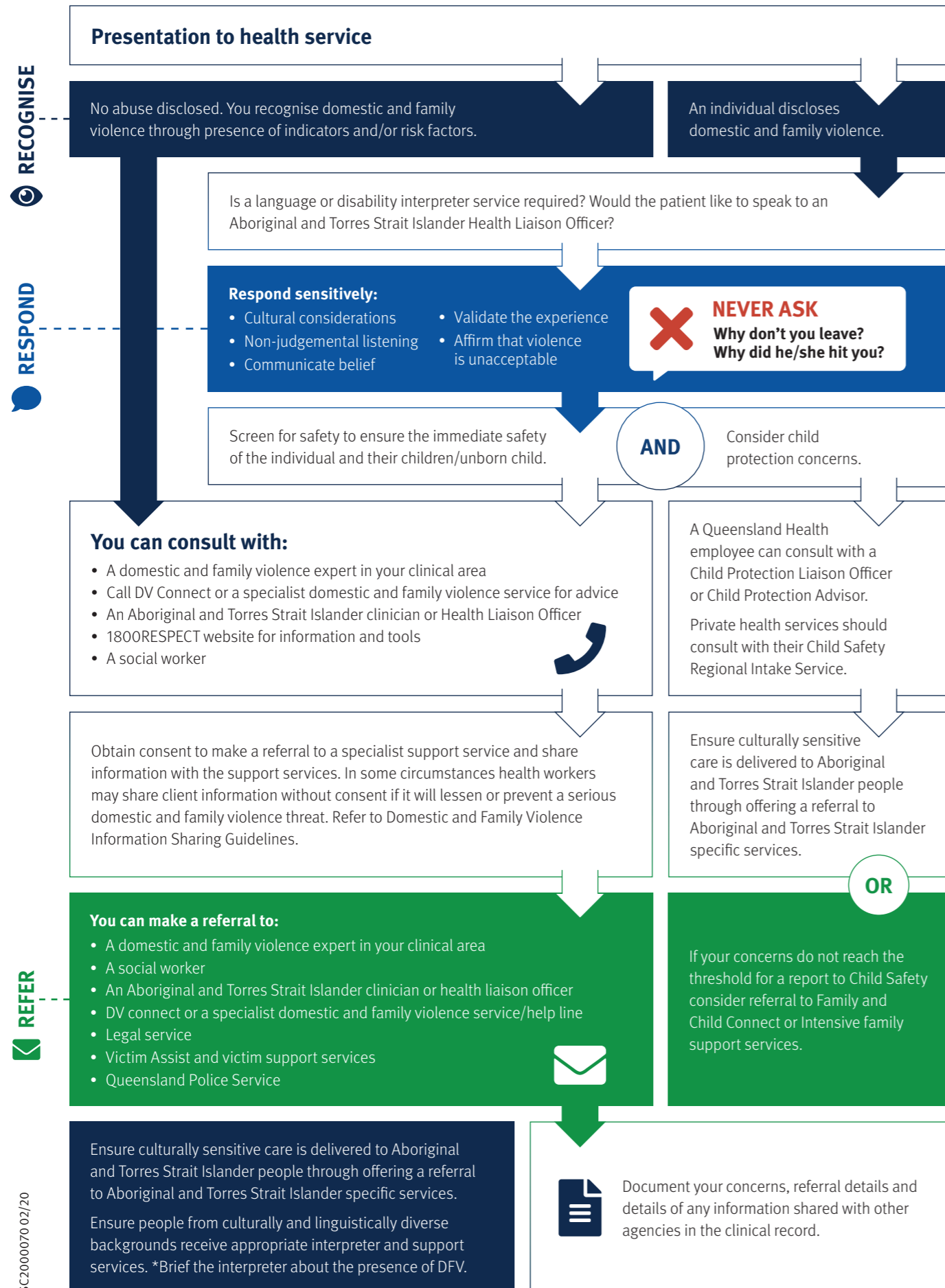


Response to disclosure flowchart



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 Domestic and Family Violence Information Sharing Guidelines and/or the factsheet and flowchart 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, a social worker, a local specialist domestic and family violence service or helpline such as DVConnect.
- Additional specific support and local numbers.

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 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 clients cultural background may have an influence on decisions.
- Remain patient and supportive, allowing clients to progress at their own pace wherever possible.