

# **Audit of Services in the City of Casey**

## **Audit Analysis**

**November 2006**



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## **1.0 Introduction**

Cardinia Casey Community Health Service (C-C CHS) and the City of Casey (CoC) collaborated to audit services in the City of Casey that may provide family violence services including counselling and welfare. This report provides an analysis of the information obtained from the audit providing a snapshot of the service system in the City of Casey.

## **2.0 Rationale**

The service audit was undertaken in response to feedback received from participants at the Cardinia Casey Family Violence Forum held in July 2006. The local community requested that more information be made available about the services available in the City of Casey and specifically what each provides. Information obtained from this process is to be used to develop a resource database for residents of the City of Casey. It will also be used to inform a research project being conducted by University of Melbourne called The Glove Project - Gender, Local Governance and Violence Prevention: Making the Links between Violence in Private and Public Space (University of Melbourne 2006). The aim of the Glove Project is to develop Australian local government policy to facilitate an integrated approach to violence prevention in both public and private space using a gender mainstreaming process and a community-government partnership model (University of Melbourne 2006).

## **3.0 Method**

C-C CHS and the CoC collaborated to identify information to be collected from services and develop a set of standardised audit questions (see Appendix A). Web-based research was undertaken to collate a list of services in the City of Casey who may potentially provide family violence services including counselling and welfare. Services were required to have a postcode in the City of Casey. Services were then contacted by telephone and / or email and asked the audit questions. The information gained was then inputted into a spreadsheet, collated and analysed.

### 3.1 Limitations

For the majority of services, individuals provided the information on which this report is based thus posing the risk that findings identified may not be completely accurate being representative of a limited view.

### 3.2 Services Audited

A total of 26 services were identified as providing family violence services including counselling and welfare. These services were as follows:

- Anglicare Cranbourne
- Cardinia Casey Community Health Service
- Casey North Community Information and Support Service Inc
- Casey Youth Services - Youthlink
- Centacare Gippsland
- City of Casey Youth Support Program
- Cranbourne Family Support Centre
- Cranbourne Information and Support Service Inc (CISS)
- Cranbourne Youth Information Centre
- Dids Inc (Dads in Distress)
- Doveton Baptist Benevolent Society Inc Emergency Relief Information Service
- Endeavour Ministries Counselling
- Family Mediation Centre
- Hampton Park Youth Information Centre
- Heavy M.E.T.A.L. Group (Men's Education Towards Anger and Life)
- Living Springs Counselling Centre (Berwick Caring Ministries)
- Relationships Australia
- Salvation Army - Doveton Community Support Services
- South East Family Services - Connections
- South Eastern CASA
- South Eastern Region Migrant Resource Centre
- The Salvation Army Cranbourne Community Support Services
- The Winepress
- Victoria Police

- WAYSS Ltd
- Windermere.

## 4.0 Results

### 4.1 Location of Services

The table below provides a breakdown of where services are located by suburb indicating that the majority of services are located in either Cranbourne or Narre Warren.

**Table 1: Location of Services by Suburb**

<b>Suburb</b>	<b>No. of Services Located*</b>
Berwick	4
Cranbourne	10
Doveton	3
Endeavour Hills	2
Hampton Park	3
Narre Warren	9
No address provided	1

\* Some services have more than one location within the City of Casey hence the total of 32.

The ABS (2001) confirms that this service distribution reflects population density within the City of Casey with the largest proportion of residents residing in Narre Warren at 22% and Cranbourne at 15%. The table below provides a breakdown of services by postcode.

**Table 2: Location of Services by Postcode**

<b>Postcode</b>	<b>No. of Services Located*</b>
3177	3
3802	2
3805	10
3806	3
3976	3
3977	10
No postcode provided	1

\* Some services have more than one location within the City of Casey hence the total of 32.

## 4.2 Service Funding

Of the services audited, 20 or 77% were Government funded and six or 23% were not. Government funding was sourced Federally, at a State level and from local government. Four services received State funding, eight services Federal funding and nine services were funded by the CoC.

Four services or 15%, all members of the Outer South East Integrated Family Violence Services for Women and Children, received family violence funding while the remaining 22 services or 85% did not receive this type of funding.

Twelve services or 46% received non-government funding while 14 services or 54% did not. Non-government funding came from the following sources:

- Member organisations
- Philanthropic trusts
- Donations
- Benevolent societies
- Churches
- Opportunity shop proceeds
- Fees charged to clients
- Grants.

Sixteen of the agencies audited (62%) provided their services for free. For those that were not, fees were charged mostly on a sliding scale based on income and/or assets. A small number of services had set fees or others asked for a small donation. Only one service indicated that its fees were not negotiable.

#### **4.3 Waiting Lists**

A total of 12 services (46%) did not have any waiting lists at all. Five services (19%) had waiting lists for some services offered but not others. Eight services (31%) had waiting periods ranging from 24 hours through to twelve weeks. Most waiting lists were associated with counselling services.

#### **4.4 Family Violence Philosophy / Protocol and Risk Assessment Tool Usage**

A total of 16 services (62%) indicated that they have a family violence philosophy while 8 services or 31% indicated that they do not. Fourteen services (54%) stated that they have family violence protocols while 10 or 38% stated that they do not. Two services (8%) did not provide responses.

Half of the services audited (13 or 50%) utilise a family violence risk assessment tool while eleven services (42%) do not. One service did not know and one service did not answer. Risk assessment tools included safety plans, screening tools and organisation-specific tools.

#### **4.5 Gender / Age and Service Usage**

None of the services audited were exclusively for women or for men. The table below provides a breakdown of the ratio of women to men utilising services showing that women are the greatest users of services audited.

**Table 3: Gender Service Usage**

<b>Ratio of Women to Men</b>	<b>No. of Services</b>
30% women 70% men	1
50% women 50% men	4
60% women 40% men	4
66% women 33% men	1
65% women 35% men	1
70% women 30% men	2
75% women 25% men	3
76% women 24% men	1
80% women 20% men	2
90% women 10% men	2
99% women 1% men	2
Mixed	1
Don't know	1
No answer	1

Eighteen services audited (70%) catered for children. Seven services (27%) stated that they did not cater for this age group. One service failed to answer. Services detailed that cater for children included:

- Excursions / camps / recreation
- Information provision
- Referral
- Food parcels
- Counselling
- Assessment
- Family law
- School programs
- Material aid / glasses / clothing
- Medicals.

All but two services (8%) indicated that they have a family centred approach. All but three services (12%) stated that they see families. A total of 15 services or 58% indicated that they have family therapists on staff while 10 or 38% did not. For one service this was not applicable.

#### 4.6 Service Users from Marginalised Groups

The table below provides a breakdown of the number of services that service clients from a culturally and linguistically diverse (CALD) background and the proportion they see from this marginalised group.

**Table 4: CALD Service Users**

<b>Proportion of Service Users</b>	<b>No. of Services</b>
Less than 100 per year	9
100-200 per year	4
Over 200 per year	7
Yes, but unable to estimate	2
No answer	4

The table below provides a breakdown of the number of services that service clients from Aboriginal and Torres Strait Islander (ABTSI) origin by proportion of users indicating that this marginalised group is poorly represented.

**Table 5: ABTSI Service Users**

<b>Proportion of Service Users</b>	<b>No. of Services</b>
Less than 100 per year	18
100-200 per year	1
Yes, but unable to estimate	1
No answer	6

The following table shows the proportion of users from the marginalised group of Gay Lesbian Bisexual Transgender Intersex (GLBTI) relative to the number of services depicting that this group appears poorly represented:

**Table 6: GLBTI Service Users**

<b>Proportion of Service Users</b>	<b>No. of Services</b>
Less than 100 per year	11
100-200 per year	3
None	1
N/A	2
Don't know	3
No answer	6

The following table shows the proportion of service users with a disability relative to the number of services indicating that this marginalised group appears underrepresented:

**Table 7: Service Users with a Disability**

<b>Proportion of Service Users</b>	<b>No. of Services</b>
Less than 100 per year	11
100-200 per year	5
Over 200 per year	3
Yes, but unable to estimate	1
No data available	1
No answer	5

The table below provides the proportion of service users with mental health issues against the number of services with this proportion of users.

**Table 8: Service Users with Mental Health Issues**

<b>Proportion of Service Users</b>	<b>No. of Services</b>
Less than 100 per year	6
100-200 per year	5
Over 200 per year	8
Yes, but unable to estimate	1
No data available	1
No answer	5

The table below shows the number of elderly people who are clients of the services audited as a per annum estimate indicating that this population group appears poorly represented.

**Table 9: Elderly Service Users**

<b>Proportion of Service Users</b>	<b>No. of Services</b>
Less than 100 per year	10
100-200 per year	3
Over 200 per year	4
None	1
Yes, but unable to estimate	1
N/A	2
No answer	5

Finally, the following table provides statistics of the proportion of women newly released from prison that access services showing that this group appear underrepresented:

**Table 10: Service Users – Women Newly Released from Prison**

<b>Proportion of Service Users</b>	<b>No. of Services</b>
Less than 100 per year	16
100-200 per year	1
None	2
N/A	1
No data available	1
No answer	5

#### **4.7 Services Offered**

Services offered by the organisations audited included the following:

- Groups
- Resources / information
- Referral
- Support
- Training
- Workshops

- Parenting education
- Communication education
- Social support groups
- Family mediation
- Family dispute resolution
- Victims of crime assistance
- Police assistance
- Emergency relief
- Resourcing
- Crisis fund
- Financial counselling
- Accommodation assistance
- Community development
- Court reports
- Legal advocacy
- Legal advice
- Tax help
- Family violence after hours service
- Twenty four hour crisis service
- Settlement services
- Counselling
- Social work
- Psychological assessment
- Case management
- Case work
- Advocacy
- Excursions / camps / recreation
- Volunteer placement
- Behaviour change programs
- Anger management
- Assertiveness training.

#### **4.8 Service Set Up**

Fifteen services or 58% provide after hours services either on weekdays after hours or at the weekend. Nine services or 35% do not provide after hours services. Two services did not provide a response.

Almost all services audited (22 or 85%) provide individual services such as one-to-one counselling while three services do not (12%) and this did not apply to one service. The majority of services (18 or 69%) do not have a maximum number of individual sessions they can provide. Four services (15%) did have limits to the number of sessions while for four services this question did not apply.

#### **4.9 Group Programs**

Eighteen services (69%) offer group programs and eight (31%) do not. Types of group programs offered included:

- Parenting education
- Post family violence recovery personal development
- Support group for women survivors of child sexual abuse
- Camps / days out
- Support groups
- Youth programs
- School programs
- Children's programs
- Recreation groups
- Post Natal Depression group
- Depression group
- Anxiety group
- Al Anon
- Post separation and parenting program
- Men's behavioural change group
- WEAVE (Women Engaging Against Violence Existence)
- Separation and moving on
- Young mums group
- Grandmothers support group
- Parent support group
- Single parent support group
- Mother Goose
- Uniting blokes
- Toddler Matters
- Female and Male Family Violence Survivors Groups

- Movement Groups
- Sexuality Groups
- CALD Parenting programs
- Survivors of suicide
- Bereavement support
- Friendship group
- Marriage courses.

#### **4.10 Health Promotion and Welfare Provision**

A total of nine services or 35% indicated that they conduct health promotion activities while 16 services or 62% stated that they did not. Health promotion activities conducted included:

- Initiatives focusing on the health priorities of physical activity, nutrition, drugs, mental health and wellbeing and capacity building including dental health promotion, Casey Indoor Mall Walks, Casey Asthma Initiative, supermarket tours
- Parenting, family relationship issues and self-care group sessions
- Healthy Families Taskforce
- Healthy eating
- Community vegetable garden
- Window displays about current health issues
- Community education and community development programs
- Feel Safe program
- Respect Protect program
- Public information sessions, expos etc
- Nutrition information provision.

A total of nine services (35%) provide welfare while 16 services (62%) do not and for one this did not apply.

#### **4.11 Family Violence Networking**

Half of services (13 or 50%) had ties to formal family violence networks while the other half (13 or 50%) did not. Respondents cited the following networks:

- Southern Family Violence Network (six services)

- No to Violence (three services)
- Outer South East Integrated Family Violence Services for Women and Children (two services)
- Healthy Families Taskforce (one service)
- Magistrate's Court Network Service (one service).

Note that two further services included in the audit are also members of the Outer South East Integrated Family Violence Services for Women and Children but did not indicate as such. These services did, however, specify they were members of other networks.

#### **4.12 Family Violence Training**

A total of 16 services (62%) indicated they would find family violence training useful. Eight services (31%) stated that they had no requirement with two services for which this did not apply. Types of training suggested as useful were:

- Training for volunteers around identifying signs that an individual may be a victim of family violence
- General knowledge about the effects family violence has on families and how to support young people
- General training
- Training for our workers in our Cranbourne Family Support Centre area on signs, symptoms of family violence and how best to help people in these situations
- Basic family violence training for volunteers
- Any training which is solution focused and better prepares volunteer staff to support men and their children who may be victims of family violence
- Training that helps provide effective pathways to staff who are offering support to men who may be perpetrators of family violence as a lead in to helping dads get the most out of existing programs and help diminish conflict between parents after separation.
- Interviewers would benefit from short / single day seminars / conferences
- General information for emergency relief workers and counsellors
- Working with families / young people who are facing problems related to family violence
- Information and training seminars

- Working with women who use violence
- Any training available would be useful to staff
- Many new workers on board so any family violence training would be useful
- One day workshop for Emergency Relief Workers
- Mental health
- Legal issues.

#### **4.13 Publishing Audit Information**

Almost all services audited (25 services) were agreeable to the information they provided being published both on the web and in print. Four services qualified their approval by asking to approve the final draft prior to publication. One service did not answer.

#### **5.0 Discussion**

The location of services appears to reflect relative population density in different suburbs of the City of Casey. However, location did not seem to reflect areas of greatest social disadvantage.

Service funding comes from a mixture of government and non-government sources. Funding for family violence appears only to be received by the Outer South East Integrated Family Violence Services for Women and Children. Services cater for those who are socially disadvantaged with almost two thirds offering free services. For services that are not free, required fees or donations appear to be considerate of clients' economic status and are mostly negotiable.

Almost half of services do not have waiting lists indicating that services audited are reasonably responsive to potential clients. However, accessibility of counselling services appears a concern particularly where need is perceived as immediate.

Almost two thirds of services have a family violence philosophy and just over half have family violence protocols. Given that all services audited are either directly or indirectly providing family violence services, this contrasts with an expectation that all services audited should have both a philosophy and protocols.

Half of services use a risk assessment tool. For the other half that do use a risk assessment tool, usage does not appear consistent showing a real need for a standardised tool as is being developed as part of the Common Risk Assessment Framework for Family Violence Services in Victoria (KPMG 2006).

Services appeared to provide coverage for women, men and children. Nearly all services had a focus on families with just over half having family therapists on staff acknowledging that family violence affects the whole family unit.

Marginalised groups that appeared poorly represented as service users were people of ABTSI origin, those that identify as GLBTI, people with a disability, the elderly, and women newly released from prison. Those from a CALD background and people with mental health issues appear to have adequate access to these services. These results may indicate that service access needs to be improved for certain marginalised groups.

Services offered are wide ranging encompassing welfare, counselling, group programs and related fields. Good service levels are shown by over half having after hours' facilities. Further, the majority of services can provide unlimited sessions to individuals.

Over two thirds of services audited offer group programs with comprehensive topics covered. Just over one third undertake health promotion utilising varied strategies from displays to community development indicating a reasonable commitment to prevention and early intervention.

Only half of services audited were involved with any family violence networks showing that there is great potential in this area to network, collaborate, develop partnerships and therefore better integrate the service system in the City of Casey. Further, benefit would be achieved from being in the same networks where possible which is currently not the case.

Almost two thirds of services stated that they would like family violence training providing concrete evidence on which to base a decision about training provision. A recurrent theme appeared to be training for volunteers.

## 6.0 Conclusion

Following analysis of the information gleaned from the audit of services in the City of Casey, it can be concluded that there is a need for:

- an increase in service provision in areas of greatest social disadvantage
- improved availability and accessibility to counselling
- all services to adopt a family violence philosophy and family violence protocols
- all services audited to utilise the tool being developed as part of the Common Risk Assessment Framework for Family Violence Services in Victoria
- improved service access for certain marginalised groups
- all services to be members of one family violence network, for example, the Southern Family Violence Network
- ongoing training around family violence.

## 7.0 List of Abbreviations

ABTSI – Aboriginal and Torres Strait Islander

CALD – Culturally and Linguistically Diverse

C-C CHS – Cardinia Casey Community Health Service

CoC – City of Casey

GLBTI – Gay Lesbian Bisexual Transgender Intersex

## 8.0 References

Australian Bureau of Statistics 2001, *Census of Population and Housing 2001*, Cat. No. 2001.0, ABS, Canberra.

KPMG 2006, *Common Risk Assessment Framework for Family Violence Services in Victoria*, KPMG, Melbourne.

University of Melbourne 2006, *The Glove project – Gender, Local Governance, and Violence Prevention: Making the Links between Violence in Private and Public Space*, University of Melbourne, Melbourne, <<http://www.abp.unimelb.edu.au/research/fund/glove/index.html>>.

## **Appendix A Service Audit Questions**

### **Audit of Service in the City of Casey who may provide Family Violence Services (including counselling and welfare) (must have a postcode in Casey)**

1. Name of service

Address

Postcode

Phone no.

Email address

Web address

Hours of operation

2. Is your agency government funded?

Do you have FV funding?

If not what funding do you receive?

3. Is your agency Non government funded?

Who funds your agency?

Do you receive FV program government funding?

4. Can you explain your Intake procedure/contact details for clients?

5. Cost of service, is this negotiable?

6. What is the time clients wait to see a worker? (waiting list)

7. Best person to contact for agencies (if they had a query about a program offered)?

8. Does your agency have a Family Violence philosophy and/or protocols?

9. Does your agency use a Family Violence risk assessment tool (eg do you develop a safety plan with women and assess risk?)

10. Is the service for women only?

11. Is the service for men only?

12. What proportion male/female?

13. Does your service cater for children? What services specifically?

14. Does your service have a family centred approach, do you see families or have family therapists on staff?

15. Are the following people frequent users of your service?

Please estimate proportion of users less than 100 per year, 100-200 per year, over 200 per year:

CALD

Aboriginal and Torres Straight Islanders

GLBTI

People with Disability

People with Mental health issues

Elderly people (over 60)

Women newly released from prison

16. Services offered to clients - please list

17. What is your criteria for accessing services?

18. Do you provide after hour's or weekends services? What hours?

19. Do you provide individual services? (may have been answered in 16)

20. Do you have a stated maximum number of sessions that you can provide? If yes how many?

After these are met what is your process?

Can the client renegotiate for more or are they referred to another agency?

21. Do you offer groups programs?

Name

Time

Venue

Childcare available

Contact person

22. Do you conduct Health Promotion Activities (please specify)

23. Do you provide welfare (food vouchers housing assistance etc)

24. Are you or your agency a member of any formal FV networks?

Is this useful and in what way?

25. What training would your agency find useful regarding FV?

26. Would you happy for this information to be published?

Web?

Printed?

27. Name and contact details of person answering this survey.

Thankyou for your time