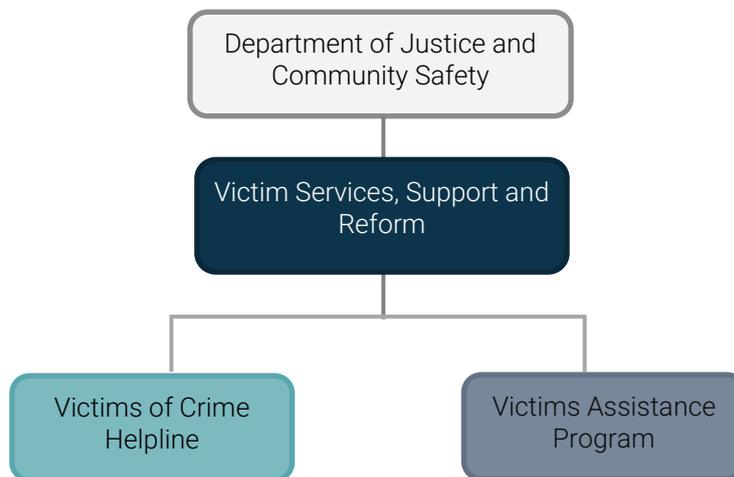


## Explanatory Notes - Victims of Crime Helpline

The Family Violence Database (FVDB) presents statistics about the characteristics of phone calls and referrals received by the Victims of Crime Helpline (the Helpline) and recorded in their records management system. The following explanatory notes are designed to provide additional information about the data received from the Department of Justice and Community Safety (DJCS) regarding the Helpline, including how it is processed and how to interpret the summary statistics.

### Data source

The family violence measures produced from the FVDB are derived from administrative by-product information recorded by the Helpline, which is operated by Victim Services, Support and Reform (VSSR) within DJCS.



#### 1.1 Organisational structure of relevant services delivered to victims by Victim Services, Support and Reform<sup>1</sup>

As the Helpline data is stored in a live operational data system and is updated frequently, the data presented reflects only the information in the database at the date and time of extraction. This means that as additional iterations of the FVDB are released by the CSA, the data relating to previous periods may change as data is updated.

### Scope and coverage

The Helpline is a free telephone service that provides information, advice and referrals to help victims manage and recover from the effects of crime.

The service assists a broad range of people from the Victorian public, regardless of whether a crime has been reported to police. The scope and coverage of the data, however, is not representative of all individuals in Victoria who have sought assistance in response to family violence. A victim will only be included in this dataset if they have sought assistance from, or have been referred to, the Helpline.

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<sup>1</sup> Please note this does not represent the full suite of services delivered by VSSR.

The Helpline is a primary referral pathway for Victoria Police to refer reports of family violence against male victims. As a result, males are highly represented as victims of family violence in Helpline data.

## Counting unit

### Referrals to the Helpline

Each record in the Helpline data represents one referral received by a Helpline Victim Support Officer within the relevant reference period. Therefore, measures produced from this dataset are a count of the number of referrals that were received by the Helpline and not a count of how many unique individuals sought assistance.

It should be noted that male victims of family violence are referred electronically (via the L17 portal) to the Victims of Crime Helpline by police, and women and children are mostly referred via the L17 pathway to family violence services funded by the Department of Families, Fairness and Housing.

### Financial year

Records are compiled on the basis of the date that an individual called for service or the date an electronic referral was received. Therefore, financial year refers to the financial year in which a phone call or referral was made to the Helpline.

### Family violence indicator

In the Helpline's record management system, Victims Support Officers can flag a record with a family violence indicator to denote that a caller is telephoning regarding a family violence incident. This indicator is used to identify calls and referrals from victims of family violence.

### Predominant aggressors

This dataset includes male affected family members who were recategorised as likely to be the predominant aggressor.

## Definitions

### **Victims Assistance Program**

The Victims Assistance Program (VAP) provides flexible case management services to meet the practical, emotional and psychological needs of victims to help manage the effects of crime and assist in the recovery process. The Department funds VAP agencies to deliver services across nine regions in Victoria.