas of the Strategy

Focus area	Key actions
Build prevention structures and systems	<ul style="list-style-type: none"> • Establish a Prevention Agency supported by long-term funding • Support development of an expert workforce to embed prevention in communities • Local-level partnerships for the effective implementation of prevention activity
Coordinated efforts	<ul style="list-style-type: none"> • Build partnerships for prevention • Coordinate action that challenges the drivers and reinforcing factors of violence
Build continuity with the response system	<ul style="list-style-type: none"> • Undertake activities as a complement to existing system activities • Implement activities in collaboration with those working in response system

Source: Victoria State Government, *Free From Violence: Victoria’s strategy to prevent family violence and all forms of violence against women*

Monitoring and reporting framework

The Prevention of Family Violence Outcomes Framework has been developed to ensure long-term goals are being met and progress is being made. A number of indicators have been developed and further measurements will be developed in action plans.

The Strategy also outlines a commitment to a formal mid-term review. A formal evaluation will be undertaken in five years (2022) to measure both the individual initiatives and overall approach of the Strategy. The evaluation will identify any gaps in the Strategy to allow for adaptation of approaches.

Evidence of effectiveness

The formal mid-term evaluation has not commenced as yet.

The First Action Plan 2018-2021 identifies research and evaluation as a priority area, which includes the establishment of a state-wide research and evaluation agenda through Victoria’s first Family Violence Prevention Research Alliance, consisting of academics, researchers and evaluators. A robust monitoring and evaluation framework will be developed, to assess the impact and outcomes of activities to ensure continuous cycle of review.

B.1.4 Western Australia’s Family and Domestic Violence Prevention Strategy to 2022

Background

The Strategy was released in 2012 and outlines a 10 year framework for a comprehensive and shared response to family and domestic violence. The Strategy is aligned with the National Plan to Reduce Violence against Women and their Children 2010 – 2022 and each three year national action plan. The Strategy builds on previous reforms undertaken as part of the WA Strategic Plan for Family and Domestic Violence 2009-2013.

In contrast to the national approach and the approach in Victoria, the Strategy does not specifically focus on Aboriginal and Torres Strait Islander people, except for Action 1.4 ‘support and improve the links between Aboriginal organisations and government and community sector agencies working with family and domestic violence to provide a coordinated and integrated response’.

Implementation

The Strategy will be implemented through three year action plans which are aligned with the national action plans:

1. First Phase (2013 – 2016) – Sustaining Change: Strengthening the foundation and supporting further reform
2. Second Phase (2016 – 2019) – Consolidating Change: Recognising achievements and assessing results
3. Third Phase (2019 – 2022) – Achieving Change: Continuing reform beyond the life of the Prevention Strategy

Key areas of focus

The following table outlines the key areas of focus of the Prevention Strategy, including an overview of the activities that are planned for each area.

Table 21: Key focus areas of the Strategy

Focus area	Key actions
Early Intervention	<ul style="list-style-type: none"> • Educational programs at schools and other institutions • Social marketing campaigns • Build capacity and engagement with media outlets • Improve links between Aboriginal organisations, government and community agencies to provide an integrated response
Victim Safety	<ul style="list-style-type: none"> • Build capacity of service responses, focusing on regional areas • Continue implementation of Family and Domestic Violence Common Risk Assessment Risk Management Framework • Improve effectiveness of justice system response
Perpetrator Accountability	<ul style="list-style-type: none"> • Strengthen legislation to protect victims • Identify gaps in current services for perpetrators • Improve quality and availability of perpetrator services and programs

Source: Government of Western Australia, Department of Child Protection, 'Western Australia's Family and Domestic Violence Prevention Strategy to 2022'.

Monitoring and reporting framework

The Strategy outlines that the following monitoring and evaluation activities will be undertaken:

- Annual Achievement Reports to outline current and planned initiatives;
- Mid Term Progress Report;
- Data to measure progress against outcomes at the end of each three year period; and
- Use of the evaluation framework from the *WA Strategic Plan for Family and Domestic Violence 2009-2013*.

It is difficult to assess progress across the phases as only one Achievement Report (to 2013) is available online. The Report lists key achievements under each outcome, such as "The Department of Health, Sexual Assault Resource Centre has engaged an Education and Training Coordinator". Data appendices are also included, which outlines data used to measure each Key Performance Indicator (such as "Family and domestic violence incidents reported to police, by region and financial year").

Evidence of effectiveness

Again it is challenging to assess the development of the evidence base and assess the effectiveness of the reforms as the only publicly available Mid-Term Progress Report was published in 2011. This Progress Report refers to data from 2009-10 and initiatives that were enacted in 2011.

The lack of subsequent publicly available monitoring prevents an understanding of which elements of the Strategy have actually been implemented, and the impact this may have had on victims, their children, and perpetrators of domestic and family violence. It is not clear that the three phases of the strategy were implemented as intended.

While it is apparent that the Western Australian Government has invested in initiatives and services to break the cycle of domestic and family violence, it is unknown if these are aligned with the Strategy.

As a consequence, it is not possible to draw conclusions of the effectiveness of the *Western Australia Family and Domestic Violence Prevention to 2022 Strategy*.

B.1.5 Queensland Domestic and Family Violence Prevention Strategy 2016 – 2026.

Background

The *Special Taskforce on Domestic and Family Violence* produced the *Not Now, Not Ever: Putting an end to Domestic and Family Violence in Queensland* report in 2015. As a result, the Queensland Government launched the *Domestic and Family Violence Prevention Strategy 2016 – 2026* that sets the direction for ending DFV in Queensland and outlines a set of principles to guide action across the community. The overarching outcome of the strategy is that ‘all Queenslanders live safely in their own homes and children can grow and develop in safe and secure environments’. The strategy is focused on shifting community attitudes and behaviours, integrating the response system and strengthening the justice system response.

The strategy was developed with community input, including roundtables with Aboriginal and Torres Strait Islander women and men. The strategy also recognises the specific need for supports for vulnerable people, including culturally appropriate services Aboriginal and Torres Strait Islander people.

Implementation

The Strategy will be implemented through a series of rolling action plans.

- First action plan: 2015 – 2016;
- Second action plan: 2016-17 to 2018-19;
- Third action plan: 2019-20 to 2021-22; and
- Fourth action plan: 2022-23 to 2025-26.

Key areas of focus

Table 22: Key focus areas of the QLD Strategy

Focus area	Key actions
Prevention	<ul style="list-style-type: none"> • Communities across Queensland (including community, business, religious, sporting and government leaders) work together to protect and support victims and model respectful relationships
Early Intervention	<ul style="list-style-type: none"> • Queensland's workplaces recognise domestic and family violence as a workplace issue and support workers
Crisis Intervention	<ul style="list-style-type: none"> • Integrates services are all inclusive to respond, rebuild, empower and create economic independence • Systems are in place to ensure perpetrators receive appropriate sanctions and access to assistance to stop using violence
Recovery	<ul style="list-style-type: none"> • The justice system is safe, fair, supportive, efficient and coordinated

Source: *Queensland says: not now, not ever. Domestic and Family Violence Prevention Strategy 2016 – 2026*.

Monitoring and reporting framework

The strategy outlines that each action plan will be evaluated and reviewed. Outcomes from this process will inform the following action plan.

A robust evaluation framework was developed by the University of Queensland Institute for Social Science Research in 2017. Key components of the framework are:

- Process evaluation

- Flagship evaluations
- Outcomes evaluation.

The framework specifies activities and reporting mechanisms including:

- Structured Review of the strategy for each action plan to measure which activities are being implemented successfully
- Annual Scorecard to monitor strategy implementation progress
- Action Plan Review, conducted prior to the end of each action plan, to consolidate evaluation activity that occurred in the period of the Action Plan.

Several flagship evaluations have been undertaken, with findings publicly available for some of these initiatives.

Evidence of effectiveness

The Queensland Department of Premier and Cabinet commissioned a review of the Second Action Plan, which was delivered in July 2019, in line with the evaluation framework. The Structured Review of the Second Action Plan provides a description of progress to date, and learnings to help inform the development of the Third Action Plan. The Structured Review considers the implementation progress of the Second Action Plan, not the overall effectiveness of the Strategy.

The Structured Report utilised a mixed methodology and consisted of process evaluations and outcome evaluations across seven supporting outcomes. Within this, the review also considered flagship evaluations of numerous key activities from the Strategy and Action Plan that had previously been undertaken.

The Structured Review identified enablers (i.e. leadership, engagement, collaboration, innovation and barriers to the effective implementation of the Second Action Plan. The Barriers included:

- Prioritisation of reform activities
- Workforce capability and capacity
- Inconsistent information sharing
- Compliance focus
- Funding and resource allocation

Enablers of the governance arrangements for delivering the Second Action Plan were noted to include: leadership; the Domestic and Family Violence Implementation Council; and, mechanisms for a more collaborative approach. The sole identified barrier was compliance and red tape.

The Structured Report concluded that commendable progress had been made in implementing actions from the Second Action Plan. Despite some initial positive signs of progress, it was largely too early to determine the broader impact and outcomes of the Strategy.

B.1.6 Queensland's Framework for Action – Reshaping our Approach to Aboriginal and Torres Strait Islander Domestic and Family Violence

Background

The Framework is intended to commit to a new way of working with Aboriginal and Torres Strait Islander people, families and communities to address the causes, prevalence and impacts of domestic and family violence.

The Framework was developed in response to a recommendation from the Domestic and Family Violence Death Review and Advisory Board that identified a need to develop a dedicated response to Aboriginal and Torres Strait Islander family violence.

Key areas of focus

Table 23: Key focus areas of the Framework

Focus area	Key actions
<p>Work in partnership with communities to utilise the knowledge and experience of Aboriginal and Torres Strait Islander people</p>	<ul style="list-style-type: none"> • Support three Aboriginal and Torres Strait Islander communities (urban, regional and remote/discrete) in each year to develop community-led domestic and family violence action plans. • Work with one additional remote/discrete community to develop a Domestic and Family Violence Social Reinvestment Project, based on identified community goals, and reinvestment of savings. • Actively engage with communities and local courts to facilitate recognition of appropriate community based and designed programs responding to perpetrators, victims and families, to encourage referral to these programs. • Identify programs and local initiatives currently underway across the state that are showing promising outcomes, and look at how these can be supported, replicated or scaled up. • Develop and tailor the domestic and family violence cultural connector roles to facilitate active participation of Aboriginal and Torres Strait Islander communities in the design, implementation and review of actions and strategies outlined in this framework. • Develop a Queensland implementation plan with targeted strategies to support the Closing the Gap refresh, which will include a focus on the impact of domestic and family violence. The new formal partnership arrangements as part of the COAG process highlight that the design, input and advice from Aboriginal and Torres Strait Islanders is critical to achieving success.
<p>Deliver programs and holistic wrap-around services that are stress and trauma informed, and culturally appropriate</p>	<ul style="list-style-type: none"> • Support culturally safe perpetrator interventions for Aboriginal and Torres Strait Islander men and women, informed by community-focused research and frameworks such as the Healing Foundation's Towards an Aboriginal and Torres Strait Islander Violence Prevention Framework for men and boys. • Establish a new community-controlled family wellbeing and safety advice and referral service. • Establish and employ specialist domestic and family violence workers in the community-controlled Aboriginal and Torres Strait Islander Family Wellbeing Services across the state. • Develop a language policy to preserve and maintain Aboriginal and Torres Strait Islander people's languages to support wellbeing and cultural enrichment.
<p>Engage Aboriginal and Torres Strait Islander communities and community controlled organisations to deliver the services needed</p>	<ul style="list-style-type: none"> • Prioritise community-controlled and community-focused organisations for any new funding and initiatives to address Aboriginal and Torres Strait Islander domestic and family violence, and ensure that procurement processes embed Indigenous perspectives, knowledge and values. • Support Aboriginal and Torres Strait Islander community controlled organisations to respond to people in their communities experiencing domestic and family violence • Support community-led initiatives to build community capacity around domestic and family violence, for example by supporting and nurturing Elders Groups. • Provide culturally safe, accessible and welcoming support to Aboriginal and Torres Strait Islander people who access mainstream domestic and family violence services.

Focus area	Key actions
Improve our approach to monitoring and evaluating changes in outcomes for Aboriginal and Torres Strait Islander families experiencing violence	<ul style="list-style-type: none"> • Task a dedicated body to oversee and track progress on addressing Aboriginal and Torres Strait Islander domestic and family violence as part of the governance framework for the domestic and family violence reform program. • Design and implement a plan to track progress and outcomes for Aboriginal and Torres Strait Islander families experiencing violence. • Establish a process through which initiatives will be monitored and evaluated in partnership with communities, including annual reporting. • Ensure that evaluation and monitoring of initiatives is informed by Aboriginal and Torres Strait Islander perspectives and knowledge, and the experiences of women as primary service users.

Source: Queensland’s Framework for Action – Reshaping our Approach to Aboriginal and Torres Strait Islander Domestic and Family Violence

Monitoring and reporting framework

As noted above, dedicated actions are focused on improving the monitoring and evaluation capacity of the Queensland Government in relation to Aboriginal and Torres Strait Islander families experiencing violence.

B.1.7 The Northern Territory’s Domestic, Family & Sexual Violence Reduction Framework 2018 – 2028

Background

The Framework outlines a long-term vision to reduce domestic, family and sexual violence. The framework builds on a previous domestic and family violence strategy *Safety is Everyone’s Right*. The principles of the framework focus on women and children’s safety as the priority, while also outlining the needs for collaboration, accessible and responses services, long term social and cultural changes and a shared understanding on DFSV.

There is a heavy focus on DFSV in Aboriginal communities throughout the framework. In particular, one of the core principles is on challenging systemic racism and inequality, especially faced by Aboriginal children and families, in laws, policies and practices.

Implementation

The framework will be delivered through a series of action plans:

- Action Plan 1: Changing Attitudes, Intervening Earlier and Responding Better 2018 - 2021
- Action Plan 2: Taking stock, evaluate and review, building on what works 2022 – 2025
- Action Plan 3: Sustaining effort and measuring change and success 2026 – 2028.

Key areas of focus

Table 24: Key focus areas of the Framework

Focus area	Key actions
Prevention	<ul style="list-style-type: none"> • Educate the community • Develop and implement policies that challenge gender stereotypes • Partner with community, business, sporting and religious leaders to grow number of organisations that actively reject DFV
Early Intervention	<ul style="list-style-type: none"> • Develop tailored responses for communities at risk • Build the capacity of universal services and community to identify and respond to DFV

Focus area	Key actions
Recovery	<ul style="list-style-type: none"> • Strengthen the systemic response to high risk cases • Enable a coordinated and collaborative response • Improve the criminal justice system so that victim safety is first priority
Perpetrator accountability	<ul style="list-style-type: none"> • Connect perpetrators to behaviour change intervention • Refocus the justice system on the rehabilitation and restoration of perpetrators to violence-free families • Empower the community to support perpetrators to end use of violence
Strengthening the system	<ul style="list-style-type: none"> • Ensure policy and legislation works toward reducing DFSV • Better integrate DFSV services and child protection • Enhance sharing of data, information and intelligence

Source: Northern Territory's Domestic, Family & Sexual Violence Reduction Framework 2018 – 2028

Monitoring and reporting framework

The framework does not outline an approach to monitoring and evaluation, beyond stating that the first action plan will include indicators against which to measure progress. In the first action plan, these indicators include:

- Reduced prevalence of domestic violence and sexual assault;
- Increased proportion of women who feel safe in their communities;
- Reduced deaths related to domestic violence and sexual assault; and
- Reduced proportion of children exposed to their mother's or carer's experience of domestic violence.

The first action plan also outlines specific activities that will be completed for each outcome, as well as the agency that is responsible for carrying out the activity. However, no further detail is provided regarding the way in which outcomes or activities will be measured.

Evidence of effectiveness

To date, the activities under the Framework have not been publically monitored although a Cross Agency Working Group (CAWG) has been established to drive collaboration, engagement, information sharing and problem resolution. The CAWG meets bi-monthly, and appears to informally monitor the implementation of actions from the Action Plan.

Consultants have been commissioned to develop a Monitoring and Evaluation Plan, however no further information is publically available at this time so evidence of effectiveness is difficult to assess.

B.1.8 Committed to Safety: A framework for addressing domestic, family and sexual violence in South Australia

Background

The Framework is designed to achieve a coordinated, targeted series of actions to prevent and respond to domestic, family and sexual violence in SA. A range of actions are outlined that have been developed following direct consultation with women's and community services and wider community through roundtables.

Actions focus on specific population groups such as young people, Aboriginal and Torres Strait Islander people, women with disabilities, CALD people, older women and people living in regional and remote communities.

Implementation

Actions have been grouped into short (within one year), medium (within one-two years) and long (within three to four years) term timeframes. The Framework will be implemented in collaboration with partners across government, not-for-profit sector and community.

The Framework will also be complemented by an additional policy framework which is currently in development and will focus on women's employment and leadership in SA.

Key areas of focus

Table 25: Key focus areas of the Framework

Focus area	Key actions
Primary prevention	<ul style="list-style-type: none"> • Reframed Violence Against Women Collaborations • Develop a primary prevention toolkit for local government • Expand Women's Information Service children's centre program
Services and support	<ul style="list-style-type: none"> • Perpetrator referral pathway into the Family Safety Framework and responses to children and young people • Risk assessment tool • Safety Hubs and crisis accommodation
Justice	<ul style="list-style-type: none"> • Awareness raising campaign • Family Court and risk assessment guidelines • Mandates perpetrator programs and accommodation expansion

Source: *Committed to Safety: A framework for addressing domestic, family and sexual violence in South Australia*

Monitoring and reporting framework

There are a number of structures in place to monitoring the progress of the Framework. These include:

- Chief Executive Groups comprised of senior public servants and chaired by the Minister for Human Services to manage ongoing oversight
- Key Partner Network to provide a channel for information about the work of the Chief Executive Group and broader government work to relevant non-government agencies
- Women’s Safety Minister’s Meetings to share information, advice and progress work under the National Plan
- Yearly Roundtables to monitor progress
- Since the Strategy was released after 2018, progress has not yet been publically reported.

Evidence of effectiveness

Evaluation and monitoring impact is one of two enablers that underpin the Framework. There is no publicly available information in relation to the monitoring or evaluation of the framework to date.

B.1.9 Safe Homes, Families, Communities: Tasmania's action plan for family and sexual violence 2019-2022

Background

The action plan aims to prevent and respond to family and sexual violence in Tasmania. The action plan builds on ‘Safe Homes, Safe Families: Tasmania’s Family Violence Action Plan 2015 -2020’ and responds to findings of a comprehensive review of the first action plan.

The action plan addresses the support required for Aboriginal communities through actions such as ‘support Tasmanian Aboriginal communities to deliver targeted primary prevention and early intervention programs and to improve service delivery for Aboriginal people affected by family and sexual violence’ and ‘support Aboriginal families through the Aboriginal Family Safety Workers in Child and Family Centres’.

Implementation

The action plan outlines that the response to family and sexual violence will be flexible and responsive. This will be achieved through ongoing engagement with stakeholders, the community and people with lived experiences. Actions will be delivered by government agencies working with non-government partners. Ongoing monitoring of implementation will enable flexibility in the approach adopted.

Key areas of focus

The following table outlines the actions of the Strategy.

Table 26: Key focus areas of the Action Plan

Focus area	Key actions
Primary prevention and early intervention	<ul style="list-style-type: none"> • Membership of Our Watch and establish an Our Watch Primary Prevention Officer in Tasmania • Embed Respectful Relationship education in Tasmanian Government school • Support National Campaigns such as 'Stop It At The Start'
Response and recovery	<ul style="list-style-type: none"> • Support children and their families through the Safe Homes, Safe Families Support Team • Provide increased counselling services for children and young people experiencing family violence • Deliver the Keeping Women Safe In Their Homes program
Strengthening the service system	<ul style="list-style-type: none"> • Strengthen the Safe Families Coordination Unit • Trial electronic monitoring of high-risk family violence offenders • Strengthen specialist police prosecution services • Improve data collection and reporting

Source: *Safe Homes, Families, Communities: Tasmania's action plan for family and sexual violence 2019-2022*

Monitoring and reporting framework

Under the 2019-2022 plan, the Tasmanian Government signalled a commitment to monitor implementation actions and undertake ongoing evaluation to inform future delivery, through the publication of annual progress reports. There is no further information outlined in the plan as to how, or when these evaluations will be undertaken.

Evidence of effectiveness

In 2018, a Family Violence Service System Review was undertaken which examined all family violence services delivered and/or funded by the Tasmanian Government. This included, but was not limited to, evaluation of actions under the 2015-2020 Action Plan.

The Review featured broad consultation with service providers, people with lived experience, regional stakeholders, and other agency and community-based stakeholders. Comprehensive details of the evaluation types utilised are not available.

An overall evaluation of the effectiveness of the Action Plan is not featured in the Review. Key findings identified by the Review include:

- Strong service delivery under the action plan
- The integrated criminal justice response to family violence is nation leading
- There is a need to increase investment in primary prevention activities, as well as medium and long-term strategies to eliminate violence through building capacity to intervene early
- The Family Violence Service System Review Report was used to inform the development of the 2019-2022 Action Plan.

B.1.10 ACT Prevention of Violence against Women and Children Strategy 2011 – 2017

Background

The strategy articulates the ACT Government's commitment to reduce violence against women and their children, and aligns with the Second Action Plan of the *National Plan to Reduce Violence against Women and Children 2010-2022*.

Implementation

Two rolling implementation plans were instigated as the Strategy was finalised. There were five priority areas identified in the Second Implementation Plan (2015-17), namely:

4. Driving whole of community and government action to prevent violence and create an anti-violence culture
5. Understanding diverse experiences of violence
6. Supporting innovative services and joined up service systems
7. Improving perpetrator interventions so that men are held accountable and supported to change behaviour
8. Continuing to build the evidence base

Key areas of focus

The primary objectives of the Strategy were:

- Women and children are safe because an antiviolence culture exists in the ACT
- Aboriginal and Torres Strait Islander Women and Children are supported and safe in their communities
- Women and children's needs are met through joined up systems and services
- Men who use violence are held accountable and supported to change behaviour

Monitoring and reporting framework

There is no public information available regarding the monitoring and reporting framework of the Strategy.

Evidence of effectiveness

Delivery of the Strategy was finalised at the end of 2017, with the focus to continue in future years through the ACT's commitment under the *National Plan's Third Action Plan*, to reduce duplication of reporting requirements. There is no publically available information of formal evaluation or monitoring of the ACT Strategy.

B.2 Examples internationally

B.2.1 England - Violence Against Women and Girls Strategy, 2016-2020

Background

The Strategy provides an overview of actions that the British Government is taking to end violence against women and girls. It is underpinned by the aim to eliminate violence against women and girls that was set out in 2010. A refreshed strategy was published in 2019 to reaffirm commitments and set out 54 new commitments.

Implementation

The Government originally pledged £80 million in funding over the four years of the Strategy. This was increased to £100 million in 2017. An Action Plan is included as an Appendix to the Strategy, which outlines actions by category, the lead agency and delivery date.

Oversight of the strategy and Action Plan will be provided through the Inter-Ministerial Group which is chaired by the Home Secretary.

Key areas of focus

Table 27: Key focus areas of the Strategy

Focus area	Key actions
Prevention	<ul style="list-style-type: none"> • Educate, inform and challenge young people about healthy relationships, abuse and consent • Ensuring schools have access to effective and high quality resources for teaching about healthy relationships (through train the trainer programs, publishing statutory guidance, community-based English language program, education campaigns, engaging media to disseminate messaging)
Provision of services	<ul style="list-style-type: none"> • Working with local commissioners to deliver a secure future for rape support centres, refuges, and Female Genital Mutilation and Forced Marriage Units • Publishing a National Statement of Expectations to make clear to local partnerships what good commissioning and service provision looks like • Providing core services for victims such as accommodation-based services and focused on women with vulnerable and complex needs
Partnership working	<ul style="list-style-type: none"> • Provide guidance and examples of good practice to illustrate how multi-agency arrangements can effectively share information, assess risk and undertake joint safeguarding activities • Funding to support women's charities
Pursuing perpetrators	<ul style="list-style-type: none"> • Introduction of new offence of domestic abuse • Supporting new technology, such as through promoting how data analytics can be used to drive a more targeted approach to tackling offenders, supporting use of body-worn cameras to collect best evidence, and trialing new GPS proximity tracking technology for perpetrators • Investing in policy training to build the capability of police and prosecutors to identify DFV crimes and bring forward prosecutions

Source: *Violence Against Women and Girls Strategy, 2016-2020*.

Evidence of effectiveness

A progress update was released by the British Government in 2019. The update includes an overview of progress against the delivery of the Action Plan published in 2016 and achievements since then. The update includes the status of actions, outlining that:

- 54 of 95 actions have been completed
- 29 actions are on track
- 12 actions are a work in progress, due to be delivered in 2020.

The report does not address the effectiveness of each action.

B.2.2 Equally Safe: Scotland's strategy to eradicate violence against women

Background

Equally Safe is Scotland's strategy to take action on all forms of violence against women and girls and was released in 2014 and subsequently updated in 2016. The aim of the strategy is to work collaboratively with key partners across all sectors to prevent and eradicate all forms of violence against women and girls. Part of the strategy is ensuring that there is a shared understanding of violence against women and girls, including the impact, its causes, the scale of the problem and the risk factors which increase vulnerability to abuse.

Implementation

The *Equally Safe Delivery Plan 2017 – 21* was developed to complement the *Equally Safe Strategy*. It contains 118 actions across four priority areas.

Key areas of focus

Table 28: Key focus areas of the Strategy

Focus area	Key actions
Scottish society embraces equality and mutual respect, and rejects all forms of violence against women and girls	<ul style="list-style-type: none"> • Raise awareness of what constitutes violence and abuse and that it is unacceptable in any form • Target the education system as a key setting for this intervention • Work with partners to develop thinking around the different forms of violence against women and the specific interventions required
Women and girls thrive as equal citizens – socially, culturally, economically and politically	<ul style="list-style-type: none"> • Tackle poverty amongst women to reduce gender power imbalances • Tackle occupational segregation and improving access to high quality child care for parents • Tackle barriers to work facing women, to eliminate the gender pay gap and address overrepresentation of women in senior positions
Interventions are early and effective, preventing violence and maximising the safety and wellbeing of women, children and young people	<ul style="list-style-type: none"> • Work to integrate the mainstream, specialist and third sector services capable of delivering a coherent and consistent response • Ensure services that come into contact with women, children and young people are able to identify those at risk and offer appropriate, safe and consistent response • Improve information sharing between services • Establish clear priorities for the public sector agencies (such as routine enquiry within NHS services to support early identification and data collection and information sharing protocols)
Men desist from all forms of violence against women and girls, and perpetrators of such violence receive a robust and effective response	<ul style="list-style-type: none"> • Reinforce consistent messaging that violence against women and girls in any shape or form will not be tolerated • Identify men who carry out violence against women and girls early • Reduce unnecessary delays in how long it takes a case involving violence against women and girls to move through the court process and the impact on the victim and their children • Take action to ensure the voice of the child is heard in family cases • Ensure that the criminal law reflects the true nature of abuse, including coercive control and that law enforcement agencies have the necessary powers to bring perpetrators to justice

Source: *Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls*

Monitoring and reporting framework

A performance framework has been developed and published in the *Delivery Plan for Scotland's strategy to prevent and eradicate violence against women and girls 2017 – 21*. The framework lists Equally Safe outcomes and indicators, national indicators and local indicators.

Evidence of effectiveness

Progress reports of the *Equally Safe Delivery Plan 2017-21* are released annually. The reports present an update on progress and proposed next steps in the implementation of priority actions outlined in the Delivery Plan. A progress report was released in 2018 and outlines the detail of progress against each of the four priority areas. An appendix also outlines the progress against each individual action. The report outlines that significant activity and progress has been made in relation to a number of actions. A second progress report is scheduled to be published by the end of 2019.

A process and outcomes evaluation of Scotland’s Caledonian System (the system that delivers perpetrator intervention programmes) was completed in 2016. Some of the key findings of the evaluation include:

- The programme is rated very highly by participants, staff and female partners interviewed for the evaluation
- There is a need to improve the data being collected to support monitoring and evaluation
- Key elements of the System (including Men’s Programme and Women’s Service) are being implemented largely according to the intended design
- There was a strong belief across women interviewed that the Women’s Service and its work with the Men’s Programme had contributed significantly to making them feel safer
- Men said the programme had equipped them with techniques to better control their behaviour and reactions and helped them to communicate more positively with their (ex) partners
- Men reported improved understanding of the nature of abuse and appropriate behaviour in relationships.

B.2.3 Stopping Domestic and Sexual Violence and Abuse in Northern Ireland: A Seven Year Strategy, 2016-2020.

Background

The strategy aims to provide a robust response to domestic and sexual violence and abuse and will continue to be developed through a series of action plans. The Strategy builds on previous strategies such as 'Tackling Violence at Home: a strategy for addressing Domestic Violence and Abuse: A Regional Strategy' and 'Tackling Domestic and Sexual Violence Abuse Plan'. One of the key achievements of the new Strategy is the amalgamation of what was previously two separate strategies into a joint strategy which recognises the links between domestic and sexual violence and abuse.

Implementation

The Strategy has been developed through a series of action plans. Attachments to the Strategy include annual Action Plans and Implementation Plans. Both plans outline the actions for the year by priority area, as well as the lead agency and target date for completion. The Implementation plan also links actions to outcomes.

As part of the structure for strategic oversight for the Strategy, a Stakeholder Assurance Group has been established. This cross-sectoral group includes many statutory partners and can provide advice and challenge from a frontline perspective to the Strategic Delivery Board who are responsible for monitoring progress of the strategy.

Key areas of focus

Table 29: Key focus areas of the Strategy

Focus area	Key actions
Driving Change through Co operation and Leadership	<ul style="list-style-type: none"> • Government Departments working together and in partnership with other organisations to promote societal change in attitudes • The Departments of Health, Social Services and Public Safety and Justice will provide co-leadership and strategic direction.
Prevention and Early Intervention	<ul style="list-style-type: none"> • Establish a baseline on societal attitudes to domestic and sexual violence and abuse • Teachers will have the necessary skills to be alert to pupils experiencing distress and be trained to respond appropriately • Teachers will have the skills to teach about sensitive subjects, including child abuse and domestic and sexual violence and abuse

Focus area	Key actions
Delivering Change through Responsive Services	<ul style="list-style-type: none"> • An integrated pathways approach to facilitate the four key elements of service provision for those who present with domestic and sexual violence and abuse • Developing safety plans with individuals to support them through immediate and longer term consequences of violence and abuse • A renewed emphasis on awareness training
Support, Protection and Justice	<ul style="list-style-type: none"> • Victims will be provided with the appropriate outreach and advisory services • Evaluation of the provision of emergency housing support based on emerging and complex needs • Focused protection, support and information for all victims throughout their engagement with the Justice System • Ongoing assessment of the capacity of the Justice System to respond to current, new and emerging issues

Source: *Stopping Domestic and Sexual Violence and Abuse in Northern Ireland: A Seven Year Strategy, 2016-2020.*

Monitoring and reporting framework

A mid-term review is included as an Action in the Fourth Action Plan and is planned for March 2020. It will include setting objectives against each action and will assess progress made against the recommendations and outcomes, as well as considering the effectiveness of the current implementation and oversight and governance arrangements. The review will also inform the second half of the strategy's implementation.

Evidence of effectiveness

Progress under Domestic and Sexual Violence and Abuse Action Plans provide a one-page progress update on the actions that have progressed for each Action Plan. Overall highlights include:

- Governance and accountability arrangements being put in place;
- Consideration being given to the need for practice and legislative changes to improve services;
- Programs of work commencing around identifying key information relevant to service provision;
- Preparatory work being undertaken for a range of initiatives; and
- Protocols and guidance being developed and updated.

The overview also includes highlights from the Year 3 Action Plan specifically. Some highlights include, but are not limited to:

- Additional funding to help reduce sexual violence counselling waiting lists;
- Domestic Violence and Abuse Disclosure Scheme was introduced;
- A Domestic Violence Perpetrator Programme was piloted in Londonderry Magistrates' Court;
- A behavioural change programme has been piloted; and
- A draft Domestic Abuse Bill has been prepared.

B.2.4 It's Time: Canada's Strategy to Prevent and Address Gender-Based Violence, 2017

Background

The reform is a whole-of-government approach to prevent and address gender based violence that builds on and coordinates existing programs. It is the first Federal Strategy of its time.

The strategy targets women and girls, Indigenous Peoples, LGBTQ community members, gender non binary individuals, those in northern, rural and remote communities, people with disability, newcomers, children and youth and seniors.

Implementation

Total federal funding allocated is CAN\$100,900,000 over five years (2017-18 to 2021-22) and CAN\$20,700,000 per year ongoing. Funding is provided to eligible organisations in support of projects at the local, regional and national levels and is available for time-specific projects that address gaps in supports for specific groups of survivors or underserved populations. There are six funded partners that work closely together, including public health, public safety, immigration and refugees, Canadian Mounted Police and housing.

The Government of Canada has established the Gender Based Violence (GBV) Knowledge Centre to coordinate the three pillars and serve as a hub to coordinate new and existing federal actions. The GBV Knowledge Centre will enhance data collection and research, launch an awareness initiative to engage youth and fund development and implementation of promising practices that strengthen the GBV sector.

There is a robust governance structure that oversees the strategy called the Minister's Advisory Committee which is made up different cross sections of advocates, experts and academics that meet three times a year.

Key areas of focus

Table 30: Key focus areas of the Strategy

Focus area	Key actions
Prevention	<ul style="list-style-type: none"> • Implementation and testing of ways to prevent GBV, including child maltreatment and teen dating violence • Share practical knowledge on promising and best practices to prevent GBV with policy makers and service providers • Engage youth, including men and boys, on GBV-related themes
Support for survivors and their families	<ul style="list-style-type: none"> • Funding to help organisations respond to the unique needs of survivors, including Indigenous Peoples, LGBTQ2 and gender non-conforming people, people with disability and newcomer women and families • Enhancement of efforts to address online child exploitation • Funding for Family Crisis Teams to support members of the Canadian Armed Force and their families affected by violence
Promotion of responsive legal and justice systems.	<ul style="list-style-type: none"> • Cultural competency training for law enforcement officers, including the Royal Canadian Mounted Police officers • Strengthen the family justice system response to family violence • Support programming on judicial education, ethics and conduct, including gender and diversity training for judges.

Source: *It's Time: Canada's Strategy to Prevent and Address Gender-Based Violence, 2017*

Monitoring and reporting framework

Annual 'year in review' reports are published which provide an overview of the Strategy and what the Government has accomplished across the Strategy's three pillars. It also records the priorities, results and achievements of the Strategy each year.

Evaluation has been built into the design of programs and funding agreements have a requirement to evaluate. Since the programs are in the early stages of implementation, data is not yet available for the evaluation.

As part of the requirement to evaluate the funding program as a whole, a mid-term evaluation of the Strategy is planned to be completed in 2020-21 by Status of Women Canada in partnership with Department of National Defence, Immigration, Refugees and Citizenship Canada, Public Health Agency of Canada, Public Safety Canada and Royal Canadian Mounted Police.

The first outcome to be assessed is that GBV is reduced and the second outcome to be assessed is that those impacted by GBV have improved health and social outcomes.

A full-term evaluation is also due to be completed in Year 7.

Evidence of effectiveness

The 'year in review, 2018-19' report outlined the priorities, results and achievements of the Strategy's second year, including:

- Since 2017-18 over CAN\$80 million has been invested for over 80 projects to prevent GBV;
- Improving funding mechanisms by funding for up to five years at a time;
- Additional CAN\$100 million investment in capacity building for women's organisations;
- Improving collaboration across all levels of government, including provincial and territorial governments and between departments and agencies to pool resources;
- Rolling out specialist training for the Royal Canadian Mounted Police;
- Launching the GBV Knowledge Centre in 2018;
- Construction of at least 4,000 new or repaired shelter spaces;
- Releasing the final report of the National Inquiry into Missing and Murdered Indigenous Women and Girls.

Priorities and focus areas for the following year include:

- The increasing rates of technology facilitated violence;
- Forced and coerced sterilisation of women, particularly Indigenous women and women with disabilities; and
- Rise of the Incel movement (an online subgroup of extremist men).

Appendix C: Checklist of actions under the Blueprint

Table 31: Checklist of actions under the Blueprint

#	Action	Timeframe	Lead	Year 1 status	Year 2 status	Year 3 status
Priority area 1 – Violence is prevented through changes in attitudes, social norms and structures that underpin domestic and family violence						
1	Launch an Innovation Fund to support primary prevention initiatives	First year	Women NSW (System, Reform and Partnerships)	Complete	Complete	Complete
2	Develop a NSW prevention and early intervention strategy to set a coordinated agenda for violence prevention activities at a local level across NSW	First year	Women NSW (System, Reform and Partnerships)	Complete	Complete	Complete
3	Hold community domestic and family violence forums including in rural, regional and high risk communities	First year	Women NSW (Project Management Office)	Complete	Complete	Complete
4	Design a NSW research agenda to measure violence supportive attitudes	First year	Women NSW (Research, performance and evaluation)	Complete	Complete	Complete
5	Implement the Third Action Plan of the National Plan to Reduce Violence Against Women & Their Children 2010-2022	First year	Women NSW (Policy and strategy development)	Complete	Complete	Complete
6	Evaluate funded prevention initiatives	Beyond 2017/18	Women NSW (Research, performance and evaluation)	N/A	N/A	Underway
7	Integrate violence prevention into NSW Government workplaces by supporting policies that promote non-violence	Beyond 2017/18	All agencies	N/A	Complete	Complete

#	Action	Timeframe	Lead	Year 1 status	Year 2 status	Year 3 status
Priority area 2 – Population groups at higher risk of domestic and family violence are identified early and supported						
8	Launch an Innovation Fund to support intervention initiatives with individuals and groups who are at risk of domestic and family violence victimisation or perpetration	First year	Women NSW (System, Reform and Partnerships)	Complete	Complete	Complete
9	Develop a NSW prevention and early intervention strategy to set a coordinated agenda for prevention and early intervention activities, including engagement with organisations representing Aboriginal people, people with disability, the LGBTIQ communities, and people from culturally and linguistically diverse backgrounds	First year	Women NSW (System, Reform and Partnerships)	Complete	Complete	Complete
10	Expand Tackling Violence to new areas with the highest incidence of domestic and family violence and high Aboriginal populations, and introduce workshops with young Aboriginal women	First year	Women NSW	Complete	Complete	Complete
11	Target interventions in currently funded services for children and adolescents at risk of domestic and family violence	First year	Family and Community Services (Inclusion and Early Intervention)	Underway	Complete	Complete
12	Rollout targeted ethical bystander initiatives for high risk communities	First year	NSW Police Force	Complete	Complete	Complete
13	Shift the focus of early intervention initiatives onto those at risk of perpetrating domestic and family violence, for example young people at risk of offending	Beyond 2017/18	Women NSW (System, Reform and Partnerships)	N/A	N/A	Complete
14	Evaluate funded early intervention initiatives	Beyond 2017/18	Women NSW (Research, performance and evaluation)	N/A	N/A	Underway
15	Evaluate the Domestic Violence Disclosure Scheme	Beyond 2017/18	Women NSW	N/A	Complete	Complete

#	Action	Timeframe	Lead	Year 1 status	Year 2 status	Year 3 status
Priority area 3 – Timely and appropriate services are available to keep victims safe, increase their resilience and meet their needs						
16	Launch an Innovation Fund to support innovative crisis responses to improve victim safety and recovery	First year	Women NSW (System, Reform and Partnerships)	Complete	Complete	Complete
17	Continue the state-wide rollout of Safer Pathway to 21 new sites, while continuing the evaluation currently underway	First year	Justice (Legal Aid)	Complete	Complete	Complete
18	Extend Safer Pathway support to male victims	First year	Justice (Victims Services)	Complete	Complete	Complete
19	Increase support for frontline Women's Domestic Violence Court Advocacy Service to meet new demand from increased Police referrals	First year	Justice (Legal Aid)	Complete	Complete	Complete
20	Conduct an inter-agency review of the domestic and family violence service system to improve outcomes for victims and offenders, better integrate existing programs and ensure the sustainability of the system	First year	Women NSW (System, Reform and Partnerships)	Complete	Complete	Complete
21	Continue the significant investment in Social Housing to ensure victims have accommodation options when they leave a violent relationship	First year	Family and Community Services (Housing and Homelessness)	Complete	Complete	Complete
22	Continue the state-wide rollout of Safer Pathway informed by the evaluation	Beyond 2017/18	Justice (Legal Aid)	Complete	Complete	Complete
23	Advocate for ongoing Commonwealth funding of homelessness services beyond the life of the current National Partnership Agreement on Homelessness	Beyond 2017/18	Family and Community Services (Housing and Homelessness)	N/A	N/A	Complete
Priority area 4 – Perpetrator accountability is embedded in system responses, and perpetrators receive timely and effective behaviour change interventions						
24	Increase and improve behaviour change interventions for high-risk domestic and family violence offenders	First year	Justice (Justice, Strategy and Policy)	Underway	Underway	Underway

#	Action	Timeframe	Lead	Year 1 status	Year 2 status	Year 3 status
25	Trial initiatives to reduce Apprehended Domestic Violence Order breaches through behavioural insights strategies	First year	Justice (Justice, Strategy and Policy)	Underway	Underway	Underway
26	Expand non-government organisation community-based men's behaviour change interventions	First year	Women NSW	Underway	Underway	Complete
27	Develop the capacity of the community-based men's behaviour change sector	First year	Women NSW	Underway	Underway	Complete
28	Implement a state-wide referral pathway between Police and the Men's Referral Service to help offenders change behaviour	First year	Women NSW (Policy and strategy development)	Underway	Underway	Complete
29	Rollout the first two Police High Risk Offender Teams to target recidivist offenders and investigate domestic and family violence incidents	First year	NSW Police Force	Complete	Complete	Complete
30	Assess the feasibility and effectiveness of providing accommodation for perpetrators to reduce immediate reoffending	First year	Family and Community Services (Western Sydney Nepean Blue Mountains District)	Underway	Complete	Complete
31	Trial GPS tracking of domestic and family violence offenders	First year	Justice (Community Corrections)	Underway	Underway	Underway
32	Continue expansion of community based perpetrator interventions	Beyond 2017/18	Justice (Corrective Services)	N/A	N/A	Underway
33	Continue implementation of initiatives to address the Premier's Priority to reduce domestic and family violence reoffending	Beyond 2017/18	Justice (Justice, Strategy and Policy)	N/A	Underway	Underway

#	Action	Timeframe	Lead	Year 1 status	Year 2 status	Year 3 status
Priority area 5 – Services provided to victims and perpetrators are evidence based ad of the highest quality						
34	Review the Minimum Standards for Men’s Behaviour Change programs	First year	Justice (Justice, Strategy and Policy)	Underway	Underway	Complete
35	Consider best practice strategies to engage Aboriginal men and women in behaviour change interventions	First year	Women NSW)	Underway	Underway	Complete
36	Co-design service quality standards with the non-government organisation sector for domestic and family violence services and training requirements for mainstream services	First year	Women NSW (System, Reform and Partnerships)	N/AN/A	N/AN/A	Underway
37	Support skills development, training and capacity building for the non-government organisation sector to improve risk assessment and safety planning for families with complex needs	First year	Women NSW (System, Reform and Partnerships)	N/AA	N/AA	Underway
38	Develop new models of intervention for families with multiple and complex needs to align service responses across child protection, health, mental health and drug and alcohol services	First year	Family and Community Services (Their Futures Matter)	Underway	Underway	Underway
39	Develop competency training opportunities for service providers to ensure they can respond appropriately and effectively with Aboriginal and culturally and linguistically diverse communities, as well as people with disability	First year	Women NSW (System, Reform and Partnerships)	N/AA	N/AA	Underway
40	Prepare for implementation of service quality standards for domestic and family violence service system by 2020	Beyond 2017/18	Women NSW (System, Reform and Partnerships)	N/A	N/A	Underway (Delayed)
41	Embed evaluation into all NSW Government funded domestic and family violence services	Beyond 2017/18	All agencies with funded DFV services	N/A	Underway	Complete

#	Action	Timeframe	Lead	Year 1 status	Year 2 status	Year 3 status
Priority area 6 - There are strong mechanisms for governance, planning and accountability, and services are aligned to achieve outcomes						
42	Develop system-wide performance metrics and data collection mechanisms across the service system, including improving data collection in at-risk communities	First year	Women NSW (System, Reform and Partnerships)	Underway	Complete	Complete
43	Strengthen governance and accountability across the service system through the Domestic and Family Violence Reforms Delivery Board	First year	Women NSW (System, Reform and Partnerships)	Underway	Complete	Complete
44	Review and improve regional governance to support coordinated regional and local decision making across the service system	First year	Justice (Justice, Strategy and Policy)	Underway	Complete	Complete
45	Convene a Minister's domestic and family violence Corporate Leadership Group	First year	Women NSW (System, Reform and Partnerships)	Underway	Complete	Complete
46	Enable opportunities for NSW co-investment with the Commonwealth and private sector	First year	Women NSW (System, Reform and Partnerships)	Underway	Underway	Complete
47	Conduct an inter-agency review of the domestic and family violence service system to improve outcomes for victims and offenders, better integrate existing programs and ensure the sustainability of the system	First year	Women NSW (System, Reform and Partnerships)	Complete	Complete	Complete
48	Introduce streamlined procurement arrangements for domestic and family violence specialist services to reduce contractual/administrative burden and encourage collaboration	Beyond 2017/18	Women NSW	N/A	N/A	Complete
49	Explore social impact investment opportunities for the private sector to invest in domestic and family violence services	Beyond 2017/18	Women NSW (System, Reform and Partnerships)	N/A	N/A	Complete

Source: KPMG analysis of Women NSW documentation

Appendix D: Reform program logic

Figure 48: Reform program logic

Blueprint inputs	Activities (Blueprint actions)	Outputs	Short-term outcomes (DFV Outcomes Framework indicators)	Medium term outcomes (DFV Outcomes Framework Tier 2 outcomes)	Long term outcomes (DFV Outcomes Framework Tier 1 outcomes)	Domain	Goal
	Funding	<p>First year</p> <ul style="list-style-type: none"> Launch an Innovation Fund to support primary prevention initiatives Develop a NSW prevention and early intervention strategy to set a coordinated agenda for violence prevention activities at a local level across NSW Hold community domestic and family violence forums including in rural, regional and high risk communities Design a NSW research agenda to measure violence supportive attitudes Implement the Third Action Plan of the National Plan to Reduce Violence Against Women & Their Children 2010-2022 <p>Beyond 2017/18</p> <ul style="list-style-type: none"> Evaluate funded prevention initiatives Integrate violence prevention into NSW Government workplaces by supporting policies that promote non-violence 	<ul style="list-style-type: none"> Primary prevention initiatives funded under the Innovation Fund A NSW prevention and early intervention strategy Community domestic and family violence forums conducted Community domestic and family violence forums conducted in rural, regional and high risk communities A NSW research agenda A NSW prevention and early intervention strategy Increased funding for non-government organisation community-based men's behaviour change interventions State-wide rollout of the automatic referral pathway to the Men's Telephone Counselling and Referral Service Evaluations of primary prevention initiatives funded under the Innovation Fund Policies that promote non-violence established in [insert number] NSW Government workplaces 	<ul style="list-style-type: none"> Increase in awareness of the various forms of DFV Decrease in violence-enabling attitudes Decrease in underreporting rates Increase in understanding across the sector that DFV in Aboriginal communities has additional unique underlying causes and signs 	<ul style="list-style-type: none"> Social norms and structures acknowledge and address DFV stigma and promote healthy relationships People recognise violent relationships, behaviours and attitudes, and take action to respond, on an individual, professional and community level Primary prevention addresses the additional causes of violence in Aboriginal communities and breaks the cycle of intergenerational violence 	Violence and abuse in relationships is not tolerated	1. Primary prevention
	<p>First year</p> <ul style="list-style-type: none"> Develop a NSW prevention and early intervention strategy to set a coordinated agenda for prevention and early intervention activities, including engagement with organisations representing Aboriginal people, people with disability, the lesbian, gay, bisexual, transgender, intersex and queer communities, and people from culturally and linguistically diverse backgrounds Expand Tackling Violence to new areas with the highest incidence of domestic and family violence and high Aboriginal populations, and introduce workshops with young Aboriginal women Target interventions in currently funded services for children and adolescents at risk of domestic and family violence Rollout targeted ethical bystander initiatives for high risk communities <p>Beyond 2017/18</p> <ul style="list-style-type: none"> Shift the focus of early intervention initiatives onto those at risk of perpetrating domestic and family violence, for example young people at risk of offending Evaluate funded early intervention initiatives Evaluate the Domestic Violence Disclosure Scheme 	<ul style="list-style-type: none"> Intervention initiatives funded under the Innovation Fund A NSW prevention and early intervention strategy Expansion of Tackling Violence to 38 Rugby League clubs Evidence of program establishment under the Targeted Earlier Intervention Program Reform initiative Establishment of ethical bystander initiatives for high risk communities Funded early intervention initiatives for those at risk of perpetrating domestic and family violence Evaluations of intervention prevention initiatives funded under the Innovation Fund Evaluation of the Domestic Violence Disclosure Scheme 	<ul style="list-style-type: none"> Decrease in the prevalence of DFV among at-risk cohorts (this may initially increase if reporting rates increase) Increase in disclosure of DFV through mechanisms not including the Police reports Decrease in the number of people who have a reported DFV incident within 12 months of the first reported incident Decrease in the number of victims who have a reported DFV incident within 12 months of the first reported incident Increase in participation rate of people from at-risk groups in early intervention supports 	<ul style="list-style-type: none"> People at-risk of experiencing or perpetrating DFV are identified early The support provided meets the needs of at-risk population groups 	People at higher risk of DFV are identified and supported so that the cycle of violence is stopped	2. Early Intervention	

Blueprint inputs	Activities (Blueprint actions)	Outputs	Short-term outcomes (DFV Outcomes Framework indicators)	Medium term outcomes (DFV Outcomes Framework Tier 2 outcomes)	Long term outcomes (DFV Outcomes Framework Tier 1 outcomes)	Domain	Goal
	Funding	<p>First year</p> <ul style="list-style-type: none"> Launch an Innovation Fund to support innovative crisis responses to improve victim safety and recovery Continue the statewide rollout of Safer Pathway to 21 new sites, while continuing the evaluation currently underway Extend Safer Pathway support to male victims Increase support for frontline Women's Domestic Violence Court Advocacy Service to meet new demand from increased Police referrals Conduct an inter-agency review of the domestic and family violence service system to improve outcomes for victims and offenders, better integrate existing programs and ensure the sustainability of the system Continue the significant investment in Social Housing to ensure victims have accommodation options when they leave a violent relationship <p>Beyond 2017/18</p> <ul style="list-style-type: none"> Continue the statewide rollout of Safer Pathway informed by the evaluation Advocate for ongoing Commonwealth funding of homelessness services beyond the life of the current National Partnership Agreement on Homelessness 	<ul style="list-style-type: none"> Crisis initiatives funded under the Innovation Fund Establishment of Safer Pathway to 21 new sites Evaluation of Safer Pathway Safer Pathway program documentation indicates expansion of the program to support male victims Increased funding for Women's Domestic Violence Court Advocacy Services Findings of an inter-agency review of the domestic and family violence service system Ongoing level of funding for accommodation for domestic and family violence victims Establishment of Safer Pathway to 21 new sites Evaluation of Safer Pathway Evidence of advocacy to the Commonwealth on funding for homelessness services 	<ul style="list-style-type: none"> Decrease in re-victimisation rates Decrease in the rates of death and grievous bodily harm due to DFV Increase in the use of services over time Increase in the number of victims and families who progress from crisis supports 	<ul style="list-style-type: none"> Victims and families can access the support they choose Victims and families can access the support they choose Victims and families are able to participate wholly in society, including access to education and employment opportunities 	Victims are safe and can choose to access supports that meet their needs and preferences	3. Supporting victims
	<p>First year</p> <ul style="list-style-type: none"> Increase and improve behaviour change interventions for high-risk domestic and family violence offenders Trial initiatives to reduce Apprehended Domestic Violence Order breaches through behavioural insights strategies Expand non-government organisation community-based men's behaviour change interventions Develop the capacity of the community-based men's behaviour change sector Implement a statewide referral pathway between Police and the Men's Referral Service to help offenders change behaviour Rollout the first two Police High Risk Offender Teams to target recidivist offenders and investigate domestic and family violence incidents Assess the feasibility and effectiveness of providing accommodation for perpetrators to reduce immediate reoffending Trial GPS tracking of domestic and family violence offenders <p>Beyond 2017/18</p> <ul style="list-style-type: none"> Continue expansion of community based perpetrator interventions Continue implementation of initiatives to address the Premier's Priority to reduce domestic and family violence re-offending 	<ul style="list-style-type: none"> Establishment of new behaviour change interventions for high risk domestic and family violence offenders Evidence of service improvement initiatives for behaviour change interventions for high risk domestic and family violence offenders, such as reviews, evaluations, or practice guidance Establishment of behavioural insights trials to reduce the number of breaches Increased funding for non-government organisation community-based men's behaviour change interventions Training modules for new and existing staff working in the community-based men's behaviour change sector Formal referral pathway between Police and the Men's Referral Service Two Police High Risk Offender Teams Evaluation of initiatives that provide accommodation for perpetrators Findings/evaluation of the trial of GPS tracking of domestic and family violence offenders Establishment of new community based perpetrator interventions Funded initiatives to reduce domestic and family violence re-offending 	<ul style="list-style-type: none"> Reduction in the proportion of domestic violence perpetrators reoffending by 25% by 2021 (based on the 2019 cohort of DFV offenders) Increase in perpetrators who successfully complete a behaviour change program Average time to court action decreases More perpetrators face a consequence when they commit violence More perpetrators seek help and receive an intervention Increase in perpetrators who participate in effective and culturally appropriate interventions 	<ul style="list-style-type: none"> Perpetrators change their behaviour Perpetrators face timely consequences Perpetrators access effective and culturally appropriate interventions 	The violent and abusive behaviour of perpetrators is stopped	4. Perpetrator accountability	

Blueprint inputs	Activities (Blueprint actions)	Outputs	Short-term outcomes (DFV Outcomes Framework indicators)	Medium term outcomes (DFV Outcomes Framework Tier 2 outcomes)	Long term outcomes (DFV Outcomes Framework Tier 1 outcomes)	Domain	Goal
	Funding	<p>First year</p> <ul style="list-style-type: none"> Review the Minimum Standards for Men’s Behaviour Change programs Consider best practice strategies to engage Aboriginal men and women in behaviour change interventions Co-design service quality standards with the non-government organisation sector for domestic and family violence services and training requirements for mainstream services Support skills development, training and capacity building for the non-government organisation sector to improve risk assessment and safety planning for families with complex needs Develop new models of intervention for families with multiple and complex needs to align service responses across child protection, health, mental health and drug and alcohol services Develop competency training opportunities for service providers to ensure they can respond appropriately and effectively with Aboriginal and culturally and linguistically diverse communities, as well as people with disability <p>Beyond 2017/18</p> <ul style="list-style-type: none"> Prepare for implementation of service quality standards for domestic and family violence service system by 2020 Embed evaluation into all NSW Government funded domestic and family violence services 	<ul style="list-style-type: none"> Updated Minimum Standards for Men’s Behaviour Change programs Provide training and educational opportunities to support practitioners working with Aboriginal men and women Co-designed service quality standards Co-designed training requirements for mainstream services Develop a common risk assessment framework Establishment of multisystemic Therapy for Child Abuse and Neglect (MST-CAN) and Functional Family Therapy for Child Welfare (FFT-CW) in NSW Training program for service providers focused on responding to Aboriginal and culturally and linguistically diverse communities, as well as people with disability Co-design service quality standards with the DFV sector Evidence that evaluation is a contractual requirement of domestic and family violence funding Evaluations of NSW Government funded domestic and family violence services 	<ul style="list-style-type: none"> The evidence base on what works increases All funded services meet service quality standards A greater proportion of existing funding is allocated towards DFV services programs that are effective and cost efficient Service delivery is increasingly informed by understanding of Aboriginal cultural values, kinship relationships, intergenerational trauma and the history of removal and dispossession 	<ul style="list-style-type: none"> Services are available and suited to support Aboriginal people 	Services are evidence-based and continuously improve by learning from best practice	5. Services quality
	<p>First year</p> <ul style="list-style-type: none"> Develop system-wide performance metrics and data collection mechanisms across the service system, including improving data collection in at-risk communities Strengthen governance and accountability across the service system through the Domestic and Family Violence Reform’s Delivery Board Review and improve regional governance to support coordinated regional and local decision making across the service system Convene a Minister’s domestic and family violence Corporate Leadership Group Enable opportunities for NSW co-investment with the Commonwealth and private sector Conduct an inter-agency review of the domestic and family violence service system to improve outcomes for victims and offenders, better integrate existing programs and ensure the sustainability of the system <p>Beyond 2017/18</p> <ul style="list-style-type: none"> Introduce streamlined procurement arrangements for domestic and family violence specialist services to reduce contractual/administrative burden and encourage collaboration Explore social impact investment opportunities for the private sector to invest in domestic and family violence services 	<ul style="list-style-type: none"> A Domestic and Family Violence Outcomes Framework Establishment of data collection mechanisms across the service system Revised Terms of Reference and governance structures for the Domestic and Family Violence Reform’s Delivery Board Establishment of Regional Strategy Groups Establishment of a domestic and family violence Corporate Leadership Group Evidence of co-funded initiatives with the Commonwealth Evidence of co-funded initiatives with the private sector Findings of an inter-agency review of the domestic and family violence service system Updated procurement arrangements for domestic and family violence specialist services Findings of research into social impact investment opportunities 	<ul style="list-style-type: none"> Increase in coordination of service delivery between agencies Government agencies have a plan and regular review in place to achieve DFV priorities More DFV-related data is shared and integrated between agencies 	<ul style="list-style-type: none"> Government agencies have committed leadership towards DFV action and strong mechanisms of governance More DFV-related data is shared and integrated between agencies 	Government agencies work cohesively and are held accountable to meet the needs of their clients	6. System improvement	

Source: Blueprint, DFV Outcomes Framework, and KPMG

Appendix E: List of stakeholders consulted

The scope of this evaluation necessitated a focussed consultation process engaging a range of stakeholders. This appendix provides a list of the agencies with whom KPMG consulted.

E.1 NSW Government representatives

- NSW Treasury (Strategic Reform)
- Department of Premier and Cabinet (Strategy Coordination)
- Department of Premier and Cabinet (Premier's Implementation Unit)
- Department of Premier and Cabinet (Aboriginal Affairs)
- Department of Communities and Justice (Women NSW)
- Department of Communities and Justice (Victim's Services)
- Department of Communities and Justice (Corrective Services NSW)
- Department of Communities and Justice (Housing and Homelessness)
- Department of Communities and Justice (Justice Strategy and Programs)
- Department of Communities and Justice (Legal Aid NSW)
- Department of Communities and Justice (Aboriginal Outcomes)
- NSW Department of Communities and Justice (Their Futures Matter)
- NSW Health (Prevention and Response to Violence, Abuse and Neglect)
- Department of Education (Child Protection Services)
- NSW Police Force
- Advocate for Children and Young People

E.2 Community sector representatives

- Domestic Violence NSW
- Homelessness NSW
- Women's Safety NSW
- No to Violence
- Education Centre Against Violence
- Ethnic Communities' Council of NSW
- ACON
- Association of Children's Welfare Agencies
- People with Disability Australia

E.3 Regional representatives

- Western (Central West Orana and Far West) Domestic Violence Regional Strategy Group
- South West Metro Domestic Violence Regional Strategy Group
- North West Metro Domestic Violence Regional Strategy Group
- Illawarra-Shoalhaven DV Task Group
- North Coast DV Task Group
- Department of Communities and Justice Districts

E.4 Strategic leaders

- Family Safety Branch, Department of Social Services
- National Children's Commissioner, Australian Human Rights Commission
- Wirringa Baiya Aboriginal Women's Legal Centre
- Sydney Women's Domestic Violence Court Advocacy Service
- Rape and Domestic Violence Services Australia
- National Association for Prevention of Child abuse and Neglect
- Family Safety Victoria
- Academics at the University of Melbourne.
- Former Chief Executive Officer of Domestic Violence NSW

E.5 International representatives

- The Equality Unit, Scottish Government
- Safer Communities, Northern Ireland Department of Justice,
- Public Protection Unit, UK Home Office,
- Department for Women and Gender Equality, Canadian Government

Appendix F: Consultation questions

F.1 Government agencies

To what extent the Blueprint has been implemented in the way it was designed?

1. How has your agency/division contributed to the Blueprint reform? Did you have responsibility for any specific initiatives or actions?
 - Has the Blueprint been implemented as intended? What have been the key achievements of the Blueprint to date? What has contributed to their success?
 - What have been the key challenges of the Blueprint to date? What have been the main barriers to progress? Have any of your actions been delayed, if so why?
 - What are the key factors that have influenced the implementation of the Blueprint, consider key areas for improvement?
 - What governance arrangements were established to support implementation? Have these been sufficient? What else is needed?
 - Have the timeframes for implementation of the reform been sufficient? Why/why not?
 - Was the strategic direction of the Blueprint correct? Were there any gaps?
2. To what extent has the Blueprint been rolled out within budget?

To what extent the Blueprint has been effective and efficient in achieving its objectives, who has benefited and how?

3. How effective has the Blueprint been in progressing key areas for reform, including:
 - Integrated and coordinated service system where all key agencies and stakeholders work collaboratively to prevent and respond to DFV? What has worked and what else is needed?
 - Strengthen governance and leadership – have Government agencies committed leadership towards DFV action and strong mechanisms of governance? What has worked and what else is needed?
 - Monitoring arrangements that provide a system-wide view on performance – are agencies sharing DFV-related data more easily? What has worked and what else is needed?
 - Resource allocation that is equitable and linked to outcomes measures? What has worked and what else is needed?
 - A qualified, skilled and valued workforce – have government agencies committed? What has worked and what else is needed?
4. Have there been any unintended consequences since implementation of the Blueprint?

In what ways can this strategy be strengthened to ensure future gains in community safety from domestic and family violence?

5. What should be our key lessons learnt through this Reform?
6. Is DFV still high on the policy agenda, what else is needed?
7. What should be the priority areas going into the future? Why?

Additional questions – where relevant to participants:

8. How effective has the Blueprint been in improving outcomes for victims and perpetrators?
 - Has the strategy improved equity of services for victims and perpetrators? Where are the gaps?
 - Has the strategy improved access to services for victims and perpetrators? Where are the gaps?
 - What are the gaps in the mix of programs and services and opportunities to address these gaps?

- Do you think community attitudes on DFV changing? Why do you think that is?
- Do you think DFV victims are showing increased confidence in the system and a greater willingness to engage with services? Why do you think that is?
- Perceptions of rates of DFV in NSW? What is the story around these?

F.2 Community-sector leaders, peaks, and experts

1. How has your organisation contributed to the Blueprint reform? Did you have responsibility for any specific initiatives or actions?
2. Has the Blueprint been implemented as intended?
 - What have been the key achievements of the Blueprint to date? What has contributed to their success?
 - What have been the key challenges of the Blueprint to date? What have been the main barriers to progress? Have any of your actions been delayed, if so why?
3. Were the governance arrangements to support implementation sufficient? What's work and what else is needed?
 - Have the timeframes for implementation of the reform been sufficient? Why/why not?
 - Was the strategic direction for the Blueprint correct? Are there any gaps? How do the Blueprint reform's intended outcomes align to your organisations' policy and priorities?

To what extent the Blueprint has been effective and efficient in achieving its objectives, who has benefited and how?

4. How effective has the Blueprint been in progressing key areas for reform, including:
 - Integrated and coordinated service system where all key agencies and stakeholders work collaboratively to prevent and respond to DFV? What has worked and what else is needed?
 - Strengthen governance and leadership – have Government agencies committed leadership towards DFV action and strong mechanisms of governance? What has worked and what else is needed?
 - Monitoring arrangements that provide a system-wide view on performance – are agencies sharing DFV-related data more easily? What has worked and what else is needed?
 - Resource allocation that is equitable and linked to outcomes measures? What has worked and what else is needed?
 - A qualified, skilled and valued workforce – have government agencies committed? What has worked and what else is needed?
5. How effective has the Blueprint been in improving outcomes for victims and perpetrators?
 - Has the strategy improved equity of services for victims and perpetrators? Where are the gaps?
 - Has the strategy improved access to services for victims and perpetrators? Where are the gaps?
 - What are the gaps in the mix of programs and services and opportunities to address these gaps?
 - Do you feel community attitudes on DFV changing? Why do you think this?
 - Do you feel DFV victims are showing increased confidence in the system and a greater willingness to engage with services? Why do you think this?
 - Perceptions of rates of DFV in NSW? What is the story around these?

6. Have there been any unintended consequences since implementation of the Blueprint?

In what ways can this strategy be strengthened to ensure future gains in community safety from domestic and family violence?

7. What should be our key lessons learnt through this Reform?
8. Is DFV still high on the policy agenda, what else is needed?
9. What should be the priority areas going into the future? Why?

F.3 Regional leaders

To what extent the Blueprint has been implemented in the way it was designed?

1. How has your organisation contributed to the Blueprint reform? Did you have responsibility for any specific initiatives or actions?
2. Has the Blueprint been implemented as intended?
 - What have been the key achievements of the Blueprint to date? What has contributed to their success?
 - What have been the key challenges of the Blueprint to date? What have been the main barriers to progress? Have any of your actions been delayed, if so why?
 - What are the key factors that have influenced the implementation of the Blueprint, consider key areas for improvement?
 - Has any aspect of implementation been more time consuming than initially expected? What were the reasons for this?
 - Have the timeframes for implementation of the reform been sufficient? Why/why not?
 - Was the strategic direction for the Blueprint correct? Are there any gaps? How do the Blueprint reform's intended outcomes align to your organisations' policy and priorities?
3. To what extent has the Blueprint been rolled out within budget?

To what extent the Blueprint has been effective and efficient in achieving its objectives, who has benefited and how?

4. How effective has the Blueprint been in progressing key areas for reform, including:
 - Integrated and coordinated service system where all key agencies and stakeholders work collaboratively to prevent and respond to DFV? What has worked and what else is needed?
 - Strengthen governance and leadership – have Government agencies committed leadership towards DFV action and strong mechanisms of governance? What has worked and what else is needed?
 - Monitoring arrangements that provide a system-wide view on performance – are agencies sharing DFV-related data more easily? What has worked and what else is needed?
 - Resource allocation that is equitable and linked to outcomes measures? What has worked and what else is needed?
 - A qualified, skilled and valued workforce – have government agencies committed? What has worked and what else is needed?
5. How effective has the Blueprint been in improving outcomes for victims and perpetrators?
 - Has the strategy improved equity of services for victims and perpetrators? Where are the gaps?
 - Has the strategy improved access to services for victims and perpetrators? Where are the gaps?
 - What are the gaps in the mix of programs and services and opportunities to address these gaps?
 - Do you feel community attitudes on DFV changing? Why do you think this?
 - Do you feel DFV victims are showing increased confidence in the system and a greater willingness to engage with services? Why do you think this?
 - Perceptions of rates of DFV in NSW? What is the story around these?
6. Have there been any unintended consequences since implementation of the Blueprint?

In what ways can this strategy be strengthened to ensure future gains in community safety from domestic and family violence?

7. What should be our key lessons learnt through this Reform?
8. Is DFV still high on the policy agenda, what else is needed?
9. What should be the priority areas going into the future? Why?

Appendix G: Service manager and frontline worker survey

G.1 Survey instrument

G.1.1 Survey background

In conjunction with Women NSW, KPMG developed a survey to elicit the views of service managers and frontline workers of the domestic and family violence system across the six priority areas.

The survey was qualitative in nature asking approximately 39 single and multi-response, Likert scale and free-text questions.

The survey was available using an online survey tool, which was made available to respondents via an anonymous link through web and mobile platforms. The survey was distributed by Women NSW and through a range of peak bodies.

G.1.2 Survey instrument

SERVICE MANAGERS AND FRONTLINE WORKERS SURVEY

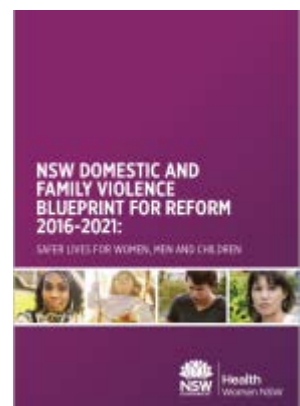
Background

In August 2016, the NSW Government launched its [Domestic and Family Violence Blueprint for Reform 2016-2021: Safer lives for women, men and children](#) (the Blueprint).

The Blueprint sets out the directions and actions to reform the domestic and family violence system in NSW.

It is underpinned by six priority areas these include:

1. Preventing domestic and family violence
2. Intervening early with vulnerable communities
3. Supporting victims
4. Holding perpetrators to account
5. Delivering quality services
6. Improving the system



The Department of Communities and Justice (the Department), through Women NSW, has engaged KPMG to conduct an evaluation of the Blueprint. This survey forms part of that evaluation.

Purpose of the survey

To elicit the views of service managers and frontline workers on the domestic and family violence system across the six priority areas.

Who should complete the survey?

You **do not** need any knowledge of the Blueprint to complete the survey.

The survey is for service managers and frontline workers who work in the domestic and family violence sector or related area.

This may include but is not limited to people who work in the following services:

- Domestic and family violence support services
- Homelessness and housing service providers
- Women's Domestic Violence Court Advocacy Services
- Local Courts
- Men's behaviour change programs
- NSW Police
- Local Health services
- Community Services, Corrective Services/Community Corrections
- Aboriginal Medical Services and health centres
- Aboriginal legal services
- Women and children's services
- Counselling services
- Women's health centres
- Community domestic and family violence programs

How long will the survey take?

The survey will take about approximately 15 minutes to complete. Please note the survey may time-out after 30 minutes of inactivity.

How do I complete the survey?

This is an online survey which you can commence by clicking the arrow button below. Please limit survey responses to one submission per person.

The survey can be completed via desktop, mobile or tablet.

When is the survey due?

The survey closes at 5:00 pm (AEDT) on 6 December 2019. Please complete the survey by this date.

What will KPMG do with the results?

The results of this survey, along with several other data and information sources, will inform the evaluation of the Blueprint. Survey results will be presented to the Department, through Women NSW in a de-identified and aggregated form. All responses will be confidential and will not be attributed to any particular respondent or organisation. By consenting to participate in the survey, you agree to the aforementioned.

Questions?

If you have any questions or are experiencing any difficulties completing the survey, please contact us using the email address or phone number below:

Telephone: (02) 9455 9733 or pcoroneos@kpmg.com.au (9:00 am to 5:00 pm AEDT)



KPMG acknowledges Aboriginal people as the first people of Australia. We thank them for their custodianship of the Land and pay our respect to elders past, present and emerging.

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This survey is facilitated by KPMG Australia. All personal information, sensitive information and otherwise data provided by you ("personal data") may be collected, used and disclosed in accordance with the KPMG Privacy Collection Statement for Survey Participants, the Privacy Act 1988 (Cth) and other applicable laws.

Q1 Do you consent to participate in this survey?

- Yes
- No

Q2 Had you heard about the NSW Domestic and Family Violence Blueprint for Reform before today?

- Yes
- No

Q3 Have you received referrals or had any engagement with the following initiatives delivered under the Blueprint?
Please select all that apply

- Ethical by stander initiatives
- Men's behaviour change interventions
- NSW Domestic and Family Violence Innovation Fund
- Police High-Risk Offender Teams
- Safer Pathway and Safety Action Meetings
- Tackling Violence Program Domestic and Family Violence Disclosure Scheme
- What's Your Plan? Program

Q4 Do you provide services, either directly or indirectly, to people who have experienced or perpetrated domestic and family violence?

- Yes, I am providing a service to victims of domestic and family violence
- Yes, I am providing a service to perpetrators of domestic and family violence
- Yes, I am providing a service to both victims and perpetrators
- No, I am not providing a service to either of these groups

Q5 Would you consider the service you provide to be primary prevention, early intervention or crisis response?

- Crisis response
- Early intervention
- Primary prevention
- None of these

This section captures information on where you work, the type of work you do, and how long you have been doing this work.

Q6 Which region do you work in? (A map of all regions is available [here](#))

Please select all that apply

- Central Coast
- Far West
- Hunter New England
- Illawarra Shoalhaven
- Mid North Coast
- Murrumbidgee
- Nepean Blue Mountains
- Northern NSW
- Northern Sydney
- South Eastern Sydney
- Southern NSW
- Sydney
- Western NSW
- Western Sydney

Q7 What service area do you work in?

Please select all that apply

- Case management and coordination
- Community based perpetrator interventions
- Community program around awareness, attitudes and behaviours
- Counselling service
- Crisis support including refuges, safety planning and support
- Health service
- Housing (not including refuges)
- Legal including court support and assistance
- Policing and community safety
- Training and referrals
- Other

Q8 How long have you been working in the domestic and family violence sector or related area?

- Zero to less than three years
- Three years to less than six
- Six years or more

The following questions are seeking your views on how well the system is working to address the causes and respond to domestic and family violence.

Q9 To what extent do you believe there is a common understanding and vision for the domestic and family violence service system amongst key agencies and stakeholders (both government agencies and non-government advocacy groups and service providers)?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q10 To what extent do you agree people in the community are able to recognise domestic and family violence and support/refer safely and appropriately?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q11 Why do you think this?

Please describe your answer in 150 words or less

The following questions are seeking your views on whether people at-risk of experiencing or perpetrating domestic and family violence are being identified and supported across different client groups to improve victim safety, including through stopping the violence before it occurs.

Q12 To what extent do you agree that the provision of early intervention services to people at-risk of **experiencing** domestic and family violence is improving?

	To a great extent	To a moderate extent	To a slight extent	Not at all	Unable to comment
Aboriginal women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Families with multiple and complex needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LGBTIQ people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People from CALD backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People living in rural and remote areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People with disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pregnant women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 To what extent do you agree that the provision of early intervention services to people at-risk of **perpetrating** domestic and family violence is improving?

	To a great extent	To a moderate extent	To a slight extent	Not at all	Unable to comment
Aboriginal men	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LGBTIQ people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People from CALD backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young men	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14 Do you refer to mainstream services for early intervention support in relation to domestic and family violence?

- Yes, for both victims and perpetrators
- Yes, but for victims only
- Yes, but for perpetrators only
- No

Q15 Which mainstream services do you use?

Please describe your answer in 150 words or less

The following questions are seeking your views on the accessibility of services to support victims in crisis.

Q16 To what extent do you believe that victims' access to crisis support services is improving?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q17 To what extent is this crisis support for victims' being provided in a timely way?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q18 When victims engage with crisis support services, to what extent are their needs being met?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q19 Please rank the top three gaps in crisis support services programs and services:

With one as the program or service with the largest gap

- Case management and coordination
- Child-specific responses
- Court support, advocacy and assistance
- Crisis support, including refuges and safety planning
- Financial counselling and assistance
- Health services (mental health; drug and alcohol)
- Housing and homelessness
- Legal services (advice and support)
- Trauma-Informed Counselling
- Other (please identify)

Q20 To what extent do you believe that victims are confident and willing to access services in the DFV system?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

The following questions are seeking your views on the accessibility of services to hold perpetrators accountable.

Q21 Do you agree that the domestic and family violence system is progressing in the right direction to make victims and their families safer?

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q22 Why do you think this?

Please describe your answer in 150 words or less

Q23 Do you agree that the domestic and family violence system is progressing in the right direction to hold perpetrators to account?

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q24 Why do you think this?

Please describe your answer in 150 words or less

Q25 To what extent do you believe that perpetrators' access to interventions is improving?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q26 To what extent is this access to behaviour change interventions occurring in a timely way?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q27 When perpetrators do access interventions, to what extent are their needs being met?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q28 To what extent is the service system adequately resourced to support victims and hold perpetrators to account?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q29 Why do you think this?

Please describe your answer in 150 words or less

The following questions are seeking your views on the system as a whole, skills development, and the quality of services being delivered.

Q30 To what extent do you believe there is good collaboration between key agencies and stakeholders (both government agencies and non-government service providers) when responding to domestic and family violence?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q31 To what extent do you believe that this collaboration between key agencies and stakeholders is leading to better access to services for victims?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q32 To what extent do you believe that this collaboration between key agencies and stakeholders is leading to better outcomes for victims of domestic and family violence?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q33 As a service provider, to what extent do you have the information, skills, and knowledge you need to meet the needs of clients you are working with?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q34 To what extent are you sharing domestic and family violence-related information with other agencies more easily than you were three years ago?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q35 To what extent do you believe victims have to retell their story multiple times?

- To a great extent
- To a moderate extent
- To a slight extent
- Not at all
- Unable to comment

Q36 As a service provider, do you agree the NSW Government captures the right information and data on clients?

- Yes
- No

Q37 What additional information and data on clients would enable you to better support their safety?

Please describe your answer in 150 words or less

Q38 Have you received any skills development and/or training on how to respond to people at-risk of experiencing violence?

Please select all that apply

- Yes, I have received skills development and/or training in responding to **Aboriginal and Torres Strait Islander people**
- Yes, I have received skills development and/or training in responding to **people from culturally and linguistically diverse backgrounds**
- Yes, I have received skills development and/or training in responding to **people with disability**
- No

Q39 What guides or standards do you use to inform your practice? (For example, the Good Practice Guidelines for the Domestic and Family Violence Sector in NSW)

Please describe your answer in 150 words or less

Please click the arrow button to finalise your response.





Contact us

Danielle Woolley

Partner, Health, Ageing and Human Services

M: +61 477 384 980

E: dwoolley@kpmg.com.au

Ruth Lawrence PhD

Head, Global Impact Investing Institute
Health, Ageing and Human Services

M: +61 427 664 988

E: rlawrence2@kpmg.com.au

[KPMG.com.au](https://www.kpmg.com.au)