

# Framework on a page

The Training and Change Management Framework is part of the Queensland Government’s commitment to take action to end domestic and family violence (DFV). Everyone has a role to play in achieving this goal.

## Framework Purpose

The Framework is designed to support organisations to understand the learning outcomes for their people, assess the current level of capability to determine learning needs, and to shape training responses to meet these needs. Additionally, it provides:

- a consistent language and explanation around core concepts important when responding to DFV
- guidance on optimal learning methods to inform training design and delivery
- advice to support ongoing and organisational change management to build DFV proficiency
- tips on setting the right environment for behavioural and attitudinal change at the local level

## Guiding Principles

- Holds the safety and dignity of victim-survivors as central to all engagement
- Holds persons who use violence to account
- Adopts a system wide approach
- Recognises DFV is a pattern of abuse
- Takes a strengths-based, culturally safe, and intersectional approach
- Reinforces and promotes improved cultural capability in responses
- Promotes and supports trauma-informed responses
- Drives ongoing behaviour change and service responsiveness

## What are the intended outcomes of the Framework?

The Framework’s outcomes for people impacted by DFV who come into contact with DFV specialist services as well as non-DFV specialist (or mainstream) organisations are below.		
All Roles	Mainstream and Non-DFV Specialist Service Roles	Specialist DFV Service Roles
<p>When <b>people impacted by DFV</b> engage with <b>staff and volunteers</b> across government, non-government and community organisations, they will:</p> <ul style="list-style-type: none"> <li>• be listened to, heard and understood</li> <li>• be treated with empathy, compassion, and respect</li> <li>• have their intersectional needs recognised and responded to appropriately through a ‘no wrong door’ approach</li> <li>• feel safe to share their experience and story (if they choose to) without fear of judgement, bias or prejudice</li> </ul>	<p>When <b>people impacted by DFV</b> engage with staff who provide services, advice or support across government, non-government and community organisations, they will:</p> <ul style="list-style-type: none"> <li>• experience all outcomes outlined in ‘All Roles’</li> </ul> <p style="text-align: center;">+</p> <ul style="list-style-type: none"> <li>• be provided with an appropriate and effective response which recognises and responds to risk, prioritises safety, is coordinated with other services to address additional support needs, identifies and manages conflicts of interest, supports their choice to access support (via referral or escalation pathways), and avoids collusion with persons using violence</li> </ul>	<p>When <b>people impacted by DFV</b> engage with <b>specialist DFV service providers</b>, across government, non-government and community organisations, they will:</p> <ul style="list-style-type: none"> <li>• experience all outcomes outlined in ‘All Roles’ as well as ‘Mainstream and Non-DFV Specialist Service Roles’</li> </ul> <p style="text-align: center;">+</p> <ul style="list-style-type: none"> <li>• continue to have safety prioritised and risk assessed and responded to</li> <li>• be supported to access other service systems (e.g. housing, mental health, family and parenting support) as part of a coordinated and integrated service response, without being re-traumatised by the service system</li> </ul>

## What’s included in the Framework to support organisations?

Tools to understand training needs	A guide for structuring training	Tips to support behaviour change
<ul style="list-style-type: none"> <li>• a breakdown of workforce levels with a decision tree to help understand where workers fit across the different levels and their DFV learning objectives</li> <li>• a DFV Training Audit Questionnaire to support understanding of what training you may already have and how well it aligns to the Framework</li> </ul>	<ul style="list-style-type: none"> <li>• a high-level plan to develop further training</li> <li>• good practice learning strategies to help integrate new training</li> </ul>	<p>For example:</p> <ul style="list-style-type: none"> <li>• supporting the role of people and systems leaders to promote DFV proficiency and capability uplift</li> <li>• how change management activities can support and embed learning</li> </ul>

### 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.