



# DV-alert

Domestic and Family Violence Response Training

## Pre-enrolment Information



Version 5.2, November 2022 | Lifeline Australia RTO 88036

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# The DV-alert program

## 1 Welcome

DV-alert is a domestic and family violence response training program funded by the Australian Government Department of Social Services.

Using the DV-alert model of Recognise, Respond and Refer™, the training program focuses on developing and increasing knowledge and skills of individuals to recognise the signs of domestic and family violence, respond with appropriate care and refer people experiencing, or at risk of, domestic and family violence to appropriate support services.

The alarming statistics on domestic and family violence in Australia are a contributing factor behind the drive for the *National Plan to Reduce Violence against Women and their Children 2010 – 2022*.

## 2 Lifeline Australia RTO 88036– Nationally Recognised Training Organisation



Lifeline Australia RTO 88036 is a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA).

Lifeline Centres and our partner trainers around Australia deliver nationally recognised training and assessment services in accordance with the vocational education and training (VET) Quality Framework under a third-party agreement with Lifeline Australia as the RTO.

Lifeline Australia is responsible for:

- The quality of training and assessment provided
- The issuing of all statements of attainment under its scope of registration

The DV-alert Program is administered by Lifeline Australia. Lifeline Australia recognises DV-alert as being integral to its own broader strategic framework in supporting Australians in times of crisis and equipping individuals and communities to be resilient and suicide-safe.

## 3 DV-alert Streams of Delivery

There are five streams of accredited workshops and six non-accredited workshops. Three of the non-accredited specialist workshops have a pre-requisite requirement to complete the accredited training first:

- Complex Forms of Violence
- Engaging with Interpreters
- Men who Use Violence.

Once any one of the accredited streams has been completed students are eligible to attend these three workshops for further learning.

### 3.1 Accredited Workshops

#### 3.1.1 Primary Audience

Accredited workshops are free for people working, volunteering or on student placement working directly with clients in health, allied health, education, childcare or community sectors.

#### 3.1.2 Assessment

The accredited workshops and eLearning courses are aligned to the nationally recognised unit of competency CHCDFV001 Recognise and respond appropriately to domestic and family violence. This means, following successful completion of the assessments, students will receive a **Statement of Attainment** against this unit.

In order to obtain the Statement of Attainment, students will be required to complete both written and practical assessments.

For the face to face or the virtual training programs, there are three assessments – two written and a final performance simulated assessment observed by assessors in the face to face workshops or via Zoom for the virtual program.

For the eLearning program students will complete two assessments, with the written assessments completed throughout the program and a final performance assessment completed at the end of the conclusion of the student's learning. Students may select to complete the final performance assessment using either a simulated or workplace pathway. For the simulated pathway, students are required to complete the final performance task via three video submissions based on three provided case studies uploaded to the Moodle platform. The workplace pathway option of the eLearning program allows students to complete one video submission using the provided case study and two third-party reports of two client interactions conducted in their workplace. Lifeline Australia has the assessment policy and procedures to ensure students submit their own work. Refer to the RTO Compliance Manual for more information.

Students will be assessed against the performance criteria and underpinning knowledge of the unit of competency.

Assessment has been designed in accordance with the unit of competency. Students will be given ample opportunity to demonstrate their level of competency for assessment and be provided with feedback to support their learning, personal and professional development. If areas are identified where a student requires further support and development, this will be provided and there will be opportunity for reassessment.

At the completion of training, it is anticipated that students will have met the skills, knowledge and

attributes required to recognise, respond appropriately and refer people who are experiencing, or at risk of, domestic and family violence.

### 3.1.3 Workshop Streams

The face to face and virtual training of the DV-alert Program are delivered by Lifeline Centres and our partner trainers on behalf of Lifeline Australia, whilst the eLearning program is assessed and supported by Lifeline Australia. Refer to the DV-alert website <https://www.dvalert.org.au/> for information about our Centres and their locations.

#### DV-alert General

In this stream students learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic and family violence and what best practice methods should be used to refer people on to the most appropriate support services across a wide range of contexts.

The General stream is available via:

- Face to face delivery over 2 days (approximately 14hours in total)
- Virtual delivery, when available, over 3 days (approximately 15.5 hours in total)
- Self-paced eLearning over 9 weeks (approximately 5.3 hours of learning per week including one-hour self-study).

Students will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of clients who may be experiencing domestic and family violence
- Respond appropriately with immediate interventions and support needs of clients including safety planning
- Refer clients to appropriate services and support.

#### DV-alert Indigenous

While taking into account the unique contexts of Aboriginal and Torres Strait Islander communities, students will learn how to recognise the signs of family violence, how to respond to someone experiencing family violence, and what best practice methods should be used to refer people to the most appropriate support service.

Indigenous workshops are co-delivered with accredited Aboriginal and Torres Strait Islander trainers and are presented in a way that respects Aboriginal and Torres Strait Islander cultural beliefs and practices. The workshop emphasizes the fourth 'R', Respect, with respect for culture being the underpinning value.

The Indigenous Workshop is available via:

- Face to face delivery over 2 days (approximately 14hours in total)
- Virtual delivery, when available, over 3 days (approximately 15.5 hours in total).

Students will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of Aboriginal and Torres Strait Islander clients who may be experiencing family violence
- Respond appropriately to immediate interventions and support needs of Aboriginal and Torres

- Strait Islander clients including safety planning
- Refer Aboriginal and Torres Strait Islander clients to appropriate services and support.

### **DV-alert Multicultural**

While taking into account the unique issues and contexts faced by multicultural communities in Australia, workshop students will learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

The Multicultural Workshop is available via:

- Face to face delivery over 2 days (approximately 14hours in total)
- Virtual delivery, when available, over 3 days (approximately 15.5 hours in total).

Students will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of multicultural clients who may be experiencing domestic and family violence
- Respond appropriately with immediate interventions and support needs of multicultural clients including safety planning
- Refer multicultural clients to appropriate services and support.

### **DV-alert Settlement**

While taking into account the unique issues and contexts faced by refugee and new humanitarian migrant communities in Australia, workshop students will learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

The Settlement Workshop is available via:

- Face to face delivery over 2 days (approximately 14hours in total)
- Virtual delivery, when available, over 3 days (approximately 15.5 hours in total).

Students will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of settlement clients who may be experiencing domestic and family violence
- Respond appropriately to immediate interventions and support needs of settlement clients including safety planning
- Refer settlement clients to appropriate services and support.

### **DV-alert Working with Women with Disabilities**

While taking into account the unique issues, barriers and contexts faced by women with disabilities in Australia, students will learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

The Working with Women with Disabilities Workshop is available via:

- Face to face delivery over 2 days (approximately 14hours in total)

- Virtual delivery, when available, over 3 days (approximately 15.5 hours in total)
- Self-paced eLearning over 9 weeks (approximately 5.3 hours of learning per week including one-hour self-study).

Students will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of women with disabilities who may be experiencing domestic and family violence
- Respond appropriately to immediate interventions and support needs of women with disabilities including safety planning
- Refer women with disabilities to appropriate services and support.

### 3.1.4 Course Commencement Date

**Face to face and virtual workshops:** refer to the DV-alert website <https://www.dvalert.org.au/> for information about course commencement dates.

**eLearning courses:** weekly enrolment for our eLearning program but subject to the enrolment approval.



## **3.2 Non-accredited Workshops**

### **3.2.1 DV-aware Workshops for the General Public**

#### **2-Hour DV-aware**

This is an introduction to understanding domestic and family violence. Workshop students will learn the different signs and forms of abuse, and what to do if encountering someone who is experiencing domestic and family violence.

Students will be introduced to knowledge and skills to enable them to:

- Describe the different forms of abuse that constitute domestic and family violence
- Explain the linkages between power and control and domestic and family violence
- Describe what they can do if they know someone who is experiencing domestic and family violence.

#### **1-Day DV-aware**

Workshop students will gain an understanding of the complexities of domestic and family violence and learn how to recognise the signs, how to respond safely and how to refer when necessary.

Students will gain knowledge to:

- Identify the different signs and forms of abuse that constitute domestic and family violence
- Learn about the Cycle of Violence and the Duluth wheels of power and control, equality and empowerment
- Reflect on and share what they can do if they know someone who is experiencing domestic and family violence

#### **Brothers Standing Tall**

This is an introduction to understanding family violence and the impacts on Aboriginal and Torres Strait Islander families. Students will gain insight into these issues and consider how family violence can be prevented within communities.

### **3.2.2 1-Day Specialist Workshops**

#### **Complex Forms of Violence**

This workshop offers further learning on trafficking/slavery, forced marriage, dowry abuse and female genital mutilation/cutting. Workshop students will learn about recognising the signs of these complex forms of violence, and how to respond appropriately and refer people for specialist support.

Students will learn to:

- Draw links between complex forms of violence and domestic and family violence
- Identify root causes of complex forms of violence
- Recognise, respond and refer people experiencing complex forms of violence.

To attend this workshop students must have successfully completed the unit of competency CHCDFV001 Recognise and respond appropriately to domestic and family violence.



## Men Who Use Violence

This workshop offers further learning on the drivers of men's use of violence, and how to take actions that will lower the risk these men present to their partners and children.

Students will learn to:

- Assist people who encounter instances of males who use violence in their capacity as frontline workers
- Select approaches that lower the risk these men present to their partners and children
- Avoid actions which may raise the levels of danger these men may present to their partners and children.

To attend this workshop students must have successfully completed the unit of competency CHCDFV001 Recognise and respond appropriately to domestic and family violence.

## Engaging With Interpreters

Workshop students will learn how to engage effectively with an interpreter in the context of domestic and family violence. This workshop is not for interpreters. It is for frontline workers who may need to engage with interpreters in the course of their work. The aim is to equip frontline workers with the knowledge and skills to engage effectively and safely with an interpreter in domestic and family violence contexts.

Students will learn to:

- Work with an interpreter to recognise and respond appropriately to people subjected to domestic and family violence
- Consider the requirements for organising and working effectively with an interpreter
- Develop practices to support communicating with women presenting with language barriers.

## 4 Benefits to Attendance

Attendance at both accredited and non-accredited workshops of the DV-alert Program will help to build knowledge and skills to be able to recognise and respond to people experiencing, or at risk of, domestic and family violence. The accredited workshops offer deeper learning of the knowledge and skills specifically for frontline workers.

By participating in the accredited training, students will:

- Receive a statement of attainment for the unit of competency CHCDFV001 Recognise and respond appropriately to domestic and family violence on successful completion of the assessments. This unit of competency forms part of the CHC Community Services Training Package
- Have an opportunity to network with other support workers and increase their knowledge of local resources and support
- Receive tools and references for domestic and family violence support and referral.

## 5 Course Fee Information

The DV-alert Program is funded by the Australian Government Department of Social Services, so there is no cost for eligible students to attend the training.



## 6 Entry Requirements

### 6.1 Student Enrolments

To participate in the DV-alert Program, prospective students are requested to complete the online enrolment form on the DV-alert website, [www.dvalert.org.au](http://www.dvalert.org.au).

As part of the enrolment process all prospective students will be required to:

- Provide proof of age identification. Students must be 18 years of age or over.
- Provide Lifeline Australia with their Unique Student Identifier (USI) number, or apply for one if they do not have one- Refer to 7.1 below
- Meet residency or visa requirements. Refer to 7.2 below

Enrolment is confirmed once all requirements have been met and are subject to minimum and maximum workshop attendance numbers.

### 6.2 Eligibility to Enrol

The table below outlines who is eligible to enrol for which stream of the DV-alert Program. There are different workshops for those in frontline roles working directly with clients who may be subjected to domestic and family violence, and for the general public.

	General Public	Frontline Workers, Volunteers or Student Placement
<b>Entry Requirements</b>		
• Have a unique student identifier. Refer to 6.1 below.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Live in Australia and have Australian or New Zealand citizenship. Refer to 6.2 below.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Be aged 18 or above.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Have a working computer with functional camera and access to the internet to complete the required training.	<input checked="" type="checkbox"/> Required for virtual training	<input checked="" type="checkbox"/> Required for eLearning and virtual training programs.
• Be working in health, allied health, education, childcare or community sectors.		<input checked="" type="checkbox"/>
<b>Audience by Stream</b>		
<b>DV-alert Accredited Training</b>		
<ul style="list-style-type: none"> <li>• DV-alert accredited (face-to-face, virtual or eLearning)                             <ul style="list-style-type: none"> <li>○ General</li> <li>○ Indigenous</li> <li>○ Multicultural</li> <li>○ Settlement</li> <li>○ Working with Women with Disabilities</li> </ul> </li> </ul>		<input checked="" type="checkbox"/>
<b>DV-alert Non-accredited Training</b>		
• DV-aware (2-Hour or 1-Day)	<input checked="" type="checkbox"/>	Not recommended
• Brothers Standing Tall	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Complex Forms of Violence*		<input checked="" type="checkbox"/>
• Men who use Violence*		<input checked="" type="checkbox"/>
• Engaging with Interpreters*		<input checked="" type="checkbox"/>

\*Only frontline workers who have successfully completed one of the DV-alert accredited streams are eligible to

enroll in this specialist workshop.

## 6.3 Materials and Equipment

Students will be provided with access to training materials for the stream they are enrolled in.

- For face to face workshops students will be provided with the workbook when attending the workshop
- For virtual workshops a participant workbook will be posted to you
- For eLearning students will be provided with access to the DV-alert Moodle platform

Students are required to have to a computer and the internet in order to participate in either virtual or eLearning channels. For virtual workshops, students will require a functioning camera connected to their computer which will need to be on throughout the training.

## 7 Registered Training Organisation Requirements

### 7.1 Unique Student Identifier

All Students are required to have a Unique Student Identifier (USI). A USI is a reference number that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National VET Provider Collection allowing an individual to see all their training results from all providers, including all completed training units and qualifications.

The USI makes it easier for students to find and collate their VET achievements in a single authenticated transcript and will ensure that students' VET records are not lost. The USI is available online and at no cost to the student.

Lifeline Australia cannot issue a statement of attainment to students who do not have or have not advised their USI, regardless of whether they have completed the training. To create your USI number, visit [www.usi.gov.au](http://www.usi.gov.au).

### 7.2 Eligibility for Training and Student Visa Requirements

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a register of Australian education providers that recruit, enroll and teach overseas students. As Lifeline Australia (RTO 88036) is not registered under CRICOS, any students who are not Australian or New Zealand citizens, or do not have a Permanent Residency status, must provide a copy of their passport and visa details to the Lifeline Centre so that a Visa Entitlement Verification Online check can be completed. Lifeline Australia and its third parties are required to adhere to any conditions attached to an individual's visa status regarding study and training options.

### 7.3 Additional Support for Students

As an RTO, Lifeline Australia may exercise reasonable adjustment to our training and assessment practices delivered by its third parties if required (refer to the RTO Compliance Manual for more information about Reasonable Adjustment). In addition, Lifeline seeks to ensure the DV-alert Program is accessible to a range of students so that, for example, people with physical or hearing impairments are not necessarily precluded from completing these workshops, but there are limitations to the amount of support we are able to provide. Please discuss your needs to determine whether we are able to accommodate your needs.

## 7.4 Financial Support for Students – Travel Costs

There is financial support available to support travel costs for people enrolled in DV-alert specialist 1-Day workshops or 2-day workshops, except for those enrolled in in-house workshops), who meet **all** the following criteria:

- Their workplace is in a regional or remote location with an RA2 to RA5 rating ([find out here](#))
- Their workplace is more than 50km from a workshop in a regional or remote location, or more than 100km from a workshop in a metropolitan location.

### What can and cannot be claimed

Up to \$220 (incl. GST) per day for two days (maximum of \$440 incl. GST) for travel and accommodation expenses you have paid. Expenses covered include:

- Airfares (best day rate)
- Bus/train/taxi fare
- Motor vehicle allowance (rate per km in a personal vehicle)
- Car hire (if it's the most financially viable option)
- Parking
- Hotel, motel or caravan park.

The following expenses will not be covered:

- Meals
- Petrol/diesel
- General incidentals
- Change/cancellation fees for travel or accommodation.

### Approval and claiming process

Request approval at the time of enrolment by emailing [training.dvalert@lifeline.org.au](mailto:training.dvalert@lifeline.org.au). Approved students will be provided with a travel form to complete post workshop and send in with their receipts.

## 7.5 Financial Assistance – Staff Backfill

In addition to free training, DV-alert also provides financial assistance to help with staff backfill while frontline staff attend a DV-alert workshop.

### What can be claimed

An amount of up to \$275, including GST, per day for two days to cover the cost of a locum or temp to fill a staff member's position who is attending a DV-alert workshop may be claimed.

### How to claim

To apply for this payment employers need to complete an [application form](#), attach appropriate evidence and submit a tax invoice for the amount being claimed to [training.dvalert@lifeline.org.au](mailto:training.dvalert@lifeline.org.au).

This payment is available to an employer if they have a staff member attending a DV-alert workshop. The payment is not available to self-employed participants.

## 7.6 Relevant Training Policies and Rights of Students

Refer to the RTO Compliance Manual for information regarding the following:

### General Compliance Policies

- Student Support Policies
  - Supporting Students with Disabilities Policy
  - Life Circumstances Policy
  - Access and Equity Policy
  - Confidentiality and Anonymity Policy
  - Equal Employment Opportunity Policy
  - Harassment Policy
- Reasonable Adjustment Policy
- Underperformance Policy
- Code of Conduct Policy

### Training and Assessment Policies

- Recognition Policy
  - Credit Transfer
  - Recognition of Prior Learning
- Assessment Policy
  - Assessment
  - Re-assessment
  - Plagiarism
  - Rights to Appeal
- Management and Monitoring
  - Continuous Improvement - Feedback
- RTO Complaints Policy

### Other Policies

- Personal Information Management Policy
  - Security and Maintenance of Student Records
- Privacy Policy
- Privacy Notice for Students
- Work health and safety Policy

