

NORTH WEST METROPOLITAN REGION
PRIMARY CARE PARTNERSHIPS

Identifying and Responding to Clients and Staff Experiencing Family Violence – Training for Managers

PARTICIPANTS HANDBOOK



Acknowledgements



The North West Metropolitan Region (NWMR) Primary Care Partnerships (PCPs) acknowledge the support of the Victorian Government.

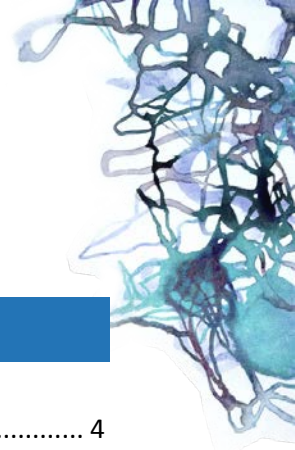
The development of this training was led by Tania McKenna and Ilana Jaffe, Project Coordinators at Inner North West Primary Care Partnership. Refer to www.inwpcp.org.au.

Cover design by Justine Henry.

Inner North West PCP acknowledges the peoples of the Kulin Nation as the Traditional Custodians of the land on which our work in the community takes place. We pay our respects to their culture and their Elders past, present and emerging.

Disclaimer: The information contained in this publication is for general information purposes only. The information was current at the time of publication, but the Inner North West PCP makes no representations or warranties, express or implied, about the completeness, accuracy, reliability, or availability of the information in this publication. Any reliance you place on the information contained within this publication is therefore at your own risk. In no event will Inner North West PCP or its staff members be held responsible or liable for any loss or damages including without limitation, indirect or significant loss or damages of any type whatsoever, suffered by any person as the result of reliance on information contained within this publication.

October 2016



Contents

About the Workshop.....	4
Training Slides	5
Family Violence Quiz.....	17
Power and Control Wheel.....	19
The Lookout Fact Sheet 7 – Statistics	20
Sources:	21
Client Policy Template	22
Staff Policy Template	23
References and Resources	24
Notes.....	25

About the Workshop



This training has been developed for managers of health and community agencies, to provide them with the skills and knowledge required to:

- Support their staff to identify and respond to women and children experiencing family violence
- Provide appropriate support and responses to staff who are experiencing family violence.

Core components of the training include:

- Definition, indicators and appropriate responses for women and children experiencing family violence
- Key policy principles from the Client Policy Template
- Key policy principles from the Staff Policy Template
- Opportunity for participants from different organisations to discuss implementation of the policy templates within the context of their organisation.

Learning outcomes of the training include:

- Managers have a clear understanding of the gendered nature of family violence and the dynamics of power and control that perpetuate family violence
- Managers are aware of family violence indicators, the difficulties that staff might experience in asking clients about family violence and strategies to support staff to do this
- Managers have a strong knowledge of the family violence sector and appropriate referral pathways
- Managers are able to support staff in safety planning for clients experiencing family violence
- Managers understand how to support staff personally experiencing family violence
- Managers are familiar with the client and workplace policy documents and implementation processes.

Training Slides

Identifying and Responding to Family Violence Project

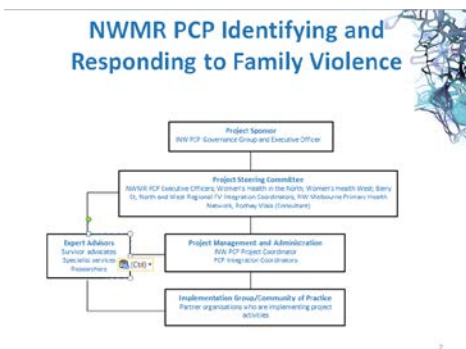
Western Region
Management Training

Inner North West
Health Unit Partnership

HealthWest
Partnership

NEPCP
North East Partnership Community

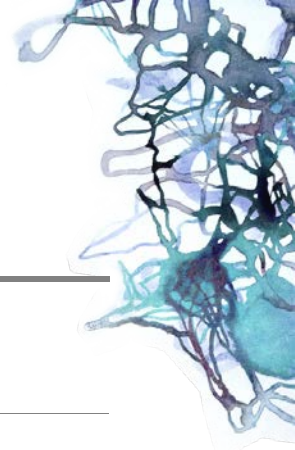
Home Whittlesea
Whittlesea Local Government



Training outline

- ❖ Setting the scene
- ❖ Defining and understanding family violence
- ❖ Identifying clients experiencing family violence
- ❖ Responding to clients experiencing family violence
- ❖ Supporting staff experiencing family violence
- ❖ Service coordination and change management
- ❖ Making it work!

Training Slides continued



Group agreements

- ❖ Safety in the training room for you
- ❖ Confidentiality in the training room for your clients and staff
- ❖ No-one knows everything – together we know a lot!
- ❖ Be aware of time
- ❖ Explore the learning space

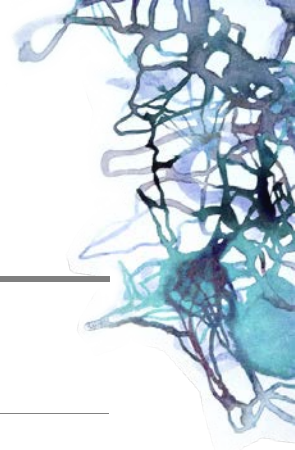
Setting the scene

- ❖ Family Violence Quiz (Handout A)
- ❖ Stories from women who have experienced family violence <http://www.tafe.swinburne.edu.au/CRAF/dvd.htm?>
 - a) What was common about their experiences?
 - b) What stood out in their stories?

Power and Control Wheel

<https://www.youtube.com/watch?v=r9dZ0gr78eE>

Training Slides continued



Defining family violence


The Family Violence Protection Act 2008 defines family violence as:

- a) Behaviour by a person towards a family member of that person if that behaviour is
 - i. physically or sexually abusive
 - ii. emotionally or psychologically abusive
 - iii. is economically abusive
 - iv. is threatening;
 - v. is coercive; or
 - vi. in any other way controls or dominates the family member and causes that family member to feel fear for the safety or well-being of that family member or another person, or...

7

Defining family violence

- b) Behaviour by a person that causes a child to hear or witness or otherwise be exposed to the effects of behaviour referred to in paragraph a.




8

Impacts on children

More than half of the women who experienced violence had children in their care when the violence occurred

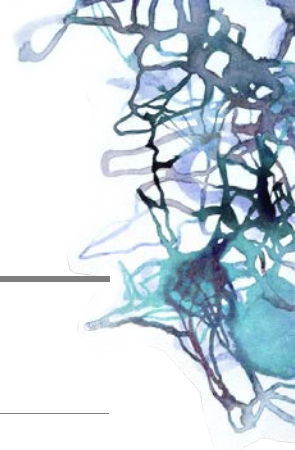
Exposure to family violence includes:

- ❖ Overhearing threats of physical abuse
- ❖ Seeing or hearing an assault or emotional abuse
- ❖ Comforting a parent who has been abused
- ❖ Cleaning up or observing property damage
- ❖ Being present when police attend a FV incident
- ❖ Experiencing the impacts of family violence including homelessness, poverty, death of a companion pet, and impact on schooling and social activities.



9

Training Slides continued



Great expectations



10

Client Policy Template

Provides guidance to staff regarding:

- ❖ Identifying family violence
- ❖ Responding to family violence
- ❖ Safety Planning
- ❖ Referrals
- ❖ Secondary consultation
- ❖ Documentation
- ❖ Self Care

11

Family violence indicators

At risk groups:

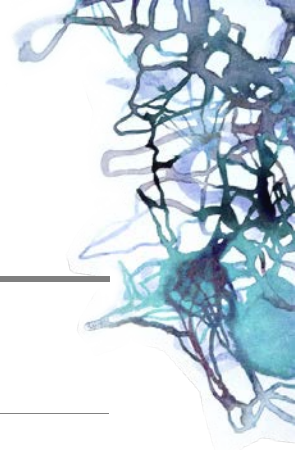
- ❖ Pregnancy and new birth
- ❖ Aboriginal women
- ❖ Women with disabilities

Physical/Psychological:

- ❖ Injuries, pain
- ❖ Anxiety/depression
- ❖ Recently separated
- ❖ Cancellations
- ❖ Difficulty making decisions
- ❖ Guarded
- ❖ Fearful
- ❖ Partner checking up/always present

12

Training Slides continued



Family violence indicators in children

Physical:	Psychological/behavioural:
<ul style="list-style-type: none">❖ Difficulty eating/sleeping❖ Slow weight gain (infants)❖ Chronic physical complaints❖ Eating Disorders	<ul style="list-style-type: none">❖ Aggressive behaviour/language❖ Depression/anxiety/suicide attempts❖ Regressive behaviour in toddlers❖ Delayed language development❖ Psychosomatic illnesses❖ Bedwetting❖ Acting out i.e. cruelty to animals❖ Exhibiting sexually abusive behaviour

13

Identifying family violence Screening VS Responding to indicators

High Risk Populations:

- Pregnant/postnatal Women
- Women presenting with Mental Health Issues
- Women presenting with Drug and Alcohol Issues

➔


Screen for Family Violence on intake if safe to do so

Client accesses mainstream services ➔ Staff members observe Family Violence indicators ➔ Staff member asks the client about family violence when it is safe to do so

Fear Factor!

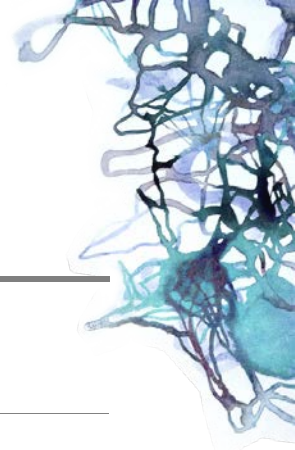
Imagine yourself in the role of a staff member – what concerns or fears might you have about asking a client whether they are experiencing family violence?

How can we support our staff to ask **direct questions** about family violence?



14

Training Slides continued



Addressing staff fears by implementing policies and procedures:

- ❖ A quiet private space is available for client interviews
- ❖ Opportunities to speak to the client without the partner/family member present
- ❖ Not using a family member as an interpreter
- ❖ Up to date resources and information readily available
- ❖ Flexibility regarding the length of time allowed for client appointments
- ❖ Processes and procedures in place to ensure staff safety during home visits and outreach support
- ❖ Clear procedures regarding reporting to Child Protection
- ❖ Debriefing and support to staff following a client FV disclosure
- ❖ Staff appropriately trained to respond to disclosures
- ❖ Referral pathways promoted to staff

16

Practice makes perfect

Are you fearful about the safety of yourself or your kids?

Has your partner ever hit you or hurt you?

Do you think the kids might be scared of their father?

I notice you're looking quite anxious today - is anyone in your home or family causing you to feel stressed and fearful?

Family violence is an issue for a lot of people, and part of our role is to check in with women to see if this is an issue for them, so if they want support we can assist them. Is it ok if I ask you some questions?

Violence is very common in the home. I ask a lot of my clients about abuse because no one should have to live in fear.

Are you feeling safe at home?

It's quite common that women who are pregnant experience violence from their partners - has this been happening to you?

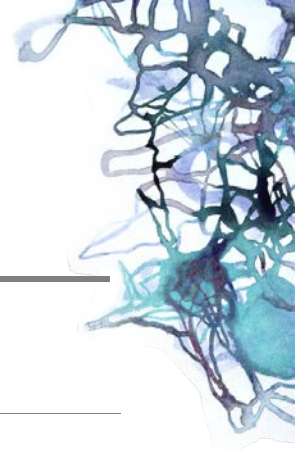
17

Responding to disclosures

Helpful	Unhelpful
<i>I know this must be difficult for you to talk about but I'm worried about your safety and want to support you any way I can</i>	<i>What made him hit you?</i>
<i>You and your kids deserve to be safe</i>	<i>If you really care about your children then you'll leave him</i>
<i>Yes perhaps he is stressed, but it is still his choice to use violence</i>	<i>So he just snapped? It sounds like he has some anger management issues</i>
<i>My role is to give you information and support that will help you to keep safe. Would you like to talk about next steps?</i>	<i>He really needs to address his drinking/drug taking behaviour</i>
<i>Whatever you choose to do, we are here to support you</i>	<i>It seems like he loves you a lot and is experiencing some jealousy</i>
	<i>There's not much we can do to help while you stay in this relationship</i>

18

Training Slides continued



Safety Planning

Key Principles:

- ❖ Ask about what strategies have been used to keep herself and her children safe in the past
- ❖ Always incorporate children into Mum's safety plan
- ❖ If you have training to engage with children - support the child to identify their own safety plan as appropriate or refer to a specialist children's support worker
- ❖ Refer to a FV specialist or a children's support worker for comprehensive safety planning

19

Safety planning - tips

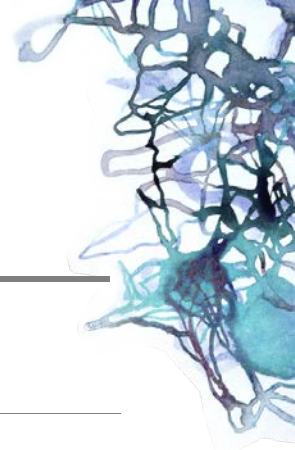
- ❖ Identify a safe room in the house
- ❖ Keep your mobile phone on at all times – switch off GPS
- ❖ Take photos and certify important documents and give to worker/support person
- ❖ Keep spare keys/case in a secret spot
- ❖ Reverse your car into the driveway so that it is easy to leave
- ❖ Choose a code word you can use with a friend to signal that help is needed
- ❖ Keep trusted friends informed about what is going on

20

Safety planning- Violence escalation

21

Training Slides continued



Referrals



- Police
- 1800 Respect
- Safe Steps
- Family Violence Outreach Services (WHW)
- Aboriginal Family Violence Prevention and Legal Service
- Intouch Multicultural Centre against Family Violence
- Seniors Rights Victoria
- Legal Services – CLC's, Women's Legal Service
- Child First/Child Protection

23

Secondary consultations

Internal Consultations - Which programs/staff have the skills to support staff responding to a family violence disclosure

External Consultations - External consultations recognise the limitations of the health worker role and the expertise of specialists family violence services in risk assessment

- ❖ Women's Health West
- ❖ Berry Street Safe Steps
- ❖ 1800 RESPECT (National)

25

Documentation

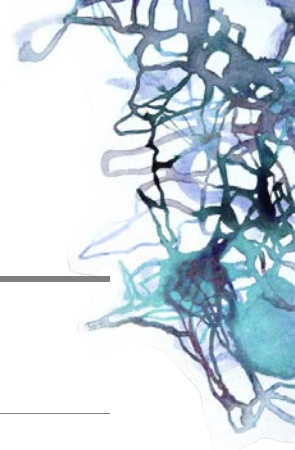
A Coroner's Court inquest into a family violence homicide will investigate which professionals were involved with the deceased person and what preventative actions were taken

Documentation should include:

- ❖ Date, details of worker, details of the client
- ❖ Indicators and details of the family violence disclosure
- ❖ Observations
- ❖ Actions (inc. safety strategies, referral and secondary consultations)
- ❖ Follow up

26

Training Slides continued



Care for Self

- ❖ Responding to family violence can be stressful and overwhelming
- ❖ It is important that staff involved in responding to family violence disclosures are offered debriefing, support, further training, access to EAP and external supervision (when required)

26

Workplace Policy Template.

The purpose of the Workplace Policy Template is to:

- ❖ Create a supportive environment that will encourage staff experiencing family violence to seek help and support
- ❖ Ensure all disclosures are treated confidentially and seriously
- ❖ Provide appropriate support and assistance to employees who are experiencing family violence

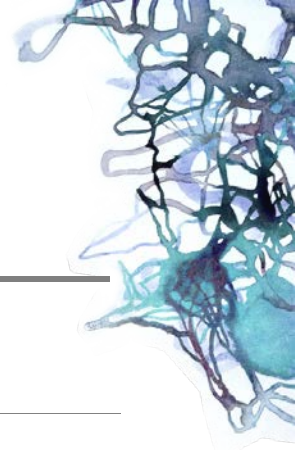
27

Components of a Workplace FV Policy

- ❖ Delegation of responsibility for staff disclosures
- ❖ Provisions for family violence leave
- ❖ Processes for protecting employees confidentiality
- ❖ Supporting work performance
- ❖ Implementation of a Workplace Safety Plan

28

Training Slides continued



Policy development considerations:

Who will be the designated person for staff to raise family violence issues?

- ❖ HR
- ❖ Senior Management
- ❖ Team Leader
- ❖ CEO
- ❖ Trained family violence support/contact officer

29

Policy development considerations:

What will your family violence leave provisions look like?

- ❖ Who can apply for family violence leave?
- ❖ How much leave will be provided?
- ❖ For what purpose will leave be allowed?
- ❖ What will be the application and approval process?

30

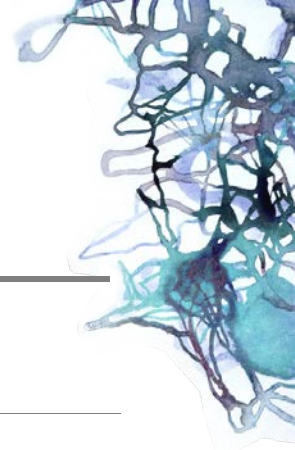
Policy development considerations:

How will confidentiality be maintained for staff experiencing family violence?

- ❖ Family violence issues should always be discussed in a safe and confidential place
- ❖ No information about family violence incidents should be kept on an employee's personal file without their express permission
- ❖ Family violence leave can be recorded as 'personal leave/special leave'

31

Training Slides continued



Supporting work performance

Staff experiencing family violence may exhibit performance issues directly related to the family violence such as:

- ❖ Absenteeism
- ❖ Work interruptions
- ❖ Trouble concentrating
- ❖ Physical or mental health issues

No employee should be penalised or disciplined for being a victim of family violence.

32

Workplace Safety Plan

- ❖ Changes to work schedule, including space, pattern of hours or work location
- ❖ Changes to electronic payroll transfers or benefits
- ❖ Possible changes to job duties
- ❖ Changes to telephone responses or email to avoid harassing contact
- ❖ Review of parking/transport arrangements
- ❖ Permission to carry a mobile phone
- ❖ Intervention order on file with the employees permission
- ❖ Flexible work arrangements

33

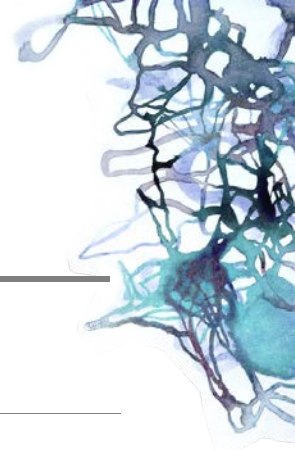
Making it work...

Choose one of the following:

1. Identifying and responding to women and children experiencing family violence
2. Responding to staff disclosures of family violence
 - a) What are the challenges in developing and implementing this policy in relation to either 1 or 2
 - b) What strategies can address these challenges

46

Training Slides continued



Further sources of information

www.dvrcv.org.au 

www.thelookout.org.au 

www.safesteps.org.au 

Further sources of information


<http://ntv.org.au/> 

<https://www.1800respect.org.au> 

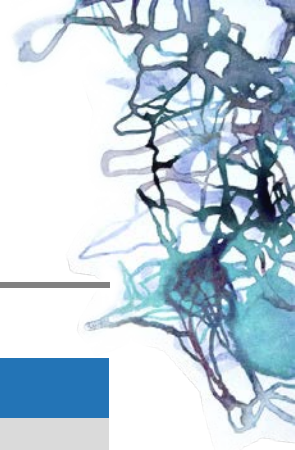
<http://www.berrystreet.org.au> 

Reflections

- ❖ What changes will you recommend to your workplace following today's training?



Family Violence Quiz



1. Who was announced the Australian of the Year in 2015?

- a) Adam Goodes
- b) Rosie Batty
- c) David Morrison

2. In 2015 how many women in Australia were killed by a family member?

- a) 56
- b) 43
- c) 68

3. What percentages of people seeking support from specialist homeless services are escaping family violence?

- a) One in three
- b) One in five
- c) One in ten

4. Which of the following statements is true?

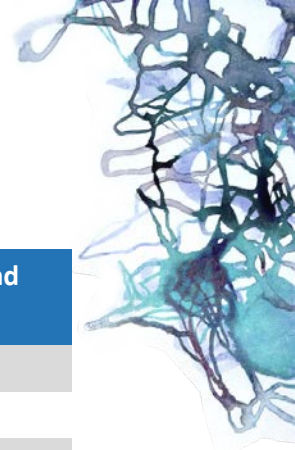
- a) A woman is most at risk of experiencing violence when walking alone late at night
- b) Men are most likely to experience violence that is perpetrated by a male stranger
- c) Men are most at risk of experiencing violence when fighting with their partner within the home

5. A woman is most at risk of being killed by her partner:

- a) When she fights back
- b) When she attempts to leave the relationship
- c) When her partner has a mental health condition

6. What proportions of Australians believe that violence against women can be justified?

- a) 31%
- b) 4%
- c) 20%



7. What are the rates of hospitalisation for family violence assaults for Aboriginal and Torres Strait Islander women in comparison to non-Aboriginal women?

- a) 10 times
- b) 26 times
- c) 35 times

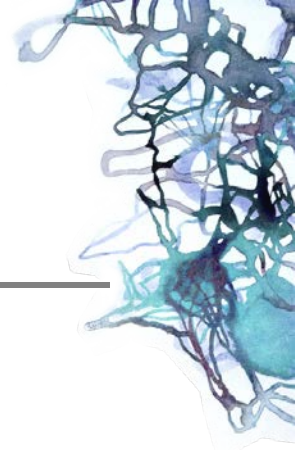
8. What proportion of Australian women who had ever experienced family violence, experienced family violence for the first time when they were pregnant?

- a) 17%
- b) 5%
- c) 12%

9. How many recommendations were contained within the Victorian Royal Commission into Family Violence Report?

- a) 227
- b) 105
- c) 144

Power and Control Wheel



DOMESTIC ABUSE INTERVENTION PROJECT

202 East Superior Street
Duluth, Minnesota 55802
218-722-2781
www.duluth-model.org



Your place for family violence information

Fact Sheet 7 - Statistics

There are high rates of family and domestic violence in Australia. Most cases involve men abusing their female partners.

- > More than one in three Australian women (34%) who have had an intimate partner have experienced violence from a partner or ex-partner.
- > More than one in 10 women (12%) who have ever had a boyfriend or husband have experienced sexual violence from a partner in their lifetime. Between 5 and 7% have been forced into sexual intercourse, and a further 3-4% have experienced attempted forced intercourse. (Mouzos & Makkai, 2004)

In Victoria

- > The number of family incident reports submitted by police rose 23.4% between 2010-11 and 2011-12, from 40,839 to 50,382. (Victoria Police 2011-12)
- > There was an increase of 72.8% in reports of family violence incidents to Victoria Police between 2004 and 2012. (Sentencing Advisory Council, 2013)

Family and domestic violence and homicide

- > A woman is killed in Australia almost every week by a partner or ex-partner. (Mouzos & Makkai, 2004)
- > Intimate partner homicides account for one-fifth of all homicides in Australia. Of these, four out of five involve a man killing his female partner.
- > In 2005-06, 59 women were killed by their male partners or ex-partners.
- > Typically, women are killed in the context of a history of domestic violence. (Davies & Mouzos, 2007)

Some groups of women are particularly vulnerable to family and domestic violence

The Australian component of the International Violence Against Women Survey found that:

- > 20% of Indigenous women experienced physical violence in the last 12 months, compared to 7% of non-Indigenous women.
- > Three times as many Indigenous women as non-Indigenous women experienced an incident of sexual violence in the last 12 months (12% versus 4%). (Mouzos & Makkai, 2004)
- > Despite representing just over 2% of the total Australian population, Indigenous women accounted for 15% of homicide victims in Australia in 2002-03. (Mouzos & Segrave, 2004)

Women with disabilities are also more likely to experience violence from a partner, family member and/or carer than those without a disability.

- > Compared to women and girls without disability, women and girls with disability experience violence at significantly higher rates, more frequently and for longer, in more ways and by more perpetrators. (Frohman, 2010)
- > Women with disability were 37.3% more likely than women without disability to report experiencing some form of intimate partner violence. (National Council to Reduce Violence Against Women and Their Children, 2009)
- > 9.7% of women with disability reported a history of unwanted sex compared to 8.2% of women without disability. (National Council to Reduce Violence Against Women and their Children, 2009)

Family and domestic violence is extremely costly

- > Intimate partner violence is responsible for more ill-health and premature death in Victorian women under the age of 45 than of

any other well-known risk factors, including high blood pressure, obesity and smoking. 59% of the health impact experience by women is anxiety and depression. (Vic Health, 2004)

- > Violence against women and their children cost the Australian economy \$13.6 billion in 2009 (\$3.4 billion for the state of Victoria). With no reduction in current rates, it will cost the Australian economy an estimated \$15.6 billion by 2021-22. (National Council to Reduce Violence Against Women and Their Children, 2009)

Gender and domestic and family violence

The vast majority of perpetrators of all violence are men. Around 80% of all violent assaults (including sexual assaults) are carried out by men against other men and women. (Personal Safety Survey Australia, Australian Bureau of Statistics, 2006)

However unlike women, who are most likely to be assaulted by a partner or former partner, male victims are most likely to be assaulted by men they don't know (74%) and most assaults are single incidents in public places, such as in a pub or on the street. (Personal Safety Survey Australia, Australian Bureau of Statistics, 2006)

Of all the violence men experience, very little is domestic or family violence. Only 4% of men experience violence from a partner, while a third of all women are assaulted by a partner during their lifetime. (Measuring the Extent of Domestic Violence, A. Ferrante, F. Morgan, D. Indermaur and R. Harding, 1996)

Children and domestic and family violence

The Australian Bureau of Statistics' Personal Safety Survey (2005) found that, of all women who had experienced partner violence since the age of 15 years and had children in their care during the relationship:

- > 59% reported that the violence had been witnessed by children.
- > 37% reported that the violence had not been witnessed by children.
- > 4% reported that they did not know whether the violence had been witnessed by children in their care.

(When considering this data, it is important to remember that, according to Victoria's Family Violence Protection Act 2008, the definition of family violence includes the exposure of children to the effects of the abusive behaviour, as well as them witnessing the abuse.)

The Australian component of the International Violence Against Women Survey found that, of women who had experienced partner violence and had children living with them at the time, 36% reported that their children had witnessed a domestic violence incident. (Mouzos & Makkai, 2004)

Victoria Police crime statistics for 2011-2012 show that children are present in a little over a third of family violence cases reported to the police.

Note: Most data on family and domestic violence in Australia comes from two major surveys:

- > The Personal Safety Survey Australia, conducted by the Australian Bureau of Statistics – a national survey of 16,400 adults aged 18 and over. (ABS, 2006)
- > The Australian component of the International Violence Against Women Survey, conducted by the Australian Institute of Criminology – a national survey of 6,677 women in Australia aged 18-69. (Mouzos & Makkai, 2004)

Sources:

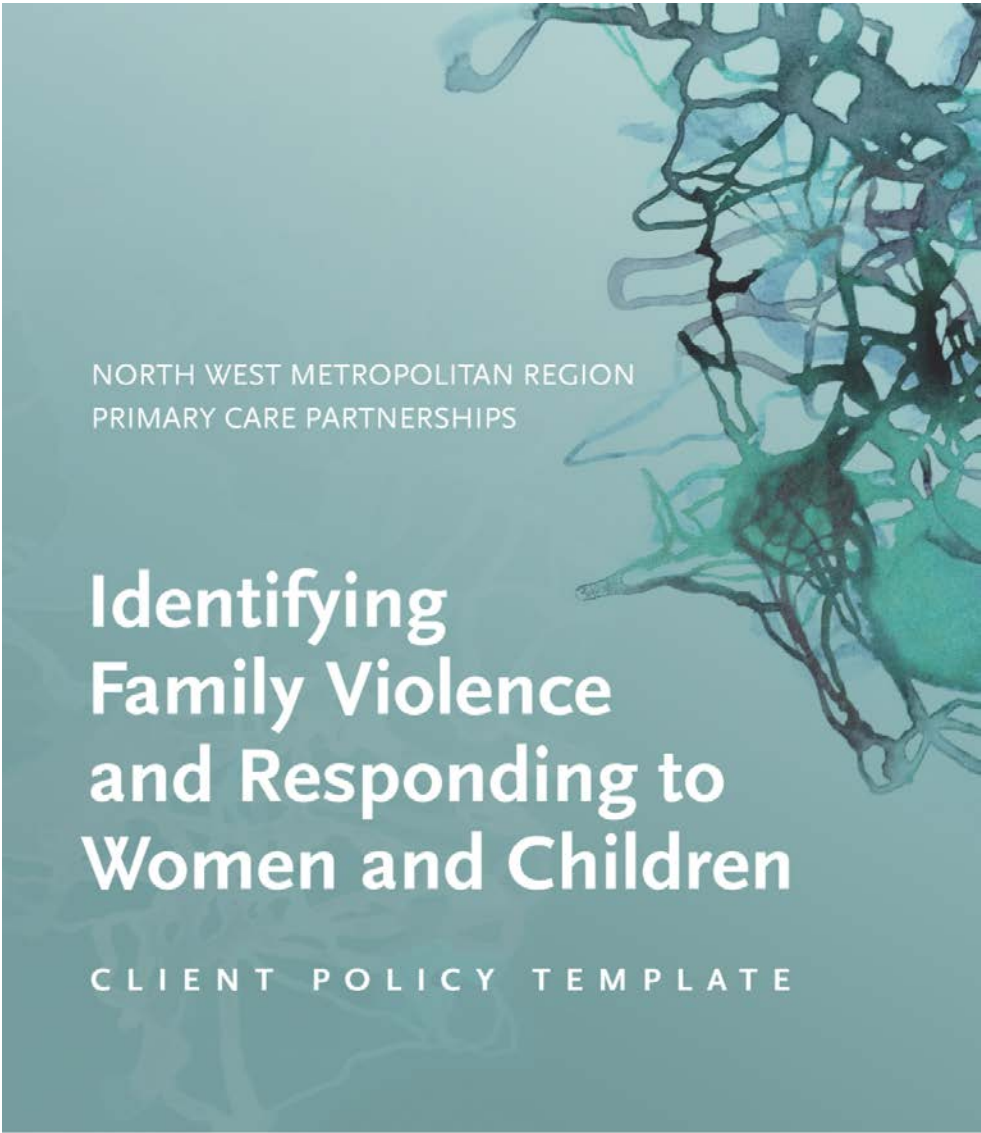
- The Australian component of the International Violence Against Women Survey, conducted by the Australian Institute of Criminology. (Mouzos & Makkai, 2004)
- The Personal Safety Survey Australia, conducted by the Australian Bureau of Statistics. (ABS, 2006)
- Family Violence Intervention Orders and Safety Notices: Sentencing for Contravention, Sentencing Advisory Council of Victoria, 2013.
- The Health Costs of Violence: Measuring the Burden of Disease Caused by Intimate Partner Violence, Vic Health, 2004.
- Women With Disabilities and the Human Right to Health, Carolyn Frohmader, May 2010.
- Plan for Australia to Reduce Violence Against Women and their Children, National Council to Reduce Violence against Women and Their Children, 2009.
- In Australia: 2005-06 National Homicide Monitoring Program Annual Report, Davies & Mouzos, 2007.
- Economic Cost of Violence Against Women and their Children, National Council to Reduce Violence Against Women and Their Children, 2009.

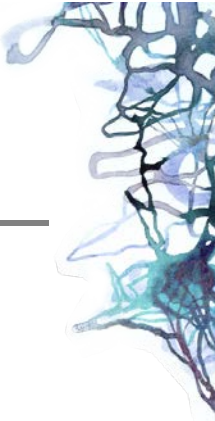


Client Policy Template

Available at:

<http://inwpcp.org.au/current-activities/early-intervention-and-integrated-care/identifying-and-responding-to-family-violence/>

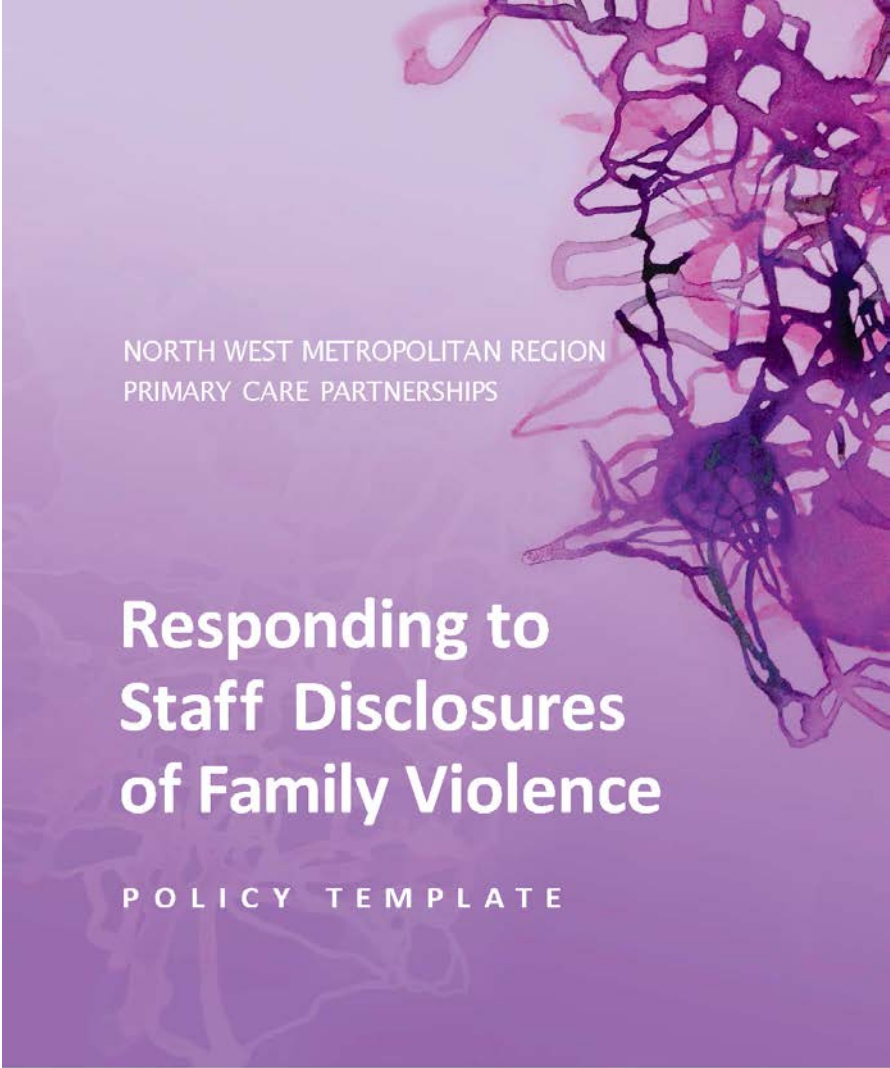




Workplace Policy Template

Available at:

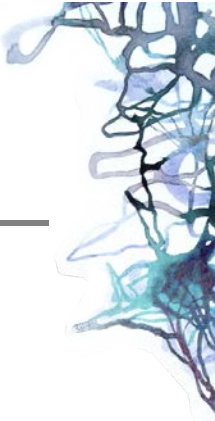
<http://inwpcp.org.au/current-activities/early-intervention-and-integrated-care/identifying-and-responding-to-family-violence/>



References and Resources



- Morgan, A & Chadwick, H 2009, Key issues in domestic violence, Australian Institute of Criminology, Summary Paper No. 7, Canberra, available at <http://www.aic.gov.au/documents/5/6/E/%7B56E09295-AF88-4998-A083-B7CCD925B540%7Drip07_001.pdf>.
- Better Health Channel 2011, Domestic violence – why men abuse women, Author, Melbourne, available at <www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Domestic_violence_why_men_abuse_women>.
- Flood, M 2012, *He hits, she hits: Assessing debates regarding men's and women's experience of domestic violence*, Queensland Centre for Domestic and Family Violence Research, Seminar video, Mackay, Qld, available at <www.noviolence.com.au/seminarvideos.html>.
- VicHealth 2011, *Preventing violence against women in Australia research summary*, Victorian Health Promotion Foundation, Carlton, Vic, available at <<http://www.vichealth.vic.gov.au/Publications/Freedom-from-violence/Violence-against-women-in-Australia-research-summary.aspx>>.
- VicHealth 2007, Preventing violence before it occurs: A framework and background paper to guide the primary prevention of violence against women in Victoria, Victorian Health Promotion Foundation, Carlton, Vic, available at <www.vichealth.vic.gov.au>.
- Victorian Department of Human Services 2012, *Family Violence Risk Assessment and Risk Management Framework and Practice Guides 1-3*, available at <www.dhs.vic.gov.au/for-individuals/women>.
- Victorian Department of Justice 2012, Victorian Family Violence Database Volume 5: Eleven Year Trend Analysis (1999-2010), Key Findings, available at <www.justice.vic.gov.au>.
- Destroy the Joint, (2016), Counting Dead Women initiative, available at <www.nfaw.org/destroy-the-joint/>.
- Mouzos, J. and Makkai, T., (2004), Findings from the Australian Component of the International Violence Against Women Survey, Canberra, Australia: Institute of Criminology.
- NSW Domestic Violence Death Review Team, (2015), Annual Report, Sydney: Department of Justice NSW.
- Our Watch, (2014), Reporting on Family Violence in Aboriginal and Torres Strait Islander Communities, available at <[https://www.google.com.au/search?q=Our+Watch+\(2014\)+%E2%80%98Reporting+on+Family+Violence+in+Aboriginal+and+Torres+Strait+Islander+Communities%E2%80%99&sourceid=ie7&rls=com.microsoft:en-AU:IE-Address&ie=&oe=&gws_rd=ssl#>](https://www.google.com.au/search?q=Our+Watch+(2014)+%E2%80%98Reporting+on+Family+Violence+in+Aboriginal+and+Torres+Strait+Islander+Communities%E2%80%99&sourceid=ie7&rls=com.microsoft:en-AU:IE-Address&ie=&oe=&gws_rd=ssl#>)>.
- Statistics, A. B. S., (2012), Personal Safety Survey, available at <<http://www.abs.gov.au/ausstats/abs@.nsf/mf/4906.0>>.
- State of Victoria, 2014 - 2016. Royal Commission into Family Violence: Summary and recommendations, Melbourne, Victoria: Parl Paper No 132.
- VicHealth, (2013), Australian's attitudes towards violence against women, available at <<https://www.vichealth.vic.gov.au/media-and-resources/publications/2013-national-community-attitudes-towards-violence-against-women-survey>>.
- Welfare, A. I. O. H. A., (2014), Specialist Homelessness Services, available at <<http://www.aihw.gov.au/homelessness/specialist-homelessness-services-2014-15/>>.



Notes
