

5cXXX**Make warm referrals and share information to support safety in family violence risk**

Kaupae Level	5
Whiwhinga Credit	10
Whāinga Purpose	<p>This skill standard is for learners working or volunteering in people facing roles and, in the community, to develop knowledge and skills to safely share information and make family violence referrals.</p> <p>A person credited with this skill standard can make timely, informed, and appropriate referrals, share information safely, and record relevant details to support responses that reduce risk and enhance safety and wellbeing.</p> <p>This skill standard is intended for use within the xxx Micro-credential.</p>
Whakaakoranga me mātua oti Pre-requisites	<p>Skill standard xxxx, <i>Recognise, respond and refer to family violence risk</i>, or demonstrate equivalent knowledge and skill.</p> <p>Skill standard 5a</p> <p>Skill standard 5b</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Make warm, safe, and culturally appropriate referrals to reduce family violence risk and support safety.	a. Make culturally appropriate and warm referrals to support safety and meet the unique needs of a person.
	b. Recommend safety strategies whilst a referral is being actioned.
	c. Summarise follow up actions after a referral has been made.
2. Share and record information safely to support responses to reduce family violence risk.	a. Explain how to safely share information as defined in the relevant legislation.
	b. Evaluate what information should be shared and with whom, when responding to family violence risk.
	c. Explain how safe and accurate recording processes can support accountability and safety.

3. Provide safe holistic support in the context of family violence.	a. Evaluate strategies to monitor ongoing family violence risk and actions to take when risk indicators are identified.
	b. Identify holistic supports a person may require, meeting their wellbeing and healing needs.
	c. Explain strategies to support a person to engage with services.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

For assessment purposes:

- Assessment can be undertaken in a simulated environment.
- Assessment criterion 1 – learner must identify timely and appropriate referral pathways to specialist family violence services and describe the process for identifying kaupapa Māori services, children and young people's services and the range of services for people from marginalised communities. Learners must describe a process that is safe, respectful and supports accountability when referring people who use violence.
- Assessment criterion 3a - learner must describe early warning signs that risk is increasing which can be based on information from the victim and/or information or the behaviour of the person using violence.

Evidence provided for assessment against this skill standard must:

- Be gathered in accordance with workplace or organisational policies and procedures.
- Be gathered within the boundaries of the role.
- Learners must demonstrate processes that support the dignity and autonomy of victims.

Definitions

- *Holistic support* includes all aspects of a person's life that help to reduce risk and support safety, including monitoring risk, identifying early warning signs, housing, income, trauma and violence informed therapy, mental health and addictions support.
- *Warm referral* is a supported referral process that goes beyond simply giving contact details, aiming to ensure the person successfully connects with the appropriate service.
- *Safety strategies* are actions that can be taken to decrease the likelihood of further violence.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Warm referrals include:

- Warm referral processes: assisted and supported referral, follow-through responsibilities, ensuring connection with Police and/or specialist family violence services (e.g., kaupapa Māori, sexual violence, child-focused, marginalised communities).
- Interim support: steps to help keep people safe until referral is completed.
- Safety strategies that can be actioned to reduce risk and increase safety.
- Appropriate referral agencies, timing and relevant information.
- Communication skills to encourage a person to engage with a new service, including how they introduce and describe a service, and explain the benefits and rationale for the referral.

Safe and appropriate information sharing includes:

- How information helps to develop a comprehensive picture of risk.
- How information sharing can drive actions that prioritise accountability.
- Unsafe information sharing – how this increases risk, alienates people and can cause harm.
- Obligations under the Family Violence Act 2018, Oranga Tamariki Act 1989, and Privacy Act.
- Gaining informed consent where possible, knowing when disclosure without consent is required. What to do when consent is not given.

Relevant information includes:

- Recording clear, accurate, and relevant documentation in line with workplace policies and procedures.
- Safety and privacy considerations when recording and sharing information.
- Where to seek further guidance if unsure.

Rauemi | Resources

- Carrington, H. & Thornburn, N. (2025). Evidence-Based RED FLAGS for Intimate Partner Homicide. In *Womens Refuge*. Retrieved September 23, 2025 from <https://womensrefuge.org.nz/wp-content/uploads/2025/06/Red-Flags-IPH-June2025.pdf>
- [Information Sharing Guidance | New Zealand Ministry of Justice](https://www.justice.govt.nz/justice-sector-policy/key-initiatives/addressing-family-violence-and-sexual-violence/a-new-family-violence-act/information-sharing-guidance). (2020). Govt.nz. Available at <https://www.justice.govt.nz/justice-sector-policy/key-initiatives/addressing-family-violence-and-sexual-violence/a-new-family-violence-act/information-sharing-guidance>
- New Zealand Legislation. (2018). *Family Violence Act 2018*. Available at <https://www.legislation.govt.nz/act/public/2018/0046/latest/DLM7159322.html>
- New Zealand Legislation. (1989). *Oranga Tamariki Act 1989*. Available at <https://www.legislation.govt.nz/act/public/1989/0024/latest/DLM147088.html>
- New Zealand Legislation. (1961). *Crimes Act 1961*. Available at <https://www.legislation.govt.nz/act/public/1961/0043/latest/dlm327382.html>
- New Zealand Legislation. (2020). *Privacy Act 2020*. Available at <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html>
- New Zealand Legislation. (2022). *Conversion Practices Prohibition Legislation Act*. Available at <https://www.legislation.govt.nz/act/public/2022/0001/whole.html>
- Oranga Tamariki. (2025). Information Sharing. Available at <https://www.orangatamariki.govt.nz/working-with-children/information-sharing>
- The Centre for Family Violence and Sexual Violence Prevention (2025). *Family Violence Risk and Safety Practice Framework*. Available at <https://preventfvsv.govt.nz/assets/Workforce-Frameworks/Risk-and-Safety-Practice-Framework-Web-Version.pdf>

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Health, Disability and Aged Support > Health and Disability Principles in Practice
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0024

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhītatanga Registration	1	[dd mm yyyy]	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2029		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.