



Domestic Violence  
and Capacity Building  
for Community Legal  
Centres Program

## Factsheet 2

# Early Intervention

### Triaging domestic violence matters

- + Clients may need help with domestic and family violence matters though they are seeking help with a matter about other issues such as:
  - Tenancy matters (boarder disputes and homelessness)
  - Unfair dismissal and income support
  - Debts and related liabilities
  - Recovery of property and elder abuse cases
  - Discrete disputes about children's matters
  - Criminal law
  - Estate disputes
  - Complaints and
  - Court processes.
- + Know warning signs of at-risk clients.
- + Consider intake procedures and interview protocols

### Resources

- + Domestic violence capacity building for CLCs webinar – *Identifying and triaging domestic violence issues in community legal centres*: <https://communitylegalqld.org.au/clc-staff/staff-training-and-cle/webinars/dv-capacity-building/identifying-triaging>
- + Domestic violence capacity building for CLCs factsheets <https://communitylegalqld.org.au/clc-staff/staff-training-and-cle/webinars/dv-capacity-building-for-clcs>

### Top tips about social work responses

- + **Always consider** safety planning as a priority
- + **Remain aware** that your listening and observation skills are invaluable.
- + **Understand** that a client experiencing stress and hardship will struggle to act on your advice
- + **Build partnerships** with your local community services and, if you do not have an in-house social worker, prioritise building links with your local services, including homelessness and housing services
- + **Support your clients** rather than dictate outcomes
- + **Be sensitive** to family dynamics.
- + **Don't assume** a dementia or mental health diagnosis means all capacity has been lost
- + Consider the best time and place for appointments
- + **Help** your clients with 'leg work' even if it is time intensive.