EMH & MARAMIS - sharing ideas, knowledge and experiences

Many ACCO's[1] and Aboriginal[2] organisations are now required to align to the MARAM[3], including the FVISS[4] and CISS[5], under a maturity model.

Some Specialist organisations in the Phase 1 group began alignment in 2018. In April of this year, Phase 2 commenced, with multiple organisations and services including hospitals, schools and kindergartens, community housing organisations, community-managed mental health services (and many more) being required to begin alignment. The MARAM is written into legislation and needs to be embedded into every level of your organisation, from your Board and your policies to workers and their day-to-day practice.

What is a maturity model?

A maturity model is a way of planning and measuring as you adopt and adapt to MARAM. Your MARAM maturity model plan will include tasks, achievements, next steps, and improvement ideas for people in your organisation and the way they work. This will help you to make meaningful change that becomes embedded in practice.

A maturity model means you do not have to align with everything that is required immediately. You can begin to make positive changes and transitions to the MARAM in a way that workers can understand and then adopt into the way they practice.

It is crucial that workers understand the changes to the way they will need to work and how to use the appropriate tools. This can be done through good communication, training*, team meetings, reflective practice, workshops, or other things you currently do to support change.

Not all organisations will become aligned as easily or quickly as others. The size of your organisation and whether you have a staff member dedicated to embedding the changes will affect how long it will take. You may find you need to adapt your plan for alignment as you go along.

Sometimes things you initially thought were a priority will change, or no longer be relevant.

The most important thing to remember is that building rapport and engaging meaningfully with people experiencing violence, and people who use violence, is the top priority.

Using the MARAM should not damage relationship building or prevent you making connections with people who are seeking support.

The FVISS is not part of the Maturity model

Information sharing under the FVISS is different to MARAM and is not part of the maturity model process. Once you are prescribed, you must be ready to make and respond to information sharing requests, and to maintain the records and privacy requirements associated with that.

1. ACCO: Aboriginal Controlled Community Organisation
2. Aboriginal: Aboriginal includes Aboriginal and Torres Strait Islander people
3. MARAM: Multi Agency Risk Assessment and Management Framework
4. FVISS: Family Violence Information Sharing Scheme
5. CISS: Child Information Sharing Scheme

   *The Government acknowledges that training capacity issues means relevant training for all staff may take some time.