



POLICY TITLE: DFV Crisis Client Eligibility and Exclusion Policy

POLICY NUMBER: OS_POL005_2021

Program: Domestic Violence - Crisis

Classification: Service Delivery

Approved By: Operations Manager

Responsible Manager: DFV Program Manager

Date Published: August 2021

Date for Review: August 2024

1. Purpose and Scope

The purpose of this policy is to provide clear guidelines on eligibility criteria and exclusions for Open Support DFV Crisis clients, to ensure the program can continue to provide safe crisis accommodation and support service for women and children escaping domestic violence, that is in line with the values of the Open Support: Love, Hope, Compassion and Justice.

2. Policy Statement

2.1 Assessment and Intake

- A client screening checklist must be completed for all referrals received.
- Accepted referrals must have an induction checklist completed within 24 hours of arrival at one of our crisis facilities
- Accepted referrals must have a signed client agreement completed within 3 days of arrival at one of our crisis facilities.
- Clients assessed as eligible to stay must have a documented case plan commenced within 1 week of arrival at one of our crisis facilities.

2.2 Eligibility

- The Open Support DFV Crisis Service is for culturally & linguistically diverse migrant women and children who are escaping domestic violence.
- Open Support prioritises women who do not have permanent residential status in Australia.

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- Domestic Violence must be the primary reason for referral
- Safe Haven accepts referrals from:
 - The Domestic Violence Helpline (DV Line)
 - Link2Home Homelessness Information Line
 - Police
 - Community Organisations
- Women whose children are not with them or women who do not have children may still be accepted as clients, subject to the approval of the DFV Program Manager
- Women and/or children with mental health issues that are being case managed by a health professional or women with intellectual disability or with children who have intellectual disability may be considered on a case by case basis. These clients will only be accepted if the Open Support facilities and staff can adequately manage the needs of the client and her children. The decision to accept a client in this circumstance is at the discretion of the DFV Program Manager

2.3 Exclusions

- Self-referrals cannot be accepted.
- Open Support DFV does not accept clients into crisis facilities with current acute drug and alcohol dependency.
- Open Support DFV cannot accommodate clients in crisis facilities who are currently participating in a methadone program.
- Women (or children) with unstable mental health issues that are not case managed by a health professional are not suitable to stay in Open Support crisis facilities.
- Women (or children) with moderate to severe intellectual disability who's care requires facilities, skills or expertise outside the scope of available resources at Open Support are not suitable to stay at Open Support crisis facilities.
- Open Support DFV does not accept clients whose primary issue is homelessness.
- Open Support DFV cannot accept male children over the age of 12 into a crisis facility.
- Open Support DFV does not discriminate against clients with physical disability but may refuse a client if the facilities and/or staff are unable to accommodate that person comfortably and safely.

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