

**41127****Make warm referrals to support safety in family violence risk**

<b>Kaupae   Level</b>	5
<b>Whiwhinga   Credit</b>	10
<b>Whāinga   Purpose</b>	<p>This skill standard is for people in community or government front line roles intending to develop knowledge and skills to respond safely to family violence risk.</p> <p>A person credited with this skill standard can make informed and culturally appropriate referrals, share information safely, and record relevant details to support responses that reduce family violence risk and enhance safety and wellbeing.</p> <p>This skill standard may be used in programmes of study leading to New Zealand qualifications and <i>Family Violence Risk and Safety Practice (Entry)</i> (Micro-credential) [Ref: 129699].</p>

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

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
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. Identify what information should be shared and with whom, when responding to family violence risk.
	b. Share information safely as defined in the relevant legislation.
	c. Explain how safe and accurate recording processes can support accountability and safety.

Hua o te ako   Learning outcomes	Paearu aromatawai   Assessment criteria
3. Provide safe holistic support in the context of family violence.	a. Monitor ongoing family violence risk and take action when risk indicators are identified.
	b. Identify holistic supports a person may require, to meet their wellbeing and healing needs.
	c. Support a person to engage with services.

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

#### Assessment specifications:

- it is recommended that learners achieve skill standard 41124 *Recognise and respond to family violence risk* before assessment against this skill standard.
- Assessment can be undertaken in a simulated environment.
- Assessment criterion 1a – must consider referral pathways to specialist family violence services, kaupapa Māori services, children and young people’s services, and the range of services for people from marginalised communities.
- Assessment criterion 3a – must consider early warning signs that risk is increasing based on information from the victim and/or information regarding 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.
- demonstrate processes that support the dignity and autonomy of victims.

#### Definitions:

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

### Ngā momo whiwhinga | Grades available

Achieved.

## Ihirangi waitohu | Indicative content

### Warm referrals:

- 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:

- How information helps to develop a comprehensive picture of risk.
- How information sharing can drive actions that disrupt the violence and 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 2020.
- Gaining informed consent where possible, knowing when disclosure without consent is required. What to do when consent is not given.
- 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

- Fanslow, J. L., Malihi, Z. A., Hashemi, L., Gulliver, P. J., & McIntosh, T. K. D. (2021). *Lifetime Prevalence of Intimate Partner Violence and Disability: Results From a Population-Based Study in New Zealand*. *American Journal of Preventive Medicine*, 61(3), 320–328. Available at <https://www.ajpmonline.org/action/showPdf?pii=S0749-3797%2821%2900191-4>.
- 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. (2020). *Privacy Act 2020*. Available at <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23376.html>.
- Oranga Tamariki. (2019). *Information Sharing to support tamariki wellbeing and safety*. Available at <https://www.orangatamariki.govt.nz/assets/Uploads/Working-with-children/Information-sharing/Information-sharing-Guidance-OT-Act-1989.pdf>.
- Pihama, L., Cameron, N., & Nana, R. (2019). *Historical trauma and whānau violence*. Available at [https://files.vine.org.nz/issues-papers/NZFVC-Issues-Paper-15-historical-trauma\\_0.pdf](https://files.vine.org.nz/issues-papers/NZFVC-Issues-Paper-15-historical-trauma_0.pdf).
- Safe and Together Institute. (2018). *Overview and Evaluation Data Briefing*. Available at [2018 Overview and Evaluation Data Briefing — Safe & Together Institute](https://www.safeandtogether.org/2018-Overview-and-Evaluation-Data-Briefing).

- The Centre for Family Violence and Sexual Violence Prevention. (2025). *Family Violence Risk and Safety Practice Framework*. Available at <https://www.preventfsv.govt.nz/assets/Workforce-Frameworks/Risk-and-Safety-Practice-Framework-Web-Version.pdf>.
- Vine Library | Family & Sexual Violence Research in NZ. (2025). *Vine – Violence Information Aotearoa*. Available at <https://www.vine.org.nz/vine-library>.
- Women’s Refuge. (2023). *Family Violence Risk and Safety Series*. Available at [https://womensrefuge.org.nz/family-violence-risk-safety-series/?amp=1&qad\\_source=1&qad\\_campaignid=21866340134&qclid=EA1aIQobChMIha\\_jm9SxkAMV9admAh1dTweLEAAYASAAEgL6SPD\\_BwE](https://womensrefuge.org.nz/family-violence-risk-safety-series/?amp=1&qad_source=1&qad_campaignid=21866340134&qclid=EA1aIQobChMIha_jm9SxkAMV9admAh1dTweLEAAYASAAEgL6SPD_BwE).

### Pārongo Whakaū Kounga | Quality assurance information

<b>Ngā rōpū whakatau-paerewa   Standard Setting Body</b>	Education, Health and Community Industry Skills Board
<b>Whakaritenga Rārangi Paetae Aromatawai   DASS classification</b>	Community and Social Services > Social Services > Social Service Work with Abuse, Neglect, and Violence
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga   CMR</b>	0024

<b>Hātepe   Process</b>	<b>Putanga   Version</b>	<b>Rā whakaputa   Review Date</b>	<b>Rā whakamutunga mō te aromatawai   Last date for assessment</b>
<b>Rēhitatanga   Registration</b>	1	29 January 2026	N/A
<b>Kōrero whakakapinga   Replacement information</b>	N/A		
<b>Rā arotake   Planned review date</b>	31 December 2030		

Please contact Education, Health and Community Industry Skills Board at [qualifications@ehcisb.nz](mailto:qualifications@ehcisb.nz) to suggest changes to the content of this skill standard.