DOORS Risk Screening Product Information Sheet

This sheet provides general information about DOORS, a structured safety and wellbeing screening process used as part of some Relationships Australia NSW services. It helps you raise concerns early so your practitioner can understand what may be affecting you, discuss any risks with you and decide what support or follow-up may be needed.

1. Is this service for me?

1.1 What does DOORS ask about?

Questions may include topics related to your physical and mental health, wellbeing, relationships, drug or alcohol use, gambling, parenting, domestic and family violence, personal or child safety, and any other pressures affecting you or your family.

1.2 Who is DOORS for?

Relationships Australia NSW uses DOORS in a number of services, including Family Dispute Resolution, Parenting Orders Program, Children's Contact Services and Counselling. Different versions are used in different service settings. You do not need to choose the version yourself; the team supporting you will use the version that fits your service and circumstances.

1.3 How do I complete it and what happens afterwards?

Depending on the service and your needs, you may complete DOORS on your own device using a link, on a Relationships Australia NSW device, on paper, or with a practitioner asking the questions with you. If online completion is difficult or does not feel safe or private, tell us so another option can be considered.

After you complete the screening, a Relationships Australia NSW practitioner reviews the responses with you. They will ask some follow-up questions, clarify what you meant, assess current safety and wellbeing, and discuss any response that may be needed. This might include further assessment, safety planning, information, referral or another form of support.

1.4 When is it used and how do I access it?

If DOORS is used within the Relationships Australia NSW service you are receiving, you will be asked to complete it in the early stages of the program usually as part of the intake, program assessment or first sessions. If it is part of your service, we will explain the process and give you the link, device, paper form or practitioner support you need.

If you complete DOORS online using your own internet connection, the questionnaire will take approximately 10-15 minutes of total time. Actual data consumption and usage may vary depending on your device and network connection

1.5 Can I complete it anonymously or with someone supporting me?

DOORS is linked to your Relationships Australia NSW client record so your practitioner can follow up your responses. If you need help with reading, language, technology or another

access need, let us know. As some of the questions can involve sensitive information about relationships and safety, please discuss the involvement of a support person or interpreter with us before you complete it.

2. Will I benefit if I use this service?

2.1 What evidence supports DOORS?

DOORS was developed as an evidence-informed, structured approach to identifying universal safety and wellbeing concerns both in family law and post-separation services (the Family Law DOORS) and for young people and adults entering counselling and support services (the My DOORS is a specialised version of Family Law DOORS). It is designed to help people disclose concerns that may otherwise be difficult to raise and to support a more systematic conversation with their practitioner.

In an anonymous survey of 1,153 people using post-separation services who completed Family Law DOORS, 96% said they had answered honestly, 93% believed the form would help their practitioner and 94% believed completing it would benefit them. These findings support the acceptability and usefulness of screening; they do not mean DOORS guarantees a particular safety, health or service outcome.

3. Could this service do me harm?

3.1 Are there any precautions or safety warnings?

DOORS asks direct questions about sensitive topics and some questions may feel upsetting, confronting or difficult to answer. You can tell your practitioner if you need help, a break or a different way to complete the screening. Most questions only require a yes or no response, and you may also choose not to answer a question and provide a response to your practitioner instead.

- If you are completing DOORS remotely, use a private device and place where another person cannot see or hear your responses where possible.
- Tell us if receiving a link by email or phone could put you at risk or reveal information to someone else.
- Do not rely on a submitted DOORS questionnaire for urgent or emergency help. If you are in immediate danger or need urgent emergency assistance, call 000.

Your practitioner needs to discuss the screening with you before deciding what any response means or what action is appropriate. A screening response or flag is not, by itself, a diagnosis or a verified finding.

4. Should I trust this service?

4.1 Who developed DOORS and what is Relationships Australia NSW responsible for?

The Family Law DOORS framework was developed outside Relationships Australia NSW for use in family law and post-separation services, and related DOORS tools have since been developed for other counselling contexts. The standard screening tools are externally developed intellectual property. Relationships Australia NSW does not control or rewrite their core questions. DOORS is used for screening within existing client services, not as a standalone service. We are responsible for how DOORS is used within our own services. This

includes deciding when screening is appropriate, selecting the relevant version, making sure a practitioner follows up the responses, responding to identified risks, making referrals and managing the information we keep in your client record.

5. Is the service easy to use? Will I keep using it?

5.1 How long does it take and what if I have difficulty completing it?

The DOORS client questionnaire generally takes about 15 to 20 minutes to complete. The time may differ from client to client, and your practitioner will need additional time to discuss your responses with you.

DOORS does not have to be completed online in every situation. Paper or practitioner-supported completion may be available where technology, language, literacy, disability, distress, privacy or safety makes independent online completion unsuitable. Please tell us if you would like another option.

5.2 Will DOORS link me with other services?

If the questionnaire identifies something that may require further support, your practitioner may discuss safety planning, further assessment or a referral to another Relationships Australia NSW program or external service. Information is shared with your consent or where disclosure is otherwise permitted or required by law.

6. Who will have access to my personal data?

6.1 What information is collected?

DOORS can collect highly sensitive information. Depending on the version and your responses, this can include information about your mental health and wellbeing, suicide or self-harm concerns, alcohol or drug use, family violence, child safety, relationships, parenting, finances, legal or child-protection involvement, culture or religion, and information about partners, former partners, children or other family members.

6.2 Who can access and use the information?

Authorised Relationships Australia NSW staff can access the information they need to administer the screening, discuss your responses, assess safety, provide your service, make agreed referrals and maintain the required client record. The online questionnaire is provided using an external DOORS product, so the technology used to operate the online screening also processes information needed for that purpose.

Information from DOORS is not automatically treated as a verified fact about you or another person. Your practitioner considers the responses in context and follows them up with you. Information may be disclosed with your consent or where disclosure is permitted or required by law, including some serious safety or mandatory-reporting situations.

6.3 Where is the information stored and how is it protected?

A completed DOORS report and relevant practitioner records are kept in Relationships Australia NSW's privately owned and managed client record system as part of the service you receive. All information is hosted on Australian servers only.

For information about how Relationships Australia NSW collects, uses, stores, protects, retains and provides access to personal information, see RANSW **Privacy Information**. You can also ask our team supporting you about the privacy arrangements for the online DOORS system before you complete it.

6.4 Can I access or correct my information?

You can ask us to access or correct personal information it holds about you. Some records must also be retained for legal or records-management requirements, so deletion is not always available on request.

7. Who can I contact with questions or concerns about this service?

7.1 Support or feedback for DOORS?

If DOORS is part of your current Relationships Australia NSW service, speak with your practitioner or the team that arranged your appointment. For general enquiries, call 1300 364 277. For a formal complaint, use the **Feedback & Complaints process**. For a privacy concern, see **Privacy Information** for more detail.

Service name: DOORS Risk Screening

Provider name: Relationships Australia NSW

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