

# **Compliance Framework for Men's Domestic Violence Behaviour Change Programs – Online Delivery Supplement**

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# Introduction

This document must be read in conjunction with *Compliance Framework for Men's Behaviour Change Programs*. All standards must be met for online programs. These supplementary questions are the further information and evidence required for registration of a program for online delivery.

If you are seeking registration for a new and unregistered program that will include online delivery, please provide answers and evidence for questions in the *Compliance Framework for Men's Behaviour Change Programs* (Compliance Framework) and *Compliance Framework for Men's Behaviour Change Programs - Online Delivery Supplement* (Supplement).

If your program is already registered but you want to amend it to include online delivery, you are only required to complete the Supplement, ensuring the necessary evidence is provided for the online program.

## Risks with online delivery

As with any program, online delivery of an MBCP presents its own unique risks. This will include risks to victims, children and the participants. Eligibility criteria for participation in an online program will consider and take all precautions to minimise these risks. For example, a prospective participant is living at home with the victim. A provider will need to consider how the victim feels about MBCP work being brought into the family home and how it may affect any children living there, as well as other risks in these circumstances. Providers may decide to manage risk by only having participants who do not live with the victim eligible for online programs, or make a requirement that a family safety worker must be engaged when a victim is residing with the participant.

Other considerations for eligibility will include alcohol or other substance abuse that may increase risk to a participant and a victim during an online program. There may be interruptions to technology or other perhaps unexplained 'drop outs'. Protocols must be in place to manage this ongoing and dynamic risk when a facilitator is not present to mitigate heightened emotions in a participant.

Consideration of hardware requirements is also necessary to ensure as much as possible that a participant is present and engaged. A mobile phone for example is not considered a suitable device due to its size, making it difficult to engage with the group, and the ability of the participant to conduct other activities during the session due to its mobility.

## Online Delivery of a MBCP

There is a clear need for consideration of applications for registration for the delivery of MBCPs in an online setting.

This will support:

- accessibility for participants in regional and remote communities
- delivery of MBCPs throughout changing COVID-19 safety and social distancing requirements
- people with shared needs, enabling groups to be held where participants are not located together geographically, e.g. LGBTIQ groups

A safe and effective online MBCP will be tailored to delivery in an online setting. It will give consideration to how change focussed sessions are delivered and include processes for ongoing safety of victims and children while the participant is engaged in the program. The program manual for an online MBCP will detail differences from the face to face program and also detail any different or additional risks that may occur, including how these will be mitigated.

A safe and responsive MBCP will consider additional factors and needs in the delivery of an online program. Participants and facilitators will require access to reliable internet connection with sufficient bandwidth, access to reliable phone connection; and access to a private location to join the session. Participants in a program, and their immediate surroundings, must be fully visible to facilitators at all times. For example, no blurred backgrounds.

A safe and effective MBCP will ensure participants and facilitators have access to suitable hardware including, but not limited to, laptop/notepad or tablet, microphone, camera (that is on for the duration of the session), adequate lighting, and a headset to ensure privacy for them and the rest of the group. A safe and responsive program will consider how many participants is suitable for each group, ensuring the facilitators can see the entire group on the screen and effectively and safely engage with them all. This number may differ from a face to face group, such as having a smaller group size to enable facilitators to see all participants at once.

### Practice and process requirements, assessment questions, and evidence

| Practice and process requirements   | Assessment questions  | Evidence  |
|---|---|---|
| <i>To demonstrate compliance you are required to:</i>   | <i>To demonstrate compliance you are required to document responses to the following questions to ensure your program addresses the Practice Standards:</i>   | <i>To demonstrate compliance you are required to provide evidence showing how the standards are or will be implemented, which may include:</i>  |
| Demonstrate the MBCP has the necessary technical requirements to conduct an online program  | <p>What platform will the online MBCP use? E.g. zoom, skype, Microsoft teams</p> <p>Do participants and facilitators have access to reliable internet connection with sufficient bandwidth to have a video camera connection and access to reliable phone connection?</p> | <ul style="list-style-type: none"> <li>• Policy and procedures outlining online delivery</li> <li>• Digital platform security guide</li> <li>• Participant information forms including for intake, assessment and review</li> </ul> |
| Demonstrate the MBCP has policies detailing the privacy of the online program   | <p>Is the online platform secure and private?</p> <p>What are the established requirements to ensure privacy of the participant, other group members and facilitators during the program sessions?</p>  | <ul style="list-style-type: none"> <li>• Digital platform security guide</li> <li>• Eligibility criteria for online MBCP</li> <li>• Participant information forms including for intake, assessment and review</li> </ul>            |
| Demonstrate the MBCP has established protocols and procedures for ensuring participants have access to all necessary technical devices, software and physical space | What hardware and software is required to allow for program participation?  | <ul style="list-style-type: none"> <li>• Policy and procedures outlining online delivery, including assessment of physical location</li> </ul>  |

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|  | <p>What protocols are in place to provide assistance for participants with hardware and software set up?</p> <p>What access options are provided to program participants – use of home computer; provision of loan computer; access at an office/alternative NGO location?</p> <p>Is there provision for an assessment of the physical location from which a participant will access the program?</p> | <ul style="list-style-type: none"> <li>• Training and support materials for participants e.g. FAQ, preparation session</li> </ul> |
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## Principle 1: The safety of victims, including children, must be given the highest priority

### Relevant standards

Standard 1.1: MBCP providers and support services will undertake risk assessments for victims

Standard 1.2: MBCP providers will ensure that victims have access to appropriate support services that respond to their needs

Standard 1.3: MBCP providers must respond immediately to any indications of increased risk to the safety of victims

Victim safety is the priority of all MBCP risk assessment and management. A safe and effective MBCP understands that online delivery of MBCP may lead to different and/or additional identified risks to victims and children. A safe and effective online MBCP will undertake comprehensive risk assessments prior to accepting a participant into an online MBCP. This must include ongoing monitoring of dynamic risk and changing circumstances, increased focus on family safety, and procedures for interruptions due to technology. A safe and effective online MBCP will have clear eligibility and suitability requirements that prioritise the safety of victims and children and give careful consideration to the living arrangements of participants, the location from which the participant is participating in the MBCP, and whether a victim who lives with the participant is supportive of their engagement in the online program.

### Practice and process requirements, assessment questions, and evidence

| Practice and process requirements   | Assessment questions   | Evidence   |
|---|--|--|
| <i>To demonstrate compliance you are required to:</i>   | <i>To demonstrate compliance you are required to document responses to the following questions to ensure your program addresses the Practice Standards:</i>  | <i>To demonstrate compliance you are required to provide evidence showing how the standards are or will be implemented, which may include:</i>   |
| Demonstrate processes are undertaken by your organisation to assess risks to victims, children and participants | <p>What specific risks are considered for an online MBCP including the safety of victims, children and participants?</p> <p>What procedures and protocols are in place to notify victims and/or support services of identified risk? Are there additional checks during the online program to assess risk?</p> <p>What are the eligibility criteria for participation in an online MBCP?</p> | <ul style="list-style-type: none"> <li>• Policy and procedures outlining online delivery and safety monitoring</li> <li>• Risk assessment and management framework as related to online delivery</li> <li>• Victim engagement strategies undertaken to inform risk assessment</li> <li>• Safety assessment and safety plan templates including records about whether further safety planning was completed prior to commencement of the online program</li> <li>• Templates used to notify victim support services</li> <li>• Eligibility, suitability and exclusion criteria</li> </ul> |

## Principle 2: Victim safety and perpetrator accountability are best achieved through an integrated service response

### Relevant standard

Standard 2.1: MBCP providers will develop ongoing relationships with relevant local agencies to support an accountable and coordinated service response

A safe and effective MBCP understands that victim safety and perpetrator accountability are best achieved by working together with local services to facilitate consistent and integrated service responses. A safe and effective online MBCP understands the importance of collaborative practice and relationships with service providers local and/or relevant to the victim and the participant due to the potential for enhanced risk in an online setting. MBCP providers should consider whether these services are provided in person or online. This is particularly important when participants engaged in an online MBCP reside in a geographical region distant from the MBCP provider.

A safe and effective online MBCP considers processes to manage escalation of risk to participants, such as technology interruptions of the online session and/or escalation of anger or aggression in a participant leading to increased risk to victims and children. A safe and effective online MBCP understands the importance of responses local to the participant and victims at these times and ensures relationships and processes are in place prior to acceptance of a participant to an online program.

### Practice and process requirements, assessment questions, and evidence

| Practice and process requirements   | Assessment questions  | Evidence   |
|---|---|--|
| <i>To demonstrate compliance you are required to:</i>   | <i>To demonstrate compliance you are required to document responses to the following questions to ensure your program addresses the Practice Standards:</i>   | <i>To demonstrate compliance you are required to provide evidence showing how the standards are or will be implemented, which may include:</i>   |
| Demonstrate how existing processes and procedures have been modified to ensure the safety of victims, children and participants during the online delivery of a MBCP  | How might relationships with support services provide further support for participants and victims when the MBCP is in an online setting?<br>Are the agencies local to the participant and victims? | <ul style="list-style-type: none"> <li>• Memorandum of understanding of arrangements with support services during online MBCPs</li> <li>• Referral letters or templates</li> <li>• Information sharing forms or templates</li> </ul> |
| Demonstrate how the relationships with support services will ensure safety of victims, children and participants throughout delivery of the online program and if any modifications were required to existing agreements to ensure this | What relationships do you have/require with service providers?<br>What emergency support can be provided to participants and victims throughout the delivery of the online MBCP?                    | <ul style="list-style-type: none"> <li>• Memorandum of understanding of arrangements with support services for participants and victims during online MBCPs e.g. welfare checks from NSWPF or appropriate service</li> </ul>         |

## Principle 3: Effective programs must be informed by a sound evidence base and subject to ongoing evaluation

### Relevant standards

Standard 3.1: MBCPs must have a sound evidence base

Standard 3.2: MBCP providers will apply the Risk, Needs, Responsivity principles to the program design

Standard 3.3: MBCP providers must demonstrate that proposed delivery models, including length and intensity are based on the Risk, Needs, Responsivity principles

Standard 3.6: MBCP providers will contribute to building the evidence base for men's behaviour change programs

A safe and effective MBCP will apply the Risks, Needs and Responsivity principles to program design and delivery and adjust as necessary for online delivery. Additional information on the RNR principles is provided in Appendix A of the Compliance Framework.

A safe and effective MBCP understands that online delivery may not be as effective in behaviour change as a face to face program and will adjust program dosage as necessary. This may include more group and more individual sessions allowing sufficient time to explore program content with participants, or a combination of online and face-to-face sessions. A safe and effective MBCP will give careful consideration to the use of aspects of technology such as break out rooms to ensure facilitators are able to safely observe small group discussions.

Safe and effective MBCPs understand the importance of contributing to the online MBCP evidence base to improve knowledge about what safe and effective practice looks like. This includes having systems and processes in place to collect data to identify what works to change behaviour, what works to manage risk in an online delivery setting and inform sector development.

Safe and effective MBCPs understand that online delivery is an emerging space and that initially providers will make assumptions about equivalency. Contributing to the evidence base through relevant data collection and analysis is vital, as is continuous checking of assumptions. Safe and effective MBCPs will make relevant changes to program design and dosage as more evidence is obtained.

### Practice and process requirements, assessment questions and evidence

| Practice and process requirements                                    | Assessment questions   | Evidence  |
|--|--|---|
| <i>To demonstrate compliance you are required to:</i>                | <i>To demonstrate compliance you are required to document responses to the following questions to ensure your program addresses the Practice Standards:</i>  | <i>To demonstrate compliance you are required to provide evidence showing how the standards are or will be implemented, which may include:</i>  |
| Explain how the online program differs from the face to face program | <p>What are the differences with the online program? What adaptations have been made to enable effective delivery in an online setting?</p> <p>How is program integrity maintained?</p> <p>How does the online program reach equivalency with a face to face program? <i>E.g. 'For an equivalent</i></p> | <ul style="list-style-type: none"> <li>• Program manual for online delivery</li> <li>• Policy and procedures outlining online delivery, including additional individual support after sessions</li> <li>• Comparison fact sheet (E.g. ratio of group to individual work;</li> </ul> |



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|   | <i>outcome we will ensure x amount of individual online sessions and x amount of group sessions'</i>   | length and frequency of sessions)   |
| Explain how the MBCP applies the Risk, Needs, Responsivity Principles to online program design and delivery | <p>How are risk factors of participants linked to the online program design, including eligibility, suitability and exclusion criteria?</p> <p>How is the online program duration matched to the level of risk, needs and circumstances of participants?</p>                             | <ul style="list-style-type: none"> <li>• Participant information forms including for intake, assessment and review</li> <li>• Policies and procedures relating to intake and assessment of participants being considered for an online MBCP</li> <li>• Eligibility, suitability and exclusion criteria</li> </ul> |
| Provide details for how the MBCP is contributing to building an evidence base                               | <p>How will you contribute to the evidence base for online delivery of MBCPs?</p> <p>What extra information, if any, will be collected relating to online delivery?</p> <p>How will you monitor the equivalency of outcomes in the online program compared to face-to-face programs?</p> | <ul style="list-style-type: none"> <li>• Online delivery exit surveys</li> <li>• Observer reports</li> <li>• Data collection tools and templates</li> </ul>   |

## Principle 4: Challenging domestic and family violence requires a sustained commitment to professional practice

### Relevant standards

Standard 4.1: Facilitators must have specific qualifications and training

Standard 4.3 Facilitators must undertake supervision

A safe and effective MBCP understands facilitators may need extra support and training to deliver in an online environment. Facilitators will have capacity to create accountable group dynamics in an online environment as well as the ability to assess dynamic presentations and body language. A safe and effective MBCP understands the need to offer extra clinical supervision to support facilitators through online delivery, as it may be more intense work than face to face delivery. The use of observers to support reflective practice may also be considered in an online setting, including how their response/observations are included into the program evaluation. A safe and effective MBCP will consider the efficacy of recording sessions to assist supervision and training of facilitators in this emerging space.

### Practice and process requirements, assessment questions, and evidence

| Practice and process requirements   | Assessment questions  | Evidence   |
|---|---|--|
| <i>To demonstrate compliance you are required to:</i>   | <i>To demonstrate compliance you are required to document responses to the following questions to ensure your program addresses the Practice Standards:</i>   | <i>To demonstrate compliance you are required to provide evidence showing how the standards are or will be implemented, which may include:</i>   |
| Demonstrate how facilitators have appropriate experience and skills to run an online program                      | <p>What do facilitators need to demonstrate before being able to run an online group program?</p> <p>What extra support or training may facilitators need in this context?</p> <p>What technology specific training will the facilitators complete?</p> | <ul style="list-style-type: none"> <li>• Policy and procedures outlining online delivery, including level of experience of online facilitators</li> <li>• Online delivery staff training information, including manuals, training logbooks, course details, certificates of completion. E.g. No to Violence Remote Working Toolkit and Ethical Care in Facilitating Online MBC programs</li> </ul> |
| Demonstrate how existing support processes for facilitators will be applied to an on-line program delivery format | <p>What modifications to support/supervision are required to maintain staff supervision?</p> <p>What is the use of observers?</p> <p>How are recommendations from observers considered and implemented?</p>   | <ul style="list-style-type: none"> <li>• Policy and procedures outlining online delivery</li> <li>• Policies and procedures relating to clinical supervision for online delivery</li> <li>• Log books detailing the number of supervised hours for facilitators</li> <li>• Online program observer reports</li> </ul>  |

## Principle 5: Men responsible for domestic and family violence must be held accountable for their behaviour

### Relevant standards

Standard 5.2: MBCP providers will have policies and procedures for engaging participants, which require them to acknowledge their abusive behaviour

Standard 5.3: Program content will include information about the impact of domestic and family violence on victims, particularly women and children

Standard 5.4: Program content will include information on different forms of domestic and family violence and provide opportunities for participants to come to an understanding about the nature of their offending behaviour

Engagement and assessment of perpetrators enables a MBCP provider to determine their eligibility and suitability to participate in an online program and identify risks, needs and threats. Consideration may be given to whether a participant and facilitator should meet in person to assist in assessing eligibility and what requirements participants may need to agree to, such as a nominated address for participation in the online program. Providers will consider the Risk, Needs, Responsivity principles (see Compliance Framework Principle 3) when determining eligibility for an online program. Risk level, additional complex needs, level of motivation and readiness, cognitive ability, coping strategies and other individual circumstances will all be considered when determining suitability for participants in an online program.

Program content for an online MBCP will be evidence based and fit for purpose, giving consideration to extra risks and responses that the content may elicit that cannot be mitigated in the same way as a face to face program. Consideration of processes of elevated risk to a participant, and/or victims and children is important when adjusting program content for online delivery

### Practice and process requirements, assessment questions and evidence

| Practice and process requirements   | Assessment questions  | Evidence  |
|---|---|---|
| <i>To demonstrate compliance you are required to:</i>                                   | <i>To demonstrate compliance you are required to document responses to the following questions to ensure your program addresses the Practice Standards:</i>   | <i>To demonstrate compliance you are required to provide evidence showing how the standards are or will be implemented, which may include:</i>  |
| Explain the processes undertaken to ensure participants are prepared for an online MBCP | What extra risks are considered for an online MBCP?<br>What extra information or preparation is provided to the participant prior to commencing an online MBCP? Does this include an in person meeting between the facilitator and participant prior to acceptance into an online program?<br>Does the participant have a nominated address that has been assessed as suitable at which he agrees to participate in the online program? | <ul style="list-style-type: none"> <li>• Eligibility, suitability and exclusion criteria for online MBCP</li> <li>• Participant information forms including for intake, assessment and review</li> <li>• Policies and procedures relating to intake and assessment of participants</li> </ul> |
| Demonstrate how the online program content enables participants to better understand    | How are face-to-face activities adapted to an online context?<br>How do programs encourage men to apply the information they  | <ul style="list-style-type: none"> <li>• Program manual for online delivery</li> </ul>  |

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| <p>the nature of domestic violence and the impact of their behaviour</p> | <p>receive, rather than just presenting them with information?<br/>How are experiential activities such as role plays conducted in an online context?</p> | <ul style="list-style-type: none"> <li>• Participant materials, worksheets/workbooks for online delivery</li> <li>• Group rules and expectations</li> </ul> |
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## Principle 6: Programs will respond to the diverse needs of participants

### Relevant standards

Standard 6.1: MBCP providers must deliver a service that is accessible, inclusive and culturally appropriate

Safe and effective MBCPs strive to address barriers for participating in a MBCP and recognise these barriers are different in an online setting. Barriers may include access to suitable hardware, restrictions on eligibility due to living arrangements and management of risk, and access to suitable internet connection. Vulnerable cohorts may also face other barriers such as the requirements for interpreters, lower literacy levels or cognitive ability where they require further assistance, or other complex needs requiring strategies to aid them to engage in this setting.

### Practice and process requirements, assessment questions and evidence

| Practice and process requirements   | Assessment questions   | Evidence   |
|---|--|--|
| <i>To demonstrate compliance you are required to:</i>   | <i>To demonstrate compliance you are required to document responses to the following questions to ensure your program addresses the Practice Standards:</i>                              | <i>To demonstrate compliance you are required to provide evidence showing how the standards are or will be implemented, which may include:</i> |
| Demonstrate how the online MBCP ensures it responds to barriers to participation for men with diverse needs | How are barriers to participation in online delivery for men with diverse needs addressed?<br>What program adjustments and supports are in place, if any, for men in vulnerable cohorts? | Policy and procedures relating to accessible and inclusive practice in online delivery   |