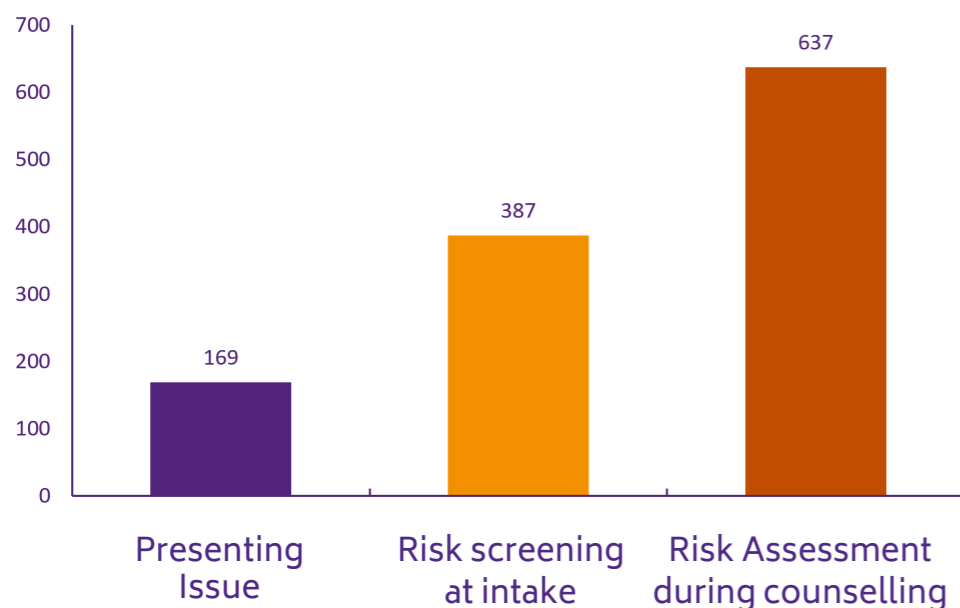


## CRISIS ACCOMMODATION

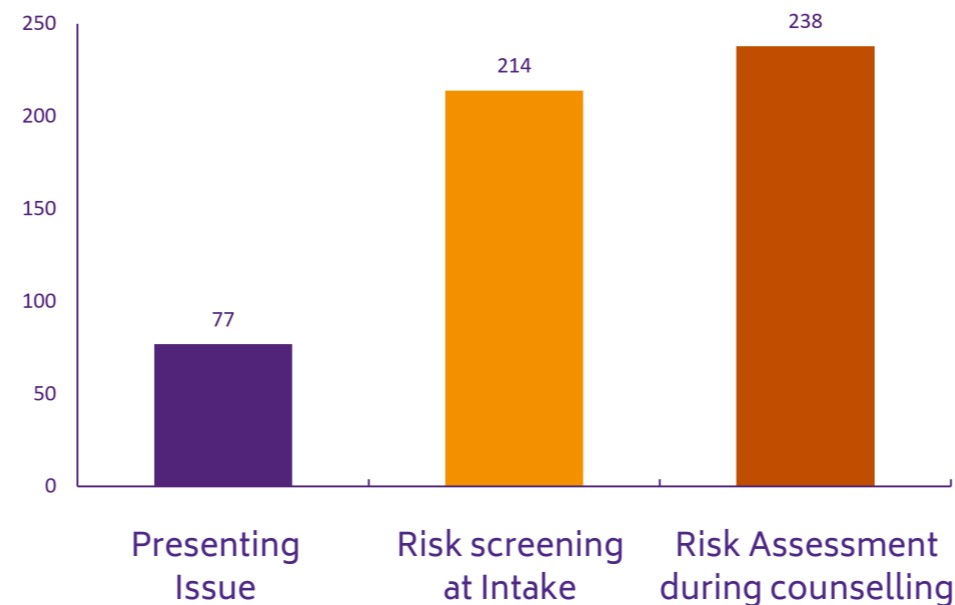
The Crisis Accommodation Program (CAP) provides eligible clients access to alternative, brief accommodation and support. Through a coordinated approach, Open Arms works with individuals and families to put in place plans to address issues that have contributed to the crisis, and reduce their exposure to risk.

During January - March 2021 Open Arms facilitated access to crisis accommodation for 12 eligible clients experiencing domestic and family violence. This represented 17 bookings and a total of 50 nights. There was 1 dependant child that accompanied these clients.

**NUMBER OF CLIENTS WITH IDENTIFIED RISK OF HARM FROM OTHERS (JAN - MARCH 2021)**



**NUMBER OF CLIENTS WITH IDENTIFIED RISK OF HARM TO OTHERS (JAN - MARCH 2021)**



## RESEARCH

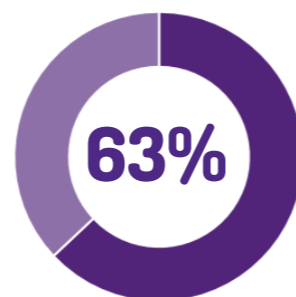
Open Arms is collaborating with Phoenix Australia to conduct research on *Understanding Encounters with Intimate Partner Violence (IPV) among Veterans and Family Members in Open Arms Services*.

The project is investigating the views of Open Arms service providers about the nature and frequency of violence occurring to and from others among Australian veterans and their families, and is identifying ways to address these within veteran and family support services.

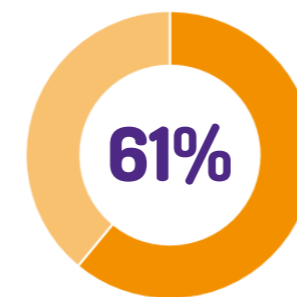
A workforce survey went live from 24 February to 23 March 2020 (4 weeks) investigating the experiences, attitudes and approaches to management of IPV by Open Arms service providers. 227 participants were surveyed, with a total of 217 usable responses received. Results are provided below. A Project Advisory Committee has been established, with representation from Department of Veteran's Affairs (DVA), Department of Defence, Domestic Violence Victoria, No To Violence, 1800RESPECT, Department of General Practice, and the Department of Social Work at University of Melbourne.

## COMMUNITY AND PEER PROGRAM

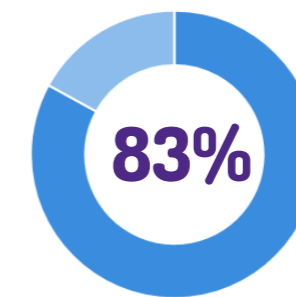
- Open Arms provides dedicated family 'lived experience' Peer support. Family Peer Workers make up a quarter of the Peer workforce, working alongside clinicians and Veteran Peer Workers to provide vital support to clients for a range of issues, including domestic and family violence.
- Peers draw on their own lived experiences of military service/ family life and mental health recovery when working with clients, building connection through shared understanding and linking to appropriate support.
- A senior position has been established to strengthen support to our network of family peer workers.



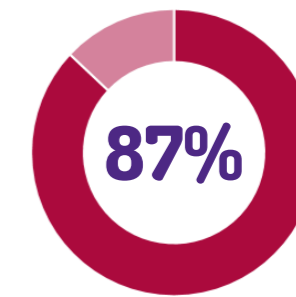
63%  
% of clinicians who have had clients disclose they use violence in intimate relationships (Jul-Dec 2020).



61%  
% of clinicians who feel confident identifying clients' needs when the client is a person who uses violence (Jul-Dec 2020).



83%  
% of clinicians who have had clients disclose they have experienced IPV (Jul-Dec 2020).



87%  
% of clinicians who feel confident identifying clients' needs when the client identifies experiences of IPV (Jul-Dec 2020).

## WORKFORCE DEVELOPMENT

- The DV-alert Awareness training program is designed to empower participants to be confident first responders when facing issues of domestic and family violence.
- Training will be offered both online and in face-to-face sessions. Virtual training is currently being piloted.
- The DV-alert Awareness program is delivered by Lifeline and funded by the Department of Social Services as a key initiative under the National Plan to Reduce Violence Against Women and their Children 2010-2022.
- Open Arms is in the process of negotiating online access to DV-alert training for all staff. Open Arms is partnering with DVA to deliver this training.