

Temporary Visa Holder experiencing Family & Domestic Violence Pilot Referral Form

Do not send via email. Submit via redcross.org.au/familyviolencerelief

Referring Agency Details (Referring agency to complete ALL FIELDS)			
Referring worker's name		Referring Agency	
Phone number		Phone number	
Email			
State			
Support currently provided by referring agency	Casework Financial Accommodation (refuge, crisis accommodation)	Health Legal Other (please specify):	
Is client linked with legal support?	Yes (name of organisation): _____		
	No		
Purpose of this referral (tick one, or both)	Direct Financial Assistance	Short-term Support *	
*For applicants not currently supported by a caseworker, Red Cross can assist the applicant to access basic services based on an initial needs assessment with us.			
Safe contact			
The safest and preferred way and times for Red Cross to contact the client	Phone Email Text any of the above	Preferred times	9-11 am 11am -2pm 2pm – 4pm any of the above
Client Details (Referring agency to complete ALL FIELDS)			
First name		Surname	
Date of birth		Gender	
Address (optional)		Suburb	
State		Postcode	
Phone number		Email	
Country of birth		Language	
Interpreter required	Yes No		Nationality
Identified disability (select ONE field)	None (no disability) Intellectual/learning Psychiatric	Sensory/speech Physical/diverse Other, please describe:	
Family composition			
What best describes the current family composition	Single Single parent with dependant(s) Couple Couple with dependant(s)		

Dependants			
Any dependant children under 18, in Australia?	Yes No	Number <small>(attach extra information where more than 4 dependants)</small>	
CHILD 1 Name		CHILD 2 Name	
Gender		Gender	
Date of birth		Date of birth	
Disability	No Describe:	Disability	No Describe:
CHILD 3 Name		CHILD 4 Name	
Gender		Gender	
Date of birth		Date of birth	
Disability	No Describe:	Disability	No Describe:
Housing & Welfare			
Current housing situation	Homeless (e.g. refuge, sleeping rough) Rental accommodation Other (please describe): _____		
Visa Status			
Travel document type	Passport ImmiCard	Travel document Number	
Year of arrival		Current visa type	
Visa number (if known)		Expiry (if known)	
<i>If you are unaware of the client's visa status, Red Cross will contact the client to ascertain their visa status</i>			
Has the client been linked with legal support?			Yes No
Financial Hardship			
Is the client currently employed?	Yes No	Employment type	Full-time Part-time Casual
How will this financial assistance support the applicant to seek safety?			
Client financial need/s (please tick the primary and most immediate support needs)	Crisis Accommodation Housing Education Transport Legal Food Fines Family at risk	Family at risk Utilities Clothes Medical treatment Infant necessities Medications Other	
Financial assistance requested • Up to \$5000 is available. • Select ONE of the TWO options.	One-off payment of \$5000	3 payments, made monthly:	
		Initial Payment	
		Then TWO EQUAL payments of	

I confirm that I have assessed the client to be experiencing financial hardship.		<input type="checkbox"/> Yes <input type="checkbox"/> No
I confirm that I have assessed the client's ability to manage finances safely and independently.		<input type="checkbox"/> Yes <input type="checkbox"/> No
Confirm with client the safest payment / transfer method	<input type="checkbox"/> Bank account (existing or new) PDF summary or statement to show 30-days of transactions within the last three months. <i>If the client does not have a bank account to safely transfer funds into, please assist them to set up a new and separate account.</i>	
	<input type="checkbox"/> Client is unable to open or access a bank account Red Cross will be in contact with you to discuss options.	

To be completed by ALL Referring Agencies

Client has experienced, is experiencing or is at risk of family and domestic violence	Yes	No
A Family Violence Risk Assessment has been completed	Yes	No
A safety plan for the client has been completed as part of the Risk Assessment	Yes	No

Attached Documents

Please ensure all applicable documents are submitted by the client via the Red Cross portal

To support a VEVO check, Red Cross requires one of the following	ImmiCard number Passport number Visa document number	N/A Visa status is unknown / uncertain
To verify where to make payments, Red Cross requires	Bank statement (<i>NOT credit card statement</i>) up to 3 months old are accepted It is not safe for client to access a bank document	
To collect, store and use your information, Red Cross requires	Signed Red Cross Privacy Notice and Consent	

Agency Declaration

In submitting the above referral on behalf of the client, I confirm that our referring agency:

- is assisting the client; and
- is authorised or has received consent from the client to submit this referral; and
- has accurately recorded information received from the client in this form; and
- has read the Red Cross Privacy Notice and Consent form (following page) to the client, and the client understands and agrees to its terms.

Name: _____

Date: _____

Signature: _____

Privacy Notice and Consent

We want you to understand how we receive your personal information and what we do with your information for the **Red Cross Family and Domestic Violence Financial Assistance Program (this Program)**. Personal information is information about you that can identify you.

We are the Australian Red Cross Society and our Australian Business Number (ABN) is 50 169 561 394.

Why we are collecting your personal information.

We need your personal information so that we can respond to your request for support and provide services to you. If we do not get your personal information, we might not be able to provide services to you.

We might also use your information so we can work with another organisation to support you or to ask them to support you.

Sometimes, we use it to contact you or the person you have asked us to contact on your behalf in an emergency situation.

Where we get your personal information from.

We will ask you to give us your personal information.

Sometimes other people and organisations may give us your personal information, including organisations that are helping you already. This is so we can support you and so you don't have to share your information twice

What information we collect

Personal information is your name, date of birth, gender, contact information, visa status, bank account information, health information or other information connected with your history or relationship to Red Cross and the services we provide.

Who we share your personal information with

If you apply for financial assistance under this Program, we will share your personal information with people and organisations that can support you or help us support you. If you are worried about this, you can speak to us.

Sometimes we need to share your personal information to keep people safe. For example, Red Cross staff and volunteers must follow the law in sharing information to keep children safe.

Do we share your information overseas?

We do not share your personal information overseas.

How we store your personal information.

We only keep your personal information for as long as we need to or are required by law

Rights and the information Red Cross has about me?

You have the right to ask for access your personal information.

You have the right to ask us to fix your personal information if it is incorrect.

You have the right to make a complaint to Red Cross:

Head of Legal
Australian Red Cross Society
23–47 Villiers St North Melbourne VIC 3051

Tel: 1800 RED CROSS (733 276)
Fax: 61 3 9345 1800
[Email: privacy@redcross.org.au](mailto:privacy@redcross.org.au)

You can also make a complaint direct to the Privacy Commissioner at oiac.gov.au
You can find out more by reading the Red Cross Privacy Policy www.redcross.org.au/privacy

Consent

I _____ (or my guardian/custodian/carer) have been told about how Red Cross will collect, use and share my personal information. I agree and consent to my personal information being collected, used and shared so Red Cross and other people and organisations can support me and provide services to me, including under this Program.

I also understand that I can change my mind and tell Red Cross not to use or share my personal information. I understand that if I withdraw my consent, Red Cross might not be able to provide support or services to me.

Signature

Date

If this consent form is not provided in a written language that I can understand then this form has been translated into _____ by _____ who is a person I have nominated or is an accredited interpreter in Australia. Reference No _____ .

Verbal consent (Client is not able to sign)

I, _____ (name of agency worker) of _____ (agency name), have read out this Privacy Notice to the person named above. I am satisfied that the person named understands the notice, and agrees to their personal information being collected, used and shared in accordance with this notice.