

## CHAPTER 10

### OTHER ORGANISATIONS

#### REFERRAL FOR SERVICES

- 10.1 Victims of intimate partner violence and their family members may come to the attention of different organisations, e.g. kindergartens, child care centres and various social service units, etc. To ensure that timely assistance can be rendered to the victim and his / her family members, staff of any organisation coming across families with intimate partner violence problem should, with the victim's consent, consult / refer him / her to the Family and Child Protective Services Units (FCPSUs) of Social Welfare Department (SWD), or Integrated Family Service Centres (IFSCs) / Integrated Services Centre (ISC) of non-governmental organisations (NGOs) listed in **Appendix XIX** (a sample of referral letter is at **Appendix XI**) at the earliest possible time. The cases may also be referred to refuge centre for women if the victim and her children are in need of immediate shelter. Staff of the organisation should provide all the background information as far as possible.
- 10.2 Some victims may decline the social service introduced simply out of worry and misunderstanding about related procedures, e.g. fear of personal information being disclosed, reluctance to relay the incident to different persons, etc. The staff of the organisation should give assurance to the victim to address the victim's concerns as far as possible. If the victim still insists not to receive any social service, the staff of the organisation should (i) remind him / her that he / she should have taken care of the safety of himself / herself and other family members e.g. the children; (ii) provide information on access to SWD or other agencies in the future if he / she needs to.
- 10.3 Cases involving child abuse elements should be referred to the FCPSUs immediately. For cases involving intimate partner violence suffering from sexual violence or with elder victims, reference should also be made to the "Procedural Guidelines for Handling Adult Sexual Violence Cases (Revised 2007)" and "Procedural Guidelines for Handling Elder Abuse Cases (Revised August 2006)" respectively.