

To our sister services and community stakeholders,

It has been two weeks since our last formal announcement regarding how we at DVConnect are progressing in terms of service delivery and our obligations as a 24/7 state-wide service provider amongst the current public health climate.

As per our previous update:

DVConnect are operating as per business as usual to the absolute best of our abilities.

In terms of supporting our workgroup to remain healthy, we have quite successfully been able to roll out having over half of our team (across all programs: Womensline, Mensline, Court Support, Sexual Assault Helpline and 1800 RESPECT) work from home, and the remainder are working from the office. This risk mitigation strategy has been enforced across our frontline practitioners, corporate services staff, as well as leaders, and Managers. We are all in this together.

For those working from home, we have sturdy processes in place to support them, as per business as usual. For those still in the office, we have a significant increase in space and workstations available to enforce social distancing policies as well as a variety of other measures to support health and wellbeing.

We are doing everything we can to ensure we continue to fulfil our obligations as a 24/7 service, and we have been very heartened by how quickly our staff have adapted to this new model of service delivery. To date, there has been no negative impact on our response rate across any of our programs. Nor has there been insurmountable challenges in us being able to facilitate assisting women to emergency accommodation, although we acknowledge that options such as interstate travel are no longer available, and Refuge vacancies are understandably impacted. We continue to monitor this space daily, and continue to enforce screening questions relating to potential exposure to COVID-19 before we facilitate an intervention.

In terms of how changes we have made might affect you, our hope is that this will impact you and our clients as little as possible, as for all intents and purposes; we remain operating as per normal.

We will continue to maintain a strong social media presence and keep yourselves and the public as up to date as possible during these difficult times.

Thank you for your support and understanding.

In solidarity,

The DVConnect Team