

Family Safety Portal User Guide

How to make a risk assessment and a referral

1. Without a Family Safety Portal account (as a guest)
2. With a Family Safety Portal account (as a registered user)

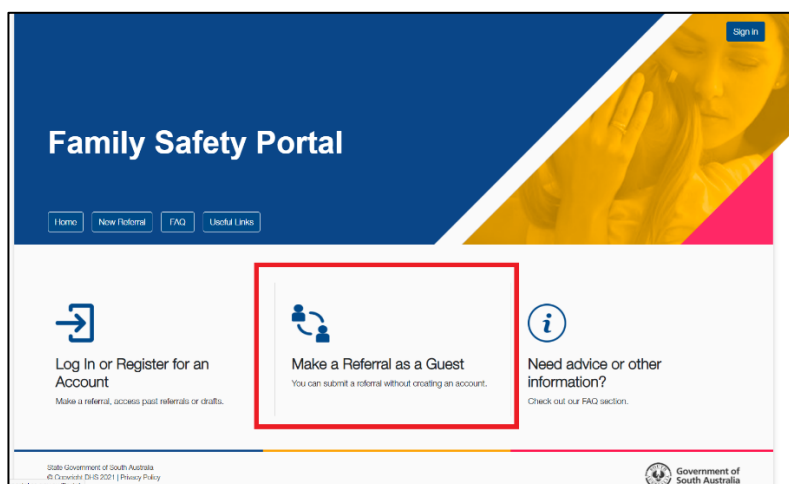
1. Without a Family Safety Portal Account (guest user)

The guest user function is designed for infrequent or one-off users of the Portal. Guests will have limited functionality but enough to enable them to submit a referral and receive email updates of outcomes.

If you regularly make referrals as part of your work role, it is recommended that you register for an account in the Portal so you can access your draft risk assessments and track submitted referrals.

Access the Portal at <https://familysafetyportal.sa.gov.au>

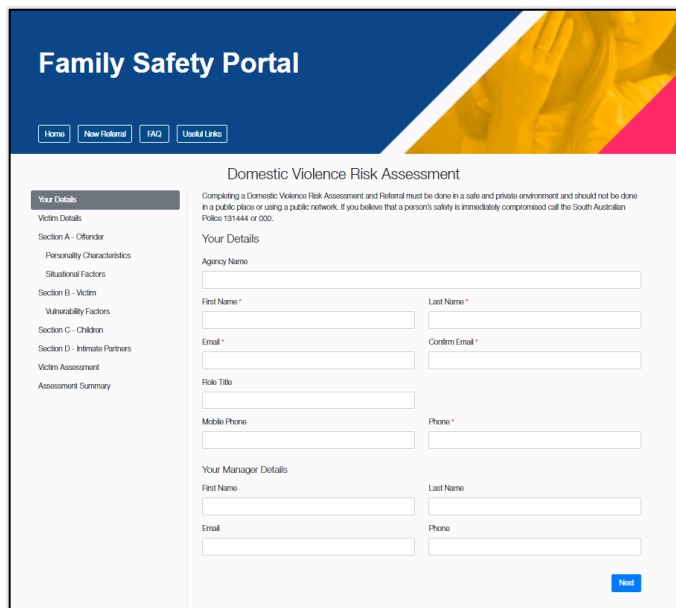
Select the option on the screen to Make a Referral as a Guest.



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The Domestic Violence Risk Assessment Form will launch.

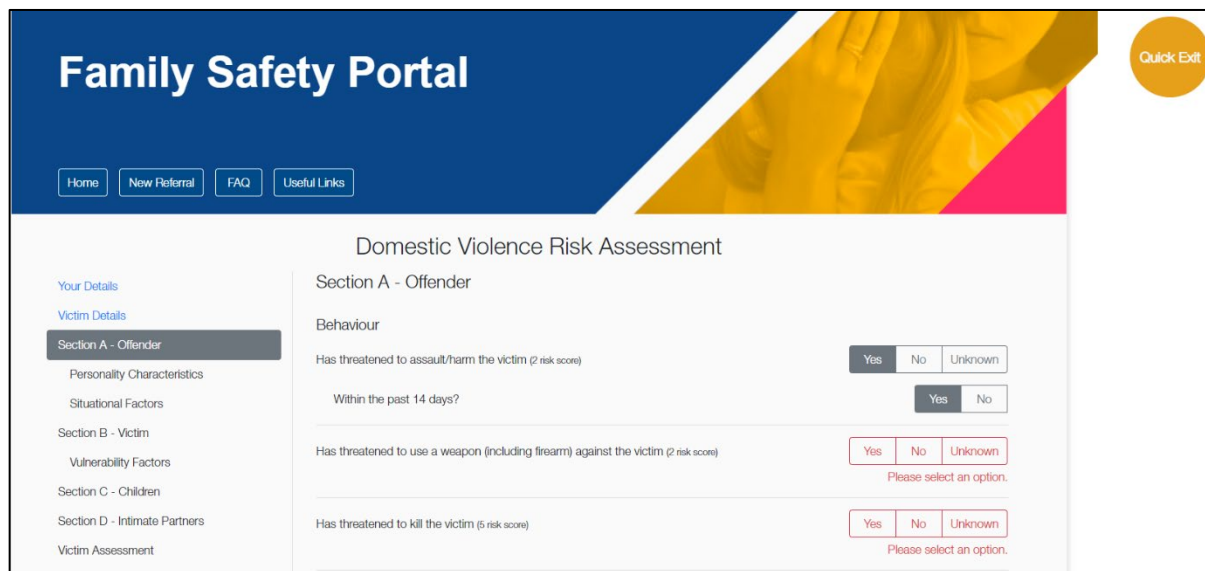


The screenshot shows the 'Family Safety Portal' header with navigation links: Home, New Referral, FAQ, and Useful Links. The main content area is titled 'Domestic Violence Risk Assessment' and includes a disclaimer: 'Completing a Domestic Violence Risk Assessment and Referral must be done in a safe and private environment and should not be done in a public place or using a public network. If you believe that a person's safety is immediately compromised call the South Australian Police 131 444 or 000.' The form is divided into sections: Your Details, Victim Details, Section A - Offender, Section B - Victim, Section C - Children, Section D - Intimate Partners, Victim Assessment, and Assessment Summary. The 'Your Details' section includes fields for Agency Name, First Name *, Last Name *, Email *, Confirm Email *, Role Title, Mobile Phone, and Phone *. The 'Your Manager Details' section includes fields for First Name, Last Name, Email, and Phone. A blue 'Next' button is located at the bottom right of the form.

Users without mouse access can use the Tab key on your keyboard to move through the form and then Enter key to make your selection.

Complete the form and be sure to complete all **mandatory fields** indicated by the red asterisk *

The screen will prompt if any fields need your attention, look for the red text markings.



The screenshot shows the 'Family Safety Portal' header with navigation links: Home, New Referral, FAQ, and Useful Links. A 'Quick Exit' button is located in the top right corner. The main content area is titled 'Domestic Violence Risk Assessment' and includes a navigation menu on the left with links: Your Details, Victim Details, Section A - Offender (highlighted), Personality Characteristics, Situational Factors, Section B - Victim, Vulnerability Factors, Section C - Children, Section D - Intimate Partners, Victim Assessment, and Assessment Summary. The 'Section A - Offender' section includes a 'Behaviour' subsection with three questions: 'Has threatened to assault/harm the victim (2 risk score)' with Yes, No, and Unknown buttons; 'Within the past 14 days?' with Yes and No buttons; 'Has threatened to use a weapon (including firearm) against the victim (2 risk score)' with Yes, No, and Unknown buttons, and a red prompt 'Please select an option.'; and 'Has threatened to kill the victim (5 risk score)' with Yes, No, and Unknown buttons, and a red prompt 'Please select an option.'.

Navigate through the form using the blue **Next** Button. You can go back to a previous screen using the grey **Back** button or use the **navigation menu** on the left side of the screen.

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The screenshot shows the 'Family Safety Portal' interface. At the top, there's a blue header with the portal name and navigation buttons: 'Home', 'New Referral', 'FAQ', and 'Useful Links'. A 'Quick Exit' button is in the top right corner. The main content area is titled 'Domestic Violence Risk Assessment'. On the left, a sidebar lists navigation options: 'Your Details', 'Victim Details', 'Section A - Offender' (selected), 'Section B - Victim', 'Section C - Children', 'Section D - Intimate Partners', 'Victim Assessment', and 'Assessment Summary'. The main form area is for 'Section A - Offender' and 'Personality Characteristics'. It contains three questions, each with 'Yes', 'No', and 'Unknown' radio button options. The questions are: 1. 'Is highly controlling/manipulative (3 risk score)' with a sub-question 'Within the past 14 days?'. 2. 'Attitude and/or cultural beliefs support violence towards women/children/elderly (3 risk score)' with a sub-question 'Within the past 14 days?'. 3. 'Has demonstrated a sudden change in personality or behaviour (2 risk score)' with a sub-question 'Within the past 14 days?'. At the bottom right of the form are 'Back', 'Save Draft', and 'Next' buttons.

Save a Draft

You can save a draft of your form by clicking on the grey **Save Draft** button. An email will be sent to you with a link to access your saved form. You will need your unique passcode to use this link. This link is only active for 7 days.

Proceed through sections A to D of the risk assessment. If there are no children involved with the FSM referral you can use the Skip button on the top right of the screen to skip this section.

This screenshot shows a section titled 'Section C - Children' with the sub-heading 'Perceptions / Beliefs'. The text below reads 'Expresses/indicates through actions that they are afraid of the offender (2 risk score)'. In the top right corner, there is a blue 'Skip' button. At the bottom right, there are 'Yes', 'No', and 'Unknown' radio button options.

The **Victim Assessment** section prompts you to type in mandatory information. If you have already typed this information on another system or document, you can paste into this to minimise retyping. Select your text and click **Ctrl C** to copy and **Ctrl V** to paste.

When you have completed your risk assessment a **risk score** will be calculated. Risk scores 45 or higher can continue to referral by clicking on the blue **Continue to Referral** button.

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The screenshot shows the 'Domestic Violence Risk Assessment' form. The top navigation bar includes 'Home', 'New Referral', 'FAQ', and 'Useful Links'. The left sidebar lists various sections: 'Your Details', 'Victim Details', 'Section A - Offender' (with sub-items 'Personality Characteristics' and 'Situational Factors'), 'Section B - Victim' (with sub-item 'Vulnerability Factors'), 'Section C - Children', 'Section D - Intimate Partners', 'Victim Assessment', 'Assessment Summary' (highlighted), 'Offender Details', 'Children', 'Other Household Members', 'Referral', 'Other Risk Factors', and 'Declaration'. The main content area displays the risk assessment results: 'According to our guidelines, this case has been rated as: High Risk (61)'. Below this, a disclaimer states: 'This is a guide only. Professional judgement should be used in the assessment of risk. A score of standard or medium risk may be reconsidered through the application of professional judgement.' There are input fields for 'Date Assessed *' (04/05/2022) and 'Agency / File No'. A section titled 'What action do I need to take?' lists two bullet points: 'Speak to your supervisor.' and 'Is risk IMMINENT? Refer immediately to local Family Safety Meeting by completing this form.' At the bottom right, there are three buttons: 'Back', 'Save Draft', and 'Continue to Referral'.

Risk Assessments scoring less than 45 have the option to use your **professional judgement** to continue to referral.

If you believe that the risk score does not reflect the case's true risk level, and that the case would benefit from further assessment of risk, you can exercise professional judgement to refer to an FSM.

Before you submit a referral, you may wish to consult with a Manager or Supervisor if you are unsure if the high-risk threshold of risk has been met.

You can change the Date Assessed if it was an earlier date and add your own/Agency reference number to the referral where applicable.

This screenshot shows the same 'Domestic Violence Risk Assessment' form, but with a 'Medium Risk (33)' result. The layout is identical to the previous screenshot. The 'Date Assessed *' field is 04/05/2022. A new section titled 'In your professional judgement, does this case need to be referred for immediate action?' is highlighted with a red box. It contains two radio buttons: 'Yes' (selected) and 'No'. Below this, the 'What action do I need to take?' section lists two bullet points: 'Speak to your supervisor.' and 'Continue your normal agency processes and client management procedures to mitigate risk and enhance victim safety.' The 'Continue to Referral' button at the bottom right is also highlighted with a red box.

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Offender Details

These fields are not mandatory fields as sometimes detailed information about the offender is not available, however fill in as many details as possible. When you are finished, click **Next**.

Children

To add a **child or children**, click the **+ Add** button.

Children

First Name	Last Name	Gender	Date Of Birth

+ Add

Add as many relevant details as you have about the child. The Age field is available for cases where the Date of Birth may not be known, but the age of the child is. Click the **Use victim address** button to populate the victim's address if that is where the child is living. When information is completed, click **Ok**.

This will return you to the Children screen, where you can add another child by clicking the **+ Add** button and entering details in the new window. When you have added all children, click **Next**.

Other Household Members

To add anyone else living (permanently or temporarily) at the house, click **+ Add**.

Other Household Members

First Name	Last Name	Gender	Date Of Birth

+ Add

Add as many relevant details as you have about the household member. Click the **Use victim address** button to populate the victim's address. Use the Comments field to add information such as relationships to the victim, offender, or children, how long they have been staying at the address, etc. When you are finished entering information in this window, click **Ok**. When information is completed, click **Ok**. This will return you to the Other Household Members screen, where you can add another person by clicking the **+ Add** button and entering details in the new window. When you have added all people, click **Next**.

Referral

Enter details about the **reasons for referral** and **background and risk issues** involved in the referral. You can enter up to 10,000 characters in each of these sections. Please be as detailed as you can so that when the referral is received it is easier to assess. All questions in this section are mandatory before you can proceed to the next section. When you have finished, click **Next**.

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Other Risk Factors

Lists have been created to enable workers to provide all the relevant information regarding risk. If relevant to the referral, you have the option to select a category by clicking on the down arrow next to it and then selecting any relevant statements. This will not alter the risk score but will help the Chairperson of the FSM to further assess the risk.

The screenshot shows the 'Family Safety Portal' interface. On the left is a navigation menu with options like 'Your Details', 'Victim Details', 'Section A - Offender', 'Section B - Victim', 'Section C - Children', 'Section D - Intimate Partners', 'Victim Assessment', 'Assessment Summary', 'Offender Details', 'Children', 'Other Household Members', 'Referral', and 'Other Risk Factors'. The main content area is titled 'Domestic Violence Risk Assessment'. Under 'Other Risk Factors', there is a list of categories: 'Aboriginal and Torres Strait Islander Women', 'Culturally and Linguistically Diverse (CALD)', 'Rural and Remote Locations', 'Under 25 years of age', 'Disability', 'Over 60 years of age', 'LGBTIQ', and 'Perpetrator'. Each category has a '0 selected' label and a down arrow. A red box highlights the down arrow next to 'Aboriginal and Torres Strait Islander Women'. At the bottom right of the form are buttons for 'Back', 'Save Draft', and 'Next'.

The number of factors is indicated against the category, and you can close this accordion style list using the arrow up button.

This screenshot shows the same 'Domestic Violence Risk Assessment' form, but with the 'Other Risk Factors' section expanded. The 'Aboriginal and Torres Strait Islander Women' category is now selected, and the list of relevant statements is displayed. A red box highlights the up arrow next to this category. The statements include: 'The victim lives on a homeland or otherwise isolated location', 'The victim is away from her homeland or otherwise isolated', 'The perpetrator has used weapons such as rocks, rula rulas, fire sticks, digging sticks, clubs, tools or metal bars a recent incident', 'The victim has been deprived of their liberty/ held against their will', 'The victim has been prevented from participating in cultural ceremony', 'The victim is being denied her cultural identity', 'The perpetrator's family is supportive of the perpetrator', 'The victim / family is experiencing Sorry Business (grief and loss)', 'The victim is living with family members (other perpetrator's family or their own) and the family is supporting / enabling the violence or isolation', 'The victim is living with the perpetrator's family and not on her country', 'The victim is worried about the perpetrator's imminent release from prison', 'There is a wrong skin relationship', 'There is family feuding', 'There is payback violence', and 'There is possessive, controlling behavior and "jealousy"'. Below this list are the other risk factor categories: 'Culturally and Linguistically Diverse (CALD)', 'Rural and Remote Locations', 'Under 25 years of age', 'Disability', and 'Over 60 years of age', each with '0 selected' and a down arrow. A red box highlights the up arrow next to the 'Aboriginal and Torres Strait Islander Women' category.

Declaration

To finalise your referral:

- Select the SAPOL region using the drop-down options. If you are not sure, select Unknown at the bottom of the list.
- Upload any supporting PDF files.
- Indicate if your Manager has approved your referral (this may be a requirement by your agency).
- To read the Information Sharing Guidelines click the link provided which opens in a new tab.

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- Acknowledge the declaration.
- Click on the **I am not a robot** box.

Note: Once the referral has been submitted it will be locked and you can no longer edit the risk assessment or referral information.

Click the blue button **Submit Referral**.

The screenshot shows the 'Domestic Violence Risk Assessment' form. At the top, there is a navigation bar with buttons for 'Home', 'New Referral', 'FAQ', and 'Useful Links'. On the left side, there is a sidebar menu with links for 'Your Details', 'Victim Details', 'Section A - Offender' (including 'Personality Characteristics' and 'Situational Factors'), 'Section B - Victim' (including 'Vulnerability Factors'), 'Section C - Children', 'Section D - Intimate Partners', 'Victim Assessment', 'Assessment Summary', 'Offender Details', 'Children', 'Other Household Members', 'Referral', 'Other Risk Factors', and 'Declaration' (which is highlighted). The main content area is titled 'Domestic Violence Risk Assessment' and contains several sections: 'Declaration' with a dropdown menu for 'Please select which SAPOL region this case will be referred to, if known.' (currently set to 'Unknown'); 'Supporting Documents' with a text input and a 'Browse' button; 'Manager Approval' with a question 'Has your manager approved this referral?' and three buttons: 'Yes', 'No', and 'Not Applicable'; another 'Declaration' section with a text input for 'By clicking the below box, I declare that:' and a list of two bullet points; a checkbox for 'I acknowledge the above conditions.'; and a reCAPTCHA widget with the text 'I'm not a robot'. At the bottom right, there are three buttons: 'Back', 'Save Draft', and 'Submit Referral'.

Home New Referral FAQ Useful Links

Domestic Violence Risk Assessment

Declaration

Please select which SAPOL region this case will be referred to, if known. *

Unknown

Supporting Documents

Please upload any relevant documents here (max 10MB).

Choose file Browse

Manager Approval

Has your manager approved this referral? *

Yes No Not Applicable

Declaration

By clicking the below box, I declare that:

- I am aware that this information will be provided to South Australian Police who will determine if the referral should proceed onto the Family Safety Framework.
- I am aware that should this referral be accepted the information contained within this referral will be used by members of the Family Safety Framework in accordance with the [Information Sharing Guidelines](#) to reduce the risk of harm to the person at risk or their children.

☐ I acknowledge the above conditions.

☐ I'm not a robot reCAPTCHA Privacy - Terms

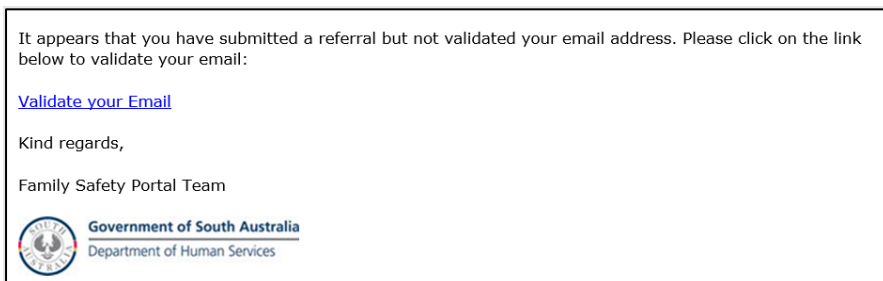
Back Save Draft Submit Referral

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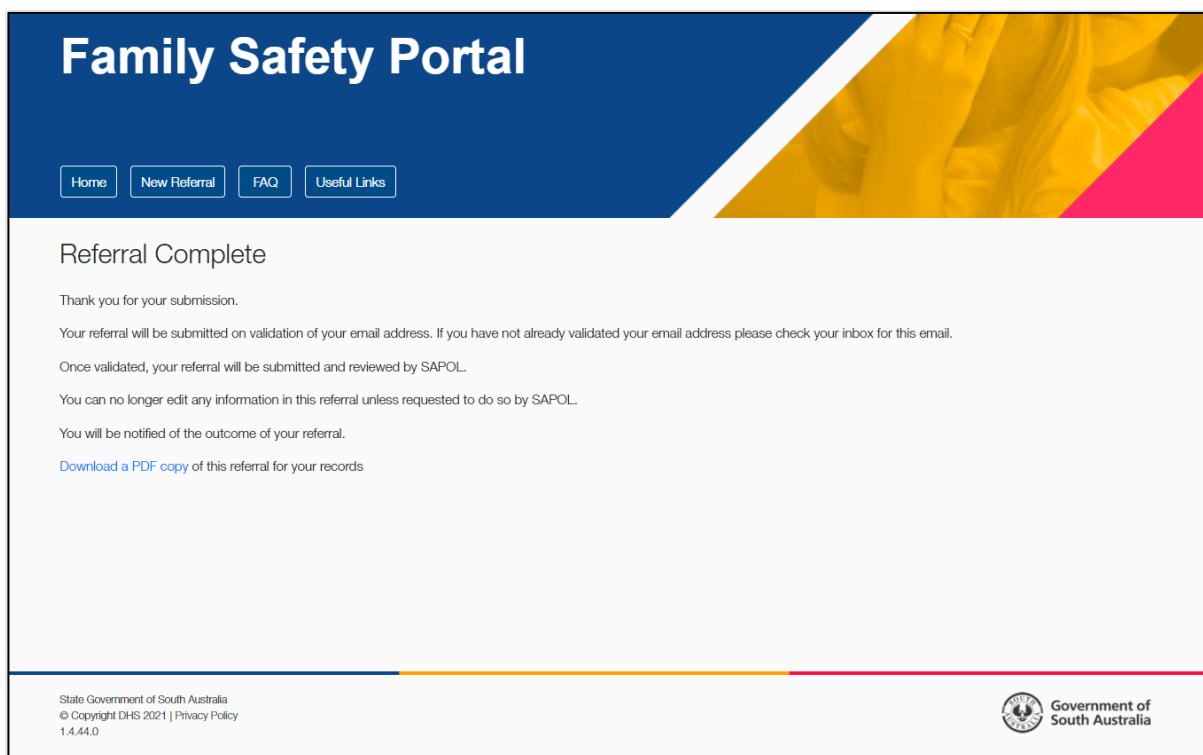
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If you receive an email asking you to **validate your email** you must do this for your referral to be submitted.

The email will read:



The **Referral Complete** screen contains information on what happens next. Click on the **Download a PDF copy** link if you want an electronic copy of your referral.



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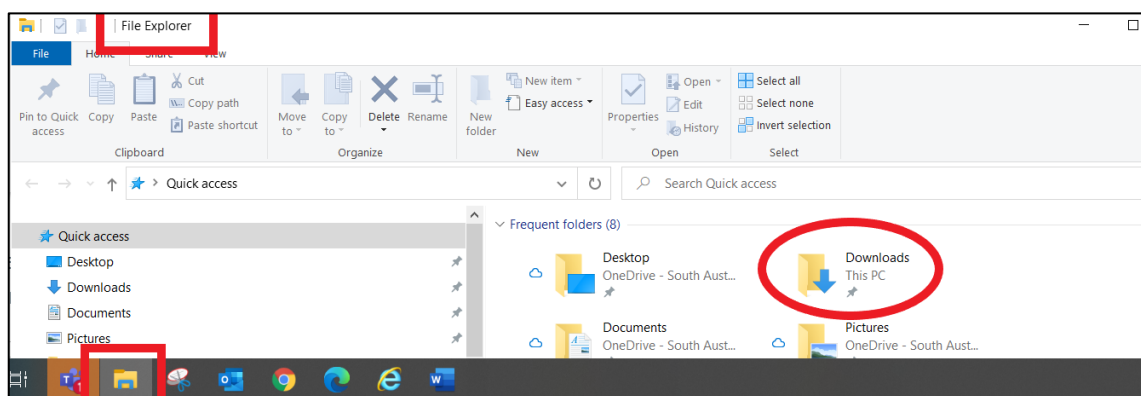
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Referral Submitted

- Once the referral has been submitted you can no longer access or edit the referral, unless specifically prompted to do so by the FSM Chairperson (SAPOL).
- You will receive an email confirming your referral has been submitted and be provided a reference number.
- You can click on the link to download a pdf copy of your referral and will need your passcode to access this. This link expires in 7 days.

PDF copy of your referral

It is recommended that you **DO NOT PRINT** a copy of this referral due to its sensitive nature. Rather, store the electronic copy in your client file or other secure electronic file. If you are using a shared computer, **delete the downloaded PDF from your Downloads folder** in your File Explorer and recycle bin to prevent unauthorised access to your referral.



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Outcome of Referral

Once your referral has been assessed, you will be notified of the outcome of your referral. There are four possible outcomes:

- **Accepted**
The referral has been accepted onto the FSM.
- **Transfer**
The referral has been transferred to a different FSM region, this may be because you selected the wrong region, the person at risk has moved to a different location or is accessing services in a different region.
- **Information requested**
If the Chairperson of the FSM (SAPOL) requires further information about your referral, you will receive an email generated from the Portal with details of the information needed. This email will contain a link to your referral where you can update the information and re-submit the referral. If you need further clarification about the information being requested, email DHSFamilySafetyPortal@sa.gov.au
- **Not accepted**
The referral has not been accepted on to the FSM at this time and a reason will be provided in the email notification. If you need to follow up on this reason, email DHSFamilySafetyPortal@sa.gov.au When a referral is not accepted, the person at risk should still be supported by the agency worker that has identified the risk and (where necessary) be referred to appropriate services. Consult a supervisor or manager regarding strategies to support the client and manage the risk you have identified.

Referral Closed

When an accepted referral has been actioned by the FSM and actions closed, you will receive an email advising that the case is closed.

Need assistance?

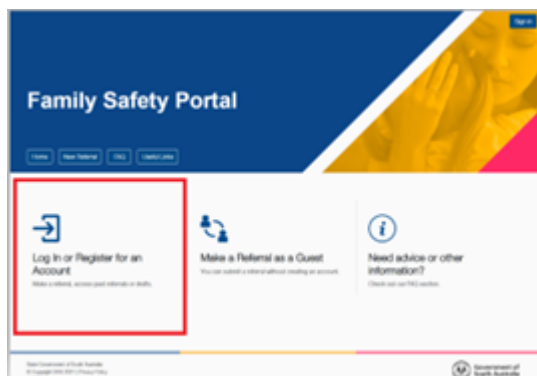
Contact the Family Safety Portal Support Team on email dhsfamilysafetyportal@sa.gov.au

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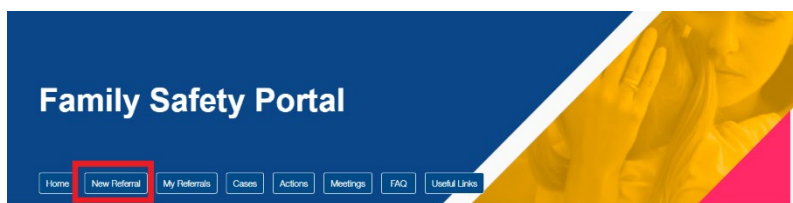
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2. With a Family Safety Portal Account (registered user)

Sign into the Portal as a registered user with your email address and password, enter the Multi-factor Authentication code from your SMS or App.



Click **New Referral** button on the menu bar:



This will launch the Domestic Violence risk assessment form.

Users without mouse access can use the Tab key on your keyboard to move through the form and the Enter key to make your selection.

Complete the form and be sure to complete any **mandatory fields** indicated by the red asterisk *

The screen will prompt if any fields need your attention, look for the red text markings.

The screenshot displays the 'Domestic Violence Risk Assessment' form. On the left is a sidebar with a list of sections: 'Your Details', 'Victim Details', 'Section A - Offender' (highlighted with a grey bar), 'Personality Characteristics', 'Situational Factors', 'Section B - Victim', 'Vulnerability Factors', 'Section C - Children', 'Section D - Intimate Partners', and 'Victim Assessment'. The main content area is titled 'Domestic Violence Risk Assessment' and contains 'Section A - Offender'. Under the heading 'Behaviour', there are three questions, each with 'Yes', 'No', and 'Unknown' radio button options. The first question is 'Has threatened to assault/harm the victim (2 risk score)'. The second is 'Within the past 14 days?'. The third is 'Has threatened to use a weapon (including firearm) against the victim (2 risk score)'. The fourth is 'Has threatened to kill the victim (5 risk score)'. Red text 'Please select an option.' appears below the last two questions. A 'Quick Edit' button is located in the top right corner.

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Navigate through the form using the blue **Next** Button. You can go back to a previous screen using the grey **Back** button or use the **navigation menu** on the left side of the screen.

The screenshot shows the 'Family Safety Portal' header with a navigation menu (Home, New Referral, FAQ, Useful Links) and a 'Quick Exit' button. The main content area is titled 'Domestic Violence Risk Assessment' and 'Section A - Offender'. It contains a 'Personality Characteristics' section with four questions, each with 'Yes', 'No', and 'Unknown' radio buttons. The questions are: 'Is highly controlling/manipulative (3 risk score)', 'Within the past 14 days?', 'Attitude and/or cultural beliefs support violence towards women/children/elderly (3 risk score)', and 'Within the past 14 days?'. Below these are two more questions: 'Has demonstrated a sudden change in personality or behaviour (2 risk score)' and 'Within the past 14 days?'. At the bottom right are 'Back', 'Save Draft', and 'Next' buttons.

Save a Draft

You can save a draft of your form by clicking on the grey **Save Draft** button. An email will be sent to you. Your draft or submitted referrals will be accessible in **My Referrals**.

The screenshot shows the 'Family Safety Portal' header with a navigation menu (Home, New Referrals, My Referrals, Cases, Actions, Meetings, FAQ, Useful Links). The 'My Referrals' button is highlighted with a red box. The main content area is titled 'Family Safety Portal' and 'My Referrals'. It contains a table with columns: Reference No., Person At Risk, Perpetrator, Risk Score, Status, Created, Submitted, Last Outcome, and Region. The table lists several referrals with their respective details.

Reference No.	Person At Risk	Perpetrator	Risk Score	Status	Created	Submitted	Last Outcome	Region
REF-01			25	Draft	26/4/2022			
REF-01*			0	In Progress	7/1/2022	7/1/2022	22/3/2022	Southern Metro
REF-0			88	Not Accepted	7/1/2022	18/1/2022	18/1/2022	Ceduna
REF-01			66	Draft	6/1/2022			
REF-1			75	In Progress	24/11/2021	24/11/2021	2/12/2021	Aranga Pitardjima Yankunytjatjara (APY)
REF-1			70	Not Accepted	12/11/2021	12/11/2021	12/11/2021	Limestone Coast
REF-1			89	In Progress	25/10/2021	25/10/2021	26/10/2021	Flinders & Kangaroo Island
REF-01			37	Draft	18/10/2021			

Proceed through sections A to D of the risk assessment. If there are no children involved with the FSM referral you can use the Skip button on the top right of the screen to skip this section.

The screenshot shows the 'Section C - Children' form. It contains a 'Perceptions / Beliefs' section with a question: 'Expresses/indicates through actions that they are afraid of the offender (2 risk score)'. There are 'Yes', 'No', and 'Unknown' radio buttons. A 'Skip' button is located in the top right corner.

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The **Victim Assessment** section prompts you to type in mandatory information. If you have already typed up this information somewhere else, you can paste into this field from another system or document to minimise retyping. Select your text and hit **Ctrl C** to copy and **Ctrl V** to paste.

When you have completed your risk assessment a **risk score** will be calculated. Risk scores 45 or higher can continue to referral by clicking on the blue **Continue to Referral** button.

The screenshot shows the 'Domestic Violence Risk Assessment' form. At the top, there is a navigation bar with buttons for 'Home', 'New Referral', 'FAQ', and 'Useful Links'. On the left side, there is a sidebar menu with links for 'Your Details', 'Victim Details', 'Section A - Offender' (including 'Personality Characteristics' and 'Situational Factors'), 'Section B - Victim' (including 'Vulnerability Factors'), 'Section C - Children', 'Section D - Intimate Partners', 'Victim Assessment', 'Assessment Summary' (highlighted), 'Offender Details', 'Children', 'Other Household Members', 'Referral', 'Other Risk Factors', and 'Declaration'. The main content area is titled 'Domestic Violence Risk Assessment' and contains the following text: 'According to our guidelines, this case has been rated as:'. Below this, a red box displays 'High Risk (61)'. A disclaimer states: 'This is a guide only. Professional judgement should be used in the assessment of risk. A score of standard or medium risk may be reconsidered through the application of professional judgement.' There are two input fields: 'Date Assessed *' with the value '04/05/2022' and a calendar icon, and 'Agency / File No' which is empty. Below these fields, the text asks 'What action do I need to take?' followed by a bulleted list: '• Speak to your supervisor.' and '• Is risk **IMMINENT**? Refer immediately to local Family Safety Meeting by completing this form.' At the bottom right, there are three buttons: 'Back', 'Save Draft', and 'Continue to Referral'.

Risk Assessments scoring less than 45 have the option to use your **professional judgement** to continue to referral.

If you believe that the risk score does not reflect the case's true risk level, and that the case would benefit from further assessment of risk, you can exercise professional judgement to refer to an FSM.

Before you submit a referral, you may wish to consult with a Manager or Supervisor if you are unsure if the high-risk threshold of risk has been met.

You can change the Date Assessed if it was an earlier date and add your own/agency reference number to the referral where applicable.

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The screenshot shows the 'Domestic Violence Risk Assessment' form in the Family Safety Portal. The form is divided into sections: 'Your Details', 'Victim Details', 'Section A - Offender', 'Section B - Victim', 'Section C - Children', and 'Section D - Intimate Partners'. The 'Assessment Summary' section is currently active, showing a 'Medium Risk (33)' rating. A red box highlights the 'Yes' button for the question 'In your professional judgement, does this case need to be referred for immediate action?'. Another red box highlights the 'Continue to Referral' button at the bottom right. The form also includes fields for 'Date Assessed' (04/05/2022) and 'Agency / File No'.

If you choose not to proceed to the referral, you can click **No** and **Save Draft** of your risk assessment. The risk assessment will remain available to you as a draft, should you get more information and decide to proceed with the referral later.

Offender Details

These fields are not mandatory fields as sometimes detailed information about the offender is not available, however fill in as many details as possible. When you are finished, click **Next**.

Children

To add a **child or children**, click the **+ Add** button.

The screenshot shows the 'Children' section of the form. It features a table with columns for 'First Name', 'Last Name', 'Gender', and 'Date Of Birth'. Below the table is a '+ Add' button.

Add as many relevant details as you have about the child. The Age field is available for cases where the Date of Birth may not be known, but the age of the child is. Click the **Use victim address** button to populate the victim's address if that is where the child is living. When information is completed, click **Ok**.

This will return you to the Children screen, where you can add another child by clicking the **+ Add** button and entering details in the new window. When you have added all children, click **Next**.

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Other Household Members

To add anyone else living (permanent or temporary) at the house, click **+ Add**.

Other Household Members

First Name	Last Name	Gender	Date Of Birth

+ Add

Other Household Members: Add as many relevant details as you have about the household member. Click the **Use victim address** button to populate the victim's address. Use the Comments field to add information such as relationships to the victim, offender or children, how long they have been staying at the address, etc. When you are finished entering information in this window, click **Ok**. When information is completed, click **Ok**. This will return you to the Other Household Members screen, where you can add another person by clicking the **+ Add** button and entering details in the new window. When you have added all people, click **Next**.

Referral

Enter details about the **reasons for referral** and **background and risk issues** involved in the referral. You can enter up to 10,000 characters in each of these sections. Please be as detailed as you can so that when the referral is received it is easier to assess. All questions on this section are mandatory before you can proceed to the next section. When you have finished, click **Next**.

Other Risk Factors

Lists have been created to enable workers to provide all the relevant information regarding risk. If relevant to the referral, you have the option to select a category by clicking on the down arrow next to it and then selecting any relevant statements. This will not alter the risk score but will help the Chairperson of the FSM to further assess the risk.

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Family Safety Portal

Home New Referral FAQ Useful Links

Domestic Violence Risk Assessment

Other Risk Factors

Aboriginal and Torres Strait Islander Women 0 selected

Culturally and Linguistically Diverse (CALD) 0 selected

Rural and Remote Locations 0 selected

Under 25 years of age 0 selected

Disability 0 selected

Over 60 years of age 0 selected

LGBTIQ 0 selected

Perpetrator 0 selected

Back Save Draft Next

The number of factors is indicated against the category and you can close this accordion style list using the arrow up button.

Domestic Violence Risk Assessment

Other Risk Factors

Aboriginal and Torres Strait Islander Women 0 selected

☐ The victim lives on a homeland or otherwise isolated location

☒ The victim is away from her homeland or otherwise isolated

☐ The perpetrator has used weapons such as rocks, rula rulas, fire sticks, digging sticks, clubs, tools or metal bars a recent incident

☐ The victim has been deprived of their liberty/ held against their will

☒ The victim has been prevented from participating in cultural ceremony

☐ The victim is being denied her cultural identity

☐ The perpetrator's family is supportive of the perpetrator

☒ The victim / family is experiencing Sorry Business (grief and loss)

☐ The victim is living with family members (either perpetrator's family or their own) and the family is supporting / enabling the violence or isolation

☐ The victim is living with the perpetrator's family and not on her country

☐ The victim is worried about the perpetrator's imminent release from prison

☐ There is a wrong skin relationship

☐ There is family feuding

☐ There is payback violence

☐ There is possessive, controlling behavior and "jealousy"

Culturally and Linguistically Diverse (CALD) 0 selected

Rural and Remote Locations 0 selected

Under 25 years of age 0 selected

Disability 0 selected

Over 60 years of age 0 selected

To finalise your referral:

- Select the SAPOL region using the drop-down options. If you are not sure, select Unknown at the bottom of the list.
- Upload any supporting PDF files.
- Indicate if your Manager has approved your referral (this may be a requirement by your agency).
- To read the Information Sharing Guidelines click the link provided which opens in a new tab.
- Acknowledge the declaration.
- Click the blue button **Submit Referral**.

Family Safety Portal User Guide

How to make a risk assessment and a referral

The screenshot shows the 'Domestic Violence Risk Assessment' form in the Family Safety Portal. The header includes the portal name and a navigation menu with links: Home, New Referral, My Referrals, Cases, Actions, Meetings, FAQ, and Useful Links. The form title is 'Domestic Violence Risk Assessment' with a reference number 'REF-010415'. A sidebar on the left lists steps: How will you complete this referral?, Your Details, Victim Details, Assessment Summary, Offender Details, Children, Other Household Members, Referral, Other Risk Factors, and Declaration (which is highlighted). The main content area includes sections for Declaration (with a dropdown for SAPOL region, currently set to 'Adelaide Hills'), Supporting Documents (with a file upload button), Manager Approval (with buttons for Yes, No, and Not Applicable), and a final Declaration section with a checkbox for acknowledging conditions. At the bottom right are buttons for Back, Save Draft, and Submit Referral.

The Referral Complete screen contains information on what happens next. Click on the **Download a PDF copy** link if you want an electronic copy of your referral.

The screenshot shows the 'Referral Complete' screen in the Family Safety Portal. The header is identical to the previous screen. The main content area has a title 'Referral Complete' and a message: 'Thank you for your submission. Your referral has been submitted and will be reviewed by SAPOL. You can no longer edit any information in this referral unless requested to do so by SAPOL. You will be notified of the outcome of your referral.' Below this is a link to 'Download a PDF copy of this referral for your records'.

Referral Submitted

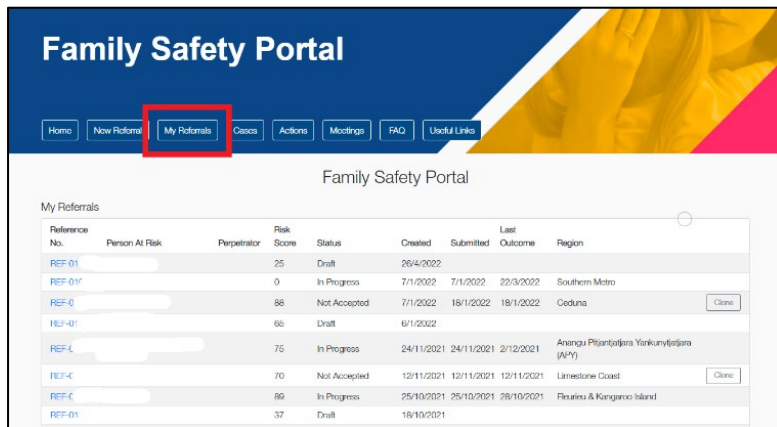
Once the referral has been submitted you can no longer access or edit the referral, unless specifically prompted to do so by the FSM Chairperson (SAPOL).

You will receive an email confirming your referral has been submitted and a reference number provided.

Family Safety Portal User Guide

How to make a risk assessment and a referral

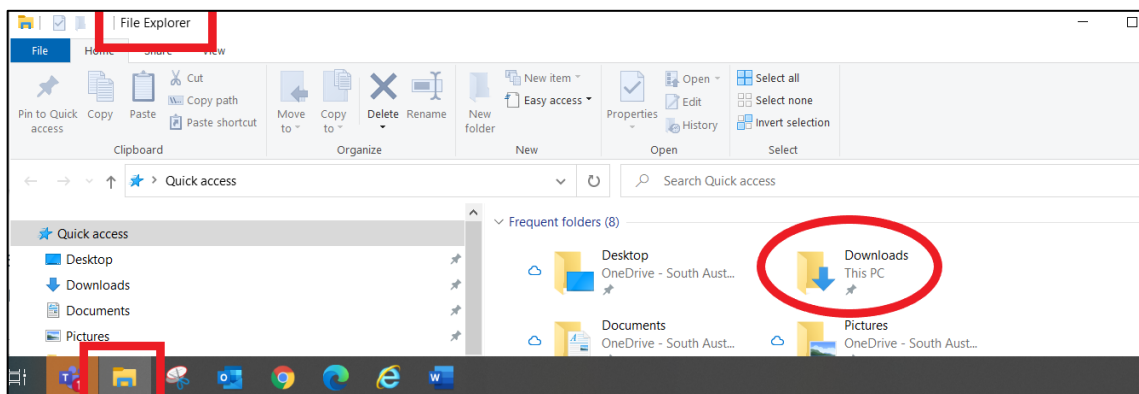
You can track the progress of your referral in My Referrals. Click on the blue REF=xxxxxx number to access the PDF file of your referral.



PDF copy of your referral

From the Referral Complete screen you can download a PDF copy of your submitted referral.

It is recommended that you **DO NOT PRINT** a copy of this referral due to its sensitive nature. Rather, store the electronic copy in your client file or other secure electronic file. If you are using a shared computer, **delete the downloaded PDF from your Downloads folder** in your File Explorer and recycle bin to prevent unauthorised access to your referral.



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How to make a risk assessment and a referral

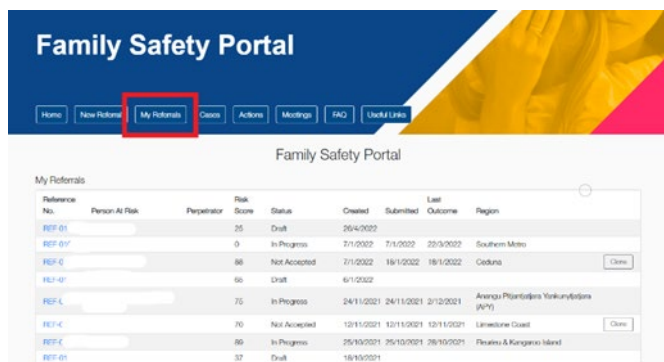
Outcome of Referral

Once your referral has been assessed, you will be notified of the outcome of your referral. There are four possible outcomes:

- **Accepted**
The referral has been accepted onto the FSM.
- **Transfer**
The referral has been transferred to a different FSM region, this may be because you selected the wrong region, the person at risk has moved to a different location or is accessing services in a different region.
- **Information requested**
If the Chairperson of the FSM (SAPOL) requires further information about your referral, you will receive an email generated from the Portal with details of the information needed. This email will contain a link to your referral where you can update the information and re-submit the referral. If you need further clarification about the information being requested, email DHSFamilySafetyPortal@sa.gov.au
- **Not accepted**
The referral has not been accepted on to the FSM at this time and a reason will be provided in the email notification. If you need to follow up on this reason, email DHSFamilySafetyPortal@sa.gov.au When a referral is not accepted, the person at risk should still be supported by the agency worker that has identified the risk and (where necessary) be referred to appropriate services. Consult a supervisor or manager regarding strategies to support the client and manage the risk you have identified.

Track your Referral

You can see your referrals and their status in the My Referral tab on your dashboard.



Reference No.	Person At Risk	Perpetrator	Risk Score	Status	Created	Submitted	Last Outcome	Region
REF-01			25	Draft	26/4/2022			
REF-07			0	In Progress	7/1/2022	7/1/2022	22/3/2022	Southern Metro
REF-0			88	Not Accepted	7/1/2022	18/1/2022	18/1/2022	Caduna
REF-07			66	Draft	6/1/2022			
REF-L			75	In Progress	24/11/2021	24/11/2021	27/12/2021	Aranga Pitantidara Yurukundara (APY)
REF-L			70	Not Accepted	12/11/2021	12/11/2021	12/11/2021	Limestone Coast
REF-L			89	In Progress	25/10/2021	25/10/2021	26/10/2021	Flinders & Kangaroo Island
REF-01			37	Draft	18/10/2021			

Referral Closed

When an accepted referral has been actioned by the FSM and actions closed, you will receive an email advising that the case is closed.

Family Safety Portal User Guide

How to make a risk assessment and a referral

Cloning a referral

When a referral has not been accepted it will remain in your account under My Referrals. If you want to create a new referral for the same person within 3 months of the initial referral, you are able to use the clone feature. Click on the **Clone** button to generate a new referral which will have key information pre-populated. The original referral will not be modified, this is a new referral. You can edit the new referral information as necessary and complete all required details to submit the new referral.

REF-010416	cherry bloom	88	Not Accepted	7/1/2022	18/1/2022	18/1/2022	Ceduna	Clone
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