

# **Family Services Australia**

## **Staying Home Leaving Violence Project**

### **Frequently Asked Questions (Referral & Intake)**

#### **Who can receive support from Staying Home Leaving Violence?**

Women 18 years + (and their children) living in the Wollongong Local Government Area who have separated from a violent partner, or family member, but choose to remain in their own home, or a home of their choice. Women 16-18 years referred to the Project will receive assessment and referral services. The focus of the Project is to assist women to manage the long-term impacts of domestic violence with a focus on sustaining housing, financial stability and education.

#### **How many women can the Project work with?**

The Project is funded to provide long term case managed support to 36 women (and their children) per year. A further 15 women can be provided with case coordination each year. The Project will also provide an information and referral service to other women who meet the SHLV eligibility criteria.

#### **Who can make a referral to Staying Home Leaving Violence?**

Women can refer themselves and workers, **with the consent of the woman**, can refer their clients.

#### **How do I make a referral to Staying Home Leaving Violence?**

**With the consent of your client**, download the electronic fillable form from our website. Once you have completed the form and saved it, email the completed form to [referrals@familyservices.org.au](mailto:referrals@familyservices.org.au) You will then receive a reply to inform you that we have received your referral.

#### **What happens when a Referral is received by SHLV?**

1. The referral is checked for completeness. If there is any essential information missing the referrer may be contacted by phone and requested to provide the missing details.
2. The referral will go to the regular meeting of the FSA Intake Panel where it will be considered, and a decision made as to whether it is appropriate for SHLV to accept the referral.
3. The person making the referral will be advised in writing (generally by email) of the Intake Panel's decision and if a referral is not accepted they will be advised of the reasons for that decision.

#### **What happens if a referral is accepted by SHLV?**

After a referral has been accepted a SHLV staff member will contact the woman and let her know this. The support offered by SHLV is tailored to the strengths and needs of the woman (and her children) and can be long term.

1. Where a woman is accepted for support through SHLV an initial assessment of risk/safety and immediate needs will be arranged within 2 working days of accepting the referral.

2. Based on this assessment a domestic violence safety plan and case management support plan will be developed with the woman and relevant service providers.

**What happens if a referral is declined by SHLV?**

When a referral is not accepted by SHLV the person making the referral will be notified in writing (generally by email) within 2 working days of the decision and provided with the reason for the referral not being accepted.

Referrals to SHLV may be declined for a variety of reasons including the following:

1. Another Service is considered more appropriate to meet the woman's needs.
2. The resources of SHLV do not allow for this woman to be prioritised at this time.
3. There is an unacceptably high level of OH&S risk associated with the woman's circumstances.
4. The referral is considered inappropriate for other reasons.
5. The referred client does not want to receive services from FSA.

**How long will it take after a referral is accepted for services to be delivered?**

After a decision has been made to accept a referral for SHLV initial contact with the woman for the purposes of assessment will occur within 2 working days.

SHLV staff members invite referrers to contact SHLV to discuss capacity to accept new referrals to the Project at any time on telephone 42 567 333.

**What do I do if I have any concerns about the Referral and Intake processes of SHLV?**

If you have any questions or concerns about services provided by SHLV you should feel free to contact the Practice Leader DFV on 42 567 333. If your questions or concerns are not resolved to your satisfaction, we can put you in touch with the Managing Director & Company Secretary or give you information about other avenues that are available to you.

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