

## About the survey

IN 2017 Peel Says No to Violence used the information collected from service providers in the Peel region to help build up a map of service provision for people affected by family and domestic violence. Some questions were asked to help PSNTV understand the capacity issues faced by services and the gaps in service provision across the community. These were the questions.

## About your organisation

1. What is the name of your organisation:

2. What is the name of your service(s) based in the Peel region:

3. What local government areas do you provide services to:

	Based in the area	Visit to provide face to face services	Phone / online services only	None
Boddington	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mandurah	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Murray	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serpentine/Jarrahdale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waroona	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Is your organisation:

- State or federal government service
- Local government
- Not for profit organisation
- Volunteer led and run group
- Private business
- Other (please describe)

## About your services

1. Are the people who use your services in the Peel region affected by family and domestic violence?
  - All
  - Most
  - Some
  - Few
  - None
2. Are any of the services your organisations provides in the Peel region specifically targeted at addressing FDV?
  - All
  - Most
  - Some
  - Few
  - None
3. Are the services you provide to people affected by domestic and family violence for:
  - Women
  - Women and children
  - Children
  - Families
  - Men
4. Are the services you provide to people affected by domestic and family violence for:
  - People escaping domestic violence
  - People who have been violent to their partners/family
  - Friends and family of those affected
5. Please give details of your specialist family and domestic violence services:
6. Please provide a brief outline of the other services you provide:
7. Do you provide services in the following areas?
  - Housing (eg. accommodation provision, assistance finding housing, homelessness)
  - Law (eg. police, courts, legal advice)
  - Parenting (eg. parenting classes, playgroups)
  - Finances and money (eg. financial counselling, emergency relief)
  - Health (eg. hospitals, doctors, nurse clinics)
  - Emotional wellbeing (eg. counselling, group work)
  - Basic needs (eg. food, clothing, furniture)
  - Other (please state)
8. Is there a cost for your services?
  - Yes
  - Rent only
  - Some services, but not all
  - No

## About referrals

1. Do your services have a specialist target group?

- None
- Aboriginal people
- Young people
- Older people
- People with disabilities
- Other (please explain)

2. Do you restrict access to your services on the basis of any of the following?

- Gender
- Age limits
- Income
- Location (ie. for specific towns, local government areas)
- Number of sessions and/or length of stay
- Restrictions related to mental health (eg. numbers, severity or compliance)
- Alcohol and other drugs (eg. intoxication, usage)
- Other

If you have any of these restrictions, please provide details.

3. What best describes the way you receive referrals:

- Self-referrals
- Referrals from any agency
- Referrals from specific agencies only

If your referrals for some or all of your services are restricted to specific agencies, please give detail. (eg. Police referrals only, must come from a doctor or medical professional, require support letter from school principal).

4. To access your service, do people need to:

- Drop-in
- Phone
- Make an appointment
- Submit an application form
- Other (please give details)

## About service capacity

1. On average, how often are you able to take on new clients?
  - Most days
  - Weekly
  - Fortnightly
  - Monthly
  - Less often
2. Do you operate a waiting list?
  - Yes
  - No
3. On average, how long might someone need to wait to access your service?
  - Same day
  - Less than a week
  - Less than a month
  - Longer than a month
4. How often do you turn someone away from your service because of lack of capacity?
  - Most days
  - Weekly
  - Fortnightly
  - Monthly
  - Less often
5. How often are you unable to provide a service to someone affected by family and domestic violence for the following reasons?

	Most days	Weekly	Fortnightly	Monthly	Less often	Never
They did not show for the appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They need different services to what you offer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your services are not available in their location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You had no vacancies / spaces available at the time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They were outside your target group (eg. age, gender)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They had complex support needs (eg.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

mental health / drug and alcohol)						
They could not afford the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They were banned from your service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They had used your service recently and there is a waiting period before they can come back	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Are there any other reasons that you have declined a service to people affected by family and domestic violence?

## About the sector-wide service provision

1. What are your “go to” services in the Peel region that help people affected by family and domestic violence? (particularly those that are not specialist DV services)

2. To what extent do you think there is adequate service provision in the Peel region for people affected by family and domestic violence with the following issues?

	Very limited provision	Limited provision	Some provision	Good provision	<u>Over</u> provision
Refuge and emergency housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic needs services (eg. food, clothing, furniture)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal and court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parenting support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial support & advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counselling & groupwork - adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counselling and groupwork - children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety and security services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Are there any other unmet needs people affected by family and domestic violence have in the Peel region?

4. Are there any particular groups of people affected by family and domestic violence that you struggle to find services for in the Peel region?

5. Do you know of any plans for future service developments by either your organisation or anyone else working in the Peel region?

- Yes
- No

If yes, please give details:

6. What initiative do you think would have the most significant impact on domestic and family violence in the Peel region?

## About the alliance

Peel Says No to Violence is building an Alliance to increase awareness of family and domestic violence issues and services within the Peel region. By working together with key services and interested community members, it is hoped the Alliance will create changes that improve service delivery, coordination and community understanding.

We are still developing an understanding of how the Alliance will be structured, but want to ensure we base it on the needs of services and the community. (Note: Answering these questions does not represent a commitment, but helps us gauge the level of interest.)

1. What type of involvement might you want to have in the alliance?

- Active involvement in development and structure of the Alliance
- Involvement in planning and developing Alliance activities
- Supporting the Alliance by promoting activities
- Participating in Alliance activities when they interest you/your organisation
- Receiving information about upcoming activities and events
- Other (please explain)

2. What type of Alliance activities would you support?

- Networking and information events
- Action-based working groups
- Education campaigns for the community
- Information and training events for services
- Other (please explain)

3. What would you most need from the Alliance to help you have a positive impact on family and domestic violence in the Peel region?

4. Is there anyone in your local community you think we should definitely contact to tell about the Alliance (eg. unsung heroes that provide help to people affected by family and domestic violence or people that are strong advocates on the issues)?

(This will help make sure we are in touch with the right people and let them know about the Alliance).

## Thankyou

Thank you for taking the time to do this survey. We will use this information to help build the Peel Says No to Violence alliance to address the needs of people affected by family and domestic violence in our region.

Please provide your contact details, in case we have any follow-up questions or wish to clarify any of your answers on this survey:

Name:

Job title (if applicable):

Email:

Phone: