

Options for Referral Agencies



Our referral agencies pathways allow organisations to support clients with applications to the Leaving Violence Program through four different options – designed to suit different support and assistance needs of people affected by intimate partner violence.

Option 1 - Full Application Pathway

Case worker (referral agent) submits the application on behalf of a victim-survivor, holds the responsibility for case management, and the Program engages directly with their client only for payment.

A case worker is providing full case management support and understands that their client is eligible for the Leaving Violence Program. They discuss what the Program can do with their client and receive their consent to apply for Leaving Violence Program support on their client's behalf.

The case worker applies online via their account login and uploads a consent form, current risk assessments, safety plans and identity and eligibility documentation. The Leaving Violence Program assesses the application with consideration given to the documentation provided. The Program then communicates the application outcome directly to the case worker.

Upon application approval, the Program speaks directly with the victim-survivor to confirm the payment of financial support at a time that the case worker has indicated is a safe time for the victim-survivor. Financial support is provided directly to the victim-survivor, not to the agency.

The case worker supports their client on how to spend their financial package and continues to support the client.

Agencies looking to use Option 1 will be required to be authorised.

For more information or to apply for authorisation, please contact leavingviolenceprogram@health.telstra.com.

Please note: applying for authorisation as an Option 1 agency is not mandatory.

Any organisation can access Option 2, Option 3 and Option 4 through the Leaving Violence Program website.

Option 2 - Partial Application Pathway

Case worker (referral agent) submits the application on behalf their client. Once an application is submitted, the client can be supported by the Program.

A case worker discusses the Program with their client and, with their consent, commences an online application on their behalf.

The case worker schedules a time for their client to speak to a Program worker over the phone and uploads any supporting documentation they have to their client's application.

Once the application is submitted, the Program communicates with the victim-survivor and not the agency case worker. If approved, the Program provides the victim-survivor with the financial support and up to 12 weeks of referral support.

Option 3 - Online Referral Pathway

Case worker (referral agent) sets up an outbound call for the Leaving Violence Program to call their client to start an application over the phone. The case worker can use a dedicated form to provide their client's personal details and referrer's contact information.

A financial counsellor is aware of the Leaving Violence Program, its service offering, and eligibility criteria. The financial counsellor is working with a client they believe is eligible for the Program.

With their client's consent, the financial counsellor submits a form on the Program website providing their client's personal details, their contact details, and schedules a time for the Program to call their client to discuss further. The financial counsellor has no further involvement with the Program.

Option 4 - Document Upload Pathway

Case worker (referral agent) receives a link to upload documents on behalf of a client who has already independently applied for the Leaving Violence Program. These documents may include risk assessments, safety plans, support letters, or other relevant documentation.

A specialist domestic and family violence worker from a small organisation is aware of someone who has applied for the Leaving Violence Program.

They offer to upload a support letter for their client to support their application.

With the victim-survivor's consent, the case worker receives a document upload link from the Program and uploads the document to the victim-survivor's application.