

1800RESPECT

NATIONAL SEXUAL ASSAULT, DOMESTIC
FAMILY VIOLENCE **COUNSELLING** SERVICE



INCLUSIVE SERVICE DELIVERY: AN OVERVIEW OF PRACTICE GUIDELINES IN THE FAMILY VIOLENCE SECTOR BY THE VICTORIAN EQUAL OPPORTUNITY AND HUMAN RIGHTS COMMISSION (VEOHRC)

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Guideline: Family violence services and accommodation

Complying with the Equal Opportunity Act 2010

Inclusive service delivery: an overview of practice guidelines in the family violence sector presented by the Victorian Equal Opportunity and Human Rights Commission

TODAY'S WEBINAR: Inclusive service delivery: an overview of practice guidelines in the family violence sector presented by the Victorian Equal Opportunity and Human Rights Commission

1. Background and context for the Guideline
2. Preparation of the Guideline
3. Consultations – what we heard
4. The guideline – understanding the law
5. The guideline – inclusive service delivery

1. Background and context for the Guideline

Royal Commission into Family Violence

Volume V Family violence and diversity – experiences for LGBTI, Aboriginal and Torres Strait Islander communities, older people

Recommendation 141 – EOA guideline on non-discriminatory and inclusive service delivery



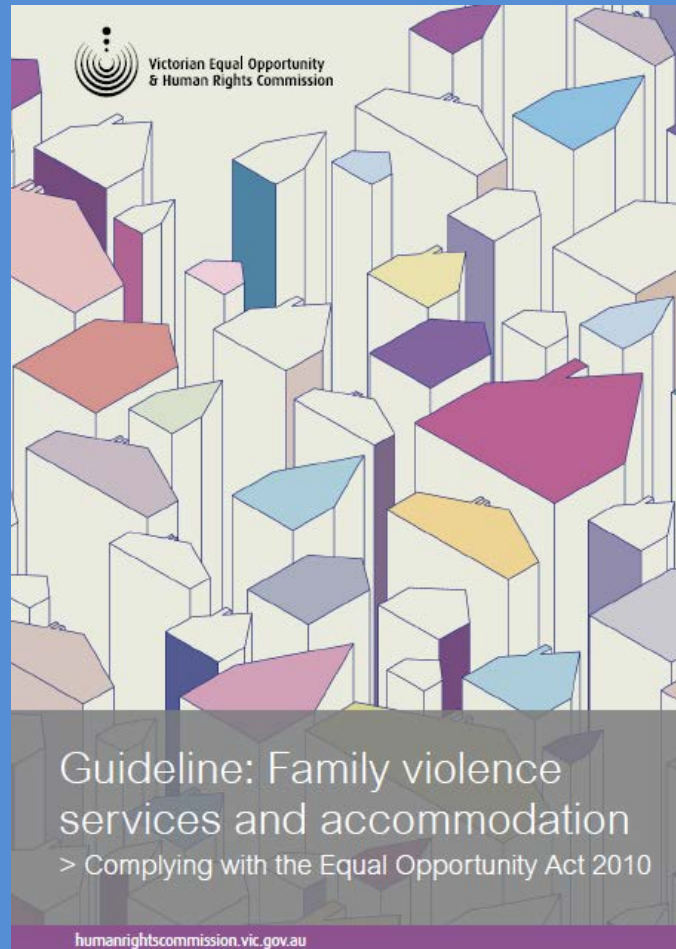
2. Development of guideline

- Who we consulted
- Timeframe
- What we asked

3. Consultations – what we heard

- Issues for different communities
 - dynamics of family violence
 - service barriers
- Practice gaps and challenges for service providers
- Information needs

THE GUIDELINE



4. The guideline – understanding the law

Key messages

- The law and discrimination by service and accommodation providers
- Reasonable adjustment
- Exceptions and exemptions
- Discrimination and intersectionality



5. The guideline – inclusive service delivery

A. Positive duty

B. Non discriminatory and inclusive services:

- LGBTI
- Multicultural communities
- Aboriginal and Torres Strait Islander peoples
- Sex workers
- People with disability,



Questions?

Thank you for your time today – we look forward to your participation in our next webcast.



NEXT WEBINAR

Topic to be confirmed

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