

Multi Agency Risk Assessment and Management Framework (MARAM)

This document is based on information contained in the Victorian Government websites:

[Family Violence Multi-Agency Risk Assessment and Management Framework | vic.gov.au \(www.vic.gov.au\)](https://www.vic.gov.au/family-violence-multi-agency-risk-assessment-and-management-framework)

[Training for the information sharing and MARAM reforms | vic.gov.au \(www.vic.gov.au\)](https://www.vic.gov.au/training-for-the-information-sharing-and-maram-reforms)

What is the Multi Agency Risk Assessment and Management Framework (MARAM)?

The Family Violence Multi Agency Risk Assessment and Management Framework (MARAM) aims to support organisations to:

- Recognise and understand family violence risk indicators; and
- Keep perpetrators in view and hold them accountable for their behaviour.

MARAM also helps workers in what are called 'prescribed' organisations to recognise family violence, know what to do when workers see the signs of family violence and understand the drivers of family violence.

Community Housing Organisations are 'prescribed' organisations.

I work in Housing not Family Violence, how does this relate to community housing workers?

The Victorian Royal Commission into Family Violence found there were many opportunities when victim survivors spoke to organisations about their family violence situation but that workers assumed someone else in another organisation, perhaps someone with more experience in family violence, would address this so they didn't speak to the victim survivor or take any other action.

These were what the Royal Commission called 'lost opportunities' for victim survivors to talk to someone they trusted.

Housing workers are in a unique position to talk safely to victim survivors of family violence. You are often in regular contact with your renters and do regular home visits. You may have known the families for many years and over time will have built up a trusting relationship.

MARAM is now embedded in law

Under MARAM all prescribed organisations, including community housing organisations, are now legally required to align their policies and practice guidelines to the MARAM framework. Information sharing is a core component of the Structured Professional Judgement model that underpins risk assessment.

This means as a Housing Worker, if you see any signs of family violence or someone discloses that they are in a family violence situation, you are required to talk to the victim survivor respectfully and safely about their experience.

I'm not a social worker, I'm a housing worker. Is this really my role?

Everyone has a role to play. You are *not* required to be a social worker or a family violence worker. It is not your role to fix the situation or make the family violence stop.

As a worker in a prescribed organisation and more importantly, a person the victim survivor trusts, your role is to provide them with a safe place to talk and let them know of any options for support. Some of these options could include Safe Steps, Orange Door or another family violence agency.

Under MARAM all workers in prescribed organisations (and community Housing organisations are prescribed organisations under the MARAM Framework) are required to identify where any signs of family violence and to then talk with the victim survivor.

Remember, it is not your role to fix everything. Your role is to listen and provide information about other services and supports.

What can I do if I'm concerned about the safety of the victim survivor or their children?

If you are concerned about the safety or wellbeing of children, under the Child Information Sharing Scheme (CISS) you are legally able to share your concerns, including the name of the alleged perpetrator with another Information Sharing Entity (ISE), without obtaining consent from the perpetrator.

You can find more information on CISS here www.vic.gov.au/child-information-sharing-scheme.

If you are concerned about the safety of the adult victim survivor, under the Family Violence Information Sharing Scheme (FVISS), you are NOT required to obtain consent from the perpetrator before you share their name and details with another ISE.



You should ideally however obtain consent from the adult victim survivor before you share any information about them or their children. It is important that victim survivors are as involved as possible in any discussions about them or their children.

Reassure them that the information will *not* be shared with the perpetrator.

However, if you feel talking to the victim survivor may compromise their safety or that of their children, you are not required to obtain their consent before you speak to another ISE.

You can find information on the FVISS here www.vic.gov.au/family-violence-information-sharing-scheme.

What is an Information Sharing Entity (ISE)?

An ISE is an organisation or service that has been identified in legislation as having the legal right to request and share information through the information sharing schemes. Community Housing Organisations are considered an ISE. You can find the list of ISEs here www.vic.gov.au/ise/list.

Can I get training in how to talk to victim survivors of family violence?

Yes, MARAM training continues to be rolled out across the state. This training provides you with an overview of your requirements under MARAM and information on how to have these sometimes-difficult conversations with victim survivors of family violence.

Talk to your manager about doing this training.

Further information

- Information on MARAM: www.vic.gov.au/family-violence-multi-agency-risk-assessment-and-management
- MARAM training: www.vic.gov.au/training-for-information-sharing-and-maram
- Orange door services: www.vic.gov.au/orange-door-project-information-sector
- SafeSteps: www.safesteps.org.au
- Family violence services: www.vic.gov.au/family-violence-support-services
- Frequently asked questions on the Information Sharing Schemes: www.vic.gov.au/frequently-asked-questions-about-information-sharing-and-maram.

Further assistance

Should you have any questions or comments in relation to the information in this resource please email leadingpractice@chiavvic.com.au.



This resource will be periodically reviewed and continually updated based on sector feedback.

