



**WHITTLESEA COMMUNITY CONNECTIONS**  
**FAMILY VIOLENCE MONITOR**

**DATA FROM PERIOD**  
**April 1 – June 30 2015**

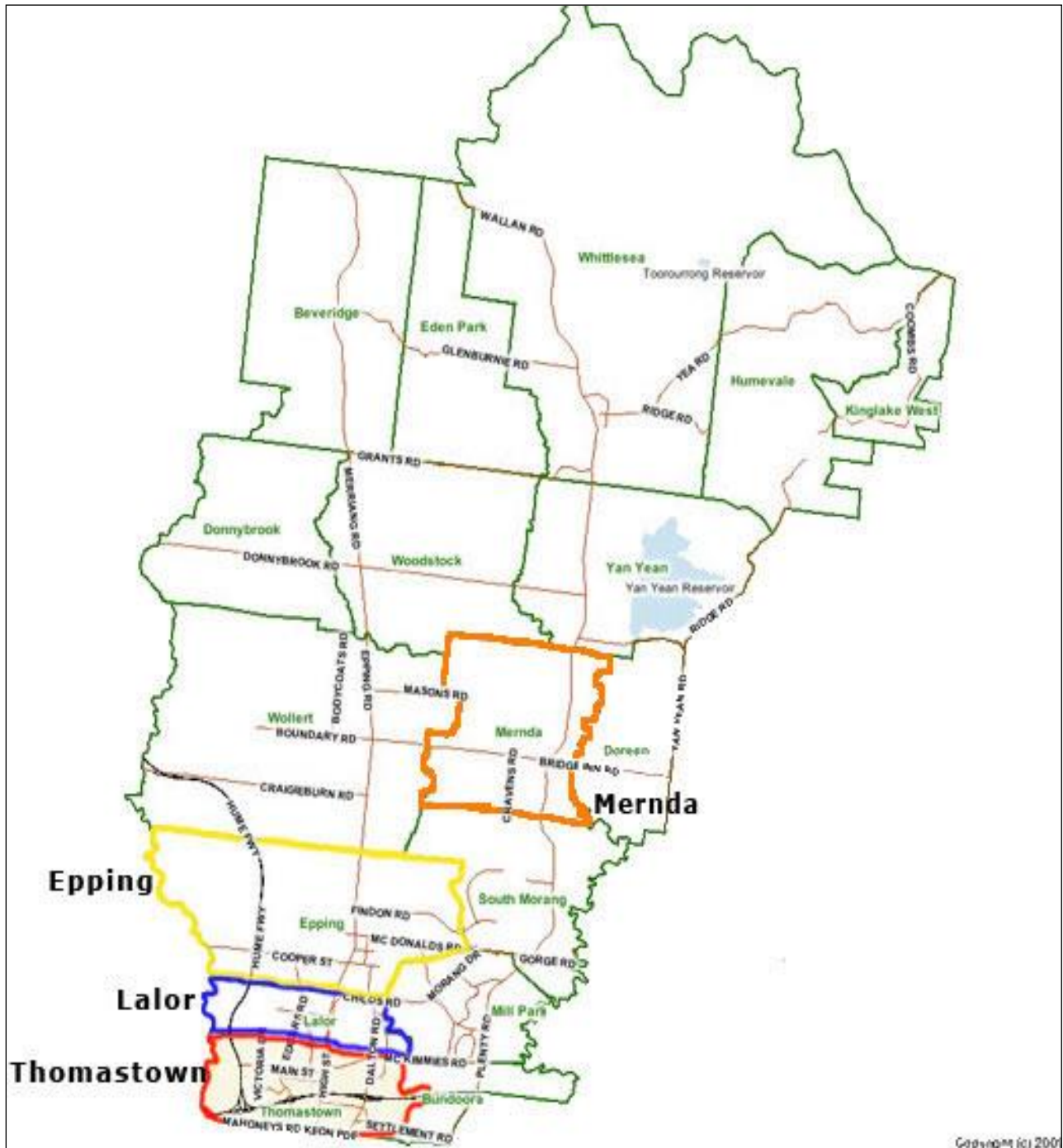
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## THIS EDITION

Quarter 4 (Q4)	April 1 – June 30 2015
Quarter 3 (Q3)	January 1 – March 31 2015
Quarter 2 (Q2)	October 1 – December 31 2014
Quarter 1 (Q1)	July 1 – September 31 2014

THIS EDITION		
Summary and key information	page 4	<p><b>About this report series:</b></p> <p>Whittlesea is a municipality in Victoria with one of the highest recorded incidence of family violence. It is an acute issue for Whittlesea as a whole.</p> <p>In 2011, all major Whittlesea Community Connections (WCC) program areas identified family violence (FV) as a major issue. As such, FV was included within WCC’s priority plan 2011-2012 year. In response to the increasing incidence of individuals presenting to the agency with family violence disclosures, WCC endeavoured to collect data on all who presented to the agency and reported incidents of family violence as a way of measuring the rate of increase in incidents over a period of time. FV is again one of three service priorities in WCC’s 2014-15 Priority Plan.</p> <p>A data collection template was developed to capture information about each time FV was reported to the agency. Guidelines for doing this were set so that each individual’s case was only recorded once and not duplicated between internal referrals and each time they came to the agency. This form will continue to change as needed to best record information.</p> <p>The data maps the number of incidents reported, including the client’s suburb, their cultural background, the type of violence being experienced, and the types of services they are accessing. This data will help to identify local experiences of FV and will assist our responses to the issue both at an individual level and through broader advocacy.</p>
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# City of Whittlesea



## Summary

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This twelfth report focuses on family violence (FV) incidents reported at Whittlesea Community Connections (WCC) during April to June 2015 (Q4). Included is data collected over a 12 month period from July 1st 2014 to June 30<sup>th</sup> 2015. Data considers clients seen by WCC staff and a FV worker from Salvation Army Crossroads who attends WCC offices one half-day per week. In cases where a client is first seen briefly by a WCC staff member before referral to the FV worker, this client is only recorded once as part of the FV worker stats. Previous quarters have been adjusted to reflect the inclusion of FV worker stats in the total.

### KEY INFORMATION THIS QUARTER

- This quarter, 107 new people presented to WCC for family violence.
- There were 62 working days this quarter. This equates to close to two (1.7) cases presenting at WCC per working day.
- Whittlesea Community Legal Service (69 cases) continues to receive the highest number of incidents, followed by casework (13), emergency relief (10) and family violence worker (8).
- In more than half of all cases (55) this was the first contact with a support agency.
- 48% of the cases (51) had contacted police and 43% (46 cases) had applied for an intervention order.
- A majority of cases (89%, 95) involved multiple forms of abuse. Each client disclosed an average of 3 types of abuse
- 1 in 3 cases reported that children had witnessed the violence (33%, 35).
- Overwhelmingly, perpetrators were recorded to be ex-partners. This quarter 61% of cases involved ex-partners. 32% of cases involved current partners.
- 67% of cases reported that the violence occurred during their relationship.
- 46% of cases (47) involved people who were born outside of Australia.
- Of those born outside of Australia, 76% spoke a language other than English at home.
- 5 cases required interpreters.
- 87% of females identified as victim. 60% of these women identified their ex partner as the perpetrator and 31% their current partner
- 6 men identified as victims and 2 men identified as both victim and perpetrator.
- 4 females identified as perpetrator. 2 of these women identified as both victim and perpetrator.
- The 26-40 age group had the highest representation with half of all incidents (54 cases).
- The majority of people – 77% – live within the City of Whittlesea.
- Epping, Mill Park and Lalor represented the largest proportion of contacts within the Whittlesea LGA at 23%, 17% and 14% respectively.
- Co-occurring factors were present in 49% of cases.
  - Substance abuse was present in 1 in 3 cases (33%);
  - Technology was used to stalk/harass in almost a quarter of all cases (22%).
  - Problem gambling was present in 5 cases (5%).

## SUMMARY SALVATION ARMY CROSSROADS WORKER

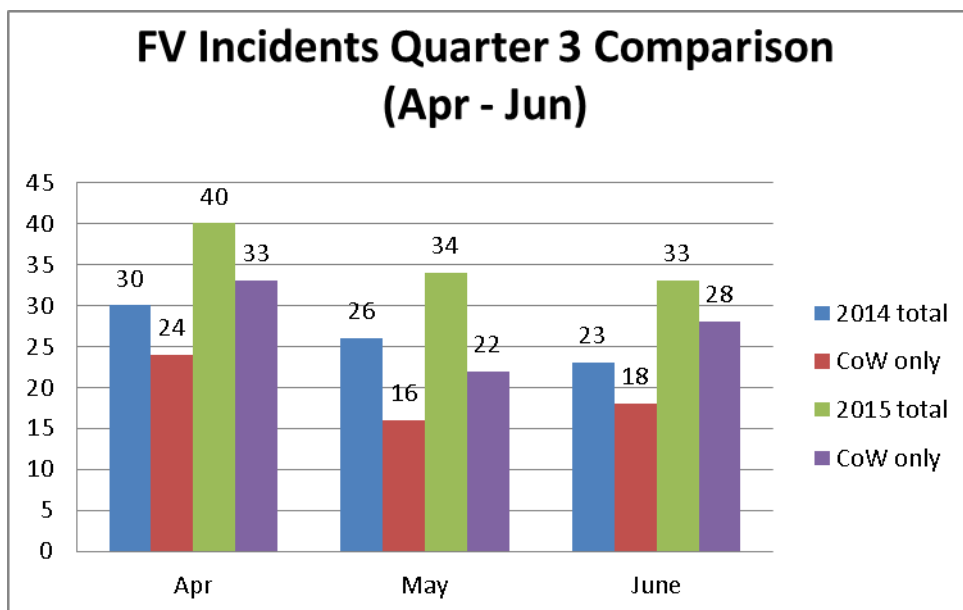
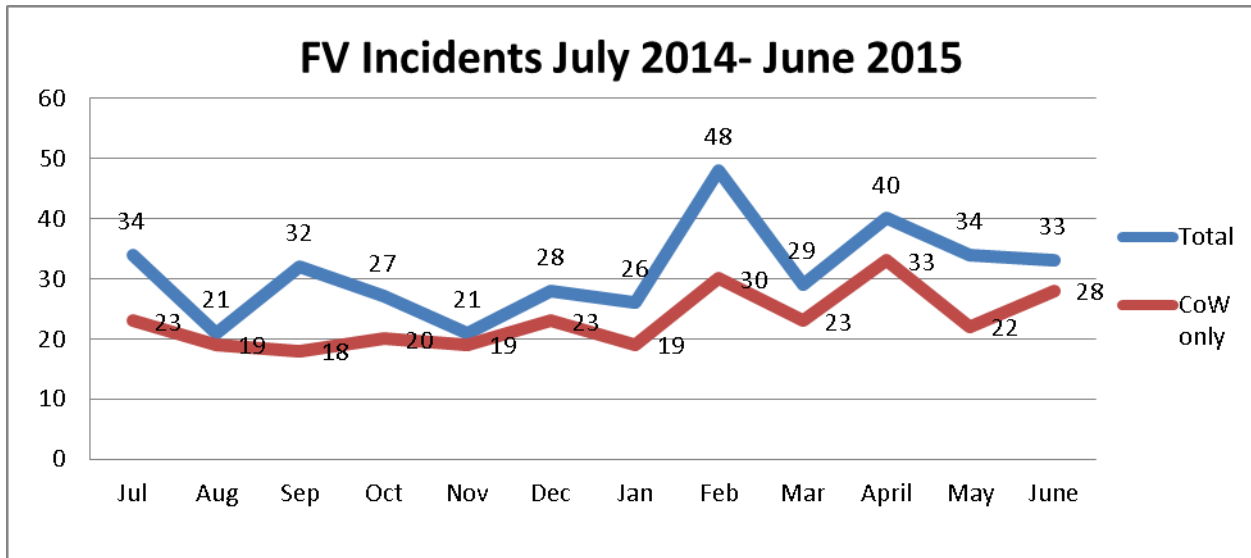
A worker from Salvation Army Crossroads has been providing specialist family violence support at Whittlesea Community Connections (WCC) since November 2013. The worker attends WCC each Tuesday from 9:30am-1:30pm, providing support to clients who are referred through the various programs and projects based at WCC, as well as secondary consult to staff. These include emergency relief/social work case management, legal, and settlement services, as well as through the CALD Communities FV Project community information sessions. Originally attending from 9:30am-12:30pm, the time was extended by an hour following a reflection meeting in March 2014.

<b>FV Outreach worker:</b>	<b>Quarter (April-June 2015)</b>	<b>Year (July 2014-June 2015)</b>
Half-days attended	11	41
Consultations provided	8	29
New clients	7	16
Follow up	1	10
Number of female clients	8	29 (100%)
Number of female clients identifying as victim	8	28 (97%)
Violence still occurring	6	23 (82%)
Clients from outside of Australia	5 (Lebanon, Iran and India)	20 (69%) Including: Iran (52%) Other (5% each)
Interpreters required	1	3
Largest proportion of clients came from	Epping (3) and one each from; Bundoora, Whittlesea, Thomastown and Eltham and there was one non-disclosure	Epping (35%)

There were seven new clients in this quarter and one follow up appointment. In this quarter the FV worker provided multiple secondary consults to WCC staff and had multiple clients referred by other WCC workers who could not attend their scheduled appointments.

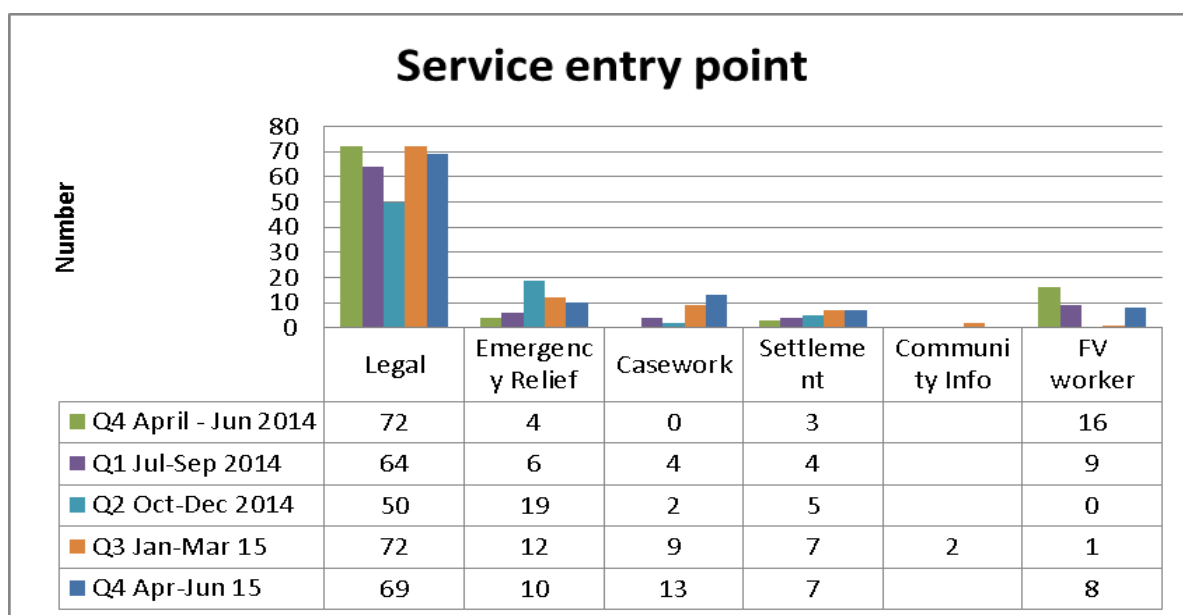
## ABUSE PROFILE

### FV INCIDENTS



- This quarter, 107 new people presented to WCC for family violence. This is an increase of 4 incidents since the last quarter and a 35% increase compared with the equivalent 2014 quarter (79).
- In 2014/2015 (July-June) 373 new people presented to WCC for family violence; more than one per working day. This is an 16% increase from 2013/2014 (July-June) (328).
- This quarter there was an average of 36 clients per month.
- There were 62 working days this quarter. This equates to close to two (1.7) cases presenting at WCC per working day. April had the highest number of reported cases and WCC saw an average of 2 cases per working day.

## SERVICE ENTRY POINT



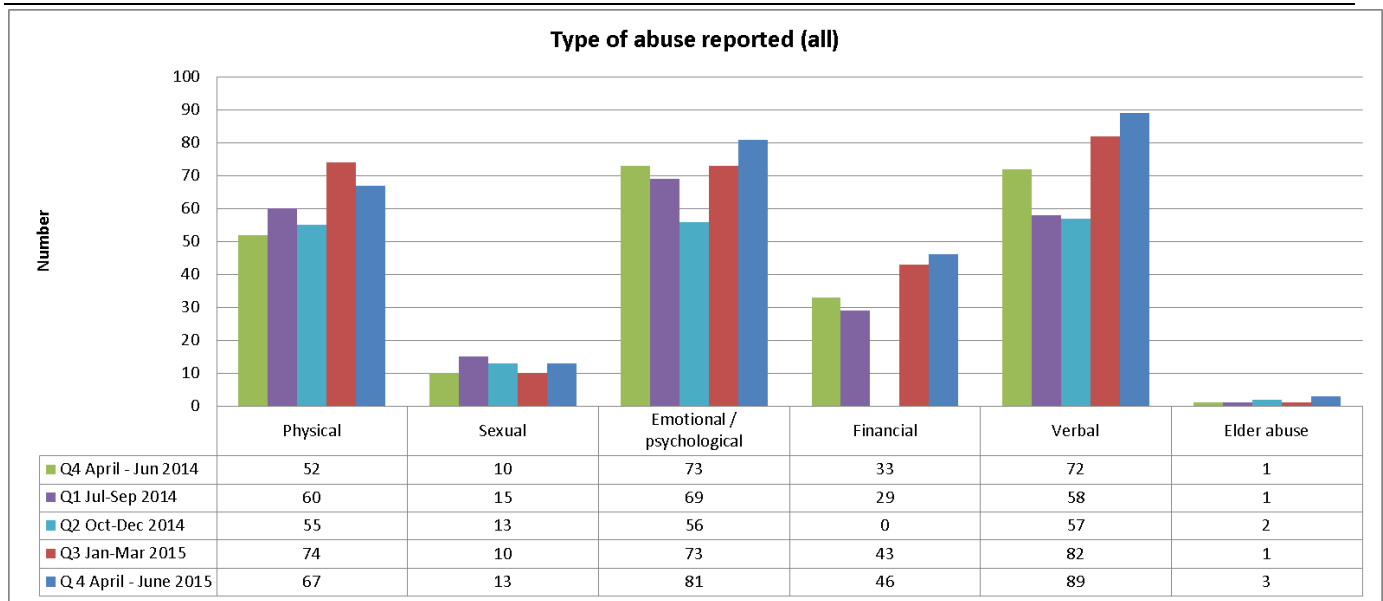
	Apr – Jun 2015	Jan- Mar 2015	Oct- Dec 2014	July- Sep 2014	April – June 2014
	Q4	Q3	Q2	Q1	Q4
<b>Legal</b>	65%	70%	66%	77%	76%
<b>Emergency Relief</b>	9%	12%	25%	7%	4%
<b>Casework</b>	12%	9%	3%	4%	0%
<b>Settlement</b>	7%	6%	7%	4%	3%
<b>FV worker</b>	7%	2%	0%	10%	17%
<b>Community Info</b>	0%	1%	0%	0%	0%

- Whittlesea Community Legal Service (69 cases) continues to receive the highest number of incidents, followed by casework (13), emergency relief (10) and family violence worker (8).
- In more than half of all cases (55) this was the first contact with a support agency, an increase from the previous quarter (47%).
- 84% of clients (90 cases) had experienced repeated incidents of family violence before contacting our service. Of these, half (46 cases) had previously sought support from another service. Our data does not capture which services or when they were contacted, or the reason for moving to our service. We do not also capture if the client has sought FV or other support from WCC before.
- There were 39 self-referrals (35%) and 48 external referrals (46%), compared with 49% self-referrals and 44% external referrals for the previous quarter. This quarter 14% were internally referred, compared with 4 % last quarter, and 4% left blank.
- The 48 external referrals were made up of:

- 19 referrals from Greensborough Family Relationship Centre (where WCC has an outreach lawyer)
  - 4 referrals from Kildonan UnitingCare
  - 3 referrals from Berry Street Northern Family and Domestic Violence Service
  - 2 referrals from Centrelink
  - 2 referrals from Bubup Wilam for Early Learning (where WCC has an outreach social worker)
  - 2 referrals from Court
  - 2 referrals from South-West Northern/Northern Hospital
  - 2 referrals through Darebin CLC
  - 1 referral from Legal Aid
  - 1 referral from Haven Home Safe
  - 1 referral from Victoria Police
  - 1 referral from Relationship Australia
  - 1 referral through our WCFVP Women's Support Groups
  - 1 referral through Safe Steps (formally WDVCS)
  - 1 referral through a private lawyer
  - 1 referral through a Maternal and Child Health Nurse
  - 1 referral through a caseworker
  - 1 referral through MIND Australia
  - 1 referral through Encompass Care
  - 1 left blank
- 90% of self-referrals had experienced multiple incidents of FV, and 68% of self-referrals were approaching a support service for the first time.
- WCC also tracks which agencies we refer clients to. In this quarter referrals were provided for\*:
    - Police (19)
    - Women's Legal Service (9)
    - Legal Aid (6)
    - Greensborough Family Relationship Centre (4)
    - InTouch Multicultural Centre Against Family Violence(4)
    - The Salvation Army Crossroads Family Violence Service (3)
    - Berry Street Northern Family and Domestic Violence Service (3)
    - Private solicitor (2)
    - Other CLC (1)
    - Safe Steps (formerly WDVCS) (1)
    - Centrelink (2)
    - Kildonan Uniting Care (1)
    - Persian Women's Group (1)
    - Relationships Australia (1)
- \*Does not include referrals made to Salvation Army Crossroads FV worker
- Clients were also referred internally:
    - WCC Legal (1)
    - WCC Caseworker (2)



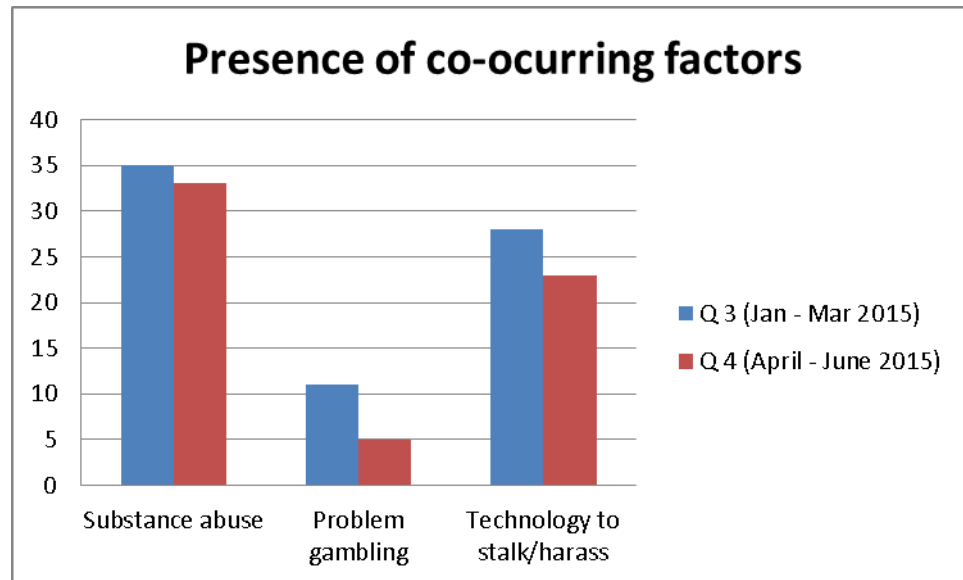
## TYPE OF ABUSE REPORTED



- 89% of cases (95) involved multiple forms of abuse. Each client disclosed an average of 3 types of abuse.
- In two cases the client did not disclose the forms of violence present in the relationship.
- This quarter verbal abuse was present in 89% of cases. Emotional/psychological was present in 81% of cases and physical abuse in 67% of cases. Financial abuse was present in 46% of cases.
- Of the cases involving only a single type of abuse (9%), physical was the most prevalent (60% or 6 cases), followed by verbal (3 cases) and emotional abuse present in 1 case.
- 48% of the cases (51) had contacted police and 43% (46 cases) had applied for an intervention order. Of those that reported to police, 82% (41) sought an intervention order. Intervention orders were sought in 4% of cases (5) without prior police involvement.
- One in three cases reported that children had witnessed the violence (35).

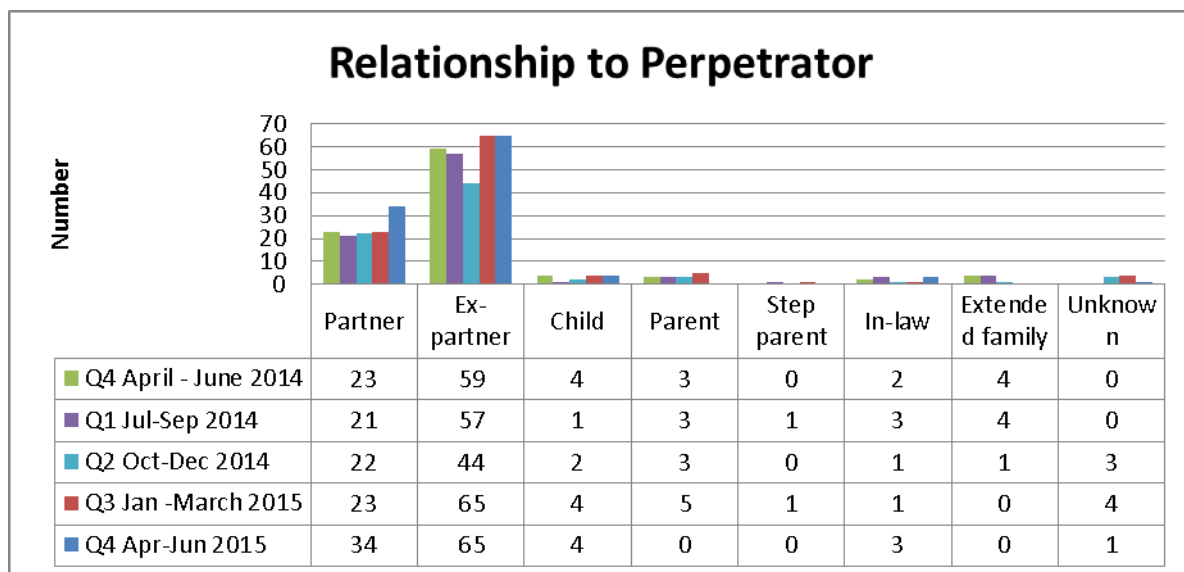
## PREVALENCE OF CO OCCURRING FACTORS

Midway through Q2 (2014), data collection forms were adjusted to include whether substance abuse, problem gambling, and technology used to stalk/harass were disclosed.



- In this quarter co occurring factors were present in 49% of cases.
  - Substance abuse was present in 33 cases (33%), or 1 in 3 cases
  - Problem gambling was present in 5 cases (5%), or 1 in 20 cases
  - Technology was used to stalk/harass in 24 cases (22%), or 1 in 5 cases
- In 10% of cases (10) there were multiple co occurring factors present. In 40% of cases (43) there was one co occurring factor and in 49% of cases (51) there were no co occurring factors.
- Substance abuse was present in eight out of ten cases where there were multiple co-occurring factors.

## RELATIONSHIP OF INDIVIDUAL TO PERPETRATOR



	Apr – June 2015	Jan-March 2015	Oct-Dec 2014	July-Sep 2014	April – June 2014	Jan – Mar 2014
	Q4	Q3	Q2	Q1	Q4	Q3
<b>Ex-partner</b>	<b>61%</b>	63%	58%	63%	62%	58%
<b>Partner</b>	<b>32%</b>	22%	29%	23%	24%	23%
<b>Parent</b>	<b>0%</b>	5%	4%	3%	3%	3%
<b>Child</b>	<b>4%</b>	4%	3%	1%	4%	4%
<b>Extended family</b>	<b>0%</b>	0%	1%	4%	4%	1%
<b>In-law</b>	<b>2%</b>	1%	1%	3%	2%	2%
<b>Step parent</b>	<b>0%</b>	1%	0%	1%	0%	0%
<b>Not specified</b>	<b>1%</b>	4%	4%	0%	0%	9%
<b>Total</b>	<b>100%</b>	100%	100%	100%	100%	100%

- Overwhelmingly, perpetrators were recorded to be ex-partners. This quarter 61% of cases involved ex-partners. 32% of cases involved current partners.
- 67% (78) of cases reported that the violence occurred during their relationship.
- 29% of cases reported the violence was still occurring at the time of contact with WCC.
- 5% reported the violence started after the relationship ended.

## CLIENT PROFILE

### COUNTRY OF BIRTH

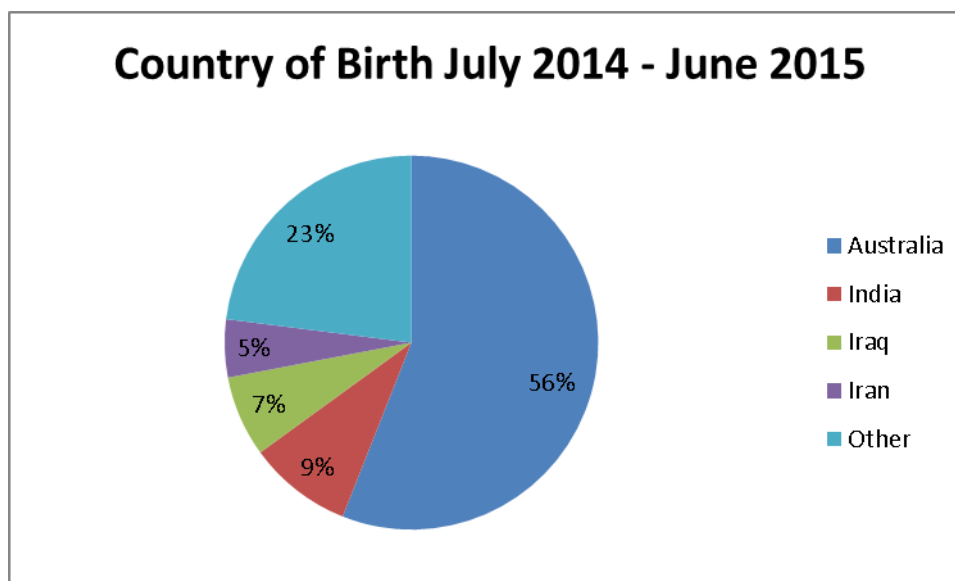
#### Born in Australia

- This quarter 56% of clients presenting to WCC for family violence assistance were born in Australia.
- Midway through this quarter, WCC began collecting data relating to clients who identified as Aboriginal or Torres Strait Islander (ATSI). Of those born in Australia, 5% also identified as ATSI (4).

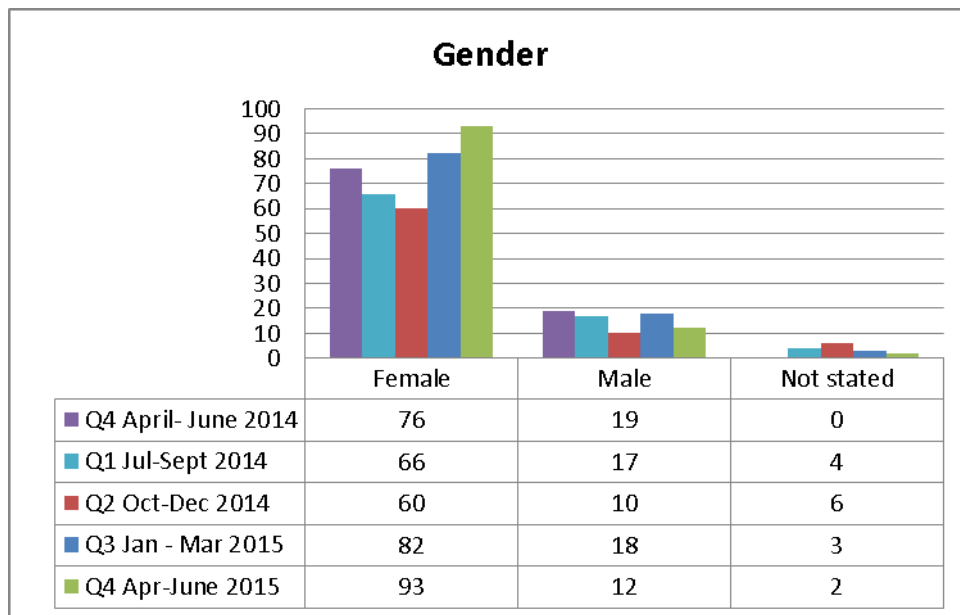
#### Top 5 Countries by Birth

Q4 Apr-Jun 2015	Q3 Jan-Mar 2015	Q2 Oct-Dec 2014	Q1 Jul-Sep 2014
<b>Australia (56%)</b>	<b>Australia (61%)</b>	<b>Australia (71%)</b>	<b>Australia (58%)</b>
India (9%)	Iran, Iraq (4%)	Macedonia (7%)	India, Iran, Iraq, Italy, Lebanon (all 3%)
Iraq (7%)	India (3%)	India (5%)	
Iran (5%)	Macedonia, Lebanon (both 2%)	Iraq, Iran, Turkey (all 3%)	

- 46% of cases (47) involved people who were born outside of Australia.
- Of those born outside of Australia, 76% spoke a language other than English at home.
- In this quarter WCC averaged 12 clients per month who were born outside of Australia and spoke a language other than English at home.
- 5 cases required interpreting.

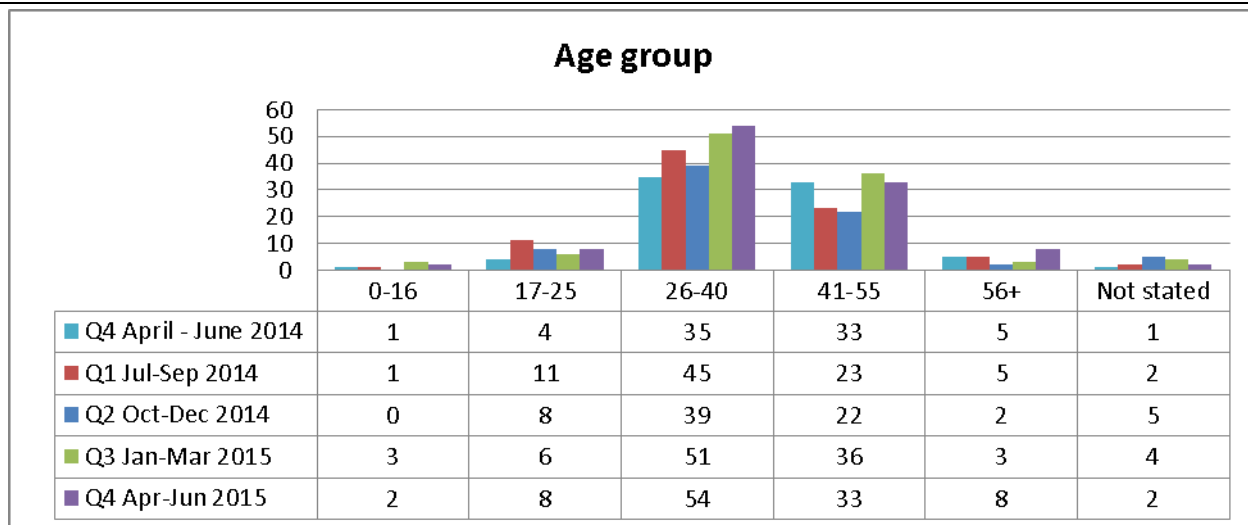


## GENDER



- 87% of females identified as victim. 60% of these women identified their ex partner as the perpetrator and 31% their current partner.
- 6 men identified as victims and 2 men identified as victim and perpetrator.
- Of the men who identified as victim, perpetrators included ex partners and partners.
- 4 females identified as perpetrator. 2 of these women identified as victim and perpetrator.

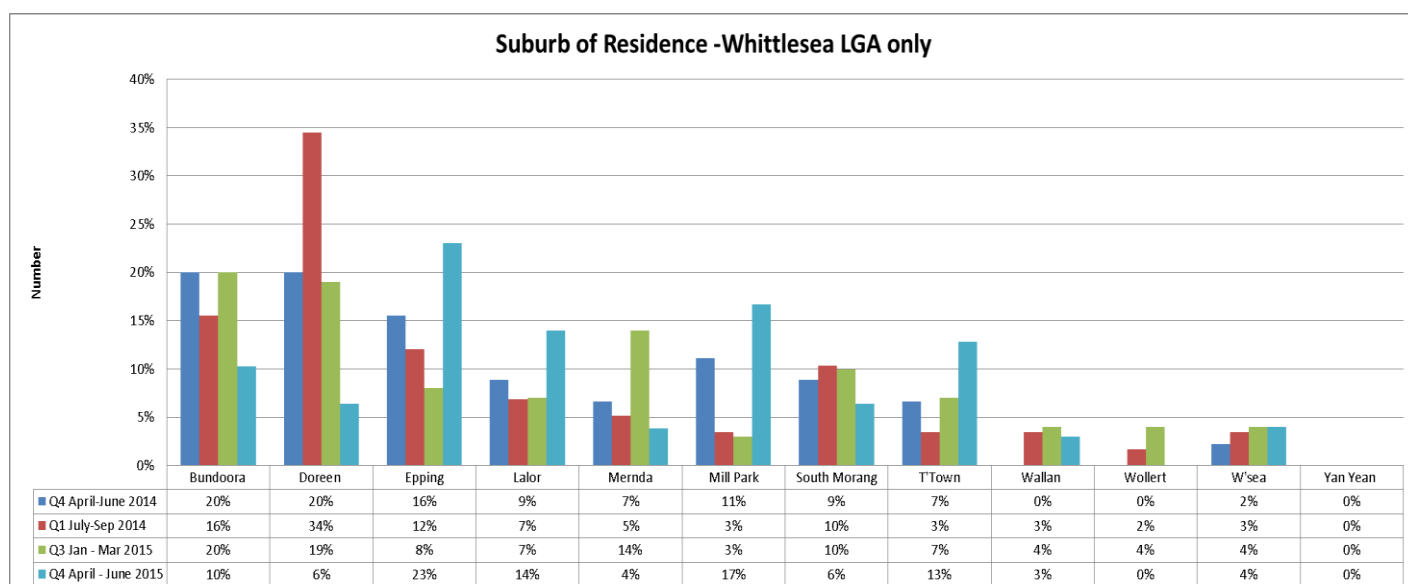
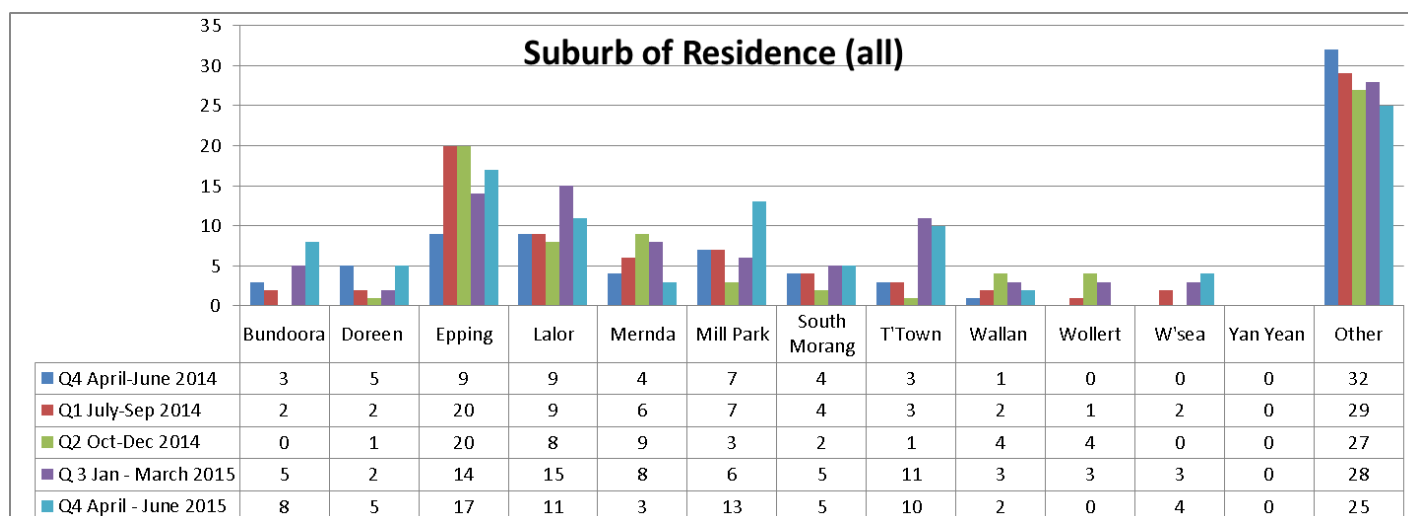
## AGE GROUP



	Apr-June 2015	Jan-Mar 2015	Oct-Dec 2014	Jul-Sep 2014	April - June 2014
	Q4	Q3	Q2	Q1	Q4
<b>0-16</b>	2%	3%	0%	1%	1%
<b>17-25</b>	8%	6%	11%	13%	5%
<b>26-40</b>	52%	49%	51%	52%	44%
<b>41-55</b>	32%	35%	29%	6%	42%
<b>56+</b>	8%	3%	3%	2%	6%
<b>Not stated</b>	2%	4%	7%	0%	1%
<b>Total</b>	<b>100%</b>	100%	100%	100%	100%

- The 26-40 age group had the highest representation with half of all incidents (54 cases).
- 14% of clients had no means of financial support.
- 60% of clients were dependent on a pension or benefit.
- 24% of clients had a wage.
- Information about financial situation was unavailable in 2% of cases.

## SUBURB OF RESIDENCE



- The majority of people – 77% – live within the City of Whittlesea.
- 23% came from outside Whittlesea, including Greensborough, Preston and Reservoir.
- Epping, Mill Park and Lalor represented the largest proportion of contacts within the Whittlesea LGA at 23%, 17% and 14% respectively.
- The suburbs of South Morang, Doreen and Mernda make up approximately 30% of the Whittlesea population. 16% of cases within the Whittlesea LGA were from these areas.
- The suburbs of Lalor, Epping, Epping North, Thomastown and Mill Park make up 56% of the Whittlesea population. 67% of cases were from these areas.

## Discussion:

- This quarter 107 people reported family violence to WCC. This is a slight increase on the last quarter and represents the highest number of family violence incidents reported to WCC since data collection began. April was the busiest month with 40 cases. It also contained the fewest working days due to the Easter long weekend. WCC saw an average of 2 family violence clients per working day during April. May saw the highest number of clients from outside the Whittlesea LGA (12 clients, 36%).
- In the past twelve months the number of people presenting to WCC for family violence support have increased gradually. The legal service has tended to see both the highest number and largest proportion of family violence clients. However, the number of clients seen by the legal service has remained relatively consistent since reporting began (between 65% and 77%) whereas there has been a steady increase in the number of clients accessing family violence support through other agency programs. In the last twelve months clients presenting to the casework team has risen from 0% to 13%, and from 3% to 7% through the settlement team. The emergency relief team saw 4 % of presentations in the equivalent quarter in 2014 and an increase to 25 % in October-December 2014 before reducing to 10% in the current quarter. These patterns indicate clients are increasingly seeking family violence assistance from non-legal workers in the organisation.
- In late May WCC's Social Worker began fortnightly outreach at Bubup Wilam for Early Learning, an Aboriginal Children and Family Centre located in Thomastown. As a result WCC recorded three referrals into our service for family violence from Bubup Wilam. This quarter WCC also began tracking clients who identified as Aboriginal and Torres Strait Islanders (ATSI) and three clients identified as ATSI background (reflecting the referrals from Bubup Wilam). As recording around this demographic did not begin until part way through the quarter it is likely that the numbers will increase in coming reports. WCC will continue to monitor presentations from this group as well as referrals from Bubup Wilam over the coming quarters.
- The family violence contact group this quarter decided to adjust the data collection form to include 'group' in service entry point. This will capture women who have attended one of WCC's groups and sought family violence support and referral within group time. This quarter's data included two clients whose primary entry point into our service had been through a women's group. We will continue to monitor this entry point over coming quarters as well.
- Additionally, 8 clients had previously attended a family violence information session (or been referred by someone who had), delivered as part of the Whittlesea CALD Communities Family Violence Project.
- This quarter we saw an increase in the number of self referrals that had experienced more than one instance of family violence. This quarter 97% of self referrals had experienced multiple instances of family violence compared with 78% in the previous quarter. There was also an increase in the number of self referred clients approaching a service for the first time, an increase from 47 % last quarter to 69% this quarter. The increase in those approaching a service for the first time may relate to the increased awareness of family violence as a social issue and the commencement of the Family Violence Royal Commission.



## **Discussion from previous quarter:**

- This quarter data collection continued around substance abuse, problem-gambling and use of technology to facilitate stalking/harassment. Co occurring factors were present in 41% of cases, with multiple co occurring factors present in 10% of cases. The most common factor – and the factor present in all but two cases where there were multiple co occurring factors – was substance abuse. Technology used to stalk and harass was present in a quarter of cases and problem gambling was present in 5% of cases. We are now able to compare two complete quarters worth of data regarding the presence of co-occurring factors. The data shows consistency in the number of clients in families where substance abuse is present (from 35% to 33%) and where technology is used to stalk or harass (from 23% to 28%). There was a slight decrease in the number of clients who reported problem gambling compared to last quarter (from 12% to 5%). The data suggests that family violence does not occur in a vacuum and providing holistic support and assistance around co occurring factors is required.