

## **DV-alert**

**CHCDFV001:  
Recognise and Respond Appropriately to Domestic and Family Violence  
Pre-enrolment Course Information**

**Version 2**

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# The DV-alert program

## 1. Welcome

DV-alert, previously known as DiVeRT, was first developed by Lifeline Australia in 2007. Since its inception, the program has been conducted by Lifeline throughout Australia with funding from FaHCSIA and the Department of Health and Ageing (DOHA). In July 2011, the funding agreement between DSS and Lifeline to deliver DiVeRT was renewed and subsequently the acronym was changed to DV-alert to reinforce a key message to the public: Be alert about domestic and family violence.

The DV-alert program is delivered nationally by Lifeline through a number of its Centres that are RTO Designated Sites. The primary focus of the program is up skilling health, allied health, Indigenous health and other frontline workers to recognise, respond and refer appropriately people at risk of or experiencing domestic and family violence. The program is designed to increase participants' confidence and awareness on these issues and the importance of addressing domestic and family violence as a component of holistic health and social and emotional well-being. The program is currently rolled out as four main streams of delivery described in the figure below.

Lifeline Australia recognises DV-alert as being integral to its own broader strategic framework in supporting Australians in a time of crisis and equipping individuals and communities to be resilient and suicide-safe.

The alarming statistics on domestic and family violence in Australia are a contributing factor behind the drive for the Federal Government's National Plan to Reduce Violence against Women and their Children 2010 – 2022.

As part of the Federal Government's Gender Equality for Women Program, the Department of Social Services has championed the implementation of strategies in priority areas to achieve gender equality for women.

The objectives for the Gender Equality for Women Program are:

- Reducing violence against women
- Demonstrating Australian Government leadership on gender equality
- Increasing opportunities for women to undertake valued leadership roles
- Creating business and workplace cultures that deliver better economic choices and outcomes for women.

## **2. DV-alert Streams of Delivery**

The DV-alert program has been upgraded in July 2016 and as a result DV-alert national recognised training is now delivered in line with RTO training practices, the course is designed to support adult learning styles through:

### **2.1 General Workshop**

Method of delivery: Attendance at a two day face to face workshop.

General Workshops involve attending a two-day practical workshop where you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic and family violence and what best practice methods should be used to refer people on to the most appropriate support service.

### **2.2 Indigenous Workshop**

Method of delivery: Attendance at a two day face to face workshop.

While taking into account the unique contexts of Aboriginal and Torres Strait Islander communities, you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service. Indigenous Workshops are co-delivered with recognised Indigenous trainers.

### **2.3 Multicultural Workshop**

Method of delivery: Attendance at a two day face to face workshop.

While taking into account the unique issues and contexts faced by multicultural communities in Australia, you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

### **2.4 Settlement Workshop**

Method of delivery: Attendance at a two day face to face workshop.

While taking into account the unique issues and contexts faced by refugee/humanitarian background communities in Australia, you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

### **2.5 e-Learning**

Method of delivery: Online learning only

During the 18-hour online course, over a period of 6 to 8 weeks, you'll work at your own pace to learn how to recognise the signs of domestic and family violence, respond to someone experiencing domestic and family violence, and know about the best practice methods that should be used to refer people on to the most appropriate support service.

### 3. DV-alert Student Criteria

Key	G	General Workshop	M	Multicultural Workshop	I	Indigenous Workshop		Settlement Workshop	E	e-Learning
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Eligibility Criteria		G	M	I	S	E
1	Participants must work or volunteer in the health, allied health, community, higher education, childcare frontline capacity supporting the general community	X	X	X		X
2	Participants must work or volunteer in a health, allied health , community, higher education, childcare frontline capacity	X				X
3	Participants must work or volunteer in a health, allied health, community, higher education, childcare frontline capacity supporting Multicultural communities		X			X
4	Participants must work or volunteer in a health, allied health, community, higher education, childcare frontline capacity supporting Aboriginal and Torres Strait Islander communities			X		X
5	Participants must work or volunteer within the settlement services sector supporting refugee / humanitarian background				X	
6	Maximum of 20 registered participants per workshop	X	X	X	X	
7	Maximum of 5 participants from the same organisation per workshop in regional and remote areas (RA2-RA5 classification. Use <a href="http://www.doctorconnect.gov.au/locator">http://www.doctorconnect.gov.au/locator</a> to find classification)	X	X	X	X	
8	Maximum of 3 participants attending from the same organisation per workshop in metro area (RA1 classification. Use <a href="http://www.doctorconnect.gov.au/locator">http://www.doctorconnect.gov.au/locator</a> find classification)	X	X	X	X	
Non-Eligibility						
<ol style="list-style-type: none"> <li>1. Individuals who are not working or volunteering for a health, allied health, community, higher education, childcare frontline, settlement services organisation</li> <li>2. Individuals studying who are not on placement in a health, allied health, community, higher education, childcare frontline, settlement services organisation</li> <li>3. Lifeline TCSs attending solely in a CS volunteer capacity (domestic and family violence is covered in the CSWT course undertaken by TCS's)</li> </ol>						

## 4. Benefits for Students

- Receive a Statement of Attainment for the unit of competency; CHCDFV001 - Recognise and Respond appropriately to Domestic and Family Violence. This unit forms part of the CHC Community Services Training Package.
- Receive points for professional development, i.e. Continuing Nursing Education (CNE) and Continuous Professional Development (CPD) points for nurses.
- Have an opportunity to network with other support workers in the practice and the community and increase their knowledge of local resources and support.
- Receive tools and references for domestic and family violence support and referral.

## 5. Lifeline RTO – Nationally Recognised Training

Lifeline is a Registered Training Organisation (RTO) registered in the ACT by the Australian Skills Quality Authority (ASQA). Lifeline Centres are Designated Training Sites and as such are able to offer nationally recognised training and assessment services in accordance with the Vocational Education & Training (VET) Quality Framework.



The Lifeline DV-alert training has been mapped to CHCDFV001- Recognise and respond appropriately to domestic and family violence Unit of Competency.

## 6. Course Information

There are no costs for attending a DV-alert course if participants fall within the DV-alert Student Criteria on page 4.

### 6.1 Student Enrolments

All students are required to register in the Lifeline Australia RTO Student Database. Students who do not register in the RTO Student Database will not be eligible for a qualification.

All enrolments are subject to approval of enrolment application and course availability. Please note that only students within the DV-alert Student Criteria will be approved to commence a course.

### 6.2 Cancellation Policy

#### 6.2.1 DV-alert workshop cancellations

A \$100 late cancellation/ no show fee is applicable to students who do not cancel training enrolment within five working days of the course start commencement date or who do not attend the course they have enrolled in.

This fee covers expenses relating to administration costs and student placement.

#### 6.2.2 e-Learning cancellations

A \$100 late cancellation/ late commencement fee is applicable to students who do not cancel training enrolment within five working days of the course start date or who do not start the course within two weeks of the course start date.

This fee covers expenses relating to administration costs and student placement.

### 6.3 Statement of Attainment

On achieving competency after completing the assessment requirements, a Statement of Attainment will be issued by Lifeline Australia on the condition that the student has provided their USI.

## 7. Computer access

Students enrolled in the DV-alert program are required to have access to a computer to enable them to complete e-learning (if an e-learning student). If a student does not have a computer at home, they may still be able to access a computer through alternative means.

Minimum technical requirement to operate the course	
Operating System	Windows XP or later
Web Browser	Mozilla Firefox or Google Chrome <i>Internet Explorer may not be compatible with the system</i>
Minimum Screen Resolution	1024 x 768 at 96 DPI
Internet connection	Broadband

### 7.1 System access

Students will be required to register via JobReady – RTO Student Database prior to commencement of a DV-alert workshop or e-learning

## 8. Assessment

Students will be assessed on completion of either the workshop or e learning mode of delivery against the elements of the Unit of Competency and the performance criteria contained within it. Assessment will occur as an integrated component of the learning process and is designed not to be onerous for the student.

Students will be given the opportunity to demonstrate their level of competency for assessment and be provided with feedback to support their learning. Where areas are identified that need further development, students will be supported to further develop and improve their knowledge and/or skills and have an opportunity for reassessment.

Further information on assessment processes is provided in the Student Manual available upon approved enrolment.

## 9. Right of completion of training and/or assessment

Lifeline will guarantee that once a nationally recognised training program commences, training and assessment services will be available for the prescribed duration of the program.

## 10. Unique Student Identifier (USI)

### 10.1 Background

From 1 January 2015, Lifeline Australia will be required under Commonwealth legislation to ensure that all students provide us with a valid USI before we can issue Qualifications or Statement of Attainment to students upon successful completion of the course.

This process applies to all new, pre-enrolled and continuing students who will be issued a Qualification or Statement of Attainment from 1 January 2015.

## **10.2 What is a USI**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

### **10.2.1 What are the benefits**

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

### **10.2.2 What are the costs**

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

Source: [www.usi.gov.au](http://www.usi.gov.au)

### **10.2.3 How do I apply for a USI?**

Once an enrolment has been approved (subject to the DV-alert target audience criteria), an automated email will be sent to a student providing instructions on how to apply for a USI via the registration site.

## **10.3 Student USI FAQ**

### **What browser should I use to access the RTO Student Database?**

We recommend that students use either Mozilla Firefox or Google Chrome to access the Student Portal.

Internet Explorer may not be compatible with the system.

### **When I try to provide my identification in the DVS Document section, an error message appears. What does this mean?**

Code: 2004; Message: The system could not verify the identity based on the supplied information.

As this error message is through USI site, we ask that you contact the USI Office on 13 38 73 or via [www.usi.gov.au](http://www.usi.gov.au) as they will be able to advise you on your options and assist you in creating the USI with the documents that you have.

Once you have done that, please verify your USI via the Student Portal.

### **How do I know if I am successful in creating or verifying my USI?**

The following message will appear on the screen if you have successfully created or verified your USI:



✓ Your USI has been verified/created and can be located in the My Details tab. Please make a note of your USI as it will be used each time you undertake a VET course.

If this message does not appear on the screen, it may mean that you have not successfully created or verified your USI.

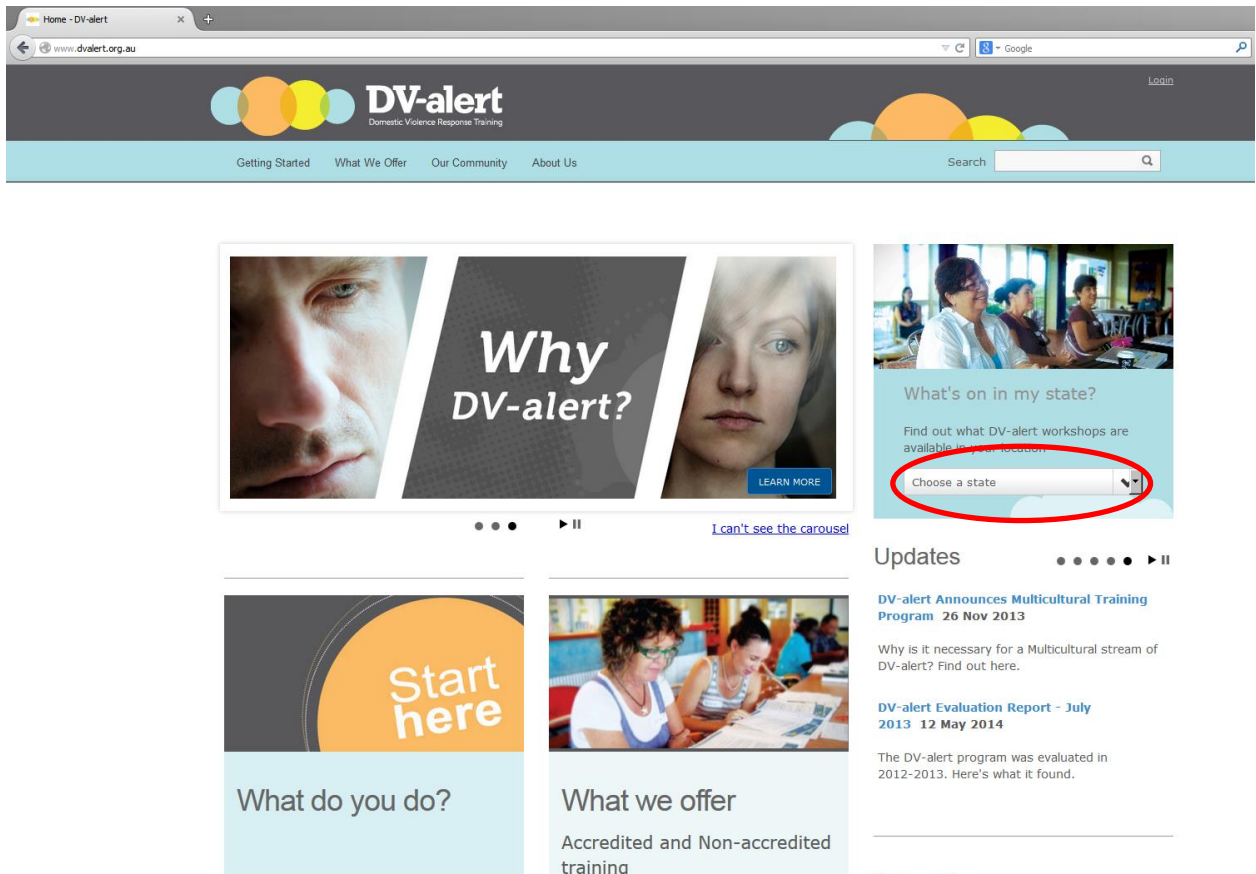
**I am unable to apply for a USI via the RTO Student Database, what other option would be available?**

If you are unable to obtain your USI via the Student Portal, please create a USI direct via [www.usi.gov.au](http://www.usi.gov.au)

Once you have done that, email your USI through to [training@lifeline.org.au](mailto:training@lifeline.org.au) so that it can be applied to your account.

## 11. How to enrol into a DV-alert course

1. Type <http://www.dvalert.org.au/> into either **Mozilla Firefox** or **Google Chrome** web browser  
**NB: Internet Explorer is not compatible with the registration site**
2. The DV-alert website will appear and from the What's on in my state? Section, choose a state by clicking on the "Choose a state" field



3. A drop down menu will appear, click on the state or territory that applies to you
4. The Workshop Schedule page will appear, click on the *Register* against the dates and location that you would like to attend, for example

### Workshop Schedule


DV-alert offers accredited and non-accredited training across all states and territories in Australia. Find out what's available in your location!

We recommend that the registration process be done through Mozilla Firefox or Google Chrome as Internet Explorer may not be compatible

ACT

E-learning 2 Feb 2015 - 11 Apr 2015 | Term 1

REGISTER

- A registration page will appear titled *Step 3: Complete your enrolment*. **Leave the bullet point to default to student** as everyone is required to register as a student and complete all the fields with an  icon

**Step 3: Complete your enrolment**

DV-alert Domestic Violence Response Training (Term 1 E Learning 2015)

DV-alert E learning Term 1, 2015  
 CHCDFV301A: Recognise and Respond to Domestic and Family Violence  
**IMPORTANT: Enrolments for DV-alert e learning are pending approval. An enrolment confirmation email will be sent in due course once your enrolment has been approved.**

If you have already enrolled onto a course, ordered a product or registered for an event, your login details will have been provided via e-mail.  
 Enter your login details to automatically populate contact details below.

Username:

Password:

**Login**

If you do not have a login, please enter your contact details below.

Student:  Employer:

\*First Name:

\*Last Name:

\*DOB:

\*Email:

\*Gender:

\*Address line 1:

Address line 2:

\*Suburb:


\*State:


\*Post Code:

\*Phone Number

Home/Work:

Mobile:


- Once you have completed all the fields, click on the  icon

- At the *Step 4: Confirm details and Select Course Fee* page, click on the  icon

- At the *Step 5: Select payment type* page, click on the  icon

- At the *Step 6: Confirm payment* page, read the terms and conditions for DV-alert then tick the box

I have read and agree to the Terms and Conditions of this course.  
 By continuing on with this enrolment process you have confirmed your acceptance of the Terms and Conditions of this course.

- Followed by clicking on the  icon

- A new page will appear as follows:

**Enrolment Complete**

Your enrolment has been submitted and you will shortly receive an online enrolment application e-mail. If you do not receive this e-mail, please contact Lifeline

**Please note the once you have completed this process, your enrolment has been submitted and will only be approved if you fall within the DV-alert target audience**