

Checklist for Referring Older Women and Women with Disability for Domestic, Family and Sexual Violence (DFS) Support

Use this **checklist** to ensure referrals are safe, person-centred, and trauma-informed. It's important to recognise that older women and women with disability may face unique barriers to accessing support.

- ☐ **Have I taken a person-centred approach?**
Many older women and women with disability often face situations where decisions are made for them, and they are excluded from discussions about important life choices. Understanding and respecting the person's wishes is an important part of responding to DFS.
- ☐ **Has the person consented to the referral?**
Do not refer the older woman or woman with disability without gaining consent from her first. The person you are supporting should have an understanding of the service you are making the referral to, what will happen next and what information will be shared.
- ☐ **Have I identified the person's individual needs?**
Take specific needs into account where possible. For example, requesting female workers or accessing services tailored to older women, women with disability, CALD, First Nation's or LGBTQI+ women if the person consents.
- ☐ **Am I making a warm referral to connect her to the service?**
A warm referral is when you directly connect a person to another service or specialist, ensuring a smooth transition and offering support throughout the process. It can help reduce barriers and increase the likelihood of the person getting the support they need.
- ☐ **If she's not ready for DFS support, have I offered support in other ways?**
If the older woman or woman with disability is not ready for support, ask if you can leave contact details safely. Keep lines of communication open and do not pressure or judge the person if they are not ready to receive support. You may also find that the older woman or woman with disability could be open to other services (for example, community groups or social support) that can help increase social connection and independence.

Remember: If you assess an immediate threat to someone's safety, contact emergency services (000) immediately.

Consent to contact triple zero (000) is not required in an emergency situation.



For more information and resources on identifying and responding to DFS of older women and women with disability, visit adc.nsw.gov.au

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