

Referral details for professionals

- To make a written referral, professionals can fill in the PDF referral form and email this to pclinkage@dvcs.org.au.
- To make a verbal referral, professionals can call the DFV Link Worker on ph 02 7256 4512 between 9-5 weekdays.
- When referring a patient to the DFV Link Worker, professionals can use this information sheet to aid discussion with the patient about expectations post-referral and answer commonly asked questions.
- Professionals can contact the DFV Link Worker on the above details for debrief and consult as needed.

Safety

- It may not be safe for the patient to save service contact details in their phone or take paperwork home, as the person using violence against them may find this.
- The DFV Link Worker will call patients from a private number.
- The DFV Link Worker can also call the General Practice, and have it transferred to the patient if there is a concern that the person using violence will check the patient's call logs. Please indicate on referral form if this is needed.

Contact details for patients

- Patients can call the DVCS 24/7 Crisis line ph 02 62 800 900 or email crisis@dvcs.org.au.
- Patients can call and create a client file or can choose to call anonymously.

Informed consent

- Professionals must have patient's consent prior to sending through written referral.
- If patient does not consent to being referred, professionals can consult with the DFV Link Worker ph (02) 7256 4512 between 9am – 5pm weekdays without providing identifying patient information.

Limits to confidentiality

- Referrals to DVCS, contact with professionals, and contact with patients will be recorded on DVCS' filenote system.
- This information is available to other DVCS workers, including staff on the 24/7 crisis line.
- This information will not be shared outside of DVCS, except for the following limits to confidentiality:
 - Patient provides consent (verbal or written) for information to be shared.
 - There is risk of injury or harm to any person; consistent with *Information Privacy Act 2014*.
 - A DVCS worker believes a child, or children, have been abused or at risk of injury, harm or abuse; consistent with the *Children and Young People Act 2008*.
 - If files are subpoenaed for court.

Supports after referring to DVCS DFV Link Worker

- There are multiple DVCS supports available that the DFV Link Worker may discuss with patients after referral, some of these are outlined in the graphic below.
- The DFV Link Worker will tailor responses to patient's needs and circumstances.

