Response to disclosure flowchart

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
   - 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

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.

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.

How to make a referral

Presentation to health service

No abuse disclosed. You recognise domestic and family violence through presence of indicators and/or risk factors.

Is a language or disability interpreter service required? Would the patient like to speak to an Aboriginal and Torres Strait Islander Health Liaison Officer?

Screen for safety to ensure the immediate safety of the individual and their children/unborn child.

A Queensland Health employee can consult with a Child Protection Liaison Officer or Child Protection Advisor.

Ensure culturally sensitive care is delivered to First Nations people through offering a referral to Aboriginal and Torres Strait Islander specific services.

If your concerns do not reach the threshold for a report to Child Safety, consider referral to Family and Child Connect or Intensive family support services.

Document your concerns, referral details and details of any information shared with other agencies in the clinical record.

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