



Our Vision

A community free from family violence, where everyone feels safe.



From the ED

As we approach the festive season and the close of another year, we pause to wish you all a warm, happy and safe festive season.

Throughout the year, our continued commitment to implementation of the **Victorian Government's 10 YR Plan-Building from Strength**, has meant that EDVOS was able to support over 8,400 women and children (January-November 2018) experiencing family violence. Our mission is to take a collaborative and evidence-based approach in supporting those experiencing family violence, whilst also working to prevent family violence before it occurs.

As a result of the vital investment by the **Victorian State Government's Royal Commission** into the Family Violence System across the sector, in the **2017-2018 financial year**, EDVOS grew in terms of size, breadth and range of services and programs to meet the demand for specialist family violence services in the Eastern Region.

We look ahead to 2019 with a new Strategic Plan, which aims to deliver enhanced outcomes for victim survivors of family violence in the Eastern Metropolitan Region of Melbourne. In this Newsletter Edition, we explore the EDVOS Strategic Priorities which include;

- ✦ **Person-Centred Practice** – Embedding and evaluating ‘Person-Centred Practice’ for women and children at EDVOS
- ✦ **Accessibility for All** – Increasing EDVOS service responses for priority groups
- ✦ **Efficiency, Effectiveness & Sustainability** – Delivering more efficient and effective services and programs at EDVOS
- ✦ **Workforce Capacity and Wellbeing** – Implementing a comprehensive Workforce Capacity and Wellbeing Plan, resulting in an effective and vibrant workforce, which meets the needs of EDVOS service users
- ✦ **Services across the Continuum from Primary Prevention to Recovery** - Increasing and expanding EDVOS services; ranging from primary prevention of violence against women and children, through to recovery from family violence.

Thanks to all those individuals and community members who have supported EDVOS throughout 2018 and have worked alongside us, as we support women and their children as they respond to the complexities and trauma of family violence.

To the women and children who EDVOS have been privileged to support throughout the year, we want to let you know that it's your resilience and courage that inspires us every day and we commit to keep working to end family violence.

Wishing you a safe, happy and restful break. We will continue our work throughout this time and encourage anyone who needs any support of any kind, to reach out for that support. Our highly trained staff are here to support you to make informed choices about your future. You can be confident that we will listen to you, believe you and provide information and support for your specific needs.



Jenny Jackson
Executive Director



EDVOS Strategic Priority 1 – Person-Centred Practice

“Embedding and evaluating Person-Centred Practice for woman and children accessing services”

EDVOS are providing effective Case Management through Goal Directed Case Planning

The work of EDVOS Case Managers is driven by their client's goals, priorities, individual circumstances and values. EDVOS acknowledges individuals are the experts of their own lives and support client's rights to self-determination through the provision of information, resources and referrals.

Through the use of effective Goal Directed Case Planning Tools, clients are supported by Case Managers to identify goals, needs and priorities and create a 'Goal Directed Case Plan' (GDGP) that outlines how they can work together, to achieve their individual's goals.

Goal Directed Case Planning recognises support should be client led and facilitates a space in which clients are empowered to set their own priorities and make decisions about how they want to be supported.

Goal Directed Case Planning has the following core components:

- ✦ Collaboration between the individual and family or carer
- ✦ Setting goals that are meaningful and important to the individual and their family or carer
- ✦ Identification of service options, interventions, referrals and connections
- ✦ Identification of the steps to reach the individual's goals
- ✦ A timeline with start and end points, including review processes along the way
- ✦ A potential to work with other agencies through shared care planning

The number, nature and complexity of goals included in the GDGP are dependent on the individual. However, a good understanding of the current situation, what is important to the individual, how they plan to achieve and their motivation for the goal, will support the development of attainable goals.

EDVOS client feedback;

“EDVOS did not decide for me, but instead guided me on how to be safe with the decision to make.”

“EDVOS has supported me to move forward and provided me with materials to help me cope with my situation. EDVOS has also linked me to other organisations that can help me with other concerns.”

“My EDVOS support worker was very supportive. She was always there to listen to my needs and made sure I am safe. She is very knowledgeable and it helped me understand more about what to do...”

“EDVOS has educated me a lot about family violence. EDVOS has supported me to getting an IVO which I could have not done on my own. EDVOS took good care of me and gave me materials and guidelines to help me to be safe.”

EDVOS Strategic Priority 2 – Accessibility for all

“Increasing EDVOS service responses for targeted priority groups”

The festive season can be a particularly hard time for women and children experiencing family violence and often Specialist Family Violence Services such as EDVOS, can experience larger than normal spikes in referrals at this time.

As a result, EDVOS will be operating their normal hours during the festive season, in December 2018 and January 2019, except for Public Holidays when they are closed on these days;

- ✦ Christmas Day, Tuesday 25th Dec 2018 – **CLOSED**
- ✦ Boxing Day, Wednesday 26th Dec 2018 – **CLOSED**
- ✦ New Year's Day, Tuesday 1st Jan 2019 – **CLOSED**
- ✦ Australia Day Holiday, 28th Jan 2019 – **CLOSED**

EDVOS normal operating hours:

Mon-Fri: 9am – 8pm **Sat:** 9am – 5pm **Phone:** 03 9259 4200 **Email:** edvos@edvos.org.au

In an Emergency Call 000 for Police and 24hrs/7 days, call Safe Steps Family Violence Response Centre on **1800 015 188**.

EDVOS Strategic Priority 3 - Efficiency, Effectiveness and Sustainability

“Deliver more efficient and effective services and programs at EDVOS”

EDVOS delivers Elder Abuse: Recognise, Respond and Refer, Family Violence Training. EDVOS is nominated as a finalist in the 2018 Victorian Early Years Awards.

At least 175,000 older Australians will experience elder abuse in their lifetime. Elder abuse most often occurs within the family or a domestic setting and is recognised as a form of family violence.

In Victoria, Boroondara has the highest aged population over 50 (approximately 35%). Despite the increasing self-referrals of elder abuse, EDVOS has never received a referral from an aged care facility in the Eastern Metropolitan Region.

As a result, EDVOS has partnered with Boroondara Council to increase the capacity of aged care, Home and Community Care (HACC) workers in the Boroondara area to support clients who may be experiencing elder abuse. The EDVOS unique training program called ‘**Elder Abuse: Recognise, Respond and Refer**’, aims to increase people’s understanding of elder abuse and the link to family violence. This program also empowers the individual to ‘**recognise**’ signs of elder abuse, ‘**respond**’ appropriately to disclosures and ‘**refer**’ on to specialist family violence services.

The EDVOS Education and Training Team delivered one session to volunteers from BASScare, a community-based provider of residential and community aged care services. An additional four training sessions are planned in January 2019 to Boroondara Council for their Home Support Staff. These Home Support staff are employed as part of the council’s Health Active Ageing and Disability Services and they provide in-home care to elderly people.

Elder abuse has a range of physical, psychological and financial consequences, including higher levels of stress and depression, pain, injury or even death. Elder abuse is typically carried out by someone close to an older person, with whom they have a relationship implying trust, including family members and friends. Often the older person is dependent on the perpetrator or the perpetrator is the primary carer. Aged care workers and HACC workers play a key role in recognising elder abuse. In many instances, an aged care worker may be the first person to recognise or suspect the abuse of an older person. The aim of the training is to teach aged care workers how to recognise signs of elder abuse and build their capacity to respond and refer appropriately to disclosures of elder abuse.

EDVOS has two dedicated Specialist Family Violence Advocates who work specifically with ‘Older Persons’ experiencing family violence.

Contact EDVOS today to arrange a training session, email: training@edvos.org.au, Phone:(03) 9259 4293 or Phone: (03) 9259 4200 to make a referral to our **Older Persons Specialist Family Violence Advocates**.

EDVOS was proud to be nominated as a finalist of the 2018 Victorian Early Years Awards in the area of promoting children’s health and wellbeing.

The Children’s Support Advocate role at EDVOS provides a unique play-based support at multiple locations, as well as child-focused case planning to ensure that children experiencing family violence get the care and support they need.

This new initiative has boosted the quality of engagement for families experiencing family violence, with particular attention to play-based support to children that accompany their mothers, grandmothers and carers visiting EDVOS for consultation with their case worker. By giving more opportunities for children to engage with support services, this initiative has changed the way children and families experiencing family violence can make informed and empowered decisions together and live the life they choose.

For further details contact Tori-EDVOS Children’s Support Advocate, email:edvos@edvos.org.au or Phone:(03) 9259 4200.



(Picture; Jenny Mikakos, Minister for Families and Children, Minister for Early Childhood Education and Minister for Youth Affairs, Tori-EDVOS Children’s Support Advocate, Shamini-EDVOS Team Leader Business Development, Youna-EDVOS General Manager – Innovation & Development)

EDVOS Strategic Priority 4 - Workforce Capacity and Wellbeing

“Implement a comprehensive Workforce Capacity and Wellbeing Plan”

EDVOS take a progressive approach when introducing Family Violence Leave staff entitlements.

EDVOS is committed to supporting employees experiencing family violence to continue to participate in the workforce and maintain their employment. It also recognises that family violence, as a workplace issue, impacts on employee’s working life with regards to attendance, productivity, performance and wellbeing.

EDVOS took a progressive approach and introduced 10 days of paid Family and Domestic Violence Leave to staff twelve months ago in December 2017 and as of 15 November 2018, has provided up to 20 days of noncumulative paid Family and Domestic Violence Leave (pro-rata for part time employees) per annum. This was introduced in advance of the 5 days unpaid Family and Domestic Violence Leave, which became a base entitlement to employees covered by industry and occupation awards from 1 August 2018. More recently legislated in the Fair Work Amendment (**Family and Domestic Violence Leave**) Act 2018, which came into effect on 12 December 2018, this also provided for 5 days of unpaid Family and Domestic Violence Leave as part of the **National Employment Standards (NES)**.

EDVOS is committed to fostering a safe, flexible and respectful workplace culture and environment for staff and clients and continues to promote a work-life balance by offering additional leave provisions that afford staff flexibility and wellbeing.

To find out more about working at EDVOS, visit the **EDVOS Website**, or email:edvos@edvos.org.au or Call: **(03) 9259 4200**.

EDVOS Strategic Priority 5 – Services across the continuum from Primary Prevention to Recovery

“Delivery of more EDVOS Services and Programs across the Family Violence Continuum”

EDVOS support ‘Ambassadors for Gender Equality and Respect’, a youth focused primary prevention project.

‘Ambassadors for Gender Equality & Respect’ is a partnership project led by EDVOS and Inspiro in partnership with Yarra Ranges Council, Women’s Health East, Cire Services, Eastern Health, Cire Community School, Upper Yarra Secondary College and Little Yarra Steiner School.



‘Ambassadors for Gender Equality and Respect’ is a youth focused project engaging young people as local change makers within their school community. In 2018, a pilot phase was implemented in the Upper Yarra region of the Yarra Ranges with three local secondary schools.

Twenty students from these schools participated in a series of training workshops on gender equity, advocacy and project planning. These workshops strived to assist participants to feel motivated and inspired to deliver student-led projects that support gender equity within their schools. Students were supported to identify opportunities to improve gender equality and plan for action in their own school community.

Over terms 3 and 4 in 2018, the student Ambassadors were supported by mentors from community partnering organisations and a school champion, to plan and deliver their own gender equity programs. The Ambassadors were also involved in a co-design process and helped to develop a ‘student voice’ toolkit to support their peers to become ‘Ambassadors for Gender Equality and Respect’ in their own school or community. The **'Take Action for Gender Equality and Respect: A Student Guide'** is available for students in other schools, which supports them to use their voice and become Ambassadors.

For more information, contact Brianna Myers at EDVOS, email:briannam@edvos.org.au, or Phone:**(03) 9259 4200**.

“I have become more passionate about gender inequality and making change”-Student Ambassador for Gender Equality and Respect.

“100% of Ambassadors were satisfied with the ‘Ambassadors for Gender Equity & Respect’ project and would recommend the program to their peers”

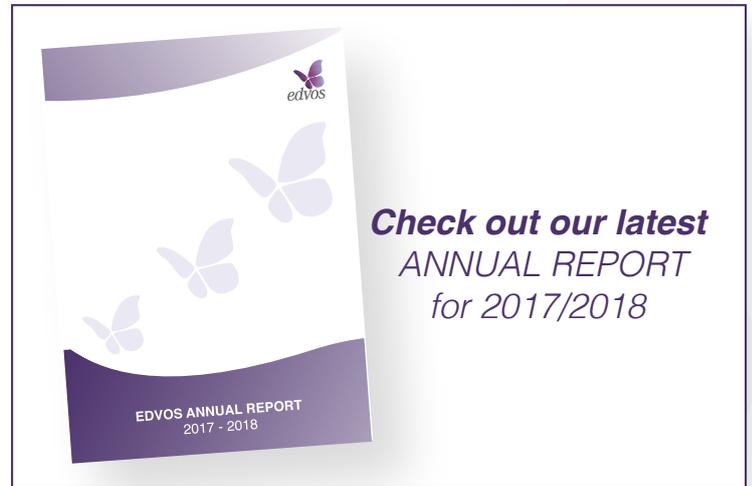
Get Involved



Working at EDVOS

Our highly trained staff are skilled, passionate and committed to supporting women and children experiencing family violence.

If you are interested in becoming part of the EDVOS team, please visit the EDVOS '**Get Involved**' Webpage regularly, as all positions currently available at EDVOS will be advertised on this webpage.



Donate to the EDVOS Toy Appeal.

Last year, EDVOS supported over 200 children responding to family violence during the Festive Season. Help us put a smile on these children's faces. Donate online and ensure these children receive a special gift during the festive season.

For more information contact Tori (03) 9259 4200.



DONATE NOW and Support women, children and their pets experiencing family violence.

Your donation will help EDVOS provide women, children and their pets experiencing family violence in Melbourne's Eastern Region with the support they need.

EDVOS is a not for profit organisation that relies on Government funding as well as donations from the community.



EDVOS acknowledges the Traditional Custodians of this land and we pay our respect to Elders past, present and emerging.



EDVOS celebrates diversity.

EDVOS respect the many women, gender diverse people, children and their pets and animals who respond to acts of violence in their lives.

EDVOS is a child-focused and child safe organisation.

EDVOS is a not-for-profit organisation, primarily funded by the State Government of Victoria.

EDVOS also receives grants and donations from other sources.

