Leaving Violence Program

Information for referring organisations

Before referring

The Leaving Violence Program is not a crisis response – **if it is an emergency call 000 first.**

Checking a client's eligibility

Before making a referral, the referring organisation must take reasonable steps to check that the client is eligible for the Program.

To access the program, clients must meet all criteria:

- Are 18 years and over
- Live in Darwin/Palmerston, Big Rivers, West Daly, Tiwi Islands, West and East Arnhem.
- Be a victim-survivor of intimate partner violence
- Have changed living arrangements in the last 12 weeks due to the violence OR are planning to change living arrangements due to the violence.
- Changed living arrangements means the victim-survivor has moved OR that the person who uses violence has left.
- If you are planning to leave and to access support, you will need to complete a safety plan with NAAFLS or another support organisation.
- Have not accessed the Escaping Violence Payment or Leaving Violence Program in the last 12 months.
- Are experiencing financial stress
- Agree to work with NAAFLS or an organisation of their choice to develop a safety and support plan.

Case Management from NAAFLS

NAAFLS will not duplicate case management if supports are already in place.

If you refer a client you are providing case management support for and plan to continue providing support, we will work with you and the client to see where we can add value.

Financial Packages

Clients must use their financial packages within 12 weeks after eligibility for the Program is confirmed. The financial support is flexible but should only be used where there is an identified need link to a clients' goals.

The Leaving Violence Program financial support is not intended as a crisis response, it should be used to support sustainable and long term safety for people experience intimate partner violence.

Checking if a client has accessed funding in the last 12 months

The Leaving Program delivered by NAAFLS is a part of a national program. The National Program is delivered by Telstra Health. Clients can only access funding from NAAFLS or Telstra Health – not both.

The client will need to provide consent for their name, date of birth and address to be shared with Telstra Health as part of the checking process.

NAAFLS will call Telstra Health and will use this information to check eligibility, and Telstra Health will maintain a record of all people who have accessed the Leaving Violence Program nationally.

What evidence is required to support the application?

Referring organisations should provide the highest standard of supporting documentation that is practically and realistically obtainable – examples of documents are on the referral form.

However, the requirement for supporting documentation will not stop a victim-survivor from receiving assistance through the Program.

Where physical documentation cannot be provided, NAAFLS will work with the client and referring organisation to use professional judgment in decision making. The professional judgement process and discussion will be recorded as evidence against the eligibility criteria.

To promote an efficient and trauma informed access to the program, NAAFLS will work to establish and maintain trusted professional relationships with referring organisations.

This approach balances supporting documentation with the use of professional judgment that prioritises place-based assessments of client needs.

This relational approach to determining eligibility does not replace NAAFLS responsibility to assess risk, safety and eligibility. However, it aims to promote collaboration and shared responsibility between the referring organisation, the client, and NAAFLS in determining eligibility and the best approach to meet the person's safety and wellbeing needs.

This approach aims to create an application process that is less intrusive and repetitive for clients - reducing re-traumatisation to victim-survivors - and less onerous for referrers.

Completing the referral form

It is important that we know a bit about the client's story and their plan so we know how to help.

So that NAAFLS can assess eligibility and provide the financial support packages in an ethical, responsible and

safe way all clients referred need to complete a safety and support plan.

This can be developed with NAAFLS using the form provided, or the client can choose to develop this with another organisation of their choice. If your organisation already has safety, support and case planning approaches in place, NAAFLS can work with you using your templates and processes.

The referral form

Section 1 – This is mandatory and the minimum amount of information we require to assess eligibility.
Section 2 – If you work for a specialist DFSV support service or an NTG department it is expected that a DFSV Safety Plan and a Common Risk Assessment Tool (CRAT) will be provided with the referral form. Organisations can use their own template, or the one provided by NAAFLS.

The DFSV Safety Plan responds directly to the risk of DFSV and helps with immediate and long-term safety planning for the adult and children victim-survivors.

In all circumstances that require urgent assistance (like a supported evacuation from a remote community) a DSFV Safety and Support Plan and CRAT is required. If your organisation is not trained in these processes, NAAFLS will support you and the client.

If your organisation already develops safety plans with clients that captures similar information, we can accept plans developed on your organisational templates.

Section 3 – the 'Client Goals and Needs – Assessment and Response Plan' helps with longer term planning to support a response and recovery from experiencing DFSV. This section is not mandatory. We ask that you provide as much information as the client is willing to share, as this will support a trauma informed response that avoids the client needing to re-tell their story. All information shared should be led by the client and only provided with their consent.

If your organisation already develops similar plans with clients, we can accept plans developed on your organisational templates.

How will NAAFLS work in partnership to deliver the Program?

NAAFLS is committed to following the insight of people with lived experience and deep community knowledge. These are people who have lived through family violence, trauma, justice systems, and healing. Their knowledge is not just personal—it's practical, political, and powerful. We also listen to the voices of local communities, kinship networks, and cultural leaders. Every place has its own law, stories, and strengths. Our work is shaped by what matters in that place—guided by culture, grounded in relationships, and led by those who know the land, the people, and the history.

All organisations, regardless of their core function, hold a duty of care to act when an individual's safety or wellbeing is at risk. In small or close-knit communities, this responsibility must be balanced with a commitment to confidentiality and informed consent.

Information should only be shared on a need-to-know basis, with appropriate parties, and in a manner that upholds the individual's dignity and trust. Our collective obligation is to act ethically, minimise harm, and support safety through respectful and culturally informed practice.

We are guided by the core principles in our Case Management Framework:

Collaboration, Mutuality & Peer Support - Collaboration means working together and sharing responsibility. Mutuality is about building equal relationships based on respect and trust. Peer support values shared experience and learning from one another.

Cultural, Historical & Gender Considerations - This principle is about respecting people's culture, history and identity. It means understanding how things like colonisation, racism, gender roles and past trauma affect people's safety and wellbeing today.

Respect & Courage - Respect and courage are about treating people fairly and kindly, and speaking up when something isn't right. It means listening without judgment, standing up for people's rights, and being honest—even when it's hard. It also means admitting when something has gone wrong and helping to fix it.

Empowerment, Voice & Choice - Empowerment means supporting people to define their own priorities, make their own decisions and have control over what happens next. Voice and choice include helping people be heard, make informed choices, take up space, and reclaim voice in systems that have often silenced them.

Safety as a Continuum - Safety means more than physical security. It includes cultural, personal, social, and spiritual safety, ensuring families feel respected, understood, and free from judgment. For many families, safety is deeply tied to connection to Country, kinship systems, and cultural law.

Trustworthiness & Transparency - Transparency means being clear, honest, and consistent in everything we do – especially when things are complex or difficult. Trustworthiness means that people know we will follow through on our commitments.