

January 2018

# Domestic and Family Violence Referral Options



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## Women's family violence support services

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### safe steps Family Violence Response Centre

Ph: (03) 9322 3555 or Toll Free 1800 015 188

Admin: 9928 9600

24 hours 7 days a week

<http://www.safesteps.org.au>

- provides telephone crisis counselling, refuge referral, emergency accommodation, information and support for all women
- Safe Steps is the central contact point for women's refuges in Victoria

### Family violence outreach services

Family violence outreach services are located across metropolitan Melbourne and regional Victoria. Workers offer support to women and children who are experiencing or escaping from family violence. Workers can provide secondary consultation and information and some are involved in community education and Primary Prevention programs.

### Melbourne metropolitan outreach services

<b>Northern region</b> (Berry Street)	Eaglemont	9450 4700
<b>Western region</b> (Women's Health West)	Footscray	9689 9588
<b>Eastern region</b> (EDVOS)	Ringwood	9259 4200
<b>Southern region</b> (WAYSS)	Frankston Dandenong Narre Warren-Berwick Pakenham	9781 4658 9791 6111 9703 0044 5945 3200
<b>Inner South/Middle</b> (Family Violence Outreach Program)	St Kilda	9536 7797
<b>Mornington Peninsula</b> (Good Shepherd)	Mornington Peninsula	5971 9454

## Rural outreach services

<b>Barwon South West</b>	Geelong (Minerva Community Service) Warrnambool (Emma House) Hamilton (Emma House) Portland (Emma House)	5224 2903 5561 1934 5561 1934 5561 1934
<b>Gippsland</b>	Warragul (Quantum Support Service) Morwell (Quantum Support Services) Leongatha (SalvoCare Eastern) Leongatha (Uniting Gippsland) Bairnsdale (Gippsland Lakes CH) Lakes Entrance (Gippsland Lakes CH)	5622 7000 5120 2000 5662 6400 5662 5150 5152 0052 5155 8300
<b>Grampians</b>	Horsham (Grampians CH) Ballarat (WRISC FV Support Services) Ballarat (Berry St FV Crisis Support) Stawell (Grampians CH) Ararat (Grampians CH)	5362 1200 5333 3666 5331 3558 5358 7400 5352 6200
<b>Hume</b>	Wodonga (Gateway Health) Shepparton (VincentCare-Marian Community) Broadford/Seymour/Wallan (Nexus Primary Health) Wangaratta (The Centre against Violence)	(02) 6022 8888 5821 9458 1300 773 352 5722 2203
<b>Loddon Mallee</b>	Mildura (Mallee DV Service) Bendigo (Centre for Non-Violence) Swan Hill (Mallee DV Service)	5021 2130 (24hrs on call) 1800 884 038 5033 1899 (24 Hours on call)

### inTouch Multicultural Centre Against Family Violence

Ph: (03) 9413 6500 Toll Free 1800 755 988

9.00am - 5.00pm Monday to Friday

<http://www.intouch.org.au/>

inTouch Multicultural Centre Against Family Violence works with women & children from culturally and linguistically diverse backgrounds who are victims/survivors of family violence.

The service has a team of bi-lingual and bi-cultural workers who provide assistance and information for women and children escaping family violence. inTouch employs a registered Migration Agent who uses her knowledge of Australia's migration procedures to offer advice or assistance to women wishing to obtain a visa or to remain in Australia.

### Indigenous Family Violence Support

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#### Elizabeth Morgan House Aboriginal Women's Service

Ph: 03 9482 5744

Mon-Fri 9.00am – 5.00pm

Email: [kalimna@emhaws.org.au](mailto:kalimna@emhaws.org.au), [www.emhaws.org.au](http://www.emhaws.org.au)

Elizabeth Morgan House Aboriginal Women's Service seeks to promote social justice and equity for Aboriginal women and children experiencing family violence in the community. Elizabeth Morgan House provides a range of support, from crisis through to recovery, for Aboriginal women and children experiencing family violence.

**Aboriginal Family Violence Prevention and Legal Service**

Ph: (03) 9244 3333 or Free call 1800 105 303

[www.fvpls.org](http://www.fvpls.org)

The Aboriginal Family Violence Prevention and Legal Service (FVPLS) provides legal advice, counselling, information, referral and support to Aboriginal victims/survivors or people at immediate risk of family violence and sexual assault.

**Boorndawan Willam Aboriginal Healing Service**

Ph: 9212 0200

Email: [boorndawanwillam@each.com.au](mailto:boorndawanwillam@each.com.au)

Provides a culturally safe service that assists Aboriginal and Torres Strait Islander people from the Eastern Metropolitan Region (EMR) in their healing journey to address the impacts of family violence by providing opportunities to become strong individuals and families; live in safe communities and have healthy lives where pathways to recovery for our people can be achieved.

**Victorian Aboriginal Child Care Agency**

Ph: (03) 8388 1855

[www.vacca.org](http://www.vacca.org)

The Victorian Aboriginal Child Care Agency (VACCA) is the lead Aboriginal child and family welfare organisation in Victoria. VACCA provides support, outreach, information and confidential advice to parents and carers of Aboriginal children.

**Gippsland & East Gippsland Aboriginal Co-operative**

Ph: (03) 5150 0700

The Gippsland & East Gippsland Aboriginal Co-operative (GEGAC) provides short-term crisis accommodation for women & children escaping family violence. They also provide primary health care.

**Gunditjmara Aboriginal Cooperative (Barwon South West Region)**

Ph: 1800 629 729

Gunditjmara Aboriginal Co-op provides family violence outreach services for Aboriginal women. The program provides family violence case management, court support, safety planning, advocacy and referrals.

**Meminar Ngangg Gimba (Support service of Mallee District Aboriginal Service)**

Ph: (03) 5022 5000

Program provides family violence crisis support, safety planning, case management, family and children's workers, in-house playgroups, court support, housing support, yarning from a cultural perspective, advocacy and referral to other services for Aboriginal women and non-Indigenous women carers of Aboriginal children.



## **Family violence – Principal Strategic Advisors**

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(Formerly titled Regional Integration Coordinators - RICS)

The role of the PSA is to develop and support partnerships between regional family violence services (women, children and men's services) and other key sectors and services, such as Child FIRST/Family Services, child protection, mental health services, homelessness services, housing services, Courts, Police and Indigenous Family Violence Regional Action Groups.

PSA's also convene local Family Violence Regional Integration Committees, groups of services that work with family violence and meet regularly to identify issues and potential improvements in the system's response to women, children and men. The local Committees feed information to regional and state-wide committees who monitor and work to improve the system response across Victoria.

Each PSA is based in an auspice agency. Below is a list of the regions and the agency in each region that auspices this position.

### **Metropolitan Melbourne**

East	EDVOS	9259 4200
North	Women's Health in the North	9484 1666
West	Women's Health West	9689 9588
Southern (Bayside Peninsula)	Uniting Connections	9521 5666
Southern (Outer)	WAYSS Dandenong	9791 6111

### **Regional Victoria**

Barwon	Bethany Community Support	5278 8122
Central Highlands	Women's Health Grampians	5322 4100
Gippsland	Gippsland Women's Health Service	5143 1600
Ballarat	Child & Family Services	5337 3333
Goulburn Ovens Murray	Women's Health Goulburn North East	5722 3009
Loddon Campaspe	CNV (Bendigo)	5430 3000
Loddon Mallee	Mallee Domestic Violence Service – Sunraysia CHS	5022 5417
Wimmera & Sth West		5358 7411

## **Sexual Assault Services**

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### **Centres Against Sexual Assault (CASAs)**

There are a numbers of CASAs across Victoria.

<http://www.casa.org.au/>

- CASA offer telephone or face-to-face counselling to survivors of recent and past sexual assault/abuse (including incest)
- Provide legal information
- CASAs can assist victim/survivors to communicate with hospitals, doctors, the police and other legal system representatives, where appropriate

### **Melbourne metropolitan CASAs**

CASA House	Melbourne	9635 3610
Western CASA	Footscray	9687 5811
Northern CASA	Heidelberg	9496 2240
Eastern CASA	East Ringwood	9870 7330
South East CASA	East Bentleigh	9594 2289
Gatehouse Centre	RCH Parkville	9345 6391

### **Regional Victorian CASAs**

Ballarat CASA	Ballarat	5320 3933
Barwon CASA	Geelong	5222 4318
Barwon CASA (Wimmera Services)	Horsham	5381 1211
Gippsland CASA	Morwell	5134 3922
Goulburn Valley CASA	Shepparton	1800 112 343
Loddon Campaspe CASA	Bendigo	5441 0430
Mallee Sexual Assault Unit	Mildura	5025 5400
Mallee Sexual Assault Unit	Swan Hill	5033 1786
Ovens Murray-Centre Against Violence (Incorporates FV & Sexual Assault Services)	Wangaratta Wodonga Benalla Myrtleford Mansfield	5722 2203
South West CASA	Warrnambool	5564 4144

### **Sexual Assault Crisis Line (Outside of business hours)**

Ph: 1800 806 292

The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.

SACL operates between 5pm weeknights through to 9am the next day and throughout weekends and public holidays.

### **Blue Knot Foundation (Formerly ASCA)**

Helpline: 1300 657 380

Office: (02) 8920 3611

Counselling support line, 7 Days per Week, 9.00am-5.00pm

Blue Knot Foundation supports the recovery of adult survivors of all forms of childhood trauma.

Provide information, support and referral to survivors, their supporters and the health professionals.

### **Additional support and advocacy for older Victorians**

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#### **Seniors Rights Victoria (SRV)**

Ph: 1300 368 821

10am – 5pm Monday - Friday

<http://www.seniorsrights.org.au/>

Seniors Rights Victoria offers a range of services to support older Victorians experiencing abuse. These include advocacy, legal services and community education. Seniors Rights Victoria is the primary, government-endorsed destination for friends, family members and older Victorians seeking information relating to elder abuse. SRV responds to Victorians over the age of 60, or for Indigenous Victorians, over the age of 45. SRV will provide an interpreter if required.

#### **Elder Rights Advocacy (ERA)**

Ph: (03) 9602 3066 or 1800 700 600

<http://www.era.asn.au/>

Elder Rights Advocacy (ERA) offers a free, confidential and independent service to older people (or their representatives), who are receiving an Australian Government subsidised aged care package in Victoria. ERA provides advocacy and assistance to support older people to uphold their rights and to prevent the abuse of these rights.

### **Legal Services**

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#### **Women's Legal Service Victoria**

Legal Advice Line Ph: (03) 8622 0600 or Toll Free 1800 133 302

Tuesday & Thursday 5.30pm – 7.30pm

Level 10, 277 William Street, Melbourne

<http://www.womenslegal.org.au/>

The Women's Legal Service provides free and confidential legal advice, as well as assistance and referral for women. Their services include a legal advice telephone line, face to face advice & assistance, casework, court support, interpreter assisted appointments, an outreach service and community legal education.

#### **Community Legal Centres**

To find your local legal centre please contact:

The Federation of Community Legal Centre's Victoria Ph: (03) 9652 1500

<http://www.communitylaw.org.au>

Community Legal Centre's (CLC) provide free legal advice to people within their local catchment area. Legal advice can be provided in the areas of family law, crimes compensation, and debt issues. Where appropriate a CLC will assist individuals with applications for Legal Aid to engage a private solicitor. (Legal Aid can subsidize the cost of private solicitors)

#### **Court Network**

Ph: 1800 681 614 or 8306 6966

Information and Referral telephone service operates Mon-Fri 1.00pm – 5.00pm.

Volunteer based organisation providing support and information about going to court, provide court support person for people in court and during court appearance, and can provide a safe place in court.

### **Fitzroy Legal Service**

Ph: 9419 3744

Fitzroy Town Hall (Level 4)

Access via courtyard at 126 Moor Street, Fitzroy

Fitzroy Legal Service offer a free drop-in legal advice clinic.

Mon-Thursday 6.00pm – 8.00pm

Friday 6.30pm – 8.00pm

### **Justice Connect**

Ph: 1800 606 313

Justice Connect operates a weekly outreach legal clinic for women who are homeless or at risk of homelessness. The clinic is staffed by pro bono lawyers and a social worker, and is located at a central CBD library that is comfortable and accommodating for women and their children.

### **Law Institute of Victoria Referral Service**

Ph: 9607 9311

<http://www.liv.asn/referral>

Provides 30 minutes of free legal advice. Those seeking this service can log onto the website listed above to find a lawyer in their geographical area and one that matches their matter of concern. From this point, service users can print out a referral sheet and contact the recommended lawyer for an appointment.

### **Specialist community legal services**

There are a number of specialist services that provide legal advice and advocacy throughout Victoria:

- Youth law Ph: (03) 9611 2412 <http://www.youthlaw.asn.au>
- Victorian Aboriginal Legal Service (VALS) Ph: (03) 9418 5999 or Toll Free 1800 064 865 (24-hours) <http://www.vals.org.au>
- Disability Discrimination Legal Service Ph: (03) 9654 8644 or Toll Free 1300 882 872 <http://www.communitylaw.org.au/ddls>
- Muslim Women's Council Victoria Ph: (03) 9386 6804 or [info@mwcv.org.au](mailto:info@mwcv.org.au)
- Human Rights Law Centre Ph: (03) 8636 4450 <http://www.hrlrc.org.au>
- Refugee Legal Centre Ph: (03) 9413 0101 <http://www.rilc.org.au>
- Victorian Immigrant & Refugee Women's Coalition Ph: (03) 9654 1243 <http://www.virwc.org.au/>
- LGBTIQ Legal advice clinic (*run from Fitzroy Legal Service Inc.*) Ph : 9419 3744
- LGBTIQ Legal advice – St.Kilda Legal Service (in conjunction with Victorian Aids Council) Ph : 9534 0777

### **Victorian Civil & Administrative Tribunal (VCAT)**

Ph: 9628 9856

Email: [vcat-rt@vcat.vic.gov.au](mailto:vcat-rt@vcat.vic.gov.au)

[www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)

VCAT have a Family Violence Support Worker to assist individuals who have been affected by family violence. This service can be provided in all of VCAT's divisions, but primarily provides support in residential tenancy issues. Support includes non-legal information about tenancy options, assistance in submitting forms, referral options and support in the hearing process.

Victims of family violence with either an interim or final intervention order can apply to VCAT to end a residential tenancy lease.

### **Victoria Legal Aid (VLA)**

Ph: (03) 9269 0120 or 1300 792 387 (country callers)

8.45am - 5.15pm Monday-Friday

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

VLA offers free legal information in English as well as 23 other languages. VLA has in-house lawyers who give legal advice and act for survivors of violence. Applications for Legal Aid can be made to VLA. Eligibility for Legal Aid is means and merit tested. Recipients are required, where possible, to make a contribution to the cost of their Legal Aid bill. VLA provides a duty lawyer service at some Magistrates' Courts.

VLA has a wide range of downloadable resource sheets on legal issues. Resource material can also be ordered directly from VLA.

### **Services for children and young people**

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#### **DHHS Child Protection Crisis Line (Statewide)**

24 Hours per day, 7 Days per week

During business hours ring the phone number covering the local government area where the child lives.

Areas are as follows:

North Division Intake phone number: 1300 664 977

South Division Intake phone number: 1300 655 795

East Division Intake phone number: 1300 360 391

West Division Intake phone number: 1800 075 599 (Rural & Regional only)

West Division Intake phone number: 1300 664 977 (Metropolitan only)

After Hours Phone number: 131 278 (for all regions)

#### **Child FIRST – Child & Family Information. Referral & Support Teams**

Child FIRST offices have been established in 24 regional catchment areas across Victoria. Child FIRST provides a central, community-based referral point to a range of community based family services and other supports. The primary purpose of Child FIRST is to ensure that vulnerable children, young people and their families are linked effectively into relevant services. Each catchment area has its own Child First support team.

To access the phone number for each catchment area go to the DHS website:

<http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/family-and-parenting-support/family-services/child-first-child-and-family-information,-referral-and-support-teams>

#### **Child Wise**

The Child Wise National Child Abuse Helpline is a toll free number providing Australians with access to expert advice from trained counsellors and an opportunity to speak up about child abuse.

Helpline available Mon-Fri 9.00am – 5.00pm

Phone: 1800 991 099

#### **Front Yard Youth Support Service**

Ph: (03) 9614 3688 (Mon-Fri 9.00am to 8.00pm, Sat-Sun & Public Holidays 10.00am-6.00pm)

Melbourne Youth Support Service assists young people from the ages of 16 to 24. Assistance is provided to young people who are homeless or at risk of being homeless, require a holistic support to achieve their goals and develop life skills, or those who are experiencing barriers or difficulties accessing other supports.

#### **Action Centre (Family Planning Victoria)**

Ph: 1800 013 952 or 9660 4700.

Mon-Fri 8.15am – 12 Noon (Booked appointments), 1.00pm – 6.00pm (Walk In)

Level 1, 94 Elizabeth Street, Melbourne

Provide health care, information and referral to people under the age of 25.

### **The Victorian Maternal & Child Health Line (MCH Line)**

Ph: 13 22 29 (24 hours, 7 days a week)

This service is available to families with children from birth to school age. It is staffed by qualified Maternal and Child Health Nurses. They provide information, support and advice. The MCH Line is able to connect culturally and linguistically diverse families to female interpreters. The service is available to hearing or speech impaired callers who have access to the National Relay Service (NRS).

### **Child and Adolescent Mental Health Services (CAMHS)**

For area and regional contact numbers, see the following link:

<http://www.health.vic.gov.au/mentalhealth/services/child/>

CAMHS is a specialist mental health service for children and young people **aged up to 18 years of age**.

CAMHS programs and services include:

- crisis assessment and treatment
- intensive mobile youth outreach support services
- continuing care case management services
- outpatient services, inpatient services, including adolescent inpatient care (covering regional catchment areas).

### **Gatehouse Centre for the Assessment and Treatment of Child Abuse (CASA)**

Ph: (03) 9345 6391 (9.00 am - 5.00pm, Monday to Friday)

*For Afterhours assistance call Royal Children's Hospital on (03) 9345 5522.*

The Gatehouse provides assessment, treatment and advocacy services for children & young people aged up to 17 years where sexual abuse is known or suspected to have occurred or where problem sexual or sexually abusive behaviours are a concern.

Also provides training and consultation services for professionals and other agencies.

### **Australian Childhood Foundation**

Ph: 1300 381 581

[www.childhood.org.au](http://www.childhood.org.au) The Australian Childhood Foundation is a national charity that works to make children's safety and welfare a priority. It provides counselling, advocacy, education, child abuse prevention programs and research.

### **Parentline Victoria**

Ph: 132 289 (8am - midnight 7 days a week)

[www.parentline.vic.gov.au](http://www.parentline.vic.gov.au)

Parentline is a statewide telephone counselling, information and referral service for parents and carers with children from birth to eighteen years. It is a confidential and anonymous service.

### **Kids Helpline**

Ph: 1800 551 800 (24-hours)

<http://www.kidshelp.com.au>

Kids Help Line is Australia's only free, confidential and anonymous, 24-hour telephone and online counselling service specifically for young people aged between 5 and 25.

E-mail and web/ instant messaging counselling is also available

## Services for men

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### **No To Violence: Male Family Violence Prevention Association**

Ph: (03) 9487 4500

[www.ntv.org.au](http://www.ntv.org.au)

No To Violence is the peak body for individuals and organisations who want to contribute to male family violence prevention.

### **Men's Referral Service**

Ph: 1300 766 491(Mon-Fri 8.00am-10.00pm, Sat-Sun 10.00am-4.00pm)

The Men's Referral Service is an anonymous and confidential telephone service provided for men by men. It offers a central point of contact for men who want to stop violent or abusive behaviour towards their family members.

### **Mensline Australia**

**Ph: 1300 789 978**

MensLine Australia is a professional telephone and online support, information and referral service for men, specialising in family and relationship concerns.

### **Living Well**

<https://www.livingwell.org.au/> - an organization based in Queensland dedicated to supporting men who have experienced physical and sexual abuse (both as adults and as children).

## Victoria Police

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### **Family violence incidents**

In an emergency contact 000 and ask for the Police

### **Code of Practice for the investigation of family violence**

Victoria Police have developed a Code of Practice for the investigation of family violence. Police are required to take action when called to a family violence incident. For assistance with complaints or concerns with follow up, contact your local Family Violence Liaison Officer or the regional Family Violence Advisor.

The Code of Practice outlines how police will respond to reports of family violence and emphasises that all such reports will be treated seriously by police. The Code can be downloaded from the Victoria Police website.

### **Sexual Offences and Child Abuse Investigation Teams (SOCIT)**

Ph: (03) 9247 6666 (Victoria Police Switchboard). Ask for nearest SOCIT.

SOCITs are staffed by experienced and qualified Victoria Police detectives specially trained to support victim/survivors, respond to and investigate sexual assault and child abuse.

## Counselling Services

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### 1800Respect

Ph: 1800 737 732 (24 Hours per day, 7 days per week)

1800RESPECT is the National family violence and sexual assault telephone counselling service for those seeking help for themselves, a friend or relative, a colleague or a client. Professionals are also encouraged to use 1800RESPECT for support with secondary referrals or vicarious trauma.

- Telephone Counselling
- Online Counselling
- Interpreting Services
- Auslan

### Community Health Centres

Community Health Centres offer counseling as well as groups and activities for women, men, children and young people. To find your nearest Centre go to the below link:

<http://www.health.vic.gov.au/pch/commhealth/directory.htm>

### Family Relationship Advice Line

Ph: 1800 050 321

- The Family Relationship Advice Line is a national telephone service established to assist families affected by relationship or separation issues. The Advice Line complements the information and services offered by Family Relationship Centres.
- Family Relationship Centre's (FRC's) offer individual, group and joint sessions to help separating families make workable arrangements for their children without having to go to court.
- Family Dispute Resolution assists people affected by separation to resolve some or all of their disputes with each other. FDR practitioners are accredited under the Family Law Act.

### Family Mediation Centre

Ph: 1800 639 523 (Financial Counselling Service)

Free financial counselling service assisting people with: hardship variations, moratoriums, full and final settle-for-less agreements, debt waivers, bankruptcy information and support, access to financial support and disputation of debt.

Family Relationship Centre's (FRC's) offer individual, group and joint sessions to help separating families make workable arrangements for their children without having to go to court.

### Financial and Consumer Rights Council

Ph: 1800 007 007

<http://www.fcrc.org.au/>

Provide resources and support to financial counsellors assisting Victorians in financial difficulty. Working within the community sector, their services are free, independent and confidential. Workers as well as clients can contact the 1800 phone number for information.

### Financial Assistance – NILS Loans

Ph: 03 5722 3009 ext 2, Email: [k.oconnor@whealth.com.au](mailto:k.oconnor@whealth.com.au);

Website: [http://www.whealth.com.au/work\\_nils.html](http://www.whealth.com.au/work_nils.html)

Women's Health Goulburn North East covers all of Victoria for Domestic Violence NILS loans.

The loans are for up to \$2000. Any woman who has a health care/pension card or is on a low income and who has experienced family violence in the past 12 months may be eligible.

The loans can be used for:

- Household items like fridges, washing machines, televisions and furniture
- Some medical and dental expenses
- Educational expenses such as computers, course fees and text books

Application forms are available on the website.



## **LGBTIQ – Support and Protection Services Inc**

Email: [LGBTIQ.Vic@gmail.com](mailto:LGBTIQ.Vic@gmail.com)

LGBTIQ – Support & Protection Services is an independent Non-Government organisation that assists other community organisations to provide a suite of confidential and community support services. Assists clients with housing, health and wellbeing, employment, daily living assistance and creating safer communities.

## **QLife Australia (Formerly Switchboard Victoria)**

Ph: 1800 184 527, 3.00pm- 12.00 Midnight, 7 days per week

QLife is Australia's first nationally-oriented counselling and referral service for people of diverse sex, genders and sexualities. QLife provides nation-wide, early intervention, peer supported telephone and web based services to support LGBTIQ people of all ages. Anonymous, free telephone counselling, information and referrals for the LGBTIQ communities of Victoria and Tasmania.

[www.qlife.org.au](http://www qlife.org.au) or [www.switchboard.org.au](http://www.switchboard.org.au)

## **Relationships Australia**

[www.relationships.com.au](http://www.relationships.com.au)

Ph: 1300 364 277

Relationships Australia has offices across Victoria. They offer support groups, family and individual counselling, and education on relationships for abusive and abused partners

## **Victims of Crime Helpline**

Ph: 1800 819 817

8.00am-11.00pm 7 days per week

Victims of crime can call a dedicated Helpline staffed by trained Victim Support Officers. Helpline staff offer information, advice and referrals to assist victims to manage and recover from the effects of crime.

Available support includes:

- Information on how to access the justice system and services, including the Victims' Register.
- Referral to local and regional services which can provide practical support.
- Access to counselling.

## **Victims of Crime Assistance Tribunal (VOCAT)**

Ph: 1800 882 752

<http://www.vocat.vic.gov.au>

The Victims of Crime Assistance Tribunal (VOCAT) considers applications for financial assistance by victims of violent crimes that were committed in Victoria.

Interim financial awards for counselling and financial assistance for immediate safety and medical expenses can be made quickly, by Registrars, without the need for a hearing before a Magistrate.

## **WIRE Women's Information**

Ph: 1300 134 130 (9am-5pm M-F)

WIRE provides free information, support and referral information for women across Victoria. Includes a walk-in Centre at 372 Spencer St, West Melbourne.

[www.wire.org.au](http://www.wire.org.au)

## **Support groups**

There are a variety of support groups throughout Victoria for survivors of family violence, sexual assault and childhood sexual assault.

DVRCV maintain a current list of support groups which is available for download via the DVRCV website.

Alternatively some outreach services can provide support group information that is specific to their local region.

## Useful websites and other resources

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### Domestic Violence Resource Centre Victoria

[www.dvrcv.org.au](http://www.dvrcv.org.au)

The Domestic Violence Resource Centre Victoria website has a comprehensive range of information about family violence for workers, survivors and students. Other resources developed by DVRCV are:

- [What's ok at home](#) - is a site for young people aged 12-17 who are experiencing or witnessing family violence.  
[www.woah.org.au](http://www.woah.org.au)
- [Love: the good, the bad and the ugly](#) - a website for young people on relationships, respect and abuse. Provides a respect checklist, the relationship quiz and true stories.  
[www.lovegoodbadugly.com](http://www.lovegoodbadugly.com)
- [Sex, Love & Other Stuff](#) – a respectful relationships resource for young men.  
[www.sexloveandotherstuff.com](http://www.sexloveandotherstuff.com)
- [Partners in Prevention](#) - Partners in Prevention (PiP) is a network of professionals supporting and partnering with early childhood services and schools in Victoria to plan, implement and evaluate respectful relationships education.  
[www.partnersinprevention.org.au](http://www.partnersinprevention.org.au)
- [SmartSafe](#) – a website developed as part of a suite of tools and responses to technology-facilitated abuse in Australia. It aims to support education and awareness around the positive use of technology for those experiencing violence.
- [www.smartsafe.org.au](http://www.smartsafe.org.au)
- [The Lookout](#) – a website developed collaboratively by DVRCV and DV Victoria. Enables Victorian family violence workers and those experiencing violence to source information, resources and services aimed at preventing and responding to family violence.  
[www.thelookout.org.au](http://www.thelookout.org.au)

### ReNew

[www.renewsupport.org.au](http://www.renewsupport.org.au)

ReNew works with boys, ages 11 – 17, who have witnessed domestic violence and are now using violence against their mothers. It aims to improve the relationship by working through past abuse and trauma, supporting mothers' parenting skills and holding young people accountable for their behavior.

### Domestic Violence Victoria (DV Vic)

[www.dvvic.org.au](http://www.dvvic.org.au)

Domestic Violence Victoria is a peak advocacy organisation committed to the rights of women and children to live free of violence. It has a membership of women's services, family violence and homelessness services that operate across the state of Victoria.

### Financial Assistance - CENTSABLE

<http://centsable.org.au/>

A National website to assist workers in having informed financial conversations with women on low incomes who are applying for a No Interest Loan (NILS). Contains resources to inform clients about : concessions and helplines, smart loans and budgeting, managing bills and money traps, domestic and financial abuse.

**Financial Assistance - Debt Self Help**

[www.debtselfhelp.org.au](http://www.debtselfhelp.org.au)

**Financial Assistance - Money Smart**

[www.moneysmart.gov.au](http://www.moneysmart.gov.au)

**Financial Ombudsman Service (FOS) Australia**

[www.fos.org.au](http://www.fos.org.au)

FOS resolves disputes between consumers and their financial services providers. If women have a financial issue, they should first try contacting their financial services provider. If this doesn't resolve the issue, then they can lodge a dispute with FOS. Fos handles disputes about a wide range of financial issues including if a person is experiencing difficulty repaying a credit card or loan, or where someone disputes liability for a loan.

**No To Violence: The Male Family Violence Prevention Association**

[www.ntv.org.au](http://www.ntv.org.au)

No To Violence (NTV): the Male Family Violence Prevention Association Inc. is a peak organisation of individuals and agencies working for the prevention of male family violence. The specific focus is to work with men to assist them to change and end their violent behaviour.

**Our Watch**

<http://www.ourwatch.org.au/>

Our Watch has been established to drive nation-wide change in the culture, behaviour and attitudes that lead to violence against women and children.

**WIRE Women's Information**

[www.wire.org.au](http://www.wire.org.au)

WIRE provides free information, support and referrals for women across Victoria. Services include phone support, a walk-in centre and a comprehensive website containing fact sheets on subjects such as family violence, stalking, housing and legal issues. WIRE also hosts and/or runs free seminars and information sessions on a range of issues.

**Australia's National Research Organisation for Women's Safety**

<http://www.anrows.org.au/ANROWS> is an independent, not-for-profit research organisation established to produce evidence to support the reduction of violence against women and their children.

**Sexual Violence Research**

<http://www.aifs.gov.au/acssa/>

Sexual Violence Research is the new name under which the Australian Institute of Family Studies will continue to provide research related to sexual violence, victimisation, perpetration and prevention.

**Women's Safety After Separation**

<http://www.ncsmc.org.au/wsas/welcome.htm>

This website aims to provide information to women facing separation, particularly where there is violence and abuse.

**Women's Health Victoria**

[www.whv.org.au](http://www.whv.org.au)

This site provides information on a range of issues relevant to women's health care and health promotion. Women's Health Victoria has an onsite library and health clearinghouse available to the public.

### **Women's Health Information Centre**

[www.thewomens.org.au/WomensHealthInformationCentre](http://www.thewomens.org.au/WomensHealthInformationCentre)

The Women's Health Information Centre (WHIC) is a free, confidential and statewide health service, offering information, individualised support, a library and referral options for women in Victoria. The organization runs from The Royal Women's Hospital.

### **Women with Disabilities Victoria (WDV)**

[www.wdv.org.au](http://www.wdv.org.au)

WDV promotes the health and wellbeing of women with disabilities. It does this by supporting women with disabilities to achieve their rights through information sharing, peer support and community education. You can access, via their website, resources, research and reports addressing violence against women with disabilities.

### **Women with Disabilities Victoria (WDV)**

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### **Women with Disabilities Australia**

[www.wwda.org.au](http://www.wwda.org.au)

This site contains current information and resources on a range of issues facing women with disabilities, including violence and abuse.

### **Tell Someone**

<http://www.tellsomeone.org.au/>

A website aimed at educating and resourcing people with a mild intellectual disability, friends, family and the broader community about family violence.

### **VicHealth - Victorian Health Promotion Foundation**

<http://www.vichealth.vic.gov.au>

VicHealth aims to promote health by fostering change in the social, economic, cultural and physical environments in which we live. The Preventing Violence Against Women Program provides information about projects, resources, research and reports. VicHealth produced the report 'The Health Costs of Violence'.

### **Digital Stalking**

<http://www.digital-trust.org/>

This is a UK website; however the content, tips and videos are all relevant to Australia. The site explores the importance of maintaining vigilance around personal safety and privacy when using social media and online forums.

### **Australian Institute of Family Studies (AIFS)**

[www.aifs.gov.au](http://www.aifs.gov.au)

The AIFS website provides family related research and information.

AIFS houses a library available to the public and the National Child Protection Clearinghouse.

### **Family Court of Australia**

[www.familycourt.gov.au](http://www.familycourt.gov.au)

The Family Court's goal is to deliver excellence in service for children and families through effective judicial and non-judicial processes, while respecting the needs of separating families. The family violence section of their website contains information about personal safety, external services and links to other websites.

### **Magistrates' Court of Victoria**

[www.magistratescourt.vic.gov.au](http://www.magistratescourt.vic.gov.au)

This site includes links to the Specialist Family Violence Court (under 'Specialist Court Jurisdictions') established in 2005, and other legal information, forms, links and resources.

### **Magistrates Court of Victoria**

[www.familyviolence.courts.vic.gov.au](http://www.familyviolence.courts.vic.gov.au)

New family violence website launched on 25/11/2015, with features including: Information on family violence and intervention orders, court process explained, video content, links to support services and family violence agencies, comprehensive safety information, mobile responsive design.

### **Virtual tour of a Magistrates' Court**

[http://multimedia.justice.vic.gov.au/egov/virtual\\_tour/magistrates-court-vic.html](http://multimedia.justice.vic.gov.au/egov/virtual_tour/magistrates-court-vic.html)

This site provides information to court users about the court process and the roles of court personnel. The virtual court site allows users to view mock court hearings and take part in an interactive virtual tour of a courtroom.

### **Steps 2 Safety**

<http://vimeo.com/16007326>

This is a 14 minute video produced by the team at Eastern Community Legal Centre. The video clearly documents the process of applying, through to obtaining an Intervention Order, as well as how to report a breach of an order.

### **Relationships Australia**

[www.relationships.com.au](http://www.relationships.com.au)

Ph: 1300 364 277

Relationships Australia has offices across Victoria. They offer support groups, family and individual counselling, and education on relationships for abusive and abused partners.

### **Crisis Referral Information System (CRIS) Online Directory**

<http://cris.crisisservices.org.au/>

The CRIS Online Directory contains comprehensive information on services that provide support in areas such as homelessness, family violence, drug & alcohol, material aid, household goods, bond assistance and mental health. Searches can be done by service name, service type, suburb, town and/or local government area throughout Victoria.

### **Girls gotta know**

<http://girlsgottaknow.com.au/>

Legal information for young women

### **Department of Justice and Regulation**

Interactive website with links to services/publications and application forms.

[www.victimsofcrime.vic.gov.au](http://www.victimsofcrime.vic.gov.au)

## **Apps for Smart Phones/Tablets**

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### **Online Family Intervention Order Application**

The Neighbourhood Justice Centre, 241 Wellington Street, Collingwood have translated the existing paper application form into an easy-to-use, secure online version.

Go to: <https://www.njcforms.courts.vic.gov.au/>

Available for use by people over the age of 18 who live in the City of Yarra.

### **Ask Izzy**

<https://askizzy.org.au/>

Ask Izzy helps people who are homeless or at risk of becoming homeless to find the services they need, right now and nearby.

**Ask Someone** - Contains referral information including safety planning and where to go for help, for people in Melbourne's Southern Metropolitan Region.

Go to: [www.asksomeone.org.au](http://www.asksomeone.org.au) for more information.

### **Daisy App**

Daisy connects women who are experiencing or have experienced sexual assault, domestic and family violence to services in their state and local area. Daisy provides women with an easy way to find a wide range of services.

### **ireferVic App**

This app has been developed by the Victorian Family Law Pathways Network and is a directory of programs and services which provide information and referral pathways to assist Victorian families and professionals navigating the Australian Family Law system.

### **PENDA App**

The "PENDA" app has been developed by Women's Legal Service Queensland and is a free, national app combining financial tips, safety and legal information and referrals for women who have experienced domestic and family violence. Further information available: <https://penda-app.com/>

**The iMatter app** has been developed to help young women understand the warning signs of abusive and controlling behaviour in relationships as well as promote healthy self-esteem. The aim is to build resilience, to educate about disrespect and intimate partner violence and to promote conversations among young people about healthy relationships.

### **SmartSafe+**

The Domestic Violence Resource Centre Victoria (DVRCV) has developed *SmartSafe+*, an interactive smartphone 'App' to support women to access the justice system by collecting and saving quality evidence to support intervention order applications, or to report breaches.

For further information about SmartSafe+, email [SmartSafePlus@dvrvc.org.au](mailto:SmartSafePlus@dvrvc.org.au)

**S.A.R.A Sexual Assault Report Anonymously** created by South Eastern Centre Against Sexual Assault (SECASA). This app allows you to report a sexual assault anonymously from anywhere in Australia. You can elect whether you wish to be contacted by a CASA Counsellor. SECASA compile anonymous data and provide this to Police in order to identify trends and better target problem areas. See more information and download App from [www.sara.org.au](http://www.sara.org.au)

## National & Interstate family violence contacts

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National	1800 RESPECT	1800 737 732
Australia Capital Territory	Domestic Violence Crisis Service	(02) 6280 0900
New South Wales	Community Services Domestic Violence Line	1800 656 463
Northern Territory	Darwin Dawn House – Women’s Shelter	(08) 8945 1388
	Alice Springs – Women’s Shelter	(08) 8952 6075
Queensland	DV Connect	1800 811 811 (07) 3156 2323
South Australia	DV Crisis Service & Aboriginal FV Gateway Service	1800 800 098 1300 782 200
Tasmania	Family Violence Counselling & Support Service	1800 608 122
Western Australia	Crisis Care Unit Women’s DV Help Line	1800 199 008 (08) 9223 1111 1800 007 339 (08) 9223 1188