

Framework at a glance

The Domestic and Family Violence (DFV) Training and Change Management Framework is part of the Queensland Government’s commitment to take action to end DFV. It recognises that everyone has a role to play in achieving this goal. Below is a condensed overview of the Framework.

What does the Framework do?

The Framework assists organisations to understand the DFV learning outcomes to support their people, assess the current level of capability to determine learning needs, and shape training responses to meet these needs and to deliver the best possible response to people affected by DFV.

Who is the Framework for?

The Framework is for everyone across Queensland Government agencies as well as staff and volunteers across non-government and community service organisations. All have a part to play in recognising and responding to DFV. The training suggested will depend on organisation type and the role an individual plays in working to prevent DFV, recognising the warning signs and supporting people affected.

The Framework identifies different ‘role levels’ where staff may fit based on their role. Each level has its own learning objectives. There are 3 workforce levels and 2 leader levels. A supporting decision tree tool assists in identifying where people fit across these levels.

All Roles	Mainstream and Non-DFV Specialist Service Roles	Specialist DFV Service Roles
Includes any role performed across the service system.	Includes roles that have contact with victim-survivors and persons who use violence and can provide early intervention support.	Includes specialist DFV roles that require a deeper and more nuanced understanding of DFV related risk, escalation of risk and appropriate responses.

The Framework offers good practice principles for delivering DFV training, serving as a guide to tailor training approaches in specific contexts.

The Framework offers guidance on training content and learning objectives to address potential capability gaps, as illustrated in the example to the right.

An example of how it supports organisations

The Framework and its supporting resources are a guide to help organisations identify training needs and support customisation of training materials to build DFV capability and responsiveness across the workforce.

Suggested training content overview	Training outcome	Learning aim
Topic 1: Signs and indicators of compassion fatigue, and vicarious trauma as well as its impacts.	A workforce which is culturally competent, alert and aware to domestic and family violence.	Participants will have a base level understanding of DFV including coercive control, trauma, inter-generational trauma and intersectionality.

Where **Mainstream and Non-DFV Specialist Service Roles** or **Specialist DFV Service Roles** are identified, additional specialised training in addition to the **All Roles** training would be needed. Further training content and learning objectives have been provided.

The Framework is designed to support helpful responses to people experiencing DFV no matter which service they engage with across the broader DFV and justice service systems.

Listed to the right is a condensed version of the outcomes expected for people affected by DFV who come into contact with a broad range of services.

What are the Framework’s intended outcomes?

When people impacted by DFV engage with services, they will:

All Roles	Mainstream and Non-DFV Specialist Service Roles	Specialist DFV Service Roles
<ul style="list-style-type: none"> Be listened to, heard and understood. Be treated with empathy, compassion, and respect. Have their intersectional needs recognised and responded to appropriately through a ‘no wrong door’ approach. 	<ul style="list-style-type: none"> Be provided with an effective response which recognises and responds to risk, prioritises safety, is coordinated with other services to address additional support needs, and supports their choice to access support. 	<ul style="list-style-type: none"> Continue to have safety prioritised and risk assessed and responded to. Be supported to access other service systems as part of a coordinated and integrated service response and without being re-traumatised by the service system.

What you may need to do next...

To understand what training and change management activities may be needed in your organisation, you should read the Framework and assess your needs using the supporting tools provided.

