The Leaving Violence Program

Frequently Asked Questions – Online Agency Referral Pathway

November 2025

The questions in this document were submitted as part of the online agency referral pathway information sessions held in November 2025. These sessions were delivered by the Department of Social Services and Telstra Health as the National Program Service Provider. This document will not be updated. For up-to-date information please visit www.leavingviolenceprogram.org.au

Contents

Authorisation

1. How do we become an authorised organisation?

It is only required to be an authorised organisation if your organisation wants to use option 1 of the referral pathway. Option 1 allows organisations supporting victim-survivors to submit an application and engage with the Program on behalf of their client.

Organisations who would like to become an authorised organisation, need to complete an application form including answering questions about the organisation and the service they provide to victim-survivors. If your organisation is interested in becoming an authorised organisation, please contact leavingviolenceprogram@health.telstra.com to request the application form.

2. Is authorisation for option 1 at organisational or individual level?

The application form is undertaken at the organisation level, with the form required to be signed by a senior member of the organisation, such as the CEO or General Manager, and returned to Telstra Health via the email to leavingviolenceprogram@health.telstra.com.

As part of the form, organisations nominate case workers who will refer clients to the Program and once the application form is approved, each case worker will have individual login details provided. The form also allows organisations to nominate authorised managers who can manage the adding and removing of case workers from the organisation's authorised list.

Further information on the authorisation process can be found on the Leaving Violence Program website here.

Accessibility to the Program

3. What is the protocol for a client who may not have a phone or has difficulty using technology?

If technology is a known barrier for your client, please contact the Program at **1800 253 283** to discuss the specific needs for your client.

The online application form does require a contact phone number. If you are applying under option 1, this can be your contact number if your client does not have access to a safe phone or has difficulties navigating technology. The victim-survivor must be able to have access to the phone number that has been provided on their application form though, as Telstra Health will need to speak with the victim-survivor at the payment stage of the process.

If you are completing the application form on behalf of your client or submitting warm referral under either option 2 or 3, you will need to contact the Leaving Violence Program at **1800 253 283** to apply instead and discuss the issues your client has with technology with a Program support worker.

4. Where are the Regional Trial Locations?

The Leaving Violence Program has four Regional Trials locations across Australia.

The trial locations are Broome, Cairns, Darwin and Dubbo. For more information on the Regional Trials please visit the Leaving Violence Program website here.

5. Clients who have previously received an EVP trial payment, can they re-apply for this Program after 12 months?

Yes, your client may be eligible for the Leaving Violence Program if they have not received support from the Escaping Violence Payment Trial or the Temporary Visa Holders Experiencing Violence Pilot or the Leaving Violence Program (either the National Program or Regional Trials) in the past 12 months.

All criteria must be met to be found eligible.

6. How do the payments work? Can the Program reimburse already paid bills, pay invoices or provide visa cards?

The Leaving Violence Program provides up to $5,000 in financial support, with up to $1,500 in cash as a bank transfer and the remaining $3,500 provided as a pre-paid card or to pay invoices. The financial support cannot be used for reimbursement of already paid goods or services.

The financial support can be accessed over the 12-week support period, and a Program support worker will engage with your client on how they would like to receive the financial support.

7. When it comes to eligibility, can victims-survivors who work full-time apply for this financial support?

Employment status is not a criteria under the Program. To be eligible the victim-survivor must meet the eligibility requirements for the Leaving Violence Program. Further information on the eligibility criteria is available on the Programs website here.

Consent

8. How do clients provide their consent for organisations to act on their behalf? Can consent be given verbally or is there a specific written format required?

It is required that your client provide consent for you to apply and act on their behalf. They will need to sign the Program's consent form which is available through the Program's website.

You will then need to provide the Program consent form when completing the document upload function as part of the application process. This will be checked by Program staff when assessing the application, if there are issues regarding the consent, Program staff will contact you to discuss and determine next steps.

9. What are the options for not providing written consent for clients who are in rural and remote areas?

If written consent is unable to be given by a victim-survivor, verbal consent may be given. If your client is unable to access and/or complete the written consent form due to technology reasons and verbal consent is needed, you will need to call the Program and complete verbal consent with your client on the phone, or your client can call the Leaving Violence Program at **1800 253 283** and provide verbal consent to a Program support worker for you to then apply and act on their behalf.

The consent form is only mandatory for organisations wanting to complete the referral pathways option 1 or option 2.

Documentation

10. How does the Program manage identity verification for clients who have no licence, proof of age, passport etc.? What are the options for clients who flee violence, and have no identification with them?

The Program requires verification of identifying documents, this can be done through a variety of ways during the application process. Program support workers will work with you as a case worker or with the victim-survivor themselves to verify identity.

Program support workers are able to apply a level of professional judgement if needed. If the identity verification needs to be done manually, a Program support worker will contact you or your client to discuss, alternatively you can contact the Program at **1800 253 283** to discuss the specific needs for your client.

Risk Assessments

11.What type of risk assessment documentation needs to be used?

There is no specific risk assessment template that needs to be completed for the Program. If you have completed a risk assessment for your client, you can upload the assessment document during the application process.

12. Is a risk assessment mandatory?

If you are applying on behalf of a victim-survivor under option 1 it is mandatory to upload a risk assessment and safety plan. If this cannot be done, you will need to contact the Program on the specific helpline number for option 1 (this will be provided once your organisation has been authorised).

If you are using options 2, 3 or 4, it is not mandatory to provide a risk assessment or safety plan. If you are able to provide these documents, this does support the application process.

Timeliness

13. Are option 1 applications likely to be processed more quickly than the other options?

Option 1 will mean that an agency can complete a full application on behalf of their client and if all documentation is uploaded and the application is completed with accurate information, it should take approximately 2-3 days from eligibility being confirmed to the financial support being provided to victim-survivors.

It is important to understand that the time for applications to be processed is dependent on if an application is completed in full and is impacted by the volume of applications.