

Family Violence

Purpose

This policy explains how St Kilda Community Housing (SCH) identifies and responds to family violence concerns, disclosures and identified risks. It sets out SCH's commitment to supporting residents and applicants to make informed housing choices, and to meeting its legal, regulatory and information-sharing responsibilities.

Scope

This policy applies to applicants and residents in properties owned or managed by SCH. It also guides SCH Board members, staff, volunteers and contractors when they receive or identify a family violence concern.

Policy Statement

SCH recognises that family violence can affect a person's safety, housing, health, finances and ability to engage with services. SCH will provide a prompt, respectful and trauma-informed response to people affected by family violence and will work with specialist services where appropriate.

Guiding Principles

SCH is committed to:

- Meeting our contractual, legal, and regulatory duties,
- Providing a prompt, sensitive response to family violence,
- Working in a coordinated, collaborative way with other services,
- Giving due consideration to human rights and considering the impact of any decisions we make under the *Charter of Human Rights and Responsibilities 2006*.

Identifying Family Violence

SCH recognises that family violence can happen to anyone, regardless of social background, disability, age, gender, religion, sexuality, or ethnicity.

SCH is committed to building appropriate skills, capacity, and practice to identify indicators of family violence and to work with victim-survivors to assist them to manage their housing and support situation.

SCH may become aware of family violence concerns or indicators through disclosures from renters or household members, observations by staff, information from support services or Victoria Police, or reports from other people, including neighbours who are not SCH renters.

Responding to Family Violence Concerns

SCH will align its response to family violence with the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework and applicable information-sharing requirements.

SCH recognises that family violence is experienced differently across communities and identities, including by Aboriginal and Torres Strait Islander peoples, LGBTIQ+ people, people with disability, children and young people, older people and people from culturally and linguistically diverse communities. SCH will respond in a culturally safe, accessible and inclusive way.

SCH recognises the right of victim-survivors to live safely and free from violence. SCH will consider the person's safety, choices and housing needs, while meeting its responsibilities as a housing provider and protecting the safety and wellbeing of others.

Family violence requires a coordinated response. SCH will work with specialist services and other relevant agencies to support safety, housing stability and recovery. SCH will keep people who use family violence in view and will not condone or collude with their use of violence. SCH will meet its obligations under the Family Violence

Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS), including requesting, using and sharing information where authorised or required.

Related Policies and Procedures

Safeguarding Policy
Tenant Transfer Policy
Financial Hardship and Temporary Absence Policy
Rent Arrears Policy
Ending a Tenancy Policy
Complaints and Appeals Policy
Privacy & Information Sharing Policy

Legislation and Standards

Family Violence Protection Act 2008 (Vic)
Residential Tenancies Act 1997 (Vic)
Child Wellbeing and Safety Act 2005 (Vic)
Privacy and Data Protection Act 2014 (Vic)
Charter of Human Rights and Responsibilities Act 2006 (Vic)
Family Violence Multi-Agency Risk Assessment and Management Framework
Family Violence Information Sharing Scheme and Ministerial Guidelines
Child Information Sharing Scheme and Ministerial Guidelines
Performance Standards for Registered Housing Agencies

Version Control

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