

## Referral pathways to inTouch direct client services

### inTouch expertise and services offered

All women who are experiencing family violence must be supported to decide how they want to receive help. There are many pathways to support services and it is up to workers in services to make access as easy as possible, whether clients choose to go to a local, migrant and refugee, or specialist service such as inTouch.

Practitioners may refer eligible clients to inTouch for specialist *inLanguage*, *inCulture* family violence services. Our expertise is in working with refugee and migrant women experiencing family violence and who require a culturally specific/tailored response. inTouch staff have a specific understanding of the issues related to the intersection of culture, family violence, family law and temporary migration, and can provide advice on this and the barriers they face when seeking assistance.

There are many ways inTouch can provide support.

### Co-case management

Clients may require a comprehensive range of service options or multiple referrals and as such, a co-case management approach may be required. Co-case management requires a shared understanding between service providers of the needs of the client and their family, and agreement on the role and responsibilities of each worker. They are working towards meeting the needs

of the client, and there is effective ongoing communication throughout the co-case management process from assessment, case planning and care coordination.

### Secondary consultations

inTouch can provide cultural advice to practitioners working with clients from migrant and refugee backgrounds who are or have experienced family violence, or who are perpetrators of family violence.

Examples of the type of advice or information that could be provided are:

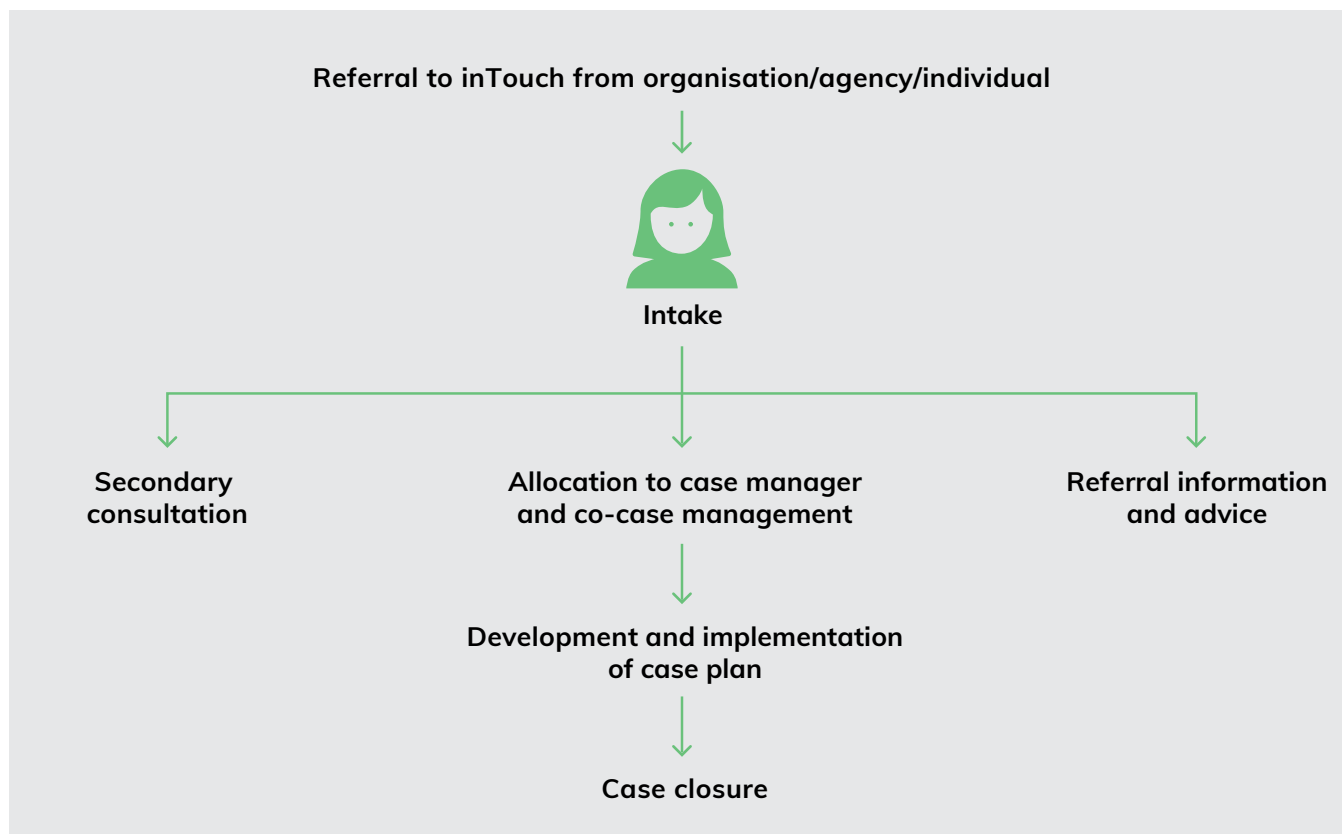
- how to support engagement with clients
- understanding and navigating barriers to accessing mainstream services
- temporary migration visas and eligibility for services such as Centrelink
- information about forced marriage
- referrals to culturally specific support agencies
- dowry and dowry abuse.

### Eligibility criteria for clients

We provide services and a range of support to individuals aged 18 years and older who:

- are newly arrived or established migrant and refugees
- are from culturally and linguistically diverse backgrounds
- are experiencing or have recently experienced family violence
- reside in the state of Victoria, Australia.

## Referral pathways



Referrals for **case management services** should occur through a warm or supported process to maximise the likelihood that the client will take up the service and support being offered. Referrals can be made by either:

- a) phoning the inTouch intake team on 1800 755 988
- b) emailing a completed **referral form** from the inTouch website to [intake@intouch.org.au](mailto:intake@intouch.org.au)

When the referral is made, any relevant documentation including the current risk assessment and safety plan, and consent to share information, should be sent to inTouch. It is expected that the referring agency will remain engaged with the client until they have been allocated and a joint action plan has been developed.

inTouch is primarily phone based, providing services during business hours 9 am to 5 pm, Monday to Friday. We offer some outreach support in various locations across Melbourne.

Referrals for a **secondary consultation** can be made by either:

- a) phoning the inTouch intake team on 1800 755 988
- b) emailing a completed **secondary consultation request form** from the inTouch website to [intake@intouch.org.au](mailto:intake@intouch.org.au)

The intake team will record your request and a case manager will contact you within five working days.

### More information

For general enquiries call 03 9413 6500 or visit the website [intouch.org.au](http://intouch.org.au)

For questions relating to a client and making a referral, call our intake team on 1800 755 988