# Response to disclosure flowchart

#### Presentation to health service RECOGNISE No abuse disclosed. You recognise domestic and family An individual discloses violence through presence of indicators and/or risk factors. domestic and family violence. 0 Is a language or disability interpreter service required? Would the patient like to speak to an Aboriginal and Torres Strait Islander Health Liaison Officer? **Respond sensitively:** RESPOND **NEVER ASK** • Cultural considerations • Validate the experience Why don't you leave? Non-judgemental listening Affirm that violence is Why did he/she hit you? • Communicate belief unacceptable Screen for safety to ensure the immediate safety Consider child **AND** of the individual and their children/unborn child. protection concerns. A Queensland Health You can consult with: employee can consult with a • A domestic and family violence expert in your clinical area Child Protection Liaison Officer • Call DVConnect or a specialist domestic and family violence service for advice or Child Protection Advisor. • An Aboriginal and Torres Strait Islander clinician or Health Liaison Officer Private health services should • 1800RESPECT website for information and tools consult with their Child Safety A social worker Regional Intake Service. Obtain consent to make a referral to a specialist support service and share Ensure culturally sensitive information with the support services. In some circumstances health workers care is delivered to First Nations people through offering a referral to may share client information without consent if it will lessen or prevent a serious domestic and family violence threat. Refer to **Domestic and Family Violence** Aboriginal and Torres Strait Islander Information Sharing Guidelines. specific services. OR You can make a referral to: • A domestic and family violence expert in your clinical area If your concerns do not reach the A social worker threshold for a report to Child Safety, • An Aboriginal and Torres Strait Islander clinician or health liaison officer consider referral to Family and • DVConnect or a specialist domestic and family violence service/help line Child Connect or Intensive family • Legal service support services. • Victim Assist and victim support services • Queensland Police Service Ensure culturally sensitive care is delivered to First Nations people through offering a referral to Aboriginal and Torres Document your concerns, referral details and Strait Islander specific services. details of any information shared with other Ensure people from culturally and linguistically diverse agencies in the clinical record.

## How to make a referral

### 1. Provide the client with information about referral options

- Ensure immediate safety
- Ensure conversations are conducted alone and in private
- Listen carefully to determine the client's needs
- Use language that is easily understood arrange qualified interpreters if necessary
- Present your client with the range of options and services available
- Document your concerns and actions



### 2. Information sharing between agencies

- It is best practice to obtain consent before you refer or share information about an individual.
- Refer to the <u>Domestic and Family Violence Information Sharing Guidelines</u> and/or the <u>Factsheet</u> and <u>Flowchart</u> for more information about how agencies can share relevant information safely and appropriately.

## 3. Explain the referral process

- Location of the service
- Mode of contact e.g. a phone call or face-to-face meeting
- Written or verbal referral

#### **Referral in business hours**

 Refer to a domestic and family violence expert within your clinical area, such as a social worker, a local specialist, domestic and family violence service or helpline such as DVConnect.

#### Referral after hours

- DVConnect **07 3156 2323**
- Womensline 1800 811 811
- Mensline 1800 600 636



### 4. Support the client throughout the referral process

- Be non-judgemental and supportive.
- Consistency of information and support is important.
- Ensure a safe and private environment for the victim/ survivor or perpetrator to conduct a conversation with the support service.
- Assist the client to make telephone contact with a specialist domestic and family violence service or crisis service.
- Provide culturally safe and physically accessible spaces in which to support people with diverse needs.
- With the consent of the client, offer to speak to the service on their behalf and then support them until the call is complete.
- With the consent of the client, provide introduction and preliminary information to the referral service so the client does not have to repeat their story.
- Accept the client's choice about whether to continue with the conversation or the referral.



## Respect the decisions and choices of the client

- View the client as the expert in their own life.
- Recognise and respect that the client's cultural background may have an influence on decisions.
- Remain patient and supportive, allowing clients to progress at their own pace wherever possible.



backgrounds receive appropriate interpreter and support services. \*Brief the interpreter about the presence of DFV.