



Family violence and  
Remote legal service delivery  
Eastern Community Legal Centre

# Acknowledgement of Country

(ECLC) acknowledges the Wurundjeri peoples of the Kulin Nation, the Traditional Owners of the land on which the Centre community lives and works and pays deep respect to Elders past, present and emerging. ECLC also acknowledges those Aboriginal and Torres Strait Islander peoples, including Elders, who came to live on Wurundjeri land as a result of dispossession from their homelands and in more recent times through choice.

ECLC deeply appreciates and celebrates the people, stories, traditions, culture and strength of Aboriginal and Torres Strait Islander peoples and is honoured when they work together with the Centre.

ECLC recognises that colonisation is the significant cause of disadvantage experienced by Aboriginal peoples, and that justice cannot be realised without ensuring the human rights of all Aboriginal peoples.\*

\* ECLC acknowledges Oonah as the basis for key elements of this statement, used with permission.



# Introduction

## Eastern Community Legal Centre (ECLC)

ECLC is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne's East.

Around 70% of the clients accessing ECLC disclose family violence.



# ECLC and Family Violence

The Centre's family violence practice includes:

- Legal advice and assistance
- Ringwood Magistrates' Court Intervention Order Support Service (IOSS)
- Specialised family violence programs – Mabels, WELS and SAGE
- Specialised elder abuse programs – ELSA and ROSE
- Community Development, Legal Education, Partnerships and Networking



# Family violence and remote service delivery

## The purpose of the webinar:

- Share ECLC's experience, knowledge and thinking as a Centre
- Share how ECLC has responded to the challenges of providing family violence legal assistance through remote service delivery – including our technology risk assessment and safety planning tool
- Provide a guide as to how your service may consider the appropriate response based on the specific work that you do

# Assessing and managing risk

## Intake – policies and processes

- Review intake policies and processes
- How are you triaging phone calls?
- What information are you receiving that may suggest a risk of providing remote service delivery?
- What extra information could you be asking to identify risk in providing remote service delivery?
- What training or support mechanisms are you able to provide?

# Assessing and managing risk

## Assessing risk

- Who is best placed/skilled/available to assess risk?
- Do you need to consult or partner with other services to develop a risk assessment tool or for staff training?
- What is the risk you are assessing?
- What are questions do you need to ask?
- Trust the client's assessment of their safety!

# Assessing and managing risk

## Developing a safety plan

- Is there a safer location the client could access?
- Is there a safer phone the client could use?
- What is the plan for how the phone call will take place?
- What is the plan if the call does not go to plan?
- Review and develop



# Assessing and managing risk

## Other policies to think about

- Assessing and managing risk over a period of time
- Assessing and managing risk for current clients experiencing family violence
- Assessing and managing risk for current clients who have never disclosed and/or previously experienced family violence
- Offering alternative communication options for ongoing support ie. videoconferencing

# Resources

- Your local family violence service
- **WESNET** – <https://wesnet.org.au/>
- **eSafety Commissioner** – <https://www.esafety.gov.au/>

# Thank you

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