

Tips for Frontline Workers Documenting Domestic, Family and Sexual Violence (DFSV)

Keeping clear and accurate records is essential when identifying and responding to DFSV. Good documentation helps ensure consistent and informed support and may be required to provide evidence. Documenting risks and actions taken can also support effective safety planning and help identify patterns of abuse over time. If you notice unusual behaviour or sense that something is wrong, even if it appears minor, report it to your manager and document it in your records.

Tips for documenting DFSV

1. Stick to the facts.

Factual:

The adult son of [client name] raised his voice, clenched his fists and repeatedly slammed his hands down on the table.

2. Avoid personal opinions.

Opinion:

The adult son of [client name] seemed very angry.

3. Use “quotation marks” to record exact words when needed.

4. Describe any injuries.

5. Record observed behaviour in detail.

Remember to document

Who:

Who is involved, and what is the relationship between the person and the perpetrator of abuse?

What:

What have you observed, or what has been disclosed to you?

When:

Specific dates and times of incidents and/or disclosures of DFSV

Where:

Where did/does the DFSV take place?

Actions taken:

Have you taken any actions so far?

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

Any concerns about the immediate safety of an older woman or woman with disability should be reported to **emergency services (000)**.

This project is proudly supported by the NSW Women's Safety Commissioner.

