

### **Disclosure of Serious Criminal Offences Committed Against Clients**

#### **Policy**

Each worker will act to ensure the safety of clients and their associates, including children.

#### **Procedure**

If a client discloses that a serious criminal offence has been committed against them, their associates or children, the procedure to be followed is:

- The worker recognises that clients may be reluctant to make complaints to the Police for a range of reasons, including the fear of retribution from their ex-partner, experiences of torture/trauma in their country of origin, and concerns about the impact on the family.
- The worker must consider the specific issues related to lesbian, bisexual and transgender women and recognize that they may be reluctant to make a complaint to the Police for fear of judgement and trivialisation of their experiences.
- The worker will assist the client who chooses to remain with the person who has abused them, in a way that maximizes their safety and reduces the likelihood of their being in a violent situation. The worker will assist the client to develop safety plans that promote their safety and the safety of their children.
- The worker encourages, supports and empowers a client who wishes to make a complaint to the Police or other relevant body in relation to criminal offences.
- The worker ensures that the client has information on the legal protection available to them and if necessary refers the client to an appropriate person who provides legal assistance (eg Court Support Worker, a Solicitor, Community Legal Centre, Legal Aid Queensland or Courthouse).
- The worker will assist the client to obtain an urgent Domestic and Family Violence temporary protection order when necessary.