MARAM Comprehensive Intake and building rapport

The new MARAM[1] intake and assessment documents are much longer than the CRAF[2] and require workers to collect more extensive information. A complete MARAM-aligned Comprehensive risk assessment can take multiple meetings over days, and perhaps weeks, to complete.

After establishing and addressing any immediate safety concerns, workers in ACCO's[3] and organisations working alongside Aboriginal[4] people prioritise building rapport. The goal is that as trust builds, a relationship develops that allows a more complete story to emerge.

"Intake isn't just completing a document, it's the start of a relationship that will evolve"
(Stacey, a proud Gunditjmara woman & women's unit coordinator: Family Engagement & Safety team @ Dardi Munwurro)

Some workers may also have concerns that MARAM-aligned intakes are supposed to be completed in a restrictively short time. This is not the case.

For organisations that use the SHIP[4] database, assessments get "locked" after 7 days. Although the system marks this as "incomplete", the details in your locked assessment can be easily and quickly copied across as you continue to complete your assessment. You do not have to start all over again each time. Risk is dynamic and circumstances can change quickly. It is important that risk assessments stay up to date as circumstances change.

Building rapport and engaging meaningfully with people experiencing violence and people who use violence is always of utmost importance. The MARAM tools can be successfully used whilst also prioritising relationship building and making connections with people seeking support.

1. MARAM: Multi Agency Risk Assessment and Management Framework
2. CRAF: Common Risk Assessment Framework – the previously-used model, now replaced by MARAM
3. ACCO: Aboriginal Controlled Community Organisation
4. Aboriginal: Aboriginal includes Aboriginal and Torres Strait Islander people
5. SHIP: Specialist Homelessness Information Platform – a web-based client management system used by some government funded services