# **Tools to support multi-agency collaboration**

Clare Murphy,<sup>1</sup> PhD & Janet Fanslow,<sup>2</sup> PhD

<sup>1</sup> Independent counsellor, supervisor and trainer; MNZAC

<sup>2</sup> Associate Professor, Social & Community Health, School of Population Health, The University of Auckland; Co-Director, New Zealand Family Violence Clearinghouse

Collaboration and coordination are key to effective responses to family violence, however they are intricate and challenging in practice. This list of articles, reports, and tools was collated during the development of the New Zealand Family Violence Clearinghouse Issues Paper, "Building collaborations to eliminate family violence: facilitators, barriers and good practice". It is intended to provide readers with helpful tips, tools and strategies considered critical to the effective functioning of collaborative family violence initiatives. It is not exhaustive or definitive. Section headings within the document guide readers to the aspect of coordinated response being discussed.

Topics covered include:

- (1) Tangata whenua;
- (2) General information about multi-agency collaboration;
- (3) Case management resources;
- (4) Diversity resources;
- (5) Communication skills;
- (6) Prevention;
- (7) Real stories;
- (8) Gender analysis;
- (9) National accountability framework; and,
- (10) Governance.

New Zealand Family Violence Clearinghouse

The New Zealand Family Violence Clearinghouse can be contacted at:

New Zealand Family Violence Clearinghouse Tāmaki Innovation Campus The University of Auckland Private Bag 92019, Victoria Street West Auckland 1142 New Zealand

Phone: + 64 9 923 4640

2

Email: info@nzfvc.org.nz Website: www.nzfvc.org.nz

### Acknowledgement

The funding for the preparation of this document was provided by the Families Commission.

All internet links are correct as at 15 May 2012.



New Zealand Family Violence Clearinghouse

# 1. Tangata whenua

- Community-Government Relationship Steering Group. (2002). *He waka kotuia: Joining together on a shared journey*. Wellington, NZ: Report of the Community-Government Relationship Steering Group, Ministry of Social Development. <u>http://www.ocvs.govt.nz/documents/publications/papers-and-reports/he-waka-kotuia.pdf</u>
- Ministry of Social Development. (2003). *Mosaics Whakaahua Papariki: Key findings and* good practice guide for regional co-ordination and integrated service delivery. <u>http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-</u> <u>resources/archive/2003-mosaics.pdf</u>



Tools to support multi-agency collaboration

4

### 2. General information about multi-agency collaboration

- ARACY. (n.d.-a). *Collaboration fact sheets*. Australian Research Alliance for Children and Youth. <u>http://www.aracy.org.au/index.cfm?pageName=adv\_collaboration\_fact\_sheets</u>
- ARACY. (n.d.-b). *Collaboration management publications*. Australian Research Alliance for Children and Youth. <u>http://www.aracy.org.au/index.cfm?pageName=adv\_collaboration\_publications</u>
- Atkinson, M. (2007a). Better at working together: Interagency collaboration: Part I, Literature review. Wellington: High and Complex Needs Unit. <u>http://www.hcn.govt.nz/documents/supporting-collaboration/better-at-working-together-part-1-literature-review.pdf</u>
- Atkinson, M. (2007b). Better at working together: Interagency collaboration: Part II, Advice on good practice. Wellington: High and Complex Needs Unit. <u>http://www.hcn.govt.nz/documents/supporting-collaboration/better-at-working-togetherpart-2-advice-on-good-practice.pdf</u>
- Atkinson, M., Jones, M., & Lamont, E. (2007). Multi-agency working and its implications for practice: A review of the literature. <u>http://www.nfer.ac.uk/nfer/publications/MAD01/MAD01.pdf</u>
- AVA Project. (2010). *Coordination: Resources*. UK: Home Office. <u>http://www.ccrm.org.uk/index.php?option=com\_content&view=article&id=211&Itemid=</u> <u>276</u>
- CAADA. (2011a). *Practitioner resources*. Coordinated Action Against Domestic Violence: A UK national charity supporting a strong multi-agency response to domestic abuse. <u>http://www.caada.org.uk/practitioner\_resources/resources.html</u>
- Cohen, L., Baer, N., & Satterwhite, P. (2002). *Developing effective coalitions: An eight step guide*. Oakland, CA: Prevention Institute. <u>http://www.ncdsv.org/images/PreventionInstitute\_DevelopingEffectiveCoalitions-</u> <u>8steps\_2002.pdf</u>



- DVIRC. (2004). Developing an integrated response to family violence in Victoria: Issues and directions. Melbourne, Vic: Domestic Violence & Incest Resource Centre. <u>http://www.dvirc.org.au/UpdateHub/Integrated Respose Issues</u> PaperNoAppendices.pdf
- Hann, S. (2010). About family violence networks in New Zealand. Wellington, NZ:
  Campaign for Action on Family Violence. Available from Sheryl Hann at the "It's not OK" family violence prevention campaign via: <u>http://www.areyouok.org.nz</u>

High and Complex Needs Unit. (2007). Better at working together: Interagency collaboration: Part III, Self-assessment tool and principles for collaboration. Wellington: High and Complex Needs Unit.
 <a href="http://www.hcn.govt.nz/documents/supporting-collaboration/better-at-working-together-">http://www.hcn.govt.nz/documents/supporting-collaboration/better-at-working-together-</a>

part-3-self-assessment-tool.pdf

- KCSDV. (n.d.). Community organizing toolkit: Your one-stop, online resource for local community organizing efforts against sexual & domestic violence. Kansas Coalition Against Sexual and Domestic Violence <u>http://www.kcsdv.org/toolkit/commorgtoolkit.html</u>
- Logar, R. (2006). Bridging gaps From good intentions to good cooperation: Manual for effective multi-agency cooperation in tackling domestic violence. Vienna, Austria: Women Against Violence Europe (WAVE). <u>http://www.wave-</u> <u>network.org/images/doku/homepage\_bg\_manual\_fromgoodinterventionstogoodcooper\_ation3.pdf</u>
- NCALL. (2011). *Resources for coordinated community response*. National Clearinghouse on Abuse in Later Life: A project of Wisconsin Coalition Against Domestic Violence. <u>http://www.ncall.us/sites/ncall.us/files/resources/CCR Resources.pdf</u>
- Otto, J. M., & Quinn, K. (2007). Community collaboration: A recommendation for adult protective services. Washington, DC: A Report for the National Center on Elder Abuse
  National Adult Protective Services Association.
  http://www.apsnetwork.org/Resources/publications.htm



Tools to support multi-agency collaboration

- UNDAW. (2005). Good practices in combating and eliminating violence against women.
   Expert Group Meeting United Nations Division for the Advancement of Women in collaboration with United Nations Office on Drugs and Crime: 17 to 20 May 2005
   Vienna, Austria. <a href="http://www.un.org/womenwatch/daw/egm/vaw-gp-2005/docs/FINALREPORT.goodpractices.pdf">http://www.un.org/womenwatch/daw/egm/vaw-gp-2005/docs/FINALREPORT.goodpractices.pdf</a>
- UN Women. (n.d.). *Developing coordinated community responses*. Virtual Knowledge Center to End Violence Against Women and Girls. <u>http://www.endvawnow.org/en/articles/319-developing-coordinated-community-</u> responses-.html
- WA SAAP. (n.d.). Forging stronger partnerships to address homelessness "Let's make it happen": Guide to developing interagency protocols. Western Australia: Supported Accommodation Assistance Program.

http://www.dcp.wa.gov.au/servicescommunity/information/Documents/Service Excellence/Protocols/GuidetoDevelopingInteragencyProtocols.pdf

- WCADV. (n.d.). *Coordinated community response resources*. Wisconsin Coalition Against Domestic Violence. <u>http://www.wcadv.org/resources/by\_category/15</u>
- WCADV & WCASA. (2009). Domestic violence and sexual assault CCR toolkit. Wisconsin Coalition Against Domestic Violence & Wisconsin Coalition Against Sexual Assault. <u>http://www.wcadv.org/ccr-toolkit-0</u>

### 2.1 Partnership checklists

Bournemouth Borough Council. (2006). *Partnership governance framework: A practical guide to partnership working*. <u>http://www.idea.gov.uk/idk/aio/5403746</u>

VicHealth. (2011). The partnerships analysis tool for partners in health promotion: A resource for establishing, developing and maintaining partnerships for health promotion. Carlton South, Vic: Victoria Health Promotion Foundation. <u>http://www.vichealth.vic.gov.au/en/Publications/VicHealth-General-</u> <u>Publications/Partnerships-Analysis-Tool.aspx</u>

#### 2.2 Guides to writing memoranda of understanding and protocols

- Alberta Council of Women's Shelters & Alberta Children's Services. (2006). Building a collaborative, community based response: A guide for shelters and child and family services authorities in protocol development
   <a href="http://www.acws.ca/reports.php">http://www.acws.ca/reports.php</a> (Scroll down and click on the link titled: A guide for shelters and child and family services authorities in protocol development.)
- Bragg, H. L. (2003). *Child protection in families experiencing domestic violence*. U.S. Department of Health and Human Services. <u>http://www.childwelfare.gov/pubs/usermanuals/domesticviolence/domesticviolence.pdf</u>



Tools to support multi-agency collaboration

### 3. Case management resources

#### 3.1 Confidentiality & information sharing protocols

CAADA. (2011b). Principles of an effective MARAC.

http://www.caada.org.uk/marac/The%2010%20principles\_Oct%202011%20v2\_with%2 0sub%20principles.pdf

- CW&CC. (n.d.). Information sharing guidance. UK: Cheshire West and Chester Council. <u>http://www.cheshirewestandchester.gov.uk/children\_and\_young\_people/local\_safegua</u> <u>rding\_children\_bo/policies\_and\_procedures/working\_together/information\_sharing.asp</u> <u>x</u>
- Davies, J. (n.d.). Confidentiality & information sharing issues: For domestic violence advocates working with child protection and juvenile court systems. San Francisco, CA: Family Violence Prevention Fund. http://www.vaw.umn.edu/documents/infosharing/infosharing.pdf
- Department for Child Protection. (2011). *The Western Australian family and domestic violence case management and coordination service: Governance and operations manual*. Perth, WA: Western Australian Government. <u>http://www.dcp.wa.gov.au/CrisisAndEmergency/FDV/Documents/CMCS\_Manual.pdf</u>
- DCSF. (2008). Information sharing: Guidance for practitioners and managers. UK: Department for Children, Schools and Families: HM Government. <u>https://www.education.gov.uk/publications/standard/Integratedworking/Page1/DCSF-00807-2008</u>
- El Paso County Greenbook Project. (2007). *El Paso County, Colorado institutional safety* & accountability audit report. El Paso County, Colorado: A Project of the El Paso County Greenbook Project. <u>http://www.thegreenbook.info/documents/El</u> <u>Paso\_Final\_Audit\_Sept07.pdf</u>

8

- GLDVP. (2007). *Multi-agency domestic violence information sharing protocol guidance*. UK: Greater London Domestic Violence Project. <u>http://www.avaproject.org.uk/media/13100/multi-agency%20domestic%20violence%20information%20sharing%20protocol%20guidanc</u> e.pdf
- Government of South Australia. (2008). *Information sharing: Guidelines for promoting the safety and wellbeing of children, young people and their families.* <u>http://www.decd.sa.gov.au/docs/documents/1/InformationSharingGuideli.pdf</u>

Home Office. (2004). Safety and justice: Sharing personal information in the context of domestic violence – an overview. London, UK: The Research, Development and Statistics Directorate.

http://www.eurowrc.org/01.eurowrc/04.eurowrc\_en/GB\_UNITED%20KINGDOM/Sharin g%20personal%20information%20-%20domestic%20violence.pdf

- NZ Police. (n.d.). Information sharing protocol family violence (2006/8). <u>http://www.ppdvp.org.nz/wp-content/media/2010/07/NZPol-Information-Sharing-in-Family-Violence-Cases.pdf</u>
- Office for Women. (2011). Family safety framework: Practice manual. Women's Safety Strategy, Government of South Australia. http://www.agd.sa.gov.au/about\_us/the\_department/FSF Practice Manual 2011.pdf

### 3.2 Building bridges between child protection & domestic violence services

- Bragg, H. L. (2003). Child protection in families experiencing domestic violence. U.S. Department of Health and Human Services. <u>http://www.childwelfare.gov/pubs/usermanuals/domesticviolence/domesticviolence.pdf</u>
- Humphreys, C. (2007). *Domestic violence and child protection: Challenging directions for practice.* Australian Domestic and Family Violence Clearinghouse: Issues Paper 13. <a href="http://www.austdvclearinghouse.unsw.edu.au/documents/IssuesPaper\_13.pdf">http://www.austdvclearinghouse.unsw.edu.au/documents/IssuesPaper\_13.pdf</a>

Schechter, S., & Edelson, J. L. (1998). Effective intervention in domestic violence child maltreatment cases: Guidelines for policy and practice. Washington, D.C.:
 Recommendations from the National Council of Juvenile and Family Court Judges Family Violence Department.

http://www.thegreenbook.info/documents/Greenbook.pdf

- Spears, L. (1999). Building bridges between domestic violence organizations and child protective services. <u>http://www.vaw.umn.edu/documents/dvcps/dvcps.html</u>
- The Greenbook Initiative. (2009). *Tools and resources.* National Council of Juvenile and Family Court Judges. <u>http://www.thegreenbook.info/read.htm</u>

### 3.3 Risk identification tools

- CAADA. (2011a). *Practitioner resources*. Coordinated Action Against Domestic Violence: A UK national charity supporting a strong multi-agency response to domestic abuse. <u>http://www.caada.org.uk/practitioner\_resources/resources.html</u>
- State of Victoria. (2007). Family violence risk assessment and risk management: Supporting an integrated family violence service system. Family Violence Coordination Unit. <u>http://www.dhs.vic.gov.au/\_\_\_data/assets/pdf\_\_file/0006/581757/risk-assessment-</u> <u>risk-management-framework-2007.pdf</u>



# 4. Diversity resources

AVA Project. (2010). *Individual (victim/survivor): Resources for working with diversity*. UK: Home Office.

http://www.ccrm.org.uk/index.php?option=com\_content&view=article&id=48&Itemid=6

Office for the Community & Voluntary Sector. (n.d.). Resources for working with different population groups including Maori, Pacific Peoples, Other ethnic groups, People with disabilities, Older people, Rural communities. New Zealand Government. http://www.goodpracticeparticipate.govt.nz/working-with-specific-groups/index.html

### 4.1 Domestic violence in later life

NCALL. (2011). *Abuse in Later Life - Resources*. National Clearinghouse on Abuse in Later Life: A project of Wisconsin Coalition Against Domestic Violence. <u>http://www.ncall.us/resources</u>

### 4.2 Lesbian, gay, bisexual & transgender (LGBT) communities

- AVP & NCAVP. (2010). National Coalition of Anti-Violence Programs. Scroll down to *Training and Technical Assistance Center Resource Bank* for a list of articles providing practical tips for working with LGBTQH populations. <u>http://www.avp.org/ncavp.htm</u>
- Donovan, C., Hester, M., Holmes, J., & McCarry, M. (2006). *Comparing domestic abuse in same sex and heterosexual relationships*. University of Sunderland & University of Bristol. <u>http://www.broken-rainbow.org.uk/cohsar\_report.pdf</u>

LGBTIQ. (2011). Report on: Inclusion and diversity: 1st national LGBTIQ domestic and family violence conference. Kings Cross, Sydney – 16th September 2011. Sydney, NSW: LGBTIQ Domestic Violence Interagency. http://www.anothercloset.com.au/storage/2011%20LGBTIQ%20DV%20Conference%2 Oreport%20final%20v.2.pdf

- NCVC & NCAVP. (2010). Why it matters: Rethinking victim assistance for lesbian, gay, bisexual, transgender, and queer victims of hate violence & intimate partner violence. Washington, DC & New York, NY: National Center for Victims of Crime and the National Coalition of Anti-Violence Programs. http://www.wcadv.org/sites/default/files/resources/LGBT Publications.pdf
- WCADV. (n.d.). LGBT resources. Wisconsin Coalition Against Domestic Violence. http://www.wcadv.org/resources/by\_category/18

### 4.3 Refugee and migrant communities

Levine, M., & Benkert, N. (2011). Case studies of community initiatives addressing family violence in refugee and migrant communities: Final report. Wellington: Ministry of Social Development and Ministry of Women's Affairs. http://www.mwa.govt.nz/newsand-pubs/publications/case-studies-of-community-initiatives-address-family-violencein-refugee-and-migrant-communities

### 4.4 Disabilities

- Disability Rights Wisconsin. (2004). Self assessment tool for ensuring access for people with disabilities: For use by sexual assault and domestic violence service providers. http://www.disabilityrightswi.org/archives/category/publications/violence-againstwomen-w-disabilities
- Healey, L., Howe, K., Humphreys, C., Jennings, C., & Julian, F. (2008). Building the evidence: A report on the status of policy and practice in responding to violence against women with disabilities in Victoria. Melbourne, Vic: Victorian Women with Disabilities Network Advocacy Information Service.

http://www.wwda.org.au/buildingevidence1.pdf

www.nzfvc.org.nz

**New Zealand Family Violence Clearinghouse** 

# 5. Communication resources

#### 5.1 Communication skills for successful collaborations

Russell, J. (2008). *Communications skills for successful collaborations*. <u>http://www.ncdsv.org/images/CommunicationSkillsforSuccessfullCollaborations\_Jan</u> <u>Russell\_2008.pdf</u>

#### **5.2 Conflict resolution**

Commonwealth of Australia. (2004). *Primary dispute resolution: Partnership projects - A report on partnerships.* <u>http://www.ag.gov.au/Families/Familylawpublications/Pages/Primarydisputeresolutions</u> <u>AreportonpartnershipsJune2004.aspx</u>



## 6. Prevention resources

- Campaign for Action on Family Violence. (2011). *Resources*. Wellington: Family and Community Services, Ministry of Social Development. http://www.areyouok.org.nz/resources.php
- Cerise, S. (2011). A different world is possible: A call for long-term and targeted action to prevent violence against women and girls. UK: End Violence Against Women Coalition. <u>http://www.endviolenceagainstwomen.org.uk/data/files/a\_different\_world\_is\_possible\_</u>

report\_email\_version.pdf

Durey, R. (2011). Working together against violence final project report: Sharing the evidence - respect, responsibility and equality. Melbourne, Vic: Women's Health Victoria.

http://www.vichealth.vic.gov.au/Publications/Freedom-from-violence/Sharing-theevidence.aspx

- Fanslow, J. (2005). Beyond zero tolerance: Key issues and future directions for family violence work in New Zealand. Wellington: Families Commission. <u>http://www.familiescommission.govt.nz/research/beyond-zero-tolerance</u>
- Michau, L. (2005). Good practice in designing a community-based approach to prevent domestic violence. UN Division for the Advancement of Women. <u>http://www.un.org/womenwatch/daw/egm/vaw-gp-</u> 2005/docs/experts/michau.community.pdf
- NIRR. (2012). Promoting equal and respectful relationships manual and tool kit. City of Darebin, Vic., Australia: Northern Interfaith Respectful Relationships Project. http://www.darebin.vic.gov.au/Page/Page.aspx?Page\_Id=8049
- Poljski, C. (2011). On her way: Primary prevention of violence against immigrant and refugee women in Australia. Melbourne, Vic: Multicultural Centre for Women's Health. http://www.vichealth.vic.gov.au/en/Publications/Freedom-from-violence.aspx

Prevent Connect. (2012). An online project dedicated to the primary prevention of sexual assault and domestic violence. Resources include podcasts, web-based conferences and other e-learning. http://preventconnect.org/

Smith, M. B. (2011). A different world is possible: Promising practices to prevent violence against women and girls. UK: End Violence Against Women Coalition. <u>http://www.endviolenceagainstwomen.org.uk/data/files/promising\_practices\_report\_.pd</u> <u>f</u>

VicHealth. (2007). Preventing violence before it occurs: A framework and background paper to guide the primary prevention of violence against women in Victoria. Carlton South, Vic: Victoria Health Promotion Foundation. <u>http://www.vichealth.vic.gov.au/Publications/Freedom-from-violence/Preventing-violence-before-it-occurs.aspx</u>

VicHealth. (2009). Preventing violence against women: A framework for action. Carlton South, Vic: Victoria Health Promotion Foundation. <u>http://www.lgpvaw.net.au/admin/file/content2/c7/VAW framework redesign 2009.pdf</u>

### 6.1 Good practice initiatives by men engaged in eliminating violence against women

UNESCAP. (2004). Elimination of violence against women in partnership with men.
 Gender and Development Discussion Paper Series No. 15: United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP).
 <a href="http://www.unescap.org/sdd/publications/gender/gender\_dp\_15.pdf">http://www.unescap.org/sdd/publications/gender/gender\_dp\_15.pdf</a>

- WCSAP. (2011). *Partners in Social Change Publications*. Washington Coalition of Sexual Assault Programs Prevention Resource Center. <u>http://www.wcsap.org/partners-social-change-pisc</u>
- XY Online. (2012). *Working with boys and men.* http://xyonline.net/category/article-content/working-boys-and-men



# 7. Real stories

- It's Still Not OK! (2010). It's Still Not OK! Protecting victims Rebuilding lives Sending the right message: A discussion paper written by survivors of domestic violence. Upper Hutt, NZ: It's Still Not OK! A victims' lobby group. <u>http://roundtablevaw.org.nz/PDF%20lts%20STILL%20Not%20OK!%20Discussion%20</u> <u>Paper.pdf</u>
- Murphy, C. (2002). Women coping with psychological abuse: Surviving in the secret world of male partner power and control. Unpublished Masters Thesis, University of Waikato, Hamilton, NZ. http://www.nzfvc.org.nz/sites/default/files/Clare Murphy.pdf
- Real People Real Stories. (2008). It's time to start telling these stories. Wellington, NZ: Family and Community Services, Ministry of Social Development. <u>http://www.realstories.org.nz/</u>

Robertson, N., Busch, R., D'Souza, R., Lam Sheung, F., Anand, R., Balzer, R., Simpson,
A., & Paina, D. (2007a). *Living at the cutting edge: Women's experience of Protection Orders: Volume 1: The women's stories.*http://research.waikato.ac.nz/CuttingEdge/VolOne.pdf

Robertson, N., Busch, R., D'Souza, R., Lam Sheung, F., Anand, R., Balzer, R., Simpson,
A., & Paina, D. (2007b). Living at the cutting edge: Women's experience of Protection
Orders: Volume 2: What's to be done? A critical analysis of statutory and practice
approaches to domestic violence.

http://waikato.researchgateway.ac.nz/bitstream/10289/431/3/CuttingEdgeVolTwo0805 22.pdf



## 8. Gender analysis on violence against women

Roundtable on Violence Against Women. (2009). *Gender analysis of violence*. <u>http://roundtablevaw.org.nz/Research.html</u>

Sinclair, D. (2003). Overcoming the backlash: Telling the truth about power, privilege, and oppression: Exploring gender-based analysis in the context of violence against women: A resource kit for community agencies. Canada: The Gender Advisory Committee of The Violence Prevention Coordinating Council (Durham Region). http://www.crvawc.ca/documents/overcomingthebacklash.pdf



New Zealand Family Violence Clearinghouse

### 9. National accountability framework

Cabinet Office. (2010). *Call to end violence against women and girls*. London, UK: HM Government.

http://www.conservativewomen.org.uk/docs/CallToEndViolenceAgainstWomenAndGirls.pdf

- Cabinet Office. (2011). Call to end violence against women and girls: Action plan. London, UK: HM Government. <u>http://www.homeoffice.gov.uk/publications/crime/call-end-violence-women-girls/vawg-action-plan?view=Binary</u>
- State of Victoria. (2010). A right to safety and justice: Strategic framework to guide continuing family violence reform in Victoria 2010-2020. Melbourne, Vic: Office of Women's Policy, Department of Planning and Community Development. <u>http://www.dhs.vic.gov.au/about-the-department/plans,-programs-and-projects/plansand-strategies/children,-youth-and-family-services/a-right-to-safety-and-justicestrategic-framework-to-guide-continuing-family-violence-reform-in-victoria-2010-2020</u>
- UN Women. (2010). Ending violence against women and girls programming essentials: Monitoring and evaluation. UN Women. <u>http://www.endvawnow.org/en/modules/view/14-programming-essentials-monitoring-evaluation.html</u>



# 10. Governance

#### **10.1 Governance models**

Bradshaw, P., Hayday, B., & Armstrong, R. (2007). Non-profit governance models: Problems and prospects. *The Innovation Journal: The Public Sector Innovation Journal, 12*(3), 1-22.

http://www.innovation.cc/scholarly-style/bradshaw5final.pdf

Child Helpline International. (2008). Good governance and accountability: A guide to strengthening your child helpline. <u>http://www.childhelplineinternational.org/assets/cms/File/PDF/Manuals/Good</u> Governance Manual - final.pdf

- K4Health. (2011). *Leadership and governance toolkits*. <u>http://archive.k4health.org/toolkits/leadershipmgmt/leadership-and-governance#Governance</u>
- Lassner K.J. (2010). *Guide to effective CSO governance.* <u>http://erc.msh.org/toolkit/toolkitfiles/file/Guide%20to%20Effective%20CSO%20Govern</u> <u>ance.pdf</u>
- LSIS. (2011). *Toolkit 3 Shared leadership and governance*. Learning and Skills Improvement Services (LSIS). <u>http://www.excellencegateway.org.uk/page.aspx?o=314232</u>
- Schindeler, E., et al. (2001). Breaking down the silos to make a difference: Identifying how governance arrangements can be made more responsive. Papers National Housing Conference 2001. Brisbane: Department of Housing. http://www.nhc.edu.au/downloads/2001/DayTwo/20\_emily\_schindeler.pdf
- UNESCAP. (2011). What is good governance? http://www.unescap.org/pdd/prs/ProjectActivities/Ongoing/gg/governance.asp



#### 10.2 Safety and accountability audit processes

- BWJP. (2009). Safety and accountability audit examples. Battered Women's Justice Project. <u>http://www.bwjp.org/articles/article-list.aspx?id=26</u>
- Pence, E., & McMahon, M. (2003). Working from inside and outside institutions: How safety audits can help courts' decision making around domestic violence and child maltreatment. *Juvenile and Family Court Journal* (Fall). <u>http://files.praxisinternational.org/auditcourt.pdf</u>
- Pence, E., Mitchell, S., & Aoina, A. (2007). Western Australia safety and accountability audit of the Armadale Domestic Violence Intervention Project. Perth, WA: Western Australian Government.

http://files.praxisinternational.org/2009/WAustralian\_Audit\_Report\_2007.pdf

- Praxis International. (2010). *Safety audit resources*. <u>http://www.praxisinternational.org/safetyaudits\_resources.aspx</u>
- Praxis International. (n.d.). *Guides to Praxis safety and accountability auditing*. <u>http://www.praxisinternational.org/praxis\_audit\_coordinators\_resources.aspx</u>

#### 10.3 Evaluating your coordinated community response

- Allen, N. E., & Hagen, L. A. (2003). A practical guide to evaluating domestice violence coordinating councils. Harrisburg, PA: National Resource Center on Domestic Violence. <a href="http://new.vawnet.org/Assoc\_Files\_VAWnet/NRCDV\_EvalDVCC.pdf">http://new.vawnet.org/Assoc\_Files\_VAWnet/NRCDV\_EvalDVCC.pdf</a>
- Center for the Advancement of Collaborative Strategies in Health. (2007). *Partnership self-assessment tool*, <u>http://www.partnershiptool.net/</u>

Sadusky, J. M. (2010). Planning and conducting a best-practice assessment of community response to domestic violence: Criminal justice system response: Emergency communications (911) & police patrol. Duluth & St Paul, MN: Praxis International. http://www.vaw.umn.edu/documents/bestpractice911topatrol/bestpractice911topatrol.p

New Zealand Family Violence Clearinghouse