

Uploading supporting documents as a DFSV agency



About seeking documents:

The Leaving Violence Program can accept documentation in support of an application, either from a victim-survivor directly, or from an agency case worker.

The most common types of documents include:

- Identity documents
- Evidence of financial stress
- Government and health records
- Housing and residency evidence
- Legal and protection documents
- Support, case management and crisis services documents including risk assessments and safety plans

If there are other documents that would support your victim-survivor's application, we encourage you to discuss this with a Leaving Violence Program intake worker.

Risk and safety assessments:

All victim-survivors will be required to have an up-to-date risk assessment to progress their application. We encourage agencies to provide recent risk assessments and safety plans in support of your client, and we will work with you and the victim-survivor to ensure the risk assessment is accurate.

Uploading documents:

To upload documents, you will need to first speak with a Leaving Violence Program support worker and have consent from your client.

Call 1800 2 LEAVE (1800 253 283) and provide your direct email address or mobile number, and we will send you a link to a secure upload facility. Note: The link is intended for a victim-survivor, so the message will read accordingly.

For safety reasons, there is no identifier for your client in either the link message itself, or in the document upload link.

Please note: Links will expire after 24 hours to protect privacy. Links can be re-issued if needed – reach out via phone on 1800 2 LEAVE (1800 253 283) and identify yourself as an agency case worker, and we will work with you to confirm your consent to act.

Link Message:

DO NOT REPLY
You've been invited to securely upload a document using this link:

When directed, please enter the password provided. This link will expire after 24 hours to help protect your privacy. Please call your support service if you'd like the link re-sent or need support at any stage.

Password Message:

DO NOT REPLY

When you're ready, please use this password to access the link sent:
Password: [REDACTED]
This password will expire after 24 hours to keep your information safe and cannot be reused. Please call your support service if you'd like the link re-sent or need support at any stage.