No immediate action is required

and

If you have an ongoing relationship with the service user:

* remain alert to family violence signs/ indicators
* seek secondary consultation and share information with specialist services if you suspect violence is occurring but cannot determine risk or behaviour based on the information provided by the service user

Person in contact with a service   
(all services/professionals)

Narratives and behaviours that indicate the person may be using family violence

Refer to guidance on **Responsibility 2** and **Appendix 2**

No

Yes

If appropriate to your role, complete further assessment (intermediate or comprehensive) to explore more fully the information disclosed by the person using violence to assist you in determining the level of risk and types of behaviours, attitudes and narratives present.

Perpetrator-focused **Responsibility 3: Intermediate risk assessment** and **Responsibility 4: Intermediate Risk Management**

**If immediate risk to any person is identified**

An immediate risk may include a targeted threat against any person.

* contact Triple Zero (**000**) and ask for police if a crime has been committed or is likely to be committed
* contact your local CAT team if acute signs of mental ill health is present
* contact Child Protection where mandatory reporting obligations are present
* consider child wellbeing and safety, and share information if needed
* (if safe to do so) ask the person using violence if they would like support from specialist services. If yes, provide referral.

Proactively share information about the person using violence or seek secondary consultation with specialist family violence service to support adult or child victim survivors, or perpetrator intervention specialist services to support the person using violence (or provide secondary consultation)

If you have any concern for the safety of any adult or child victim survivor, call police (**000**).

If the person does not pose an immediate risk, and:

You have **ongoing** contact:

(As per one-off contact and):

* continue to monitor any change or escalation of behaviour or any need related to risk (refer to **Appendix 2**), by:
* asking about changes to circumstances
* asking about coping strategies
* provide information on the services and supports available to the service user.

Proactively share information about the person using violence to respond to risk for adult or child victim survivors, such as with a specialist family violence service or any other service known to be working with an adult or child victim survivor

Seek secondary consultation with specialist family violence services (including perpetrator intervention services)

If the person does not pose an immediate risk, and:

It is a **one-off** contact:

* (If directly disclosed) acknowledge the person’s disclosure
* acknowledge the difficulty in asking for help
* provide information about help and support that is available for them and (if safe to do so) any family members
* let the person know that if they want support in future, help is available

Proactively share information about the person using violence to respond to risk for adult or child victim survivors, such as with a specialist family violence service or any other service known to be working with an adult or child victim survivor

**NOT IMMEDIATE RISK**

Narratives or behaviours identified lead you to suspect the person is using family violence or you are made aware from disclosure or information sharing

**IMMEDIATE RISK**

(to self, adult or child victim survivor, third party or professional)