

# Domestic Abuse Flowchart

At any time in this process you can seek advice from a domestic violence professional. Within 48 hours of a disclosure you should debrief with such a professional.

## A person discloses domestic abuse:

### RESPECT & LISTEN

- Listen with acceptance
- Don't ask for proof
- Assure the victim it's not their fault
- Be honest about your ability to help
- Reassure normal confidentiality will be maintained, but explain its limits

Is there an immediate risk of harm?

Yes

### SAFETY FIRST

- Discuss with the victim, but call the Police **000**
- Seek advice from the NSW Domestic Violence Line **1800 656 463**

No

Are there children involved?

Yes

### CHILD PROTECTION PROCEDURES

- Call the Child Protection Helpline **132 111**
- Remember that witnessing domestic abuse harms children & may be reportable

No

Is the victim or accused in a ministry family?

Yes

### KEEP THE SAFE MINISTRY OFFICE INFORMED

Call the Office of the Director of Safe Ministry **9265 1604**

No

Has further help been requested?

Yes

### ACTION

- Advise that any intervention needs care and can heighten risk.
- Be guided by what the victim wants
- Outline realistic options: Police, AVDOs, DV services, safety planning, GP, counsellor, refuge; explore other supports like friends.
- Supply appropriate information, phone numbers, websites, Daisy app (be careful of storage).
- Encourage the victim to consult a service, or make a referral on their behalf.
- Don't contact perpetrator without proper advice
- Record what was disclosed and safety concerns, note your actions, and from whom you received advice. Date the record and keep it confidential.

No

### NO FORMAL ACTION

- Your time was well spent. A victim knows they have been believed, is not in the wrong, and can return to you for further help.
- You can't make a victim of domestic abuse take any action. The most you may be able to do is listen and provide information (note earlier obligations regarding immediate danger or if children are involved).
- You may be able to offer other chances to meet and talk.
- You may be able to suggest referring more generally to a GP, psychologist or counsellor.
- You could supply appropriate information, phone numbers such as 1800 RESPECT, websites, Daisy app (be careful of storage).
- Record what was disclosed and your safety concerns, note your actions and/or advice. Date the record and keep it confidential.

# Domestic Abuse – key telephone numbers and websites for help

AGENCY	CONTACT DETAILS
<p><b>1800 Respect national helpline</b> 24 hour national number for sexual assault, family and domestic violence counselling and advice.</p>	<p><b>1800 737 732</b> <b>1800respect.org.au</b></p>
<p><b>Anglicare Domestic Violence Adviser</b> Advice to clergy and lay ministers in the Anglican Diocese of Sydney especially for domestic abuse in a church-related setting.</p>	<p><b>0438 826 556</b> (business hours)</p>
<p><b>Daisy App</b> The Daisy App connects people who may experience violence or abuse to support services in their local area. It was developed by 1800RESPECT and is free to use and download. It includes some safety features to help protect the privacy of people using it.</p>	<p><b>Free to download from iPhone App Store &amp; Android Google Play</b></p>
<p><b>Child Protection Helpline</b> Contact this helpline if you think a child or young person is at risk of harm from abuse.</p>	<p><b>132 111</b> <b>reporter.childstory.nsw.gov.au/s/mrg</b></p>
<p><b>Lifeline</b> 24 hour telephone crisis line.</p>	<p><b>131 114</b> <b>www.lifeline.org.au/get-help</b></p>
<p><b>NSW Domestic Violence Line</b> 24 hour number for comprehensive information and referrals to nearby support services, for all categories of domestic violence.</p>	<p><b>1800 65 64 63</b> <b>domesticviolence.nsw.gov.au/get-help</b></p>
<p><b>NSW Rape Crisis Centre</b> Counselling service for anyone in NSW – men and women – who has experienced or is at risk of sexual assault.</p>	<p><b>1800 424 017</b> <b>www.nswrapecrisis.com.au</b></p>
<p><b>Law Access NSW</b> Free government telephone service that provides legal information, referral and advice for people who have a legal problem in NSW.</p>	<p><b>1300 888 529</b> <b>lawaccess.nsw.gov.au</b></p>
<p><b>Legal Aid NSW</b> Legal Aid's Domestic Violence Unit provides legal advice, referral and representation, as well as social support, to eligible persons,</p>	<p><b>02 9219 5000</b> <b>legalaid.nsw.gov.au</b></p>
<p><b>No To Violence: Men's Referral Service</b> Telephone counselling, information and referral service for men using violence in families, male victims, and for their friends or relatives.</p>	<p><b>1300 766 491</b> <b>ntv.org.au</b></p>
<p><b>Office of the Director of Safe Ministry (ODSM)</b> Advice about abuse involving clergy or church workers in the Anglican Diocese of Sydney.</p>	<p><b>9265 1604</b> <b>safeministry.org.au</b></p>