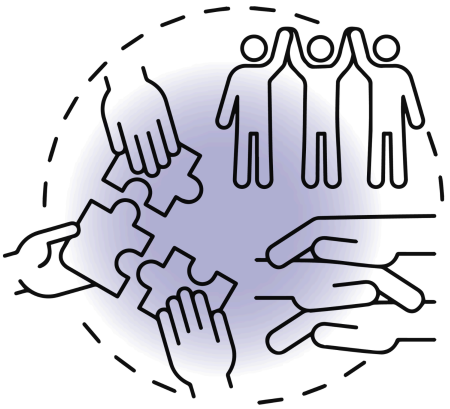


Embedding Client Experience in Family Violence Service Design and Delivery project

Project contact: Naomi Pfitzner

Researchers: Naomi Pfitzner, Bridget Harris, Hannah Fahour, Louise Simms & Kym Valentine

Email: naomi.pfitzner@monash.edu

Project ID: 43920

Researchers from the Monash Gender and Family Violence Prevention Centre and Safe and Equal are completing a project for Family Safety Victoria. The project aims to learn about the ways in which clients who use family violence support services could provide feedback to make services better.

We would like to speak with people who work in the Victorian family violence sector who wish to share their ideas about how family violence services can get and use client feedback to improve their services. If this is you, please continue.

What will happen in the research?

A virtual workshop will be held with researchers from the Monash Gender and Family Violence Prevention Centre: Naomi or Bridget. The workshop will be audio recorded and will take place online via a video call. The workshop will take around 90 minutes and will have up to 12 people.

We will ask questions about your professional views on:

- How family violence support services could get feedback from clients to help improve their work.
- Receiving and responding to client feedback.
- What infrastructure is needed to support services to seek feedback from clients.

Should you be unable to attend a focus group, a Monash researcher can conduct an individual telephone or face-to-face interview instead.

Nobody outside of the research team and the other workshop participants will know you have taken part in the research. The researchers are not allowed to tell anyone that you took part.

It is totally up to you if you would like to take part in this research. Your involvement in this project is your own personal decision and is completely voluntary. While your organisation may have suggested or supported your participation, you are under no obligation to take part. Nothing you say or do will make any difference to your employment or your relationship with Safe and Equal or the Monash Gender and Family Violence Prevention Centre. You also have the right to have any questions about the research answered at any time prior to participating in the workshop.

The research team will be holding workshops on the following days and times:

- 12.30pm on Wednesday 7 August 2024
- 11.30am on Friday 9 August 2024

If you would like to participate, please click on this link to register for your preferred date.

If you are unable to attend one of the scheduled workshop dates, please email the research team at ece-project@monash.edu to organise an individual interview time.

Consenting to participate in the research

At the beginning of the workshops, you will be asked to provide verbal permission to participate in the workshops. Workshops will be audio recorded. When you consent to participate, you are consenting to being audio recorded.

During the workshop, you should only answer questions you want to answer and feel comfortable to do so. You can leave the workshop at any time.

As you will be participating in a workshop you will be asked to respect the privacy of other group members by not disclosing any content discussed during the study.

There are no consequences of your decision not to participate or to withdraw. Your decision will not affect your access to support services in any way.

If you decide after the workshop that you do not want to be part of the project, you have two weeks to let us know about your decision.

Possible benefits and risks of participating

This is a great opportunity to contribute to the way family violence services operate in Victoria and ensure the design and delivery of family violence services are informed by the help-seeking experiences of victim-survivors.

As a key stakeholder with professional expertise and experience in relation to family violence response, your participation in this research is not expected to create any discomfort or distress. Should you have any concerns regarding your participation in the focus group, you are invited to discuss these with the Chief Investigator.

In the unlikely event that participating in the research does cause any distress we have included a list of resources at the end of this document from which you can seek support.

Confidentiality

All comments and responses will be de-identified after the workshop. No identifying information about you, your workplace or your community will be included in any published material from this research study. In any published material arising from this study, pseudonyms will be used (i.e. participants will not be mentioned by name and will be referred to as "a family violence practitioner") and any identifying details will be changed.

No information about you that is provided when you give your consent to participate will be linked to the recording of the workshop; there is no recorded information that could be linked to you.

The workshop recording will be saved under a code name and transcribed by an external transcription service. The Monash research team uses a company called Smartdocs to transcribe the workshop recording. Smartdocs is a professional transcription agency experienced in transcribing sensitive and confidential information. Monash has a confidentiality agreement with Smartdocs and they will not release any information about you, your family, your community, workplace or school.

Support after your workshop

We have prepared a list of relevant support services available on the next page. Should you feel distressed during or after the workshop, we encourage you to seek support. We are available to help you do this if you want us to.

Results

After the workshops have finished and the research team has analysed all the data collected, you will be invited to a webinar series to be held with other workshop participants. At the webinar you will have the chance to hear and provide feedback on the outcomes of the research. We will let you know the date for the webinar well in advance. Participation in the webinar is voluntary and not required. We will also provide a summary of the research findings to you after the project has finished.

The findings from this study will be presented to the funder, Family Safety Victoria, and publicly published on the Monash Gender and family violence website: https://arts.monash.edu/gender-and-family-violence which is in the public domain and can be readily accessed.

The research team may also publish the findings in journal and media articles and submissions to government and law reform bodies.

Source of funding

Family Safety Victoria is funding this research. Family Safety Victoria will not have access to any data and the views of participants will not be disclosed in any identifiable form beyond the project team.

Storage and use of data

The information you provide during your workshop will be stored *for at least 5 years on secure Monash University servers accessible only to members of the research team (current and future).* With your consent, the data from this project may be used in future research to improve family violence response and prevention.

Your information will be stored in a de-identified form and will only be accessible to the research team.

Complaints

Should you have any concerns or complaints about the conduct of the project, you are welcome to contact the Executive Officer, Monash University Human Research Ethics Committee (MUHREC):

Executive Officer
Monash University Human Research Ethics Committee (MUHREC)
Room 111, Chancellery Building D,
26 Sports Walk, Clayton Campus
Research Office
Monash University VIC 3800

Tel: +61 3 9905 2052 Email: muhrec@monash.edu Fax: +61 3 9905 3831

Thank you for helping with this research project. Please keep this sheet for your information.

Dr Naomi Pfitzner, on behalf of the project team

Information and Support Services

National Sexual Assault, Domestic Family Violence Counselling Service: **1800 RESPECT**
Call 1800 737 732
Website https://www.1800respect.org.au/

Lifeline Australia
Call 13 11 14

Website https://www.lifeline.org.au/