

VICTIM SURVIVOR (ADULT) REFERRAL PATHWAY



WHO ARE SAFE STEPS FAMILY VIOLENCE RESPONSE CENTRE?

SAFE STEPS is a 24/7 telephone response. They support women to access refuge and make referrals to regional after-hours face-to-face support. They also make referrals for a range of other needs. Call **SAFE STEPS** on 1800 015 188



COURT

Victim/survivor applies for a Family Violence Intervention Order
Applicant Practitioner or Court Support person may refer the victim/survivor to **THE ORANGE DOOR**



WHO ARE THE ORANGE DOOR?

THE ORANGE DOOR provides crisis and intake services
THE ORANGE DOOR can refer to family violence counselling case management and or integrated Family Services and Men's Perpetrator services and refer to other agencies and services as needed. Call **THE ORANGE DOOR** on 1800 319 353



POLICE
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Police conduct preliminary risk assessment and **MUST** refer to **THE ORANGE DOOR**

If the victim/survivor requires an immediate response outside business hours or refuge, Police will refer to **SAFE STEPS FAMILY VIOLENCE RESPONSE CENTRE**

If a child or young person is present police may refer to **CHILD PROTECTION** (refer to Children's pathway for more information)

Police may issue a Family Violence Safety Notice and initiate a Family Violence Intervention Order process
They may also initiate a criminal process
If there is imminent risk of death they will refer to a Risk Assessment Management panel (RAMP)



THE ORANGE DOOR will triage all referrals, conduct a comprehensive risk assessment and safety planning, provide information and support
SAFE STEPS conducts comprehensive risk assessment and safety planning 24/7 by phone

Service conducts a preliminary MARAM risk assessment
If the victim/survivor is immediate danger, service calls police with her consent

Alternatively the service may access secondary consultation or support by calling **THE ORANGE DOOR**, or **SAFE STEPS**

If Police are not called the service may consult with **CHILD PROTECTION** if there is a reasonable belief that a child or young person is in need of protection due to:

- Concerns of sexual or physical abuse or
- Concerns of significant harm or neglect
- Concerns of emotional or psychological harm

Call **CHILD PROTECTION** on 13 12 78

The victim/survivor can contact **THE ORANGE DOOR** as a self referrer by phone, email or walk-in



SELF
REFERRAL



UNIVERSAL
AND HEALTH
SERVICES