

inTouch Legal Centre: Referrals and General Information

The inTouch Legal Centre provides legal assistance to clients who are receiving family violence case management support from inTouch.

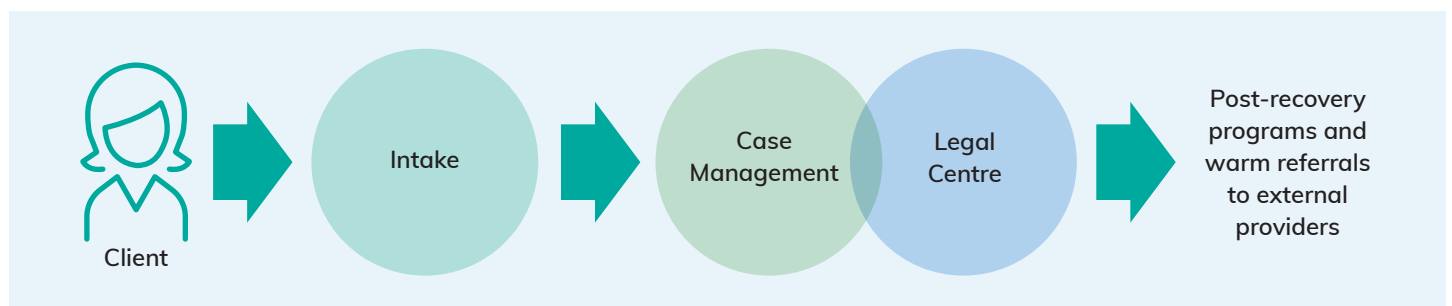
How we work

The inTouch Legal Centre has an integrative practice model. We provide legal advice and assistance to clients who are already receiving support through inTouch's case managers and are the first multidisciplinary practice in Australia to provide this type of inclusive service response.

Clients are required to go through the inTouch intake process and case management services before they can be referred to the inTouch Legal Centre. We do not

accept direct referrals for legal advice and representation, however we do provide secondary consultations for [legal](#) and [migration](#) issues.

Our case management services are provided *inLanguage*, *inCulture*- where possible, clients are allocated to a case manager that can work with them in their language. This support includes risk management, safety planning and providing information on/making referrals to Centrelink and external providers for housing, mental health, financial counselling and other services as required.



What we do

inTouch's Legal Centre offers the following services

- Protection from family violence – intervention orders
- Family law dispute resolution and representation in the family law courts in the following areas:
 - Parenting
 - Small property settlements
 - Spousal maintenance
- Immigration and visa assistance
- Victims of Crime Assistance Tribunal (VOCAT) applications
- Divorce clinics
- **Secondary consultations** (secondary consultation requests need to be submitted through the inTouch [website](#)).

Note: We cannot provide legal representation at Family Violence Intervention Order (FVIO) Mentions and Direction Hearings. We can assist with Further and Better Particulars and Contest hearings.

Who we help

Eligibility criteria for inTouch case management and legal services:

- Are women or gender non-binary clients agreeable to support from a women's service
- Are aged 18 years and older
- Reside in Victoria
- Are experiencing current or ongoing impact of family violence
- Require an in-language and/or culturally tailored family violence service response
- Require support across multiple areas and/or have complex needs.

Contact us

Details for case management referral:

- Self-referral: Phone: 1800 755 988 or via [website](#) www.intouch.org.au
- Formal referrals: via [website](#): www.intouch.org.au or email: intake@intouch.org.au (website referrals are preferred and should have MARAM and all relevant documents attached).

Referral Process for inTouch Case Management

What should I know before making this referral?

- inTouch works with clients who need culturally tailored support, such as those who may have language barriers and a lack of community connections. *Note: Not all clients from migrant and refugee backgrounds will require specialised support from inTouch – many may be able to access mainstream family violence services*
- Clients who only require legal advice should be referred to another legal service.



What should I do before making referral?

- Explain inTouch's services to the client
- Have the client's consent to refer
- Confirm if client needs ongoing support – don't refer for one day support.



How can I make an effective referral?

- Ensure all the details are completed on inTouch's online Client Referral Form
- Ensure cultural needs have been explored with the client and they are requiring a culturally tailored response
- Attach all relevant documentation to the referral including a MARAM, Safety Plan etc
- Indicate level of risk and if a referral is urgent.



What should I tell my client about this referral?

- Predominantly phone service
- Our wait times for support vary according to demand and capacity
- Generally, the wait time between referral and case allocation is about 2-3 weeks
- We do not provide housing or direct counselling.



What happens after I make the referral?

- After a formal referral is submitted, it will be allocated to one of our intake team members for assessment
- The intake worker will then get back to you within 5-10 working days to advise if the client is eligible for our Specialised Family Violence Case Management (SFVCM) Program or whether a more suitable alternative support pathway would be recommended.
- We may contact you further during the assessment phase should your MARAM and/or Safety Plan not be provided and/or only limited information is supplied. Providing these key documents and information will help expediate our assessment process.
- In the event the client is identified as suitable for our SFVCM program, they will be allocated to a SFV Case Manager within 1-2 weeks (depending on assessed risk level) for an *inLanguage*, *inCulture* Specialised Family Violence Case Management service.
- The case manager can refer into our Legal, Migration and Recovery Support Programs such as inSpire as required.