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4.
An Example of Case Management in a Women's Refuge

AN EXAMPLE - MAYA WOMEN'S REFUGE

This part describes an example of a comprehensive case management approach. The process has been written for a fictitious service called 'Maya Women's Refuge'.

The service provides short to medium-term refuge accommodation for up to six women with children, escaping domestic violence. Maya Refuge has a total capacity of 16 beds and can accommodate up to four families at any one time. However, if any families have more than four children (over two years of age), then less families can be accommodated. In addition, there are two independent units each of which can accommodate a family of one adult and up to five children over two years of age. One of the units is equipped to accommodate people in wheelchairs. Maya Women's Refuge does not provide outreach but does provide limited follow-up for ex-residents.

A Significant number of clients at Maya Women's Refuge are women who have a mental health problem.

Maya Women's Refuge is run by an elected committee which has appointed a Coordinator to take day-to-day responsibility for the service.

The case management process described below is based on the model developed by the National SAAP Case Management Project. The model comprises of eight elements. Each element is described in detail and includes:

- example policy and processes which need to be in place;
- example forms for adaptation and use by agencies.

REMEMBER…

The material in this section is an example only, and can be used by services to develop their own case management policies and procedures. The information is included on the floppy disk which accompanies the Resource Kit and services are free to copy and adapt the information for their own use.

Maya Women's Refuge uses a manual case management system, however, some forms are on the computer as templates.

A list of all past and current clients is maintained on a computer database.

Maya Women's Refuge uses the following forms:

- **Client Assessment Form;**
- **Request for Service: People with a Mental Health Problem;**
- **Client Consent Form;**
- **Support Plan;**
- **Action Planner;**
- **Children's Planner;**
- **Referral to Another Agency Form;**
- **Client Exit Form;**
- **Case Notes;**
- **Client Feedback Form.**

The forms are filled in with the client, and the key information is entered into the computer at a later date.

Case notes are entered directly into the computer.

IMPORTANT!

WHO SHOULD USE THIS EXAMPLE

This part is for SAAP services who work with clients over a reasonable length of time and have the opportunity to develop a trusting relationship.

The type of service for whom this part applies include refuges, medium-term accommodation services and outreach services where ongoing support is provided.

Adopting a case management approach means taking a long-term view of working with clients. This includes looking at the history of client involvement with the service and involves helping the client to identify things that they want to change, and the steps necessary to achieve those changes.

Case Management is client driven, the extent to which it is undertaken will depend upon the client's wishes and their level of commitment to the process.

WORKING WITH WOMEN ESCAPING DOMESTIC VIOLENCE

Maya Women's Refuge provides accommodation and/or support to women and children who are homeless because of domestic violence. Staff working with women and children escaping domestic violence aim to take into account their particular circumstances including the:

- immediate material needs of families who may have left home in a crisis without any belongings;
- medical needs following physical abuse;
- need for emotional support to women and their children who may have witnessed the abuse;
- need for the women to understand the cycle of violence, to know that she is not to blame;
- need for programs which increase the woman's self-esteem and confidence, and build support networks in the community;
- need for services for children who may have behavioural problems due to family violence;
- need to sort out legal issues including restraining orders and custody arrangements;
- geographic location of the perpetrator and his networks (work, family, friends);
- need for services to meet the individual needs of clients including cultural and linguistic needs.

The case management process outlined in this example should be read in conjunction with Maya's Case Management Policy detailed in Section 8: Example Policy and Procedures File.

ENTRY/SCREENING

The entry/screening process in Maya Women's Refuge is to make sure that the service is able to provide the service/s requested. This means checking that the client and the service requested matches the target group, and the capacity of the service. It may also mean consideration of the needs of current clients to ensure compatibility.

POLICY

Maya Women's Refuge has the following policy regarding entry/screening:

- Maya Women's Refuge accepts women and children escaping domestic violence from any location;

- Maya Women's Refuge will not admit a family into the main refuge if any of the following conditions exist:

  - members of the family or an existing family in the refuge have a highly contagious illness (excluding colds/flu);
  - there is known family conflict with an existing family residing in Maya Women's Refuge;

  In these cases, if the family cannot be accommodated in one of the independent units, then they will be referred on to another refuge.

PROCESS

REMEMBER…	***The following process has been written for a women's service which provides short to medium-term refuge accommodation.***

The entry or screening process is as follows:

1. Assess whether an interpreter service is required and if so, arrange one.

2. Take down the client's details and the details of the referring agency.

3. If the refuge is full, provide the client with the number of a refuge that will be able to assist and note the details in the Turnaways book.

4. If the refuge is not full, provide the client with information about the eligibility criteria for Maya Women's Refuge (check that consistent information is provided to all people).

5. Check the database to see if the person has used the service before and if so, check previous records for useful information. If there are important issues arising from a previous stay in the refuge, discuss with the Coordinator.

6. Determine whether the client fits the eligibility criteria and can be accommodated in the service.

   If the client seems to be unreasonably distressed or is displaying difficult behaviours, the worker should assess the client's mental health status by

completing Section B of the ***Request for Service*** form for people with a mental health problem. Explain to the client that you will need to contact their GP or Psychiatrist.

The needs of the current residents have to be weighed up against the needs of the client in assessing whether accommodation can be provided.

Contact the relevant mental health professional and gain their co-operation in working with the refuge for the purpose of Case Management. Explain that this is a condition of accommodation at the refuge.

7. Let the client know as quickly as possible whether their request for a service can be met and if not, the reason/s why not.

If request for service is not able to be met:

- provide the client with information regarding alternative refuges which would be able to assist and, where possible, link the client in with the relevant service. Use the ***Referral to Another Service*** form (see Client Information Pack at the end of this section). Record this information in the Turnaways book;

- if the client is not happy that their request for service is unable to be met, provide them with verbal and written information about the complaints procedures. (See Section 8: Example Policy and Procedures File.)

If request for service is able to be met:

1. Attend to urgent needs for assistance immediately.

2. Carry out the intake procedure. The steps to follow for intake are:

   - If the client is new, open up a client file:

     - write the client's name on the sticker in the right hand corner of the file
     - enter client details on the database and complete Section 1 of the ***Client Assessment Form***;

   - provide the woman with information about the service/s available, explain the refuge rules, and client rights and responsibilities;

   - give a copy of the refuge handbook and explain the grievance procedure. If the handbook is not available in her language, read the handbook to her, using an interpreter if necessary;

   - give the woman an opportunity to ask questions;

   - introduce the woman and her children to the refuge staff who are on roster;

- tell the woman who her key worker will be, or explain when the key worker will be allocated;
- show the woman around the service and explain how the refuge operates and introduce her to other residents;
- tell the woman the arrangements for emergency after hours contact with workers.

3. If the entry into the service is after hours, or if the client is distressed, it may not be appropriate to provide all the above information at the time of entry. Use your discretion and make sure that the client is provided with all the relevant information within the first two days of entry into the service, by liaising with the worker who is allocated the case management role.

ASSESSMENT

There are two forms of assessment at Maya Women's Refuge: an initial crisis assessment and a more detailed assessment.

A crisis assessment takes place as soon as possible after a woman (and children) enter the refuge and is used to assess immediate needs. This includes the need for safety and security, warmth, food, medical attention and personal care.

A more detailed assessment, required for case management planning, is ongoing and commences as soon as the woman feels stable enough to begin planning.

The assessment should consider the client's social history and history of involvement with the service. It should be an holistic assessment taking into account a wide range of factors which affect the client's situation.

POLICY

Maya Women's Refuge has the following policy regarding assessments:

- all workers carrying out assessments will be trained in assessment;
- assessment of crisis needs should be carried out by the worker doing the intake, within two hours of the woman and her children, entering the refuge;
- separate assessments will be done for each family member, including children;
- previous client records should be used in the assessment;

- assessments will take account of clients' needs and strengths, including cultural and linguistic needs;
- a full assessment will be carried out by the worker allocated by the Coordinator;
- assessments should commence as soon as possible after a woman enters the refuge, (within three days maximum);
- assessments should be written down on the assessment form in easy to read language;
- workers undertaking assessments are supervised by the Coordinator.

PROCESS

The Coordinator allocates a suitably experienced staff member to undertake the assessment. The assessment should be kept as informal as possible and take place in a private place where the woman feels comfortable. The assessment process carried out by the allocated worker at Maya Women's Refuge is as follows:

1. Make an appointment to meet with the woman to begin needs assessment. This should be when the woman feels settled enough to begin making future plans, and must be within the first three days of entering the service.

2. Take the client file from the filing cabinet and make sure that all the necessary forms are inside.

3. Explain the service's case management approach to the client and gain her agreement to participate.

4. Read any previous client records, and discuss previous assessments and goals with the client. Build on previous plans and discuss what different steps can be taken to make progress towards achieving goals. Emphasise past achievements.

5. Complete the client details as fully as possible (Section 1 of the Assessment form).

6. Details of the needs of the woman should be noted in the case notes. Use the assessment checklist on Section 2 of the Assessment form, as a prompt for issues to be covered.

7. Make sure that the assessment recorded on the case notes reflects the woman's assessment of her needs. Where the worker's assessment differs, the woman's assessment is recorded.

Assessment of the Needs of Children

8. Meet with the client to assess the needs of her children. Direct observation of the children may indicate some needs which can be discussed with the parent. The woman may have children who are not in the refuge with her, they need to be considered in the assessment process. Assessment of the needs of accompanying children should be noted on separate pages of the case notes. Once again the worker and client should discuss their assessments, but the written assessment should reflect the views of the parent/guardian. Start a new page of case notes for each accompanying child.

9. Older children should participate in the identification of their needs. They are encouraged to write their own notes in the Children's Planner.

10. As needs are reviewed in future sessions, make further notes on the case notes.

PLANNING

Planning follows on from assessment of needs. It involves setting goals and priorities, and identifying the steps necessary to achieve these. Goals may be small and specific, as well as broad and long term. The planning should be client driven and empowering.

POLICY

Maya Women's Refuge has the following policy regarding planning:

- wherever possible the worker carrying out the assessment, will also take responsibility for assisting the client to develop and implement a support plan;
- if the client is assessed as having a mental health problem, where possible, the support plan is developed in consultation with the relevant Health Care Professional who is supporting the client;
- the client may wish to involve someone from their cultural group, or an ethno-specific service in the support planning;
- if necessary arrange a case conference to decide on issues of case management responsibility and to coordinate the response;
- the refuge uses the attached ***Support Plan*** form for recording the support plan;

- the Support Plan should reflect the needs and wishes of the client, as far as possible. Where this is incompatible with the resources of the refuge, this should be negotiated;

- the Support Plan should be owned by the client, she should have a copy in her own words;

- the refuge has ***action planners*** for women and children to record their own notes and plans;

- workers undertaking support plans are supervised by the Coordinator.

POLICY REGARDING ACCOMPANYING CHILDREN

The policy which has been developed by the Maya Refuge regarding children is as follows:

- all workers will be trained in working with children. The child support role involves providing support to the family by assessing children's needs, working with children to develop skills, and providing emotional support and quality time for children;

- children will be linked into mainstream services where appropriate;

- the family will be referred to the Children's Assessment Service for assessment where children are displaying behavioural/emotional problems;

- the mother's permission will be sought before children are referred to another agency;

- referral to another agency without the mother's permission should only be made where the child is considered to be at risk. This proposed action should always be discussed with the Coordinator beforehand;

- plans for the children should focus on strengthening the family and supporting the mother to care for her children.

PROCESS

Develop a support plan using the ***Support Plan*** form. In developing the support plan, Maya Women's Refuge does the following:

- discuss the needs that were identified during the assessment, and assist the client to develop priorities and set goals. Goals can include a mixture of short term specific goals and long term broader goals;

- if the client has used Maya Women's Refuge before, go back to the support plan that was previously developed and build upon that, taking into account any achievements or barriers that have occurred;

- explain to the client approximately how long she can expect to stay at the refuge, and the process for exit planning;

- assist the client to identify and discuss options, taking into account the resources of the refuge;

- identify who is going to be responsible for the actions. Encourage the woman to take as much responsibility as she can cope with. Give her an Action Planner to write down the actions she is responsible for;

- identify the goals for which referral to another agency is required;

- obtain the client's consent to make a referral to another agency, and to pass on any relevant information to the referral agency. Make sure the client is asked to sign Section 4: Client's Consent of the ***Client Assessment*** form. Remember, the client does not have to sign this form. If she does not, no information can be passed on to other services;

- assist the mother to develop goals for each child. These will include services that can be arranged for the child, and services that can be arranged for the mother to assist her with parenting, for example, parent support group. Older children should participate in this and also have the opportunity to set some goals of their own;

- the goals the parent sets for her children may be long term. Assist her to develop short term steps or actions which will lead toward meeting these goals;

- write up the Support Plan to include the services being provided by all providers;

- write down the support plan using language familiar to the woman, read it out to make sure that she agrees with it, using an interpreter if needed;

- make a copy of the Support Plan, give one copy to the client and place the other on the client's file. Alternately, women can be encouraged to write out their own copy of the Support Plan in their own words, using an interpreter if necessary;

- give the women an ***Action Planner*** to keep a copy of the Support Plan in and to make her own notes;

- encourage older children to think about their needs and goals by completing a ***Children's Planner***;

- make sure the client is clear about who is taking responsibility for which aspects of the plan;
- make a time to meet again and review the plan.

DIRECT SERVICE

Direct service involves work with, and for service users. This includes children accompanying adults.

POLICY

Maya Women's Refuge has the following policy regarding direct services:

- the refuge holds staff meetings once a fortnight to discuss client issues and staff issues;
- refuge meetings are held once a week for residents to discuss their concerns and to organise the housekeeping roster. An interpreter is arranged when required, to ensure that all women have the opportunity to participate in this meeting;
- workers on roster should note any relevant client information in the day book;
- when workers are unsure about how to respond to a situation, they should discuss it with the Coordinator at the earliest opportunity;
- the refuge will not hold or dispense any medication for clients or their children. All medication is solely the client's responsibility.

PROCESS

In Maya Women's Refuge, the allocated worker works with clients as follows:

- provide the service/s that you have undertaken to provide and carry out the tasks you have agreed to do, within the agreed time frame;
- provide encouragement and where appropriate, assistance to the client to carry out the tasks that she has responsibility for;
- note the outcomes of your actions on the support plan for discussion at the next planning meeting;

- discuss tasks relating to accompanying children with the parent, and decide who will take responsibility for the follow-up;

- if the case management is being provided by another service, work closely with the case manager to carry out your part of the support plan.

COORDINATION

Coordination in relation to case management involves having an understanding of the role of other services and developing co-operative working relationships with relevant services. It also means knowing when you have a shared client, and who is doing what (with the client's consent).

POLICY

Maya Women's Refuge policy regarding case management coordination is:

- the refuge encourages clients to use mainstream services and/or ethno-specific services wherever appropriate;

- where behavioural problems with accompanying children are experienced, an appointment is made with the Children's Assessment Service, who have agreed to give priority to referrals from the refuge;

- the refuge will send a representative to monthly meetings of the Regional Coordination body whenever possible;

- the Coordinator will chair any case conferences which are arranged by the refuge;

- the client may if they wish, ask a friend or family member or worker from an ethno-specific service to assist them in support planning;

- the service will establish strong networks with cultural groups and ethno-specific services in the region, and identify key people to provide advice when required.

PROCESS

The coordination process undertaken by Maya Women's Refuge workers is:

- make sure that the client has agreed to the referral for herself or her children and has signed the ***Client Consent Form***;

- check that the client understands why the referral is being made and the service they should receive;
- make a referral to the services listed on the support plan. Complete a ***Referral to Another Agency*** form or write a letter of support when a written referral is appropriate;
- if necessary, accompany the client to another service, or ask the client if they would like a friend or family member to accompany them;
- where a number of services are to be involved, negotiate with other services how the services will be coordinated and who will take the lead role in coordination. Make sure you involve the client in the negotiations;
- in complex cases, hold a case conference to coordinate services. (See Section 1: SAAP Case Management);
- advocate with services on behalf of the client when requested and appropriate;
- liaise with other services to find out what services they can provide to children;
- write up the ***Support Plan*** to include the services being provided by all providers.

MONITORING AND REVIEW

Monitoring is the process of reassessing needs and revising the plan, to keep it up to date with the current needs of the woman and accompanying children. The plan is also regularly reviewed to check on achievements and explore ways of getting over any barriers which have come up.

POLICY

The Maya Women's Refuge has the following policy regarding monitoring/review:

- assessments and support plans will be reviewed regularly as required, at a minimum this will be every three weeks;
- wherever possible plans are reviewed by the same worker who developed them with the client;
- reviews should take place in a private place where the woman feels comfortable;
- the parent should be involved in reviews of the children's needs and support plans.

PROCESS

The monitoring/review process is as follows:

- meet with the client on a regular basis to reassess the client's needs and the needs of accompanying children;
- regularly review the support plan to identify achievements, set new priorities, identify barriers and ways to overcome them, and make new goals to meet additional needs;
- assessments from other services, or feedback from services, should be taken into account;
- if necessary change the goals and the actions written on the ***Support Plan,*** or add to them. If appropriate write up a new support plan;
- put a copy of the revised assessment and plan on the client file, and give a copy to the client;
- write up case notes as necessary;
- carry out the tasks identified in the revised plan, and where appropriate assist the client to carry out the tasks she has agreed to do;
- check that the client is happy with the process, and make a further time to meet and review their situation.

EXIT PLANNING AND CASE FOLLOW-UP

Exit planning involves planning for when a person might exit a supported accommodation service for stable long-term accommodation. The ongoing support needs of the client are assessed and a follow-up plan is negotiated, where appropriate.

NOTE!

Many people leave SAAP services at short notice and without any planning. In these cases, write up the case notes and the National Data Collection Form and close the file, keeping it easy to access in case the client returns. A further contact with the client automatically re-opens the file.

POLICY

Maya Women's Refuge policy regarding exit planning is as follows:

- when the support plan is developed with the client, she should be informed about the approximate length of time she can remain in the service, and the process for exit planning;
- as part of the monitoring and review of the support plan, the case worker and client work towards transition to long term stable accommodation and case closure.

EXIT PLANNING AND CASE FOLLOW-UP

Exit planning needs to be done in consultation with the other services. The exit plan and follow-up needs to ensure:

- the safety of the client and children;
- the required level of ongoing support/follow-up to the client;
- the relevant people are notified of the change in circumstance of the client and children;
- continuing case management (if appropriate) by a relevant community based service;
- Maya Women's Refuge will assist women and children to move to new accommodation using the refuge bus, however due to limited resources, further home visits cannot be made;
- ex-residents are free to come to the refuge during business hours if they require assistance or support with an issue, however they should be encouraged to access community supports rather than build dependency on the refuge;
- ex-residents are encouraged to join the Women's Support Group that meets monthly at the refuge, if they continue to live within easy access.

PROCESS

At the planning phase, the worker will sit down with the client and identify with her at what point she will be ready to leave Maya Women's Refuge. (This will normally be when she finds affordable, independent accommodation.)

When it is approaching time for the client to leave the service, the worker will do the following:

1. Sit down with the client to identify what she has achieved and what goals she is still working on.

2. If the client has a mental health problem, negotiate with the client and case manager about when the client should exit the SAAP service.

3. Assist the client to identify support services in the community and within her own support network, which will help her remain independent from Maya Women's Refuge. Encourage her to contact services herself to build up her self-esteem and confidence.

4. Where appropriate, advocate on behalf of the client with services in the community.

5. Assist the client to identify the ongoing needs of accompanying children and to identify services in the community which can help.

6. Explain to the client that the relationship with the agency and workers will be on a different footing when she leaves the service. She should know what kinds of outreach support the service can/cannot provide. She should also know that she can ask to re-enter the service at any time.

7. Arrange practical assistance to help the woman and children exit the service. (This will be provided by whichever staff member is on roster at the time.)

8. Negotiate a follow-up plan if needed. Write this down on the ***Client Exit Form***.

9. If the client is being case managed by another service, liaise with the case manager to ensure that they know when the client will be leaving, and that they have arranged any necessary follow-up.

10. Complete the paper work.

    - write up any case notes on the ***Assessment Form*** and complete the ***Client Exit Form;***

    - using the information on the ***Assessment Form,*** complete the ***National Data Collection*** form ready for sending to the National Data Collection Agency.

11. If follow up is not being provided, close the client file and store in the Closed Files drawer of the filing cabinet.

12. Provide follow up as required.

EVALUATION

Evaluation includes feedback from the client on the services provided, and evaluation by the workers of the process of delivering services to a client or group of clients.

POLICY

Maya Women's Refuge has the following policy regarding evaluation of case management:

- all clients are given the opportunity to provide feedback by completing a ***Client Feedback Form***;
- negative feedback will not affect future services to the client;
- the worker's assessment of the services provided and outcomes for the client are noted at the bottom of the ***Client Exit Form,*** and discussed with the Coordinator at regular supervision sessions.
- Maya Women's Refuge evaluates each of the key elements of case management by periodically surveying clients and staff.

PROCESS

The process is as follows:

1. Before the client leaves the service, give her a client feedback form and an envelope addressed to the Chairperson.
2. Encourage the client to provide written feedback either before, or after she leaves the service. A stamped addressed envelope can be provided if required.
3. Envelopes are placed in a box to be opened by the Chairperson.
4. Discuss your own assessment of the services provided with the Coordinator at your supervision sessions.
5. Evaluate a different aspect of the case management process each quarter by:
    - selecting which aspect to survey;
    - develop a survey questionnaire (see example);
    - ask all clients over a four week period for feedback by going through the questionnaire with them and recording their responses;

- gain similar feedback from staff;
- collate and analyse all feedback.

AT THE END OF EACH WEEK

At the end of each week the Coordinator:

1. Reviews the closed files for the week to ensure that no further follow-up is required and follows up any queries with the relevant worker in supervision.

2. Records the cases on the statistical data sheets as required.

3. Files 'Closed Files' in the Closed Files drawer of the filing cabinet.

AT THE END OF EACH MONTH

At the end of each month the Coordinator:

1. Totals the number of turnaways for the month from the turnaways book.

2. Collates the client feedback from the ***Client Evaluation*** forms.

3. Sends off the ***National Data Collection Assessment*** forms to the National Data Collection Agency.

AT THE END OF EACH YEAR

At the end of each year the staff:

1. Check through the one-off requests and closed client files for clients who have not contacted the service for five years.

2. Make a note of these client records and archive them in a labelled box for a further two years.

NOTE!	***For more information regarding the management of client information refer to Section 2: Practising Case Management, Attachment 5.***

CLIENT INFORMATION PACK

This pack contains:

- Client Assessment Form
- Request for Service : People with a Mental Health Problem
- Client Consent Form - Release of Information from Other Services
- Support Plan
- Action Planner
- Children's Planner
- Referral to Another Agency
- Client Exit Form
- Case Notes
- Client Survey and Evaluation of Assessment Process
- Client Feedback Form

Fasten the completed ***Client Information*** details in a labelled manilla folder.

Extra sheets should be added as required.

MAYA WOMEN'S REFUGE
REQUEST FOR SERVICE :
PEOPLE WITH A MENTAL HEALTH PROBLEM

If the client has a mental health problem, some information about their condition is required before deciding whether the service is able to provide accommodation.

Client Surname: .....

Given Name: .....

Address:.....

..... Postcode:.....

Telephone: .....

Accompanying Children:

Surname	Given Name	Age	Gender

Source of referral:

Name: .....

Agency: .....

Phone:.....

Service/s requested:.....

.....

.....

Presentation of psychiatric distress: .....

.....

.....

Current medication:: .....

.....

Current drug/alcohol use: ☐ Yes ☐ No
If yes, what type:

Name of General Practitioner: .....

Address:.....

Telephone:.....

Any special needs:: .....

Home management/parenting skills: .....

.....

.....

MAYA WOMEN'S REFUGE
CLIENT ASSESSMENT FORM

Admission Date:.....

Date of assessment:..... Assessed by: .....

Section 1: Client details:

1. **Surname:** .....

2. **Given Names**: .....

3. **Date of Birth:** ..... **Country of Birth**: .....

4. **Address left from:** *(Number and Street)* .....

   Suburb: ..... **Postcode:** ..... **Phone:** .....

5. **Type of accommodation**: .....

6. **Cultural identity**:
   - ☐ Aboriginal and Torres Strait Islander
   - ☐ Anglo-Australian
   - ☐ Other ..... (describe)

7. **Preferred language** *(if other than English)*: .....
   Is interpreter required? ☐ Yes ☐ No

8. **Source of Referral**: Name: .....

   Agency: .....

   Phone: .....

9. **Accompanying children:**

Surname	*Given Name*	*Age*	*Date of Birth*	*Gender*

10. Labour force status:

- ☐ Employed full-time
- ☐ Employed part-time
- ☐ Employed casual
- ☐ Unemployed (looking for work)
- ☐ Not in labour force
  - ☐ Study
  - ☐ Home duties

Details:.....

11. Main income source:..... *(note pension type)*

12. What supplementary government payments do you receive?

- ☐ None
- ☐ Family payment
- ☐ DSS rent assistance
- ☐ Mortgage/rent relief
- ☐ Other..... *(describe)*

13. Name of perpetrator: .....

Relationship to you: .....

Do you wish to lay charges? ☐ Yes ☐ No

14. Are there any contact or residency orders for your children?

☐ Yes ☐ No

If yes, describe:.....

.....

15. If you need to go into hospital for any reason, is there anyone that would care for your children?

Name:.....

Address: .....

Phone: .....

Is there anyone that you would not want to care for your children?

Name:..... Relationship to Child:.....

Section 2: Checklist for Assessment of Women's needs:

Use this checklist as a prompt for assessing client needs.
Record the needs on the Case Notes.

Client's view of their situation

Social History

Other Agency/Professional involvement

Immediate/crisis needs
- ❑ Accommodation
- ❑ Security
- ❑ Clothing
- ❑ Food
- ❑ Housing
- ❑ Medical
- ❑ Legal
- ❑ Financial/income support

Housing

Health
- ❑ Physical health, sickness or injury
- ❑ Mental health issues
- ❑ Sexual assault issues
- ❑ Domestic violence issues
- ❑ Drug/alcohol issues

Health information
- ❑ Contraception
- ❑ Safe sex
- ❑ Women's health
- ❑ Other

Living skills
- ❑ Emotional issues
- ❑ Interpersonal relationships
- ❑ Self esteem, confidence
- ❑ Parenting skills
- ❑ Child care issues
- ❑ Family issues
- ❑ Budget/income
- ❑ Hobbies and interests
- ❑ Employment skills
- ❑ Living skills
- ❑ Client strengths - what they do well

Labour Market participation/ education
- ❑ Employment
- ❑ Training programs
- ❑ Education
  - numeracy
  - literacy

Legal issues
- ❑ AVO (restraining order)
- ❑ Custody
- ❑ Guardianship/wardship
- ❑ Access
- ❑ Child maintenance
- ❑ Immigration
- ❑ Other

Significant relationships
- ❑ Family
- ❑ Friends
- ❑ Groups
- ❑ Courses

Special Religious or Cultural needs

Other

- ❑ Expectations of client whilst in the service
- ❑ Any person the client does not want to see and/or have phone contact with
- ❑ Any information that the client does not wish to be disclosed
- ❑ Does the client have any special request that they would like the service to assist them with?
- ❑ Does the client have any additional information that they would like you to know about in order to offer them support?

Section 3: Assessment Checklist for the needs of accompanying children

Children Accompanying Adults

(Write up assessments on the Case Notes. Start a new sheet for each child)

Personal Details
- ❑ Child's name
- ❑ Date of birth, age

Education/Childcare
- ❑ School
- ❑ School enrolment
- ❑ After school needs
- ❑ Pre-school, day care, child care
- ❑ Have children settled into school?
- ❑ Learning difficulties
- ❑ Transport

Safety Issues
- ❑ Has the child been assaulted?
- ❑ Has the child witnessed abuse?
- ❑ Type of abuse witnessed or experienced (known to carer)
- ❑ Notification
- ❑ Any noticeable behavioural changes
- ❑ Behavioural problems, acting out

Medical and/or Health Problems
- ❑ Illness
- ❑ Allergies
- ❑ Asthmatic
- ❑ Vaccinations up to date

Recreation
- ❑ Dancing
- ❑ Reading
- ❑ Movies
- ❑ Music
- ❑ Television
- ❑ Games/sport
- ❑ Other

Emotional, Physical, and Developmental Needs
- ❑ Self esteem
- ❑ Other stressful situations in child's life
- ❑ Fears
- ❑ Nutrition and hygiene
- ❑ Cultural needs
- ❑ Any other concerns regarding the child
- ❑ Child's hopes, goals

Significant Relationships
- ❑ Mother/child relationship
- ❑ Maintenance of extended family relationships
- ❑ Other networks
- ❑ Access, custody issues

Assessment Form:
Supplementary questions for people with a mental health problem

(To be completed in conjunction with the main assessment form.)

Psychiatric diagnosis:.....

.....

Date and place of last psychiatric appointment:.....

Would you like any friend/relative to be involved in the support planning? .....

.....

CHILDREN

Are there any legal issues regarding the children? ☐ Yes ☐ No

.....

Is there any welfare involvement with the family? ☐ Yes ☐ No

.....

.....

.....

Name of children's doctor *(if different from own)* .....

Address:..... Postcode: .....

Phone: .....

Do any of your children suffer from a medical condition? ☐ Yes ☐ No

Child's Name: ..... Illness:.....

Treatment: .....

.....

If you need to go into hospital for any reason, is there anyone that would care for your children?

Name: .....

Address:..... Postcode: .....

Phone:.....

Is there anyone that you would not want to care for your children?

Name: .....

Relationship to Child: .....

Other comments regarding emergency procedures:.....

.....

.....

.....

....
(Worker) (Date)

Section 4: Client's Consent

Release of Information to Other Services

I give permission for Maya Women's Refuge to provide the following information -

.....

.....

.....

.....

to: .....
(Name of service)

Effective for the period from ..... to ..... (dates).

....
Signature Date

MAYA WOMEN'S REFUGE
CLIENT CONSENT FORM
Release of Information from Other Services

I .....
(Name)

authorise the staff of _____ *(Name of Service)* to release information regarding _____ *(details)* to the staff of Maya Women's Refuge. This may be done verbally or in writing, whichever is most convenient in the situation.

Information may be faxed to the agency's office on 9999 9999 and should be marked to the attention: _____ *(Name of Maya Staff Person).*

....
Signature Date

MAYA WOMEN'S REFUGE
SUPPORT PLAN

Goal: .....

Priority	Action	Who Is Responsible	Date to Do By	Tick When Done	Progress/Review Notes (relates to Action)

Maya Women's Refuge

Action Planner

Calendar 1997

Name: .....

Date action plan begins: .....

Review date: .....

.....

.....

.....

Name of Support Worker: .....

Social Security:

Legal:

Housing:

WHAT IS AN ACTION PLANNER?

Your Action Planner is designed to help you put your Support Plan into action.

Your Action Planner includes a copy of your Support Plan, make a note of the actions you need to do as part of this plan in this Action Planner.

By recording the things you need to do and crossing them off as they are completed, you can see that you are making progress towards your goals.

Use your Action Planner to record the appointments you have made, and any important contacts and telephone numbers or other useful information.

ACTIONS

Action/Task	Date	Tick When Completed

IMPORTANT TELEPHONE NUMBERS AND ADDRESSES

Emergency Numbers:

Counselling Services:

Welfare Agencies:

Community Centres:

NOTES

NOTES

MAYA WOMEN'S REFUGE
SUPPORT PLAN

Goal: .....

Priority	Action	Who Is Responsible	Date to Do By	Tick When Done	Progress/Review Notes (relates to Action)

MAYA WOMEN'S REFUGE
CHILDREN'S PLANNER

My name is: .....

These people are here for you to talk to:

.....

.....

.....

.....

.....

This is your personal planner to write down the things you like, do not like and would like. You can keep this planner and take it home with you.

LIST THE THINGS THAT YOU DO WELL

LIST THE THINGS THAT YOU DO NOT LIKE TO DO

ARE THERE ANY THINGS YOU WOULD LIKE TO GET BETTER AT DOING?

IS THERE ANYTHING THAT MIGHT CONCERN YOU AT THE MOMENT?

WHAT WOULD YOU LIKE TO HAPPEN TO MAKE YOUR LIFE HAPPIER?

MAYA WOMEN'S REFUGE
REFERRAL TO ANOTHER AGENCY

NAME OF AGENCY REFERRED TO:.....

ADDRESS: .....

TELEPHONE: ..... CONTACT PERSON: .....

Mrs/Ms ..... is/are being referred by Maya Women's Refuge
(Name of Client)

for the service/s outlined below. If you require further information please ring .....

..... on phone no. .....
(Name of Worker)

NAME OF CLIENT: .....

ADDRESS: .....

TELEPHONE: .....

DETAILS OF SERVICE REQUIRED FROM REFERRAL AGENCY: .....

.....

.....

.....

RELEVANT INFORMATION: .....

.....

.....

.....

.....

.....

This referral has been discussed with the client and they have agreed to the referral.

Signed (Worker):..... Position: .....

Name: ..... Date:.....

Signed (Client): ..... Date:.....

MAYA WOMEN'S REFUGE
CLIENT EXIT FORM

Client Name:.....

Reason for leaving SAAP service:.....

.....

.....

.....

Exit point:

- ❑ Public housing
- ❑ Private rental
- ❑ Friends
- ❑ Relative
- ❑ Transfer to another refuge
- ❑ Moved interstate
- ❑ Returned home
- ❑ Returned to partner
- ❑ Evicted from refuge
- ❑ Not known

Forward address:

Number and street: .....

Suburb:.....

Phone: .....

1. **What achievements have you made?**

2. What goals are you still working on?

Follow-up support required: .....

.....

.....

.....

MAYA WOMEN'S REFUGE
CASE NOTES
(Use additional sheets as required)

Date and Worker Signature	Notes

MAYA WOMEN'S REFUGE
CLIENT SURVEY EVALUATION OF ASSESSMENT PROCESS

Our service is conducting an evaluation of our assessment procedure. We would value your comments on how well we assisted you to assess your needs when you came into the service.

1a. When did you first meet with the worker to assess your needs?

- ❒ day I arrived
- ❒ 1 - 3 days after arriving
- ❒ 4 - 7 days after arriving
- ❒ longer than 7 days

1b. Was this:

- ❒ too soon
- ❒ about right
- ❒ too long after arriving

2. How did you feel about the worker who was assisting you to identify your needs. Please circle 1 - 5.

1	2	3	4	5	really listened
1	2	3	4	5	really understood my needs
1	2	3	4	5	helped me identify all relevant needs

1. very helpful
2. helpful
3. okay
4. not very helpful
5. not at all helpful

(see over)

3. Was the assessment carried out in a place that was:

❒ Yes ❒ No comfortable

❒ Yes ❒ No private

❒ Yes ❒ No at a quiet and convenient time of day

4. Was an assessment form used? ❒ Yes ❒ No

Was the assessment easy to read and understand? ❒ Yes ❒ No

Were you given a copy of the assessment or the opportunity to read it? ❒ Yes ❒ No

5. Did the assessment cover all of your needs? ❒ Yes ❒ No
If no, what issues were not covered?

.....
.....
.....

6. Did the assessment cover the needs of your children? ❒ Yes ❒ No

Were you involved in the assessment of children's needs? If yes, how were you involved? ❒ Yes ❒ No

.....
.....
.....

If no, why not? .....
.....
.....

7. Do you have any further comments regarding the assessment process?

.....
.....
.....

MAYA WOMEN'S REFUGE
CLIENT FEEDBACK FORM

Maya Women's Refuge aims to provide a high quality service to women and their children leaving domestic violence. To assist us to do this, we would like some feedback about your stay at the refuge, and the advice/assistance provided to you and your children.

We want to know what you liked or did not like about the refuge. What was the service like while you were here? We are especially interested to hear your suggestions for improvements. We review these surveys regularly and make changes accordingly, so we need your input.

YOU DO NOT HAVE TO PUT YOUR NAME ON THIS FORM - IT IS FOR ANONYMOUS RETURNS. Attached is a stamped and addressed envelope for your return, do not forget to send it as your feedback it is important!!

What needs did you expect help with from the Refuge?

.....
.....
.....

How well have your needs been met?

❒ Very well ❒ Quite well ❒ Okay ❒ Not very well

Did you find house meetings to be:

❒ Useful ❒ Not useful ❒ Well run ❒ Poorly run

Comment:

.....
.....

What did you think of the Maya house rules?

❒ Good ❒ Okay ❒ Too restrictive

.....
.....
.....

What suggestions do you have to make Maya a better place for children?

.....
.....
.....

If you had a hassle with a worker, were you able to talk about it with the worker concerned or another worker?

.....
.....
.....

Did you suffer or see anyone else suffer from any discrimination or prejudice while your were at Maya? Could you please give an example:

.....
.....
.....

How much do you think would be fair to contribute to Maya for board?

.....
.....
.....

Would you return to Maya if you needed to? Could you tell us your reasons?

.....
.....
.....

Is there anything else you would like to mention (good or bad) about the service offered at Maya?

.....
.....
.....
.....

Please comment on the advice/assistance provided in the following areas:

- counselling/emotional support
- housing
- health/medical needs
- income/social security
- custody access or other family law matters

.....
.....
.....
.....
.....
.....
.....
.....