



EDVOS News - October 2020

“Women’s rights is the unfinished business of the 21st century”- Hillary Clinton



Our Vision

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



From the CEO

As I reflect on the past 5 months since commencing in the role as CEO of EDVOS, I am struck by the resilience and fortitude of Victorians during a really challenging time. This of course includes the challenges and impacts for women and their children experiencing family violence. At the same time, I reflect on the commitment and adaptability of our dedicated staff and thank them for their unwavering focus to continue to support women to be safe and free from harm during the pandemic.

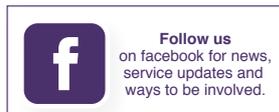
There will be much to learn from the COVID-19 pandemic in how we continue to shape and evolve our services into the future. These learnings, ideas and insights from our staff, clients and stakeholders will be invaluable to inform the development of EDVOS’s new Strategic Plan 2021-24.

We are pleased to be working with the Victorian government and other partner organisations as part of the roll out of Melbourne’s Inner East Orange Door Hub to be located in Box Hill. EDVOS looks forward to contributing to this integrated and innovative model to further support women and children who are experiencing family violence.

Finally, thanks to the numerous sector leaders, partners and supporters whom I have had the pleasure of meeting over the past few months, for your generous time and insights. I look forward to working with you to strengthen our collaborative work to achieve our vision of a community free from violence, where everyone feels safe.

Take care,

Christine Mathieson
Chief Executive Officer





Feature News

EDVOS COVID-19 update

Throughout the COVID-19 pandemic, EDVOS continues to be open and operational to ensure women and children in Melbourne's eastern metropolitan region, who are experiencing family violence are supported.

EDVOS has noted;

- ✦ Increases in the frequency and severity of violence against women
- ✦ Increases in the complexity of women's needs
- ✦ Increases in first time family violence reporting by women
- ✦ Increases in family violence abuse directly linked to COVID-19 infection and restriction
- ✦ Significantly reduced ability for women to seek help



Continual improvements and innovations at EDVOS has enhanced accessibility and efficiency of service delivery during this time and include;

- ✦ Effective demand management to respond to increased complexities and heightened risks
- ✦ Increased community participation in EDVOS online family violence training
- ✦ Increased community engagement in social media platforms
- ✦ Expanded use of technologies to improve clients' access
- ✦ Innovative family violence awareness campaigns at essential retail outlets and local shopping centres.

If you or someone you know is experiencing family violence, contact EDVOS 9259 4200, open Mon-Fri 9am-8pm or Sat 9am-5pm or email edvos@edvos.org.au Or visit the website edvos.org.au For more information download the [Family Violence Referral Pathways Booklet](#)

Orange Door Hub in Inner East announced



EDVOS is pleased to be working with the Victorian Government to rollout Melbourne's Inner East Orange Door Hub to support women and children who are experiencing family violence. Currently six Orange Door Hubs are fully operational across Victoria – Barwon, Inner Gippsland, North East Melbourne, Bayside Peninsula, Mallee, Central Highlands and Loddon, with Goulburn open shortly.

Additional locations have been announced accross Victoria; Inner East in Box Hill, Southern Melbourne, Western Melbourne, Ovens Murray, Wimmera South-West and Outer Gippsland.

The Orange Door Hubs will ensure families have access to specialist family violence workers, child and family services, Aboriginal and men's services, along with emergency and crisis services in the one location.





Feature News



EDVOS appoints Board Members with lived experience of family violence

The EDVOS Board has recently undergone a process of renewal and appointed a number of new board members, two of whom have a lived experience of family violence.

The newly appointed Director's bring a combination of excellent skills and experience which now includes representing the voice of family violence.

EDVOS welcomes the newly appointed board members and is excited to work alongside them, towards its vision of a community free from violence where everyone feels safe.

For more information about EDVOS Board visit the [EDVOS Website](#)

EDVOS Strategic Priority 1 – Person-Centred Practice

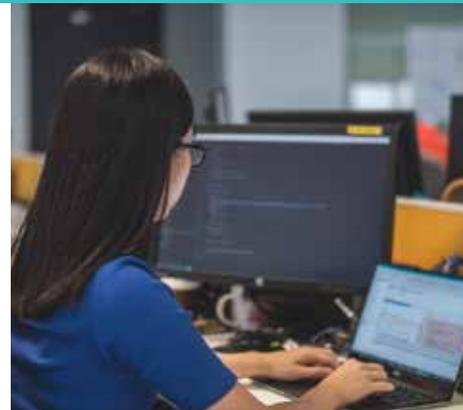
“Embedding and evaluating Person-Centred Practice for women and children accessing services”

EDVOS embeds MARAM into specialist family violence practice

The Victorian Family Violence **‘Multi-Agency Risk Assessment and Management Framework’** (MARAM) updated and replaced ‘Common Risk Assessment Framework’ (CRAF) early this year.

EDVOS have embedded MARAM across the organisation. The MARAM journey included;

- ✦ Establishing a MARAM Working Group, consisting of representatives across all EDVOS teams.
- ✦ The MARAM Working Group undertook an audit process, using the Family Safety Victoria MARAM Alignment Audit Tool, resulting in;
 - Professional development of staff with formal MARAM training rolled out by Family Safety Victoria (FSV) and DVRCV.
 - Strengthening and refining our work around the Family Violence Information Sharing Scheme (FVISS) & CISS
 - Updating & aligning policies and procedures, work instructions, forms and tools
 - Implementation of tools and accompanying processes.



The successful alignment and implementation of MARAM at EDVOS contributes to a more streamlined risk assessment and safety planning process. It also supports effective person-centred goal directed plans aimed at delivering safer outcomes, based on the client's goals, priorities, individual circumstances and values.





EDVOS Strategic Priority 2 – Accessibility for all “Increasing EDVOS service responses for targeted priority groups”

EDVOS neuro-inclusivity assessment to enhance communication

EDVOS is committed to **Child Safety**. In compliance with **Child Safe Standards** and the Child Safety Code of Conduct at EDVOS, we engaged **AMAZE**, to undertake a neuro-inclusivity assessment with the aim of enhancing the office environment and communication access for adults and children with a neurological disability and autism.

The AMAZE environmental audit focused on identifying social, structural and sensory experiences in the EDVOS office that people with a neurological disability may find challenging. EDVOS will lead the recommendations of this audit to enhance inclusive practice communication tools and resources that support our clients and children with a neurological disability.



For further information contact Brooke – EDVOS Practice Development Lead, via email: brookec@edvos.org.au or phone (03) 9259 4200.

Breaking down the barriers to access family violence supports and services

Evidence suggests visible, safe and discreet information to the broader community via essential services such as supermarkets and pharmacies are effective and in demand.

EDVOS are providing new and innovative ways to ensure family violence support services are more visible, accessible and approachable for women and children who are experiencing family violence during COVID-19 lockdown restrictions. The latest EDVOS campaigns include;

1. EDVOS Shop-A-Docket Campaign

This campaign provides safe and discreet messaging in English on the back of Shop-A-Dockets (retail receipts) in 30 participating supermarkets, retail outlets and pharmacies across Melbourne's eastern metropolitan areas during September, October and November 2020. In specific areas, Multilingual Shop-A-Dockets are provided.



2. EDVOS Shopping Centre Campaign

This campaign provides Multilingual and English information on how to access family violence support at EDVOS, on 36 floor standing display boards, located across seven shopping centres within Melbourne's eastern metropolitan areas during October, November and December 2020. These include; Eastland, Chadstone Shopping Centre, Box Hill Central, Westfield Knox, The Glen, Forest Hill Chase Shopping Centre and Chirside Park Shopping Centre.

EDVOS would like to acknowledge and thank the **Family Violence Philanthropy Collaboration Project led by DV VIC** for supporting the EDVOS Shopping Centre Campaign. For more information contact Youna Kim, General Manager-Innovation and Development on email: youna.kim@edvos.org.au or phone (03) 9259 4292.





EDVOS Strategic Priority 3 – Efficiency, Effectiveness and Sustainability

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



EDVOS can support victim survivors of family violence to safely remain in their home

EDVOS has a long and continuing practice of advocating for women and children to remain safely in their homes, and perpetrators being removed and held to account by police and the justice system, where appropriate.

In response to Recommendation 13 from the Royal Commission into Family Violence (2016): [‘Support victims to safely remain in, or return to, their homes and communities’](#), EDVOS was successful in receiving funding to introduce a Personal Safety Initiative (PSI) Coordinator in 2017.

This was introduced to support women and children, responding to family violence across Melbourne’s eastern metropolitan region, with access to personal safety, technology and security responses.

In 2020, the EDVOS PSI program continues to ensure women and their children feel safe in their home and is available to EDVOS clients, as well as victim-survivors who are working with services external to EDVOS.

The PSI Coordinator is able to organise a security audit of a victim-survivor’s property to identify potential vulnerabilities in safety and then facilitate applications for brokerage ([FSP program](#)) for any installations as recommended. Such as;

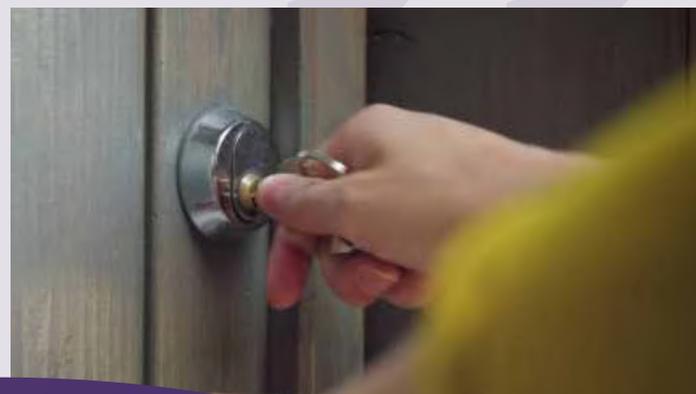
- ✦ Physical modifications to property, including security screen doors, new door / window locks, sensor lights and fence extensions
- ✦ Use of technology including a CCTV, bug sweep, personal safety device or dash camera

“The best part of my role is when I know a victim survivor and their children feel safer in their home because of security installations in their home... or that a perpetrator is being held accountable for their use of violence due to a security measure that was implemented.”

- EDVOS PSI Coordinator

“All the deadlocks were changed, plus padlocks were added. The Locksmith was very nice and managed to fix the door not closing properly as well. Thank you for applying for the funding for me. It is very comforting to know that my home is safe.”

- EDVOS client





EDVOS Strategic Priority 4 – Workforce Capacity and Wellbeing “Implement a comprehensive Workforce Capacity and Wellbeing Plan”

EDVOS 2020 Staff Pulse Survey

The EDVOS Pulse Survey conducted in July 2020 measured staff engagement levels and experiences working at EDVOS. The objectives of the survey this year, also included enhancing knowledge of staff perceptions on working at EDVOS during COVID-19, in terms of staying connected and communication; as well as unpacking what staff thought about the way forward and the ‘new normal’ after the pandemic.

This survey found;

- ✦ EDVOS staff engagement level of 73% represents a culture of success
- ✦ 93% of staff are proud of the successes and achievements of EDVOS
- ✦ 86% of staff want to improve the way things work at EDVOS
- ✦ 85% of staff are very positive about tackling problems and have a ‘can do’ mentality
- ✦ 86% of staff surveyed said “EDVOS is a truly great place to work”

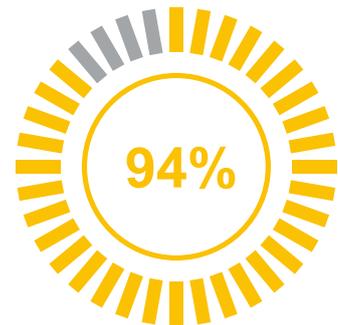
During the COVID-19 pandemic;



86% of EDVOS Staff surveyed experienced working from home



97% of EDVOS Staff surveyed agreed that overall EDVOS are handling the impact of the pandemic fairly well



94% of EDVOS Staff surveyed agreed that overall they have coped okay

63% of staff surveyed said the most exciting thing about the future ‘new normal’ is;





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 Education and Training team delivers online MARAM Collaborative Practice training for workers in the eastern region

EDVOS is offering free online MARAM Collaborative Practice training sessions to Tier 2, 3 or 4 professionals who respond to victim survivors of family violence in Melbourne’s eastern metropolitan region. This full day, free MARAM Training is held using Zoom technology.



The MARAM Collaborative Practice training focuses on both collaborative practice and foundational aspects of MARAM that enable collaboration. The training enables participants to contribute to risk assessment and collaborate for ongoing risk management, through respectful and sensitive engagement with victim survivors, information sharing, referral and secondary consultation.

Book now via Eventbrite. This training is proudly supported by Eastern Metropolitan - Regional Family Violence Partnership and Family Safety Victoria.

For more information, contact EDVOS at 9259 4200 or training@edvos.org.au or [download MARAM Information Sheet](#)



close the gender gap in homes, schools and businesses to achieve gender equality.

Level Playground goes global with Global Equality Collective partnership

Level Playground has recently partnered with **Global Equality Collective** (GEC) to continue to close the gender gap in homes, schools and businesses to achieve gender equality.

GEC is based in the UK and is made up of subject experts around the world. GEC acknowledge the value of Level Playground resources and social media engagements as important initiatives that promote gender equality in Australia.

The Level Playground program provides helpful information and activities to support parents, caregivers and early childhood educators in their day to day work of raising children free from gender stereotypes.

As part of being in the collective, Level Playground have made a commitment to;

- ✦ support social media posts, articles and books that promote gender equality
- ✦ read, review, contribute to and share new gender equity resources

Join us on our social media! We are looking forward to sharing with you all of the resources that will support you in your journey to achieve gender equality too.

Meet the Global Equality Collective community [here](#) and follow Level Playground on [Facebook](#), [Instagram](#) or check out the [Level Playground Website](#).





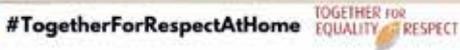
Everyone has the right to feel **safe** and be **respected** in their own home and community.

Translated posters and social media tiles now available.



‘Together for Respect at Home’ social media campaign

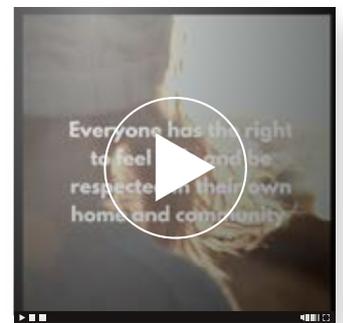
EDVOS in partnership with the Together For Respect At Home Working Group has developed nine social media tiles, translated resources (in Cantonese, Mandarin, Hakha Chin and Hindi) and supporting materials to promote respectful relationships while at home. The campaign has been hugely successful with over 80 organisations sharing the campaign messages with a reach of over 127,000 people across Melbourne’s Eastern Metropolitan Region and Statewide.



We are extremely grateful to everyone who has helped us share these important messages including state based organisations, local councils, sporting clubs, schools, health and community services and community members.

But the work is not done yet. Watch out for more resources over the coming months as we continue to support our community during COVID-19. [#TogetherforRespectatHome](#)

For more information, visit [Together For Respect At Home](#) or contact Brianna Myors – EDVOS Program Manager, Primary Prevention & Education: brianna.myors@edvos.org.au or phone (03) 9259 4200.



THANK YOU

EDVOS is grateful for the generous support from our community members and stakeholders. We particularly appreciate their support at this difficult time.

DONATE NOW



DONATE NOW and support women, children and their pets, who are experiencing family violence in Victoria’s Eastern Metropolitan Region.

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 recognise their continuing connection to land, water and community. EDVOS pay respect to Elders past, present and emerging.



EDVOS acknowledges people from the lesbian, gay, bisexual, trans and intersex (LGBTI) communities, their children, pets and other animals, who are responding to family violence in the community.

EDVOS respects all people who are responding to family violence, regardless of ethnicity, race, religion, sexual orientation, gender identity, age and ability.

EDVOS is a child-focused and child safe organisation.



EDVOS acknowledges funding from the Victorian Government.

Eastern Domestic Violence Service Inc.

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