

Disclaimer

Please be advised that this resource has been prepared by the Aboriginal Health and Medical Research Council of NSW (AH&MRC) to broadly meet the needs of AH&MRC's Member Organisations. This resource is a general guide and will need to be amended to suit your particular organisation.

AH&MRC cannot guarantee that this resource will meet all the requirements of your individual organisation and may not be relevant to particular patients or their circumstances. AH&MRC strongly recommends that you undertake your own independent skill or judgement or seek appropriate professional advice relevant to their own particular circumstances when so doing.

INTELLECTUAL PROPERTY AND COPYRIGHT

Unless otherwise expressly stated, the copyright of this resource is owned by AH&MRC. This resource may only be used by AH&MRC's Member organisations and cannot be used for any other purpose or by any other organisation or group.

This resource must not be published or replicated without AH&MRC's written permission. All other rights are reserved.

LIMITATION OF LIABILITY

AH&MRC takes reasonable steps to maintain the accuracy of information available in this resource, however, some or all of the information is current at the date of the first publication, and may, from time to time, be amended, or become superseded or otherwise inaccurate. AH&MRC is not responsible for ensuring that the information contained within this resource is accurate, current, suitable or complete, and offers no guarantee that this resource will meet your organisation's or particular patients needs.

Accordingly, where conditions and warranties implied by law cannot be excluded, the AH&MRC limits its liability where it is entitled to do so. Otherwise, AH&MRC, its employees and agents are not liable for any loss or damage (including consequential loss or damage) to any users of this resource, however caused, which may arise directly or indirectly from this resource.

GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

Interview Guide – Domestic and Family Violence Support Worker

Position: Domestic and Family Violence Support Worker

Organisation: [Insert ACCHS Name]

Panel Chair: [Name]

Panel Members: [Names]

Date: [Insert date]

Applicant: [Name]

1. Introduction (for the Interview Panel to read aloud)

Thank you for coming in today. Before we start, we would like to acknowledge the Traditional Custodians of the land on which we meet and pay our respects to Elders past and present.

This interview is for the position of Domestic and Family Violence Support Worker with [ACCHS Name]. Today's conversation will help us understand your approach to client-centred support, culturally safe practice, crisis intervention, advocacy, collaboration, and case management for individuals and families experiencing DFV.

We'll ask questions about your experience providing DFV support, risk assessment, safety planning, referrals and advocacy, community engagement, teamwork, and reflective practice. Please take your time when responding, we may take notes during your answers.

Do you have any questions before we start?

2. Interview Panel Instructions

- Ensure at least one Aboriginal panel member is present.
- Use yarning-style, conversational questioning where appropriate.
- Avoid interrupting or rushing responses — allow silence and reflection.
- Focus on strength-based assessment (what they bring, not just what's missing).

- Note examples and assess responses using the rating scale.

3. Rating Scale (Example)

Score	Description
5 – Excellent	Exceeds expectations, provides strong, relevant examples.
4 – Very Good	Meets expectations, gives clear and thoughtful responses.
3 – Satisfactory	Adequate response, limited examples but some understanding.
2 – Limited	Superficial or incomplete understanding.
1 – Unsatisfactory	No relevant experience or understanding shown.

4. Core Interview Questions

1. Can you tell us about yourself and what led you into domestic and family violence support work?

- *Prompt:* What values guide your practice when supporting clients experiencing DFV?
- Indicators: Compassion, cultural humility, person-centred approach, trauma-informed practice.

| 1 | 2 | 3 | 4 | 5 |

2. What does culturally safe support mean to you in the context of DFV?

- *Prompt:* How do you ensure your interventions respect Aboriginal and Torres Strait Islander culture?
- Indicators: Cultural awareness, relational engagement, respect for family and Elders, trauma-informed practice.

| 1 | 2 | 3 | 4 | 5 |

3. Can you describe your experience conducting risk assessments and developing safety plans?

- *Prompt:* How do you balance immediate safety with client autonomy?
- *Indicators:* Risk assessment frameworks, safety planning, prioritisation, informed consent, empowerment of clients.

| 1 | 2 | 3 | 4 | 5 |

4. Tell us about a time you provided crisis support or advocacy for a client experiencing DFV.

- *Prompt:* What steps did you take to provide emotional, practical, and legal support?
- *Indicators:* Crisis intervention, advocacy, referrals, court assistance, warm handovers, client-centred support.

| 1 | 2 | 3 | 4 | 5 |

5. How do you coordinate referrals to multiple services, such as legal, housing, mental health, and health services?

- *Prompt:* How do you ensure the client remains engaged and supported throughout the process?
- *Indicators:* Case management, warm referrals, follow-up, communication, advocacy skills.

| 1 | 2 | 3 | 4 | 5 |

6. Tell us about a time you worked collaboratively with other team members or external agencies.

- *Prompt:* How did you ensure the care was coordinated and culturally safe?
- *Indicators:* Communication, collaboration, teamwork, shared planning, relationship-building with services.

| 1 | 2 | 3 | 4 | 5 |

7. How do you approach documentation, confidentiality, and case notes in DFV work?

- *Prompt:* Why is accurate and timely documentation important in this context?
- *Indicators:* Clear, concise notes, confidentiality, legal obligations, reporting, and accountability.

| 1 | 2 | 3 | 4 | 5 |

8. DFV support often involves court appearances or legal advocacy. How have you supported clients navigating legal systems?

- *Prompt:* How do you prepare clients and ensure culturally safe guidance?
- *Indicators:* Court support, explanation of legal processes, emotional preparation, empowerment, advocacy.

| 1 | 2 | 3 | 4 | 5 |

9. Prevention and early intervention are key parts of this role. What experience do you have in community engagement or education on DFV?

- *Prompt:* How do you make the messages culturally relevant and accessible?
- Indicators: Community engagement, culturally respectful education, early identification strategies.

| 1 | 2 | 3 | 4 | 5 |

10. DFV work can be emotionally demanding. What strategies do you use for self-care and reflective practice?

- *Prompt:* How do you use supervision and peer support in your role?
- Indicators: Resilience, boundaries, reflective practice, use of debriefing and supervision.

| 1 | 2 | 3 | 4 | 5 |

11. Why do you want to work with us?

12. What aspects of DFV support work give you the most satisfaction?

13. Where do you see yourself professionally in the next few years?

5. Optional Scenario Questions

Scenario 1 – Immediate Safety Concern

A client discloses ongoing violence at home and expresses fear for their children's safety.

How would you respond immediately, and what steps would you take next?

Scenario 2 – Court Support

A client needs to attend court to obtain an AVO but is anxious and unsure about the process.

How would you support them before, during, and after the hearing?

Scenario 3 – Complex Case Management

A client has multiple challenges (housing instability, child protection involvement, mental health concerns) and disengages from services.

How would you coordinate support and re-engage the client safely?

Do you have any questions for us?

HR POST-INTERVIEW CHECKS

Item	Notes
References (x2)	
Working with Children Check	
National Police Check	
Start Date Availability	
Confirmation of Role (Fulltime, part time etc)	
Disclose of any health conditions that may affect duties	

5. Scoring
/ 50

Comments and Interview Reflection

6. Panel Summary and Recommendation

Strengths	Development Areas	Recommendation
		[Appoint / Consider / Not Suitable]