

# 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



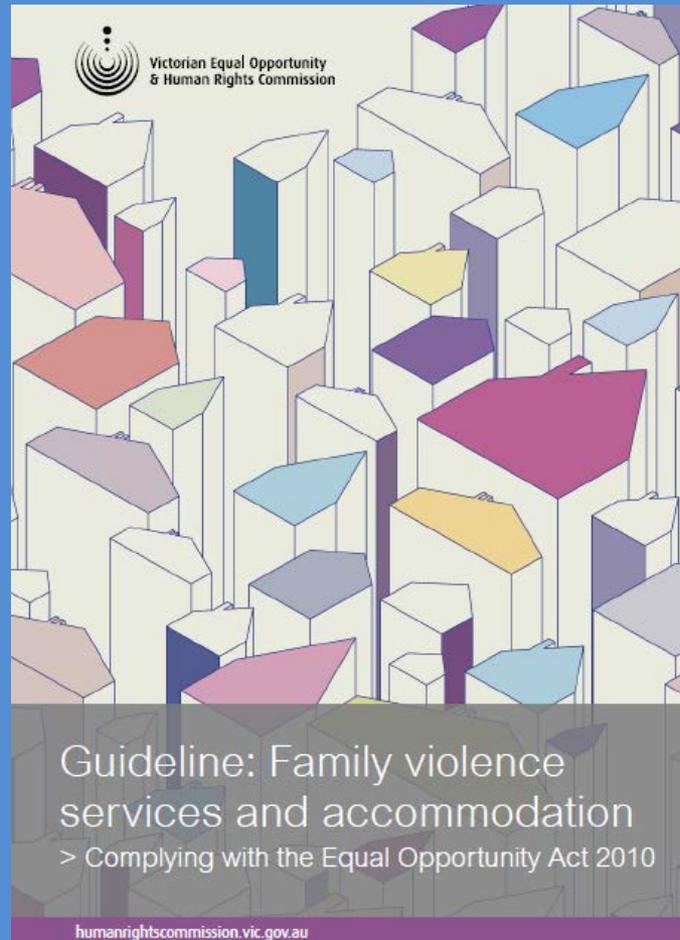
## 2. Development of guideline

- 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**

[1800RESPECT.org.au/workers/1800respect-webinars/](https://1800RESPECT.org.au/workers/1800respect-webinars/)

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