Centre for Excellence in Child and Family Welfare

MARAMIS Organisational Alignment Guide

For Child and Family Services

2024

Acknowledgement of Country

The Centre for Excellence in Child and Family Welfare (the Centre) would like to acknowledge and pay respect to the past, present, and emerging Traditional Custodians and Elders of this country on which we work.

The Centre also acknowledges the injustices and trauma suffered as a result of European settlement, the Stolen Generations, and other policies such as the forced removal of children from their families, communities, culture and land. We respect the resilience of the Aboriginal and Torres Strait Islander community in the face of this trauma and respect their right to, and aspiration for, self-determination and empowerment.

Sovereignty was never ceded. This always was, and always will be, Aboriginal land.

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Introduction

About this Guide

The Multi-Agency Risk Assessment Management (MARAM) Framework and the Information Sharing Schemes have been developed, based on current best research, to reduce the risk of family violence and keep people who use family violence in view and accountable.

Child and Family Services are required to align their practice, policies, procedures, and systems with MARAM and the Information Sharing Schemes to improve the collective service response to family violence and to promote the wellbeing and safety of children. MARAM and the Information Sharing Schemes also serve to keep perpetrators in view and hold them accountable for their actions.

This guide will provide you with important information about aligning to and implementing the MARAM Framework and Information Sharing Schemes across prescribed organisations and services

The guide provides an overview of MARAM and the Information Sharing Schemes and supporting resources for organisations. It does not replace the need to consult with Family Safety Victoria (FSV) or the Department of Families, Fairness and Housing (DFFH) resources, however this guide can be used as a complementary resource.

If you have any further questions about CISS, FVISS and MARAM, including support with implementation, contact the Enquiry Line via email at infosharing@dffh.vic.gov.au.

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Overview of MARAM & Information Sharing Schemes

About the Family Violence and Information Sharing Reforms

Addressing family violence requires a whole-of-community response and a coordinated system working together to support adult and child victim survivors, address risk and safety needs, and promote perpetrator accountability.

The Family Violence Multi Agency Risk Assessment Management Framework (MARAM) and Information Sharing Reforms were introduced to the Child and Family Services in 2018

MARAM and the Information Sharing Schemes was developed to ensure that people affected by, experiencing, or using family violence are provided with an appropriate, consistent, and capable response no matter where or how they engage with services. The Framework aims to establish a system-wide, shared understanding of what family violence is and the roles that organisations play in responding to this.

MARAM and the Information Sharing Schemes build upon and complement existing child and family wellbeing and safety responsibilities and practices, while aiming to improve the wellbeing and safety of children and reducing the risk of family violence.

MARAM provides a framework that when aligned to ensures all staff of prescribed organisations:

- Understand the nature and dynamics of family violence.

- Are trained to facilitate an appropriate, accessible, culturally responsive environment for safe disclosure of information by victim survivors, and respond to disclosures of family violence sensitively.

- Are able to effectively and safely engage and work with Adults Using Family Violence in order to keep them in view and accountable.

- Know and are trained in their MARAM responsibilities and how to effectively apply the appropriate tools.

MARAM acknowledges children as victim survivors in their own right and improves professional capacity to respond, ensuring people understand, prioritise, and provide the most suitable responses to ensure that their needs are met, and the risk of family violence is managed.

The Information Sharing Schemes, the Family Violence Information Sharing Scheme (FVISS) and the Child Information Sharing Scheme (CISS), build on existing information sharing and privacy legislation to expand the capability of prescribed organisations in Victoria to collect and share crucial information. The Schemes broaden the circumstances and ways in which professionals from different services can share information in order to:

- Effectively assess and manage family violence risk (under FVISS).

- Promote children's safety and/or wellbeing (under CISS).

Information sharing and service collaboration are vital in the early identification of risk and in facilitating timely and appropriate support.

MARAM and the Information Sharing Schemes authorise Child and Family Services to:

- Contribute to a consistent, system-wide shared responsibility to identify, screen, assess and manage family violence.

- Respond to requests for information to promote child wellbeing or safety.

- Assess and manage risk of family violence.

- Request information to promote child wellbeing or safety and/or manage risk of family violence.

- Proactively share information to promote child wellbeing or safety and/or manage risk of family violence.

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Organisational Alignment to MARAM and the Information Sharing Schemes

About Organisational Alignment

Family Safety Victoria has provided step-by-step guidance on how organisations can work towards aligning with MARAM and embedding processes that strengthen information sharing practices.

MARAM alignment is defined by Family Safety Victoria as *'actions taken by Framework organisations to effectively incorporate the four pillars of the Framework into existing policies, procedures, practice guidance and tools, as appropriate to the roles and functions of the prescribed entity and its place in the service system.'*
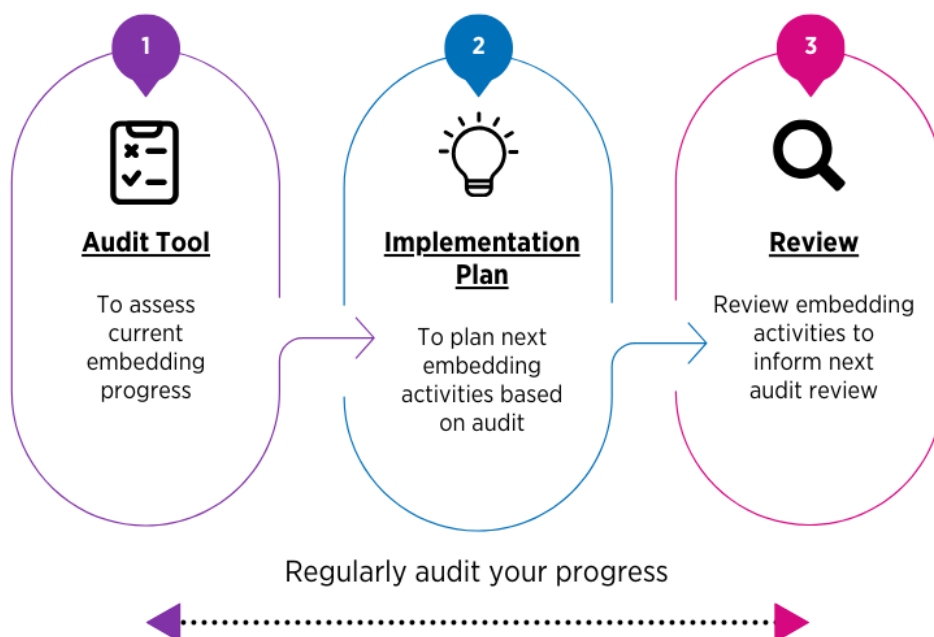
Alignment with MARAM is a process of maturity. Organisations are legislatively required to align to the Framework, but have the flexibility to work towards alignment over time and can make decisions about how they will prioritise their alignment activities (e.g. introducing changes to risk assessment tools over time). Organisations are encouraged to begin with identifying where alignment is occurring already and then move to developing a plan to build on those activities. It is not expected that organisations will align to MARAM in one swift move, it will take time and is a progressive journey.

Organisational Embedding Guide

An Organisational Embedding Guide has been developed to support organisational leaders in the process of aligning to MARAM. The guide was developed in 2021 and includes specific key actions and activities organisational leaders can undertake to determine responsibilities for staff across their organisation. This guide is the first document that organisations should look at after familiarising themselves with MARAM and Information Sharing more broadly.

Family Safety Victoria has provided a video explaining how to use the embedding guide. The link to the video can be found here.

The diagram below shows the three steps that make up the Organisational Embedding Journey. These three steps are key in your organisation's MARAMIS embedding process and when repeated, they can help create continuous improvement for your organisation.

1 Audit Tool
To assess current embedding progress

2 Implementation Plan
To plan next embedding activities based on audit

3 Review
Review embedding activities to inform next audit review

Regularly audit your progress

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Organisational Embedding Steps

1 **Audit Tool**

Use the MARAM Organisational Self-Audit Tool to assess the current progress of MARAM alignment.

The MARAM Organisational Self-Audit Tool contains a series of milestones to work toward as part of MARAM alignment, with specific examples on how to reach each milestone. The examples are supported by resources and are broken into sections using the MARAM Pillars.

This tool aims to assist organisations to identify the milestones and examples that are the next steps for your organisation's alignment journey.

Overview of the tool

Pillars and Milestones
The tool is structured according to the MARAM pillars, which each include milestones. The **milestone** is the standard or activity that organisations can work towards as part of alignment. Some milestones may only apply to certain organisations or professionals.

Assessment of Progress
For each milestone, the tool prompts you to undertake an **assessment** of your organisation's progress. This allows you to reflect on how much progress your organisation has made on meeting the milestone.

The **notes** field provides a space to reflect on why you chose that answer, as well as next steps.

How to use the tool

1. Determine whether you can complete one MARAM organisational self-audit tool for the entire organisation (most likely for smaller, single program area organisations), or whether you need to complete and collate multiple audit tools (most likely for larger organisations with multiple program areas with varying alignment progress).

2. Identify who within your organisation has the knowledge of operational processes, procedures, and MARAM alignment activities. Depending on the size of your organisation, several people may need to work collaboratively to pool knowledge when assessing alignment progress. Ideally, the tool would be completed with a spectrum of staff members to ensure accurate and comprehensive reflection on the organisation's current alignment progress.

3. Ensure that you're familiar with key MARAM concepts.

4. Consider any existing reviews that have already taken place that can be used to inform the assessment of progress. Ensure these are circulated to everyone completing the audit tool.

5. As the tool is completed, ensure that notes reflect on why the assessment score was given, and also highlight key activities from the examples that could form part of an implementation plan.

Example of the tool's 'Assessment of Progress' section:

Assessment		Notes
Significant	☐	
Good	☐	
Some	☐	
Minimal	☐	
None	☐	

> **Self-Audit Tip:** See the MARAM Alignment Checklist for a guide to assist you when completing the Organisational Embedding Journey to prioritise what actions and activities are undertaken in the first year of working towards MARAM alignment.

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Project Implementation Plan

Complete a Project Implementation Plan based on the activities that organisations have highlighted in the MARAM Organisational Self-Audit Tool as being the next priority.

A sample Project Implementation Plan is available to download as an accessible Excel document for completion by organisations.

How to use this the Project Implementation Plan:

1. Complete the MARAM Organisational Self-Audit Tool.

2. Identify which of the examples from the MARAM Organisational Self-Audit Tool your organisation wishes to implement next.

3. Add those examples to the Project Implementation Plan, identifying all steps.

4. Allocate responsibility for the task.

5. Determine timeframe for completion of the task.

A screenshot has been included below that demonstrates how the MARAM Organisational Self-Audit Tool can inform the Project Implementation Plan.

Milestone 1A

Our policies (and any associated practice guidance and procedures) include information on the spectrum of family violence types, the evidence-based risk factors and the complexity of experiences across the community.

Assessment of Progress	Notes
☐ Complete ☐ Significant ☐ Some ☒ Minimal ☐ None	Currently we have basic references to family violence within our core documents. Significant work is required to identify all relevant policies, procedures, practice guidance and tools with core information before progressing with staff training.

Examples of how to achieve the milestone:
- Family violence is defined in accordance with Section 5 Family Violence Protection Act 2008 (FVPA) **(#1)** and the MARAM Framework **(#2 pg. 12; pgs. 20-23)**
- Foundational family violence knowledge is always accessible to staff through our

Tools and Resources
1. FVPA 2008
2. MARAM Framework
3. MARAM Foundation Knowledge

#		START DATE	END DATE	OWNER	STATUS	NOTES
	Pillar 1					
1A	Identify all policies that need FV content added	20-Apr-20	04-May-20	Nina Bloggs	Complete	12 key policies identified. See email of 4 May with confirmed list.
1A	Read key documents identified in audit tool and draft text for inclusion into policies	04-May-20	18-May-20	Nina Bloggs with Sally Smith	Complete	See folder saved on H Drive with key notes from reading.
1A	Draft text for inclusion into policies based on reading above	18-May-20	01-Jun-20		Complete	With senior execs for approval
1A	Approve text for inclusoin into policies	01-Jun-20	08-Jun-20	Senior Execs	Delayed	Awaiting further advice
1A	Update the policies with approved text	08-Jun-20	12-Jun-20	Nina Bloggs	Delayed	Awaiting approval by senior execs
	Staff communication about inclusion of FV foundational knowledge into policies	TBC		Comms team	Planned	

Project Implementation Plan Tips:
- Each example from the Self-Audit Tool that is selected for inclusion on the Project Implementation Plan may have several steps required to complete it.

- The implementation period may be for any determined period – weeks, months, or years. Once the tasks identified have been completed, you can return to the Self-Audit Tool to select your next activity areas

- You may have different Implementation Plans for different areas of focus (e.g. you could make a separate plan for each Pillar, each service, etc) or capture all activities on one master Plan.

- You may choose to plan multiple activities across all four pillars at the same time or choose to focus on limited activities, dependent upon the capacity of the organisation.

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3 Review

Review the success of the embedding activities from the Project Implementation Plan to inform the next audit review.

How to review

The [Review Implementation Activities Guide](#) suggests three ways to review the success of implementation activities: Qualitative Review, Case File Audit, and Quantitative Review.

When to review

Deciding when to conduct an implementation review is a fine balance – if you undertake this too early a lot of implementation issues may not be resolved; too late and you may not be able to accurately capture lessons learned.

The review can be scheduled as part of the project plan at suitable junctures of implementation.

Repeat the review at key points to ensure continuous improvement.

Steps to review implementation activities

Determine when to undertake the review – review your implementation plan to evaluate how implementation of the MARAM Framework has tracked against expected timelines, and the outputs you would expect to see at the point of time of the review.

Decide how to undertake the review – determine the questions to be asked in a qualitative review, and the forum for the review (i.e. anonymous staff survey, workshops, all staff forum). Select an agreed number of random case files. Run a data report (where possible).

Analyse the results – analyse the feedback and data obtained, and consider the impact on the further planned efforts for implementation and alignment.

Review policies, procedures, practice guides and tools – based on the feedback and data obtained, review the organisation's documentation to identify what further changes may be required to improve the feedback received.

Share the results – ensure the people responsible for the next MARAM organisational self-audit have the results of the review available to help assess current progress.

Close the feedback loop – report the outcome of the review and the next steps that will be taken to the organisation, governance groups and staff members.

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Qualitative Review

This involves asking staff members questions and reflecting on and analysing their responses. This helps your organisation to understand how the workforce is experiencing implementation, which is important because they have close contact with service users. The qualitative review could take place at a workshop with key staff members and managers, by anonymous online survey, focus groups or during an all-staff forum.

Qualitative Review Tips:

- Ask for openness. Emphasise the importance of being open and honest, and make sure people aren't concerned about reprisal. Consider making the survey anonymous.

- Be objective. Describe what has happened in objective terms, and then focus on improvements.

- Document success. Document practices and procedures that led to project successes and make recommendations for applying them to similar future projects.

- Look with hindsight. Pay attention to the 'unknowns' (now known) that may have increased implementation risks. Develop a way of looking out for these in future projects.

- Focus on the future. Remember, the purpose is to focus on the future, not to assign blame for what happened in the past. This is not the time to focus on any one person or team.

- Look at both positives and negatives – identify key achievements and challenges when looking at lessons learnt.

Case File Checklist

This involves making a random selection of representative case files from across the organisation and staff members and assessing them according to a checklist of information.

Information Sharing Checklist:
- ☐ Information provided to victim survivor about how their information can/will be shared.
- ☐ Consent obtained (where relevant, if not relevant or views sought, mark as completed).
- ☐ Record keeping completed as per organisational policy (in line with legislation).

Risk Assessment Checklist:
- ☐ Evidence of use of structured professional judgement.
- ☐ Recorded evidence of a victim survivor self-assessed level of risk.
- ☐ Recorded evidence-based risk factors.
- ☐ Information sharing – request made of another framework organisation.
- ☐ Information sharing – voluntary/proactive sharing undertaken.
- ☐ Asked relevant identity-specific questions.
- ☐ Evidence of an intersectional analysis.
- ☐ Separate risk assessment undertaken for each child.

Risk Management Checklist:
- ☐ Regular and updated risk assessments undertaken.
- ☐ Secondary consultations take place.
- ☐ Evidence of multi-agency involvement and coordination.
- ☐ Evidence of referrals to relevant services.
- ☐ Information sharing – request made of another framework organisation.
- ☐ Information sharing – voluntary sharing undertaken.
- ☐ Safety plan completed for each victim survivor, including children

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<u>Quantitative Review</u>

This is a data-based review to determine whether policies and procedures are being applied in practice. Family Safety Victoria have outlined the resources below to support this process:

Family Violence Data Collection Framework (FVDCF):
The FVDCF supports the collection of more robust data. It is expected that the FVDCF may be included voluntarily as part of any organisational systems updates. Under a maturity model, organisations are not expected to collect the data identified here immediately but can work towards collecting this data over time and in the future. The FVDCF includes:

a common set of family violence and demographic data items

definitions and standards

advice on reporting practices that will make information on family violence more useful.

Online versions of the MARAM risk assessment tools are available through the Tools for Risk Assessment and Management (TRAM) platform (and the Specialist Homelessness Information Platform [SHIP]). These systems allow users to complete, store and print MARAM risk assessments in an online environment. This provides a basis for easy reporting on the number, status and overall risk level of risk assessments entered into these systems.

<u>Example Sources of Data for Review</u>

Information Sharing Data

Total information-sharing requests received:

Including type of framework organisation making the request

Number of declined requests

Total information-sharing requests made:

Including type of framework organisation that the request was made to

Number of declined requests

Number of voluntary shares of information

Referrals and Secondary Consultations Data

Total referrals, by type of framework organisation:

Made to other framework organisations

Received from other framework organisations

Total number of requests for, or provision of, secondary consultations related to family violence

Screening Data

Total number of service users:

Screened for family violence

Identified as a victim survivor

Identified as a perpetrator

Identified as an adolescent using violence

Risk Assessment Data

Number of cases where risk assessment has taken place, and as a percentage of those cases:

Where a referral has been made

Where secondary consultations have taken place

With requests for information made to another framework organisation

Where voluntary information sharing took place

Went on to complete a risk management safety plan

For risk assessments of victim survivors, include a breakdown of the risk factors present in each case, and any identity demographics recorded.

Total number of risk assessments can be broken down into categories of 'at risk', 'elevated risk', 'serious risk' and 'serious risk – requires immediate protection'.

Risk Management Data

Number of cases where management has taken place, and as a percentage of those cases:

Where a referral has been made

Where secondary consultations have taken place

Requests for information made to another framework organisation

Voluntary information sharing took place

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Organisational Readiness Checklist – Adults Using Family Violence Practice Guides

The Organisation Readiness Checklist for the MARAM Adults Using Family Violence Practice Guides has been developed by Family Safety Victoria. It outlines recommended steps to support the assignment of MARAM roles and responsibilities for engaging with people who use violence.

Organisational Leader's Checklist

☐ **Be familiar with the Adult Person Using Violence (PUV) Practice Guide contents -** Those responsible for MARAM alignment, and MARAM champions or team leaders should read and understand the adult PUV Practice Guides and reflect each on the context for the organisation.

☐ **Determine staff responsibilities** – Use the updated MARAM Responsibilities: Decision Guide for Organisational Leaders, knowledge gained from reading the adult PUV Practice Guides and the list of MARAM responsibilities in Pillar 3 to determine staff responsibilities.

    ☐ Create a communication plan

    ☐ Plan when and how to communicate to staff about embedding the adult PUV Practice Guides into practice.

    ☐ Consider when to share the MARAM Practice Guides FAQ and video with staff.

    ☐ Consider when to share the MARAM adult Perpetrator Practice Guides.

    ☐ Promote regular and ongoing conversations about MARAM alignment with staff (including messaging that change is occurring over time).

☐ **Map your policies and procedures – and update those already in use**

    ☐ Identify and review existing organisational policies, procedures, practice guidance and tools that will need updating to align to the MARAM adult Perpetrator Practice Guides.

    ☐ Develop new policies, procedures, practice guidance and tools as required.

☐ **Develop a training strategy**

    ☐ Assess the training needs of staff. This will include identifying appropriate MARAM training against responsibilities (ready for when it becomes available).

    ☐ Consider whether staff members require refreshing foundational knowledge of family violence, understanding of information sharing, and intersectionality.

    ☐ Ensure all necessary staff members have undertaken MARAM Leading Alignment training for organisational leaders

    ☐ Consider including continued support to flesh out concepts and increase capability from foundational knowledge (e.g. focusing on one specific topic at a time and allow time for staff to action any learnings and reflective practice).

Staff Checklist

☐ **Keep informed** – Read communications and intranet updates about MARAMIS.

☐ **Key reading and core knowledge** – Reading and viewing the following before attending training:

    ☐ The Foundation Knowledge Guide

    ☐ MARAM Practice Guides FAQ

    ☐ MARAM Practice Guides Video

☐ **Understand your role** – When you have been notified of your MARAM Responsibilities read the relevant guides.

☐ **Refresh your Information Sharing training**

    ☐ Refresh your information sharing knowledge, thinking about this in the context of your work with people using violence

    ☐ Refresh your knowledge of what is 'risk relevant' when sharing information, particularly evidence-based risk factors

☐ **Undertake MARAM PUV training**

    ☐ Register and attend MARAM PUV training

    ☐ Please see the Training section of this guide for more information on how to access Adults Using Family Violence training options.

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Helpful Resources for Organisation Alignment

There are a range of online guides and templates to assist with aligning to MARAMIS, which can be found here.

- Video: MARAM for Organisational Leaders

  This video provides an overview of the MARAM Framework and how organisational leaders can help promote MARAM alignment.

- Organisational Readiness Checklist

- Organisational Embedding Journey (.pptx download)

- Video: How to Use MARAM Organisational Embedding Guidance

  This video briefly explains how to use the 3 core resources in the MARAM organisational embedding guidance.

Core Resources:

- MARAM Organisational Self-Audit Tool (.docx download)
- Project Implementation Plan (.xlsx download)
- Review Implementation Activities Guide

Additional Resources

- MARAM Framework Summary

  A short guide to the core components of the MARAM framework for organisational leaders.

- Embedding Tools into Existing Practice

  Organisational leaders will need to consider whether to adopt MARAM tools in full or embed them into existing tools. This guidance outlines important considerations.

- MARAM Policy and Procedure Examples

  MARAM requires organisations to update their policies, procedures, practice guidance and tools. This guidance contains some example scenarios of family violence encounters within an organisation, and what policies, procedures, practice guidance and tools may need updating or creating to align to MARAM.

- External Partnerships

  Building partnerships for the purposes of secondary consultations, referrals, information sharing, and multi-agency is integral to MARAM alignment. This guidance provides a suggested approach.

- Supporting Staff: Family Violence Leave Policy Considerations

- Managers will not only need to support staff members in responding to family violence experienced by service-users but may also need to support staff members who are experiencing or choosing to use family violence. This guide sets out considerations for a staff family violence leave policy.

  - Workplace Safety Plan (.docx download)
 - Workplace Safety Plan (PDF document)

- Executive Briefing Slides

  These slides may be downloaded and adapted by those responsible for alignment to brief organisation executives.

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Mapping Roles to MARAM Responsibilities

Organisations are required to identify and map their responsibilities as part of the MARAM alignment process. There is no one-size-fits-all approach to categorising workforces and determining appropriate responsibilities. It requires a detailed understanding of each organisation's operations and may vary according to each service, program, team, working hours, and office location (e.g. regional versus metro offices).

Under the MARAM Responsibilities Decision Guide for Leaders, most Child and Family Services organisations must align with Responsibilities 1-6 and 9-10. In addition, some, but not all, services or roles will also need to align with Responsibilities 7 and 8 (specialist family violence focused services/programs with comprehensive risk assessment and management responsibilities).
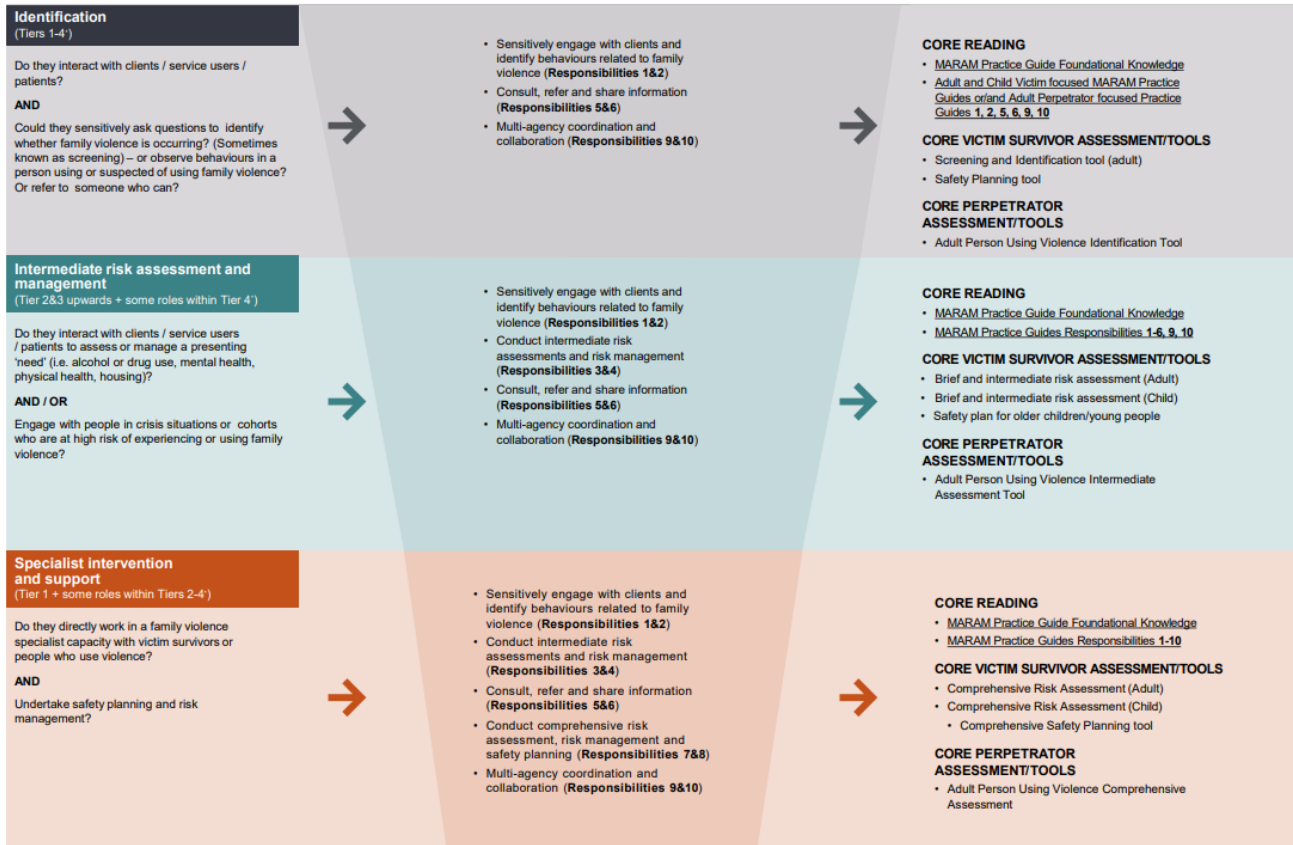
Family Safety Victoria outlines the following suggested steps to mapping your organisation to the MARAM responsibilities.

Suggested steps to identify responsibilities in your organisation:

Identify the closest related tier for your organisation from the Responding to Family Violence Capability Framework.

Identify whether your organisation has workers who fall within a higher tier.

Cross reference the tier with the MARAM Responsibilities Decision Guide for Leaders.

Helpful Resources for Mapping Responsibilities

- MARAM Responsibilities Guide

- MARAM Responsibilities Decision Guide for Leaders

- MARAM Responsibilities Mapping Tool

- MARAM Responsibilities Mapping Tool – Child and Family Services Example

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Team Leaders & Managers

Organisations should consider the role of team leaders and managers. Responding to family violence may impact upon the wellbeing of staff members, and this can be mitigated if they are fully supported in meeting the MARAM responsibilities.

Consider:

How will managers be trained in the MARAM responsibilities, even if not directly undertaking identification, screening, assessment, management or sharing roles?

Training management in responding to staff disclosures of family violence (which may be by a victim survivor or perpetrator). A greater awareness of family violence and responding to family violence in the workplace often leads to more disclosures by staff members and managers need to be equipped to respond.

Managers have a role in supervision staff members' response to family violence, as well as providing support. What supervision processes will be put in place for managers to promote family violence supervision?

Mapping Arrangements with External Agencies & Services

Organisations will also need to consider mapping responsibilities to external agencies.

This is particularly the case if an organisation holds responsibility for identification and screening, but not risk assessment and risk management responsibilities (noting that limited safety planning is still required after screening). It is also worthwhile noting if you use another agency or service to do secondary consultations, e.g. Does the organisation or service coordinate with a specialist family violence service to support the process of assessing and managing risk collaboratively?

Consider:

Who within the organisation will hold the responsibility for managing and responding to risk pending referrals?

Who will be responsible for keeping referral and secondary consultation lists and resources up to date?

Who will be responsible for managing responsibilities when a coordinated approach is required?

How will information sharing requests and information provided be recorded and monitored and distributed to relevant staff members?

Who will manage relationships with external partners to maintain quality of information sharing and referrals, and promote and coordinate learning and development opportunities?

How will feedback loops with external agencies be managed?

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Tiers of Responsibility (Capability Framework)

The *Responding to Family Violence Capability Framework, December 2017 (Capability Framework)* describes the four 'Tiers' of workforces that have responsibility for responding to victim survivors and/or perpetrators of family violence. This Framework was in circulation prior to the MARAM resources but is still useful for understanding how workforces have historically been categorised and remains valuable for mapping roles and responsibilities using MARAM.

This list provides a broad overview of the Tiers within which different workforces can understand the scope and limits of their role and expertise.

It should be noted that the Tiers below do not always encapsulate or address the complexity and diversity of individual roles and programs within specific services and sectors under MARAM. For example, a tier 4 organisation might provide education services, but also employ welfare officers who hold capabilities described in Tiers 2 or 3.

Tier 4: Workers in universal services and organisations

Includes workplaces, education services, early childhood services, sport and recreation organisations and faith-based institutions.

Tier 3: Workers in mainstream services and non-family violence specific agencies

Health care services, drug and alcohol services, housing services, mental health services, Centrelink, individuals providing therapeutic services, emergency services, Maternal and Child Health services, youth services, disability services, culturally and linguistically diverse services, Aboriginal services, lesbian, gay, bisexual, trans and gender diverse and intersex services, aged care services.

Tier 2: Workers in core support services or intervention agencies

Courts and court services, legal and paralegal agencies and services, corrections police family dispute resolution services, forensic physicians and medical staff providing sexual assault crisis care, child protection, child and family services, family and relationship services, homelessness services.

Tier 1: Specialist family violence and sexual assault practitioners

State-wide family violence crisis and specialist services, Support and Safety Hubs, family violence outreach services, women's refuges, Centres Against Sexual Assault, people who use violenceperpetrator intervention services, men's family violence telephone/online services, crisis family violence and sexual assault telephone/online services, specialist family violence or sexual assault professionals operating in in Tier 2 or 3 services, specialist family violence or sexual assault services for Aboriginal or culturally and linguistically diverse women and children or women and children with a disability.

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MARAM Responsibility Practice Guides

In addition to the above information about the 10 responsibilities for prescribed services, there are two sets of practice guides (*victim survivor* focused practice guides and *people who use violence* focused practice guides).

The practice guides below support practitioners, team leaders and managers to understand their responsibilities under the MARAM Framework regarding the identification, assessment and ongoing management of family violence when working with victim survivors and adults who use violence.

Please note: The Foundation Knowledge Guide contains background information on the key elements of MARAM and Information Sharing. It is advised to begin with the Foundation Knowledge Guide before moving on to reading the practice guides for each responsibility.

There is some overlap in content between the two sets of guides, as many of the same principles and practice concepts apply to working with victim survivors and people who use violence. Each guide gives detailed advice on how to make sure your practice aligns with your organisation's MARAM framework responsibilities.

MARAM Victim Survivor-Focused Practice Guides

Responsibility 1: Respectful, sensitive, and safe engagement

Responsibility 2: Identification of family violence risk

Responsibility 3: Intermediate Risk Assessment

Responsibility 4: Intermediate Risk Management

Responsibility 5: Secondary consultation and referral, including for comprehensive family violence assessment and management response

Responsibility 6: Contribute to information sharing with other services (as authorised by legislation)

Responsibility 7: Comprehensive Risk Assessment (Specialist Family Violence Services only)

Responsibility 8: Comprehensive Risk Management and Safety Planning (Specialist Family Violence Services only)

Responsibility 9: Contribute to coordinated risk management

Responsibility 10: Family Violence: Collaborate for ongoing risk assessment and risk management

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MARAM People Who Use Violence Practice Guides

Responsibility 1: Respectful, sensitive and safe engagement

Responsibility 2: Identification of family violence risk

Responsibility 3: Intermediate Risk Assessment

Responsibility 4: Intermediate Risk Management

Responsibility 5: Secondary consultation and referral, including for comprehensive family violence assessment and management response

Responsibility 6: Contribute to information sharing with other services (as authorised by legislation)

Responsibility 7: Released to specialist services working at a Comprehensive level with people using violence.

Responsibility 8: Released to specialist services working at a Comprehensive level with people using violence.

Responsibility 9: Contribute to coordinated risk management

Responsibility 10: Family Violence: Collaborate for ongoing risk assessment and risk management

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Training

There are a range of self-paced, virtual, and face-to-face training options available depending on the level of MARAM responsibility you hold in your organisation.

The Department of Families, Fairness and Housing (DFFH) offers a range of learning options on MARAMIS for prescribed Child and Family Services organisations tailored to different roles and workforces.

You can find more information about learning options via the Victorian Government [Training for the information sharing and MARAM reforms webpage](#).

Additionally, the Centre has developed three resources to assist in navigating the current MARAM training options available.

1. [MARAM Training Summary](#) – The training summary outlines accessible training relating to MARAM and the Information Sharing Schemes, as well as providing an overview of the relevant training for all workers prescribed in MARAM framework organisations or within Information Sharing Entities (ISEs).

2. [MARAM Training Map](#) – This map is a high-level summary of the mandatory MARAM training the professionals must complete (as relevant – depending on level of responsibilities and alignment).

3. **MARAM Training Mapping Tool** ([Example](#) & [Template](#)) – A supporting document to assist managers responsible for implementing activities to progress their organisations alignment and implementation of MARAMIS to determine which MARAM training is most relevant for specific roles within their organisation. The roles listed serve only as a guide, and it is encouraged that organisations fill in the table themselves to map out roles, responsibilities, training, as well as any other relevant information. A template is provided for organisations to complete based on the example.

Additional Resources

Victorian Government Resources:

Family Violence Reform Homepage – Support service details, resources for the family violence workforce as well as news, plans and progress of the reform.

Frequently Asked Questions – This resource from the Victorian Government provides detailed information and responses to common questions from Information Sharing Entities about CISS, FVISS and MARAM.

MARAM and Information Sharing Quarterly Newsletters – Family Safety Victoria's MARAMIS quarterly newsletters provide the latest news and information about key projects, resources and training on the MARAM and Information Sharing reforms.

Family Safety Victoria Updates - Sign up to receive to stay up to date with what's happening across government and the family violence sector, and opportunities to get involved.

Information Sharing Enquiry Line:

Email: infosharing@familysafety.vic.gov.au

Phone: 1800 549 646

Centre for Excellence in Child and Family Welfare Resources:

MARAM and Information Sharing Resource Hub – The Centre has created a collection of resources to support the implementation of the MARAM framework and Information Sharing Schemes. These resources are intended to increase knowledge, confidence and capacity among child and family services, and allied sectors, to work collaboratively and effectively with children and their families.

Glossary – Terms and Abbreviations

The language and definitions used in this guide are consistent with the MARAM Framework. To access an overview of definitions used, follow the link below:

Family Violence Multi-Agency Risk Assessment and Management Framework Definitions

MARAM alignment is defined by FSV as "actions taken by Framework organisations to effectively incorporate the four pillars of the Framework into existing policies, procedures, practice guidance and tools, as appropriate to the roles and functions of the prescribed entity and its place in the service system."

MARAMIS: MARAM (Multi-Agency Risk Assessment & Management Framework) + Information Sharing Schemes

CISS: Child Information Sharing Scheme

FVISS: Family Violence Information Sharing Scheme

ISE: Information Sharing Entity

RAE: Risk Assessment Entity

Framework organisations: Organisations required to align with the MARAM Framework.

Prescribed organisations: Organisations and services prescribed to share information under the FVISS and the CISS.

Section 191 agencies: An agency with which a public service body or public entity enters into or renews a State contract or other contract or agreement in accordance with section 191; and which provides services under that contract or agreement relevant to family violence risk assessment or family violence risk management.

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