Example of Workforce Level Classifications

Identifying the workforce levels relevant to your organisation could be challenging as there may be diversity across roles and responsibilities.

Understanding how employees fit into the workforce levels of the Framework necessitates careful consideration of these differences and your workforce may be represented across all levels with differing learning objectives. Identifying the relevant level is about appreciating the varied nature of roles, the level of contact with people directly impacted by DFV or exposure to DFV in a policy or program development capacity and tailoring the training approach accordingly—acknowledging that one approach may not fit all.

Below are some examples of different roles and how they may fit within the workforce levels.

Example workforce level classifications		
All Roles	**Mainstream and Non-DFV Specialist Service Roles**	**Specialist DFV Service Roles**
• Pharmacist • Sports coach • TAFE receptionist • Biosecurity officer	• Government Agency front counter worker • Community centre staff • Disability support worker	• DFV counsellor • DFV specialist worker in a family support agency • DFV High Risk Team member

Examples of each workforce level with indicative learning objectives outlined		
Pharmacist	**Government front counter worker**	**Specialist DFV worker**
Likely interaction with someone impacted by DFV: • may notice signs of physical injuries or behaviours indicative of domestic and family violence while interacting with clients. For example, slurred speech or difficulty swallowing may be a sign of non-fatal strangulation • may notice the client appears anxious or nervous if their partner is present, even if the partner presents as concerned and caring	**Likely interaction with someone impacted by DFV:** • may frequently receive calls from victim-survivors seeking information about government services • may hear stories about why the person is seeking assistance that frequently involve DFV • may be involved in processing paperwork that indicates the person is a victim-survivor of DFV	**Likely interaction with someone impacted by DFV:** • may work with victim-survivors in crisis to assess risk, undertake safety planning and risk management • may work with victim-survivors post crisis to help them recover and heal from their trauma and re-establish their lives
Indicative learning objectives: • understand the dynamics of DFV and coercive control • understand the tactics adopted by persons using violence • understand trauma in the context of DFV • self-care and resilience building strategies	**Indicative learning objectives** *All Roles plus relevant Mainstream and Non-DFV Specialist Roles learning objectives:* • recognise the signs a person may be a victim-survivor of DFV • understand local referral options and pathways	**Indicative learning objectives** *All Roles plus Mainstream and Non-DFV Specialist Service Roles plus Specialist DFV Service Roles learning objectives:* • nuanced understanding of DFV and coercive control and intervention options • understand risk assessment to develop collaborative safety and support plans using a trauma informed approach • applies information sharing requirements and standards to deliver safer and streamlined outcomes for victim-survivors

The Framework provides assistance to help identify workforce levels and outlines additional learning outcomes, training objectives and training content ideas.

What you may need to do next...	To understand what training and change management activities may be needed in your organisation, you should read the Framework and assess your needs using the supporting tools provided.

Queensland Government