



Domestic & Family Violence Referral Options

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Women's Domestic Violence Services

These services provide advocacy and support to women and children experiencing domestic violence.

Women's Domestic Violence Crisis Service of Victoria (WDVCS)

Ph: (03) 9322 3555 or Toll Free 1800 015 188 (country callers) 24-hours, 7 days a week

- provides telephone crisis counselling, referral, information and support
- the service is the central contact point for women's refuges in Victoria
- women needing accommodation need to speak to the service themselves, to provide certain information required for referral to a refuge
- if there are no vacancies in refuges, the workers will assist a woman to explore other options until she can move into a refuge
- agencies can ring for information about the service
- the crisis line can be extremely busy, so callers need to keep trying until they get through (sometimes it is easier after office hours)
- the service can provide 24-hour access to interpreters and to support for Indigenous women

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

Women's Refuges

Refuge accommodation can be arranged through the Women's Domestic Violence Crisis Service of Victoria (WDVCS) (see above). While WDVCS is the main source of referrals to women's refuges, many refuges also accept referrals from other designated agencies within their region.

- women's refuges provide safe accommodation and support for women and children escaping domestic violence
- their location is not made public for safety and security reasons
- domestic violence workers in refuges provide assistance with Centrelink, schooling, court support, and housing related needs
- refuges assist women with referrals for legal issues including immigration and Family Law matters and Intervention Orders
- refuges provide support to women with a diverse range of cultural and other needs, including women with disabilities. They can cater for special dietary and other cultural and/or religious needs
- where language is a barrier, refuge workers utilise the Victorian Interpreting and Translation Services (VITS). Some refuges also employ bilingual workers. When requested or deemed necessary, referrals are made to ethno-specific agencies such as the Immigrant Women's Domestic Violence Service (IWDVS) for cultural and linguistic support
- different refuges provide different forms of accommodation. Some provide high-security communal living, others have individual units with communal space, and some provide accommodation in which women and children can live independently
- depending on her circumstances and safety issues a woman may not need to move a long distance from where she currently lives and in some cases may continue to work in her current workplace. Children may continue to attend the same school if it is considered safe to do so. Refuges work with women to develop safety plans to support them and their children to continue their normal lives as much as possible
- all refuges have Children's Support Workers whose role is to work with the mother and the child focusing on practical and therapeutic needs
- callers (nominated by the woman in refuge) who wish to speak to the woman once she is in refuge can ring the Women's Domestic Violence Service administration line on (03) 9928 9600 Monday-Friday 9am to 5pm and the WDVCS crisis line at other times

Domestic Violence Outreach Services

Domestic violence outreach workers provide support to women and children who are experiencing or escaping from domestic violence. The venue for support is at a location where both the worker and the woman feel safe. Outreach workers support victims/survivors of domestic violence by

- providing support to women with a diverse range of cultural and other needs, including women with disabilities
- working with women to develop safety plans to enhance the safety of themselves and their children
- providing information on options and resources, referral to other services, and case management support. Case management support is client driven and based upon the individual woman. Support may involve assistance with Centrelink, schooling, court support, and housing related needs; referral to other services such as housing (including to refuge), counselling and financial counselling; and the provision of advocacy
- assisting women with referrals for legal advice and the provision of court and legal support for immigration, Family Law, Intervention Orders and other legal matters
- where language is a barrier workers utilise the Victorian Interpreting and Translation Services (VITS)
- providing support to children (accompanying women supported by the service) through the refuge children's worker

Domestic violence outreach workers also provide information to other service providers and are involved in community education.

Melbourne Metropolitan Outreach Services

Eastern Metropolitan	Ringwood	9259 4200
North & West Metro	Eaglemont	9450 4700
	Footscray	9689 9588
Southern Metropolitan	Frankston	9781 4658
	Cranbourne	5990 6789
	Dandenong	9791 6111
	Narre Warren	9703 0044
	Pakenham	5945 3200
Middle/Inner South Metro		9536 7777 or
		1800 627 727 (from landline only)
Mornington Peninsula		5971 9454

Rural Outreach Services

Barwon South West	Geelong/ Barwon	5224 2903
	Warrnambool	5561 1934
	Hamilton	5571 1778
	Portland	5521 7937
Gippsland	Warragul	5622 7000
	Morwell	5120 2000
	Leongatha	5662 4502 or 1800 221 200
	Bairnsdale	5152 0052
Grampians	Lakes Entrance	5152 0052
	Horsham	5362 1200
	Ballarat	5333 3666
	Stawell	5358 7400
Hume	Ararat	5352 6200
	Wodonga	(02) 6022 8888
	Shepparton	5823 3200 or 5821 9458
	Broadford	5784 5555 (8.30am to 5pm)
Loddon Mallee	Wangaratta	5722 1100 (8.30am – 5pm)
	Mildura	5021 2130 24hrs on call
	Bendigo	5430 3000 or 1800 884 038
	Swan Hill	5033 1899 (8.30am to 5.30pm)

* Offices are open from 9am to 5 pm Monday to Friday unless otherwise stated.

inTouch Multicultural Centre Against Family Violence

(formerly Immigrant Women's Domestic Violence Service, IWDVS)

Ph: (03) 9413 6500 Toll Free 1800 755 988 (9.00am - 5.00pm, Monday to Friday)

inTouch Multicultural Centre Against Family Violence works with women & children from culturally and linguistically diverse backgrounds (CALD) who are victims/survivors of domestic violence. The service has a pool of bi-lingual and bi-cultural workers who provide support, information and referral to women and children escaping domestic violence.

It also provides support and advocacy to women, including assisting women with housing and Centrelink, providing information about the refuges and other accommodation and women's legal rights in Australia. inTouch workers also accompany women to legal appointments or court and other settings as required.

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

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

Indigenous Family Violence Support

Elizabeth Hoffman House (Aboriginal Women's Domestic Violence Service)

24 Hour Intake Support Line: 1800 796 112 or BH (03) 9482 5744

Elizabeth Hoffman House is a refuge with the primary function of providing emergency shelter for Aboriginal women and their children in need of support due to domestic violence.

Provides:

- a supportive accommodation service sympathetic to the needs of service users
- Outreach Support to Aboriginal women in metropolitan Melbourne to assist them to access support services in the areas of family violence and related issues.
- conducts Community Education workshops with Aboriginal communities throughout the State

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

Aboriginal Family Violence Prevention and Legal Service

Ph: (03) 9244 3333 or Freecall 1800 105 303

FVPLS Victoria provides legal advice, counselling, information, referral and support to Aboriginal victims of family violence and sexual assault and to parents/carers of Aboriginal children. Legal assistance and advice regarding intervention orders, Family Law, Child Protection, victims of crime, assistance with applications to Victoria Legal Aid and other legal advice such as Centrelink issues, debts or fines. FVPLS also provides community education and is committed to ongoing policy/law reform. www.fvpls.org

Victorian Aboriginal Child Care Agency

Ph: (03) 8388 1855

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. Has programs and placement supports that are culturally sensitive and promote strong connection to Aboriginal culture and community in accordance with the child/young person's best interests.

www.vacca.org

Gippsland East Aboriginal Co-operative

Ph: 5150 0700

Provides short-term crisis accommodation for women & children escaping family violence.

Goulburn Valley Community Health Service – Indigenous Family Violence Support

Ph: 5823 3200 (and ask to speak with the Indigenous Family Violence Support Worker)

Indigenous Family Violence Partnership Forum, DPCD

Includes details of the 10 Year Plan to Reduce Indigenous Family Violence.

Ph: 9208 3333 or go to: <http://www.dpcd.vic.gov.au/indigenous/strong-culture,-strong-peoples,-strong-families-ten-year-plan>

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Family Violence Regional Integration Coordinators (RICs)

Within each region, there is a group of services involved in providing an integrated family violence response. Each of these groups is supported by a Family Violence Regional Integration Coordinator.

These positions provide a central contact point in the region for:

- Information about the work of the Regional Family Violence Committee;
- Information about Community Education programs, forums and training;
- Production and dissemination of family violence information products;
- Information about regional services and networks, best practice approaches, and protocols;
- Feedback from within and between services and the general community regarding responses to family violence; and
- Family Violence data for the region.

Each Regional Integration Coordinator is based in an auspice agency. Below is a list of the regions and the agency in each region that auspices this position. You can contact your local Family Violence Regional Integration Coordinator to discuss interagency issues or obtain information to support interagency liaison.

Metropolitan

Eastern Metro	Eastern Domestic Violence Outreach Service	9259 4200
North West Metro (North)	Women's Health in the North	9484 1666
North West Metro (West)	Women's Health West	9689 9588
Southern Metro (Prahran)	Inner South Community Health	8520 5226
Southern Metro (Dandenong)	WAYSS	9791 6111

Regional

Barwon South West	Community Connections	5223 1660
Gippsland	Gippsland Women's Health Service	5143 1600
Grampians (Ballarat)	Central Highlands Child & Family Services	5337 3333
Grampians (Horsham)	Grampians Community Health Centre	5362 1200
Hume	Women's Health Goulburn North East	5722 3009
Loddon Campaspe	EASE	5443 4945
Loddon Mallee	Mallee Domestic Violence Services	5033 1899

Sexual Assault Services

Centres Against Sexual Assault (CASA)

To contact any CASA or the after hours Sexual Assault Crisis Line (SACL) from anywhere in Victoria, phone: **1800 806 292** (your call will be directed to your local CASA).

Or email: ahcasa@rwh.org.au

CASA offer 24-hour crisis support to recent victims of sexual assault.

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

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

Melbourne Metropolitan CASAs

CASA House	Melbourne	9635 3610 or 1800 806 292
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

Rural CASAs

Ballarat CASA	Ballarat	5320 3933
Barwon CASA	Geelong	5222 4802
Gippsland CASA	Morwell	5134 3922
Goulburn Valley CASA	Shepparton	5831 2343
Loddon Campaspe CASA	Bendigo	5441 0430
Wimmera CASA	Horsham	5381 9272
Upper Murray CASA	Wangaratta	5722 2203
South Western CASA	Warrnambool	5564 4144
Mallee CASA	Mildura	5025 5400

Services for Children and Young People

After Hours DHS Child Protection Crisis Line (Statewide)

Ph: 131 278

Business Hours Child Protection Regional Intake Units

Eastern:	1300 360 391	North & Western:	1300 664 977
Southern:	1300 655 795		

Rural Regions:

Gippsland:	1800 020 202	Grampians:	1800 000 551
Hume:	1800 650 227	Loddon Mallee:	1800 675 598
Barwon South-West:	1800 075 599		

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Child_abuse_reporting_procedures?open

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

Child FIRST sites have been established in 24 sub regional catchments across the state and provide 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.

The link below contains information about how to contact your local Child FIRST agency, by working out which DHS region and Local Government area you are in. In some areas referrals about Aboriginal children and families can be made directly to an Aboriginal organisation, as indicated in italics in the table:

<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>

A Guide for Professionals

If you need guidance in deciding whether to report to Child Protection or refer to Child FIRST, go to the below link and download the document listed under "A guide for professionals".

http://www.cyf.vic.gov.au/_data/assets/pdf_file/0018/41706/reporting-concerns-about-children-young-people.pdf

The Maternal & Child Health Line (Statewide)

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

This service is available to families with children from birth to school age. Staffed by qualified Maternal and Child Health Nurses who provide information, support and advice. Able to connect culturally and linguistically diverse families to female interpreters. 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 Programs and Services include:

- crisis assessment and treatment
- intensive mobile youth outreach support services
- continuing care case management services
- a wide range of free services, delivering mental health care for children, adolescents (up to 18 years) and their families or carers.
- outpatient services, inpatient services, including adolescent inpatient care (covering regional catchment areas).

Gatehouse Centre for the Assessment and Treatment of Child Abuse

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

For emergency after hours assistance during evenings, public holidays and weekends, telephone the Royal Children's Hospital on (03) 9345 5522. The switchboard operator will then page the on-call worker.

The Gatehouse provides assessment, treatment, counselling and support for children & young people up to 16 years old harmed by violence, including sexual assault and where there are concerns of abuse.

- the Gatehouse Centre does not have the legal power to investigate concerns about child abuse
- the Victoria Police work alongside the Department of Human Services, where appropriate, having responsibility for the criminal investigation
- information and consultation to hospital staff, agencies and the community is available 24 hours each day
- Referrals are received from family members, professionals and members of the community

<http://www.rch.org.au/gatehouse>

Australian Childhood Foundation

Ph: 1800 176 453 or (03) 9874 3922

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.

www.childhood.org.au

Parentline Victoria

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

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.

www.parentline.vic.gov.au

Kids Helpline

Ph: 1800 551 800 (24-hours)

Kids Help Line is Australia's only free, confidential and anonymous, 24-hour telephone and online counselling service specifically for young people aged between five and 18.

E-mail and web counselling also available

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

Useful Websites for Children and Young People

Domestic Violence Resource Centre (Vic) has developed the following websites in consultation with young people and services.

- **'[Bursting the Bubble](http://www.burstingthebubble.com)'** is an award winning site for teenagers and is about abuse by family members. The website provides quizzes, stories, and advice
<http://www.burstingthebubble.com>
- **'[Love: the Good, the Bad & the Ugly](http://www.lovegoodbadugly.com)'** - a website for young people on relationships, respect and abuse. Provides a respect checklist, the relationship quiz and true stories
www.lovegoodbadugly.com
- **'[Sex, Love & Other Stuff](http://www.sexloveandotherstuff.com/)'** – a new respectful relationships resource for young men, developed by the Partners in Prevention Project at DVRCV.
<http://www.sexloveandotherstuff.com/>

'[The Line](http://www.theline.gov.au/home)' – Campaign managed by the Australian Government Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA). Website and facebook site aimed at helping young people learn about respectful relationships and recognise relationship violence.

Advice Line: 1800 MY LINE (1800 695 463) or <http://www.theline.gov.au/home>

Services for men who use violence

Men's Referral Service

Ph: (03) 9428 2899 or Free call 1800 065 973 (9am to 9pm Monday to Friday)

The Men's Referral Service is an anonymous and confidential telephone service provided for men by men. It provides a central point of contact for men who are wanting to stop their violent or abusive behaviour towards their family members, but are not sure how or where to go for advice. Many women also call the Men's Referral Service seeking information and help for their male partner, husband, relative or friend.

www.mrs.org.au

Support Groups

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

Contact the Domestic Violence Resource Centre (Vic) Ph: (03) 9486 9866 or consult the *DVRCV Quarterly Newsletter*, which provides quarterly updates on support groups. Alternatively, call your local domestic violence outreach service for information on local support groups.

Legal Services

Women's Legal Service

Legal Advice Line Ph: 9642 0877 or Toll Free 1800 133 302

Monday 10am – 1pm; Tuesday & Thursday 6.30pm – 8.30pm; Wednesday 2pm – 5pm.

Drop in/walk in service available Thursday only – 9.30am – 12pm.

Women's Legal Service, Level 3, 43 Hardware Lane, Melbourne 3000.

http://www.communitylaw.org.au/clc_women/cb_pages/about_us.php

Women's Legal Service is a state-wide community organisation providing free confidential legal advice, assistance and referral for women. Their services include legal advice telephone line, face to face advice & assistance, casework, court support, interpreter assisted appointments, outreach service and community legal education.

Community Legal Centres

To find your local legal centre, contact:-

The Federation of Community Legal Centres Victoria Ph: (03) 9652 1500

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

Community Legal Centres provide free legal advice and assistance to anyone who lives, works or studies within their catchment area. The Centres also provide community education about the law and legal system and advocate for law reform. Legal advice can be provided in the areas of Family Law, Crimes Compensation, debts and any other areas. Where appropriate, the Centres can assist with applications for Legal Aid whereby a private solicitor will act, and Legal Aid will pay for it.

Specialist Community Legal Services

There are a number of specialist services that provide legal advice, referral and advocacy:

- Youth law Ph: (03) 9611 2412 <http://www.youthlaw.asn.au>
- Mental Health Legal Centre Ph: (03) 9629 4422 or Toll Free 1800 555 887
<http://www.communitylaw.org.au/mentalhealth>
- Aboriginal Family Violence Prevention and Legal Service Ph: (03) 9244 3333 or Toll Free 1800 105 303 <http://www.fvpls.org>
- Victorian Aboriginal Legal Service (VALS) Ph: (03) 9419 3888 or Toll Free 1800 064 865 (24-hours) <http://www.vals.org.au>
- Disability Discrimination Legal Service Ph: (03) 9654 8644
<http://www.communitylaw.org.au/ddls>
- Muslim Legal Services Victoria Ph: (03) 9386 6804 <http://www.hrlrc.org.au>
- Human Rights Law Resource Centre Ph: (03) 8636 4400 <http://www.hrlrc.org.au>
- Seniors Rights Victoria Ph: 1300 368 821 <http://www.seniorsrights.org.au>
- Refugee & Immigration 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/>

Victoria Legal Aid (VLA) Legal Information Service

Ph: (03) 9269 0120 or 1800 677 402 (country callers) (8.45am - 5.15pm M-F)

This service offers free legal information in English and 14 other languages, from Monday to Friday. Legal Aid Victoria has in-house lawyers who give legal advice and act for survivors of violence. For your nearest legal aid office, phone Legal Aid Victoria. Legal Aid can fund legal costs of private lawyers for those who are eligible, and they provide duty lawyer services at some Magistrates' Courts. Eligibility for Legal Aid is means and merit tested. Recipients are expected to repay costs where possible.

www.legalaid.vic.gov.au

To view and order Victoria Legal Aid printed resources, go to

<http://www.legalaid.vic.gov.au/publications.htm>

Family Dispute Resolution

Mediation Tip Sheet

Domestic Violence Resource Centre Victoria has developed a useful tip sheet for women attending mediation.

<http://www.dvrcv.org.au/HelpHub/MediationTips.htm>

Family Dispute Resolution (FDR)

Ph: 1800 050 321 (Family Relationship Hotline) for nearest FDR practitioner

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. From 1 July 2007 the law requires separating parents to use FDR before taking a parenting dispute to the court (exceptions include cases where violence or child abuse is present). FDR practitioners work in many places including a Family Relationship Centre, Roundtable Dispute Management, counselling/mediation organisations or in private practice.

www.familyrelationships.gov.au

Roundtable Dispute Management (Victoria Legal Aid)

Ph: (03) 9269 0500 Toll Free 1800 136 832 or email rdm@vla.vic.gov.au

Roundtable Dispute Management (RDM) is Victoria Legal Aid's FDR service. RDM offers a case managed settlement conference conducted by a highly qualified FDR practitioner (chairperson). Each person attends with their lawyer, if they have one. Clients can choose not to have contact with the other person.

Usually one person applies for a legal aid grant allowing them to access RDM's services. RDM then contacts the other party and invites them to attend. Participation is voluntary.

<http://www.legalaid.vic.gov.au/rdm.htm>

Family Relationship Centres

Ph: 1800 050 321 (Family Relationship Hotline) for nearest FRC or see below.

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

Family Relationship Centres

Ballarat: 1300 303 988

34 Peel St, Ballarat

www.familyrelationships.gov.au/ballaratfrc

Berwick: (03) 8768 4111

1-2, 38 Clyde Road, Berwick

www.familyrelationships.gov.au/berwickfrc

Broadmeadows: (03) 9351 3700

Level 1, 1100 Pascoe Vale Road, Broadmeadows

www.familyrelationships.gov.au/broadmeadowsfrc

Chadstone: (03) 9564 6999

Suites 1 & 2, 41 Stamford Road, Oakleigh

www.familyrelationships.gov.au/chadstonefrc

Frankston: (03) 9770 0341

37 Playne Street, Frankston

<http://familyrelationships.gov.au/frankstonfrc>

Geelong: 1300 656 043 or (03) 5246 5600

Suit 2, 27-31 Myers Street, Geelong

www.familyrelationships.gov.au/geelongfrc

Greensborough: (03) 9404 7800

79 Grimshaw Street, Greensborough

www.familyrelationships.gov.au/greensboroughfrc

Melbourne City (03) 8625 3666

Lower Ground Level, 379 Collins St

www.familyrelationships.gov.au/melbournefrc

Mildura: 1300 667 382

105 Lemon Avenue, Mildura

www.familyrelationships.gov.au/mildurafrc

Ringwood: (03) 9871 6300

68 Charter Street, Ringwood

www.familyrelationships.gov.au/ringwoodfrc

Shepparton: (03)5820 0444 or 1300 372 444

68 Wyndham Street, Shepparton

www.familyrelationships.gov.au/sheppartonfrc

Sunshine (03) 9313 0444

1 Clarke Street, Sunshine

www.familyrelationships.gov.au/sunshinefrc

Traralgon (03) 5174 1055

41 Grey Street, Traralgon

www.familyrelationships.gov.au/traralgonfrc

Warrnambool 1300 661 790

19 Jamieson Street, Warrnambool

www.familyrelationships.gov.au/warrnamboolfrc

Wodonga (02) 6022 8644

282 Beechworth Road, Wodonga

www.familyrelationships.gov.au/wodongafrc

Interpreting Services

When working with a female client, workers are encouraged to book a female interpreter.

On Call Interpreting & Translating Agency

Ph: (03) 9867 3788

Contact the On Call Interpreting & Translating Agency for telephone or on-site interpreting (Auslan included). Eligible DHS funded agencies receive free services - see www.dhs.vic.gov.au/multicultural for eligibility guidelines. www.oncallinterpreters.com

Victorian Interpreting and Translation Services

Telephone Interpreting: Ph (03) 9280 1955 On-site Interpreting: Ph (03) 9280 1990

Contact the Victorian Interpreting and Translation Service (VITS) for telephone or on-site interpreting or translation of materials. There are fees involved for this service. <http://www.vits.com.au/>

Department of Immigration & Citizenship - TIS National (National Translating & Interpreting Service)

Contact the Translating and Interpreting Service (TIS) for telephone interpreting. There are fees involved for this service. Organisations can make on-line applications for fee exemptions.

Ph: 131 450

<http://www.immi.gov.au/living-in-australia/help-with-english/>

A useful book, *Improving the use of translating & interpreting services: A guide to Victorian Government Policy & Procedures*, can be obtained from the Victorian Multicultural Commission.

Ph: (03) 9651 0651 or download from the language services, standards and guidelines section of their website: <http://www.multicultural.vic.gov.au/projects-and-initiatives/improving-language-services/standards-and-guidelines>

Victoria Police

Family Violence Incidents

In the event of an emergency contact **Police on 000**.

Code of Practice for the Investigation of Family Violence

Victoria Police have a new Code of Practice for the investigation of Family Violence. Police are required to take action when called to a family violence incident - referral, civil or criminal action, or all of these. For assistance with complaints or concerns with follow up, contact your local Family Violence Liaison Officer (at local 24-hour station), 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 following webpage:

http://www.police.vic.gov.au/content.asp?document_id=10441

Sexual Offences and Child Abuse Units (SOCA)

Ph: (03) 9611 8800 or go the below link for local SOCA Unit contact numbers.

http://www.police.vic.gov.au/content.asp?Document_ID=757

The SOCA Units' role is to investigate criminal offences relating to child physical and sexual assaults and to support these victims. Experienced police members, who are aware of the particular needs of their clients, staff these units. There are 31 SOCA Units located throughout Victoria.

Counselling services

Counselling services can be accessed via the Victims' Support Agency, local Community Health Services, Family Service Departments within Local Government and through local non-government Family Support Agencies. See below and overleaf.

Victims' Support Agency

Victims' Support Agency is a central resource for victims of crime. To obtain information about the services available for victims of crime, including a link to a site for child witnesses, go to the below, updated website:

www.justice.vic.gov.au/victimsofcrime

Ph: (03) 8684 6700

The Victims' of Crime Helpline

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

Helpline: 1800 819 817

Victims' Assistance and Counselling Program

The Victims Assistance and Counselling Program (VACP) is a network of services that operate throughout Victoria. These services assist victims, their families or anyone affected by a violent crime to access information, counselling and practical support, either by telephone or in person. Immediate assistance can be provided depending on individual circumstances. They also provide access to ongoing practical support, outreach services, court support, referral and coordination of specialist support groups.

See Victims' Support Agency website for details of local services and further information:

www.justice.vic.gov.au/victimsofcrime

Or call Victims' of Crime Helpline for referral to nearest VACP

Ph: 1800 819 817

Victims' of Crime Assistance Tribunal (VOCAT)

The Victim's of Crime Assistance Tribunal (VOCAT) considers applications for financial assistance by victims of violent crime committed in Victoria. Interim 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. Further information on updated website.

The Victim's of Crime Helpline or a Victims' Assistance and Counselling Program service can also help you with VOCAT applications.

VOCAT Ph: 1800 882 752

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

Women's Information Referral Exchange (WIRE)

WIRE provides free information, support and referral information for women across Victoria. Includes a walk-in centre at Queen Vic Women's Centre, 210 Lonsdale St, Melbourne.

www.wire.org.au

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

WIRE has an excellent fact sheet with general information about counselling and tips like what to ask your potential counsellor.

<http://www.wire.org.au/wp-content/uploads/2010/10/Counselling-Info-Sheet1.pdf>

Gay & Lesbian Switchboard (Vic.)

Offers a telephone based counselling, information and referral service. Free, confidential and anonymous. Counsellors are available Mon/Tue/Thurs 6pm-10pm, Wed 2pm-10pm, Fri-Sun & Public Holidays 6pm-9pm

www.switchboard.org.au

Ph: (03) 9663 2939
Toll Free: 1800 184 527

Community Health Centres

Community Health Centres offer groups and activities for women, men, children and young people. They can also provide counselling.

To find your nearest Centre, look under 'Community Health Centres' in the Business White Pages or go to the below link and click on Community Health Directory.

http://www.health.vic.gov.au/communityhealth/service_provider/community_health_directory.htm

Interstate Contacts

Australia wide: National Sexual Assault, Family & Domestic Violence Counselling Line Free, confidential & available 24/7. Also offers an Online Counselling Service. Go to <http://www.1800respect.org.au/> or phone 1800 RESPECT – 1800 737 732

Australia Capital Territory	Domestic Violence Crisis Line	(02) 6280 0900
New South Wales	DoCS Domestic Violence Line	1800 656 463
Northern Territory	Dawn House – Women’s Shelter Alice Springs – Women’s Shelter	(08) 8945 1388 (08) 8952 6075
Queensland	DV Connect	1800 811 811 (07) 3008 8294
South Australia	Domestic Violence Crisis Service Domestic Violence Help Line	1300 782 200 1800 800 098
Tasmania	Family Violence Counselling & Support: Response & Referral:	(can be used in Vic.) 1800 608 122 1800 633 937
Western Australia	Crisis Care Unit Women’s DV Help Line	1800 199 008 1800 007 339

Useful Websites

Domestic Violence Resource Centre Victoria

Ph: (03) 9486 9866 9am to 5pm www.dvrcv.org.au

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

- **[“Bursting the Bubble”](http://www.burstingthebubble.com)** an award winning site for teenagers and is about abuse by family members. It provides quizzes, stories, and advice <http://www.burstingthebubble.com>
- **[“Love: the Good, the Bad & the Ugly”](http://www.lovegoodbadugly.com)** - a website for young people on relationships, respect and abuse. Provides a respect checklist, the relationship quiz and true stories. <http://www.lovegoodbadugly.com>
- **[“Sex, Love & Other Stuff”](http://www.sexloveandotherstuff.com/)** – a new, respectful relationships resource for young men. <http://www.sexloveandotherstuff.com/>
- **[“Getting Free From Abuse – Women with Disabilities”](http://www.dvrcv.org.au/Disability/DisabilityIndex.htm)** - a guide for women based on real women’s stories plus resources for service providers. <http://www.dvrcv.org.au/Disability/DisabilityIndex.htm>
- **[“Partners in Prevention website”](http://www.dvrcv.org.au/pip/)** for local and international resources on working with young people to prevent violence against women. <http://www.dvrcv.org.au/pip/>

No To Violence; The Male Family Violence Prevention Association

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 work with men to assist them to change and end their violent behaviour. www.ntv.org.au

Australian Domestic and Family Violence Clearinghouse

This site houses a comprehensive catalogue of publications and research articles on domestic and family violence including statistics; health issues; practice innovations; community education; indigenous issues; group work; and research. www.austdvclearinghouse.unsw.edu.au
The 'Fast Facts' series provides easily accessible facts and statistics on topics for quick reference. http://www.adfvc.unsw.edu.au/fast_facts.htm

Australian Centre for the Study of Sexual Assault (ACSSA)

ACSSA is the central collection point for research, information and resources about sexual assault in Australia. <http://www.aifs.gov.au/acssa/>

Women's Safety After Separation

This website aims to provide information to women facing separation, particularly where there is violence and abuse. <http://www.ncsmc.org.au/wsas/welcome.htm>

Domestic Violence Victoria (DV Vic)

Domestic Violence Victoria is a peak advocacy organisation committed to the rights of women and children to live free of violence. It comprises a membership of women's family/domestic violence services operating across the state of Victoria. www.dvvic.org.au

Women's Health Victoria

This site provides information on a range of issues relevant to women's health care. They have a library available to the public. www.whv.org.au

Women's Health Information Centre

Phone: (03) 9344 2007 or rural freecall 1800 442 007
Located at The Royal Women's Hospital Melbourne, the Women's Health Information Centre (WHIC) is a free, confidential and statewide health information service for all women in the state of Victoria, Australia. www.rwh.org.au/wellwomens

Women's Information & Referral Exchange (WIRE)

Women's Information provides free information, support and referrals to women across Victoria. WIRE services include a phone support service, a walk-in centre, and a comprehensive, searchable website. www.wire.org.au

Women with Disabilities Victoria

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. Also contains new resources, research and reports addressing violence against women with disabilities. www.wdv.org.au

Women with Disabilities Australia

Current information and resources on a range of issues facing women with disabilities, including violence and abuse. www.wwda.org.au

Tell Someone Website & resource

A website aimed at educating people with a mild intellectual disability and their family and community about family violence. <http://www.tellsomeone.org.au/>

Victorian Health Promotion Foundation - 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 link below contains information about projects, resources, research and reports, such as 'The Health Costs of Violence'.

<http://www.vichealth.vic.gov.au/en/Programs-and-Projects/Freedom-from-violence.aspx>

The Australian Childhood Foundation

Works to protect the rights and ensure the safety of children. Provides trauma counselling, professional training, advocacy, research and parent support.

www.childhood.org.au The Australian Childhood Foundation has two other websites:

- <http://www.kidscount.com.au/website/default.asp> is for parents and gives information about parenting and child development.
- <http://www.stopchildabuse.com.au/> is a resource for anyone who wants to know more about the problem of child abuse in the community and what you can do to prevent it.

Adults Surviving Child Abuse

ASCA is an Australian charity dedicated to the health and wellbeing of adult survivors of all forms of child abuse and neglect. <http://www.asca.org.au/index.cfm>

Child Abuse Prevention Services – CAPS

Online home of Carer and Parent Support and Child Abuse Prevention Service.

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

The Gatehouse Centre

This website provides details of services to assess and respond to child abuse, including sexual abuse. It includes links to publications, research and training.

<http://www.rch.org.au/gatehouse>

Australian Institute of Family Studies

The AIFS website provides family related research and information. www.aifs.gov.au

It has a library available to the public and also houses the National Child Protection Clearinghouse. <http://www.aifs.gov.au/nch/>

Children, Families & Young People (Vic Department of Human Services)

Victorian State Government Department site with information about family violence and child abuse, child protection, resources and other links.

<http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people>

Office of Women's Policy (Vic Department of Human Services)

Victorian State Government department site, with information about current Government policy on violence against women. <http://www.dhs.vic.gov.au/for-individuals/women>

Family Court of Australia

The Family Violence section of this site contains information about personal safety, the Court's strategy, external services and links to other websites. www.familycourt.gov.au

Magistrates' Court of Victoria

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.

www.magistratescourt.vic.gov.au

Virtual Tour of Magistrate' Court

This site was created to provide 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.

http://multimedia.justice.vic.gov.au/egov/virtual_tour/magistrates-court-vic.html

Court Network

A unique, voluntary and non-legal court support service, offering information, support and referral for court users. **Note: does not provide legal advice.** New and updated website including on-line referral facilities. <http://www.courtnetwork.com.au/>

Victoria Police Family Violence Unit

The role of the Family Violence Unit (FVU) is to work with central departments and geographical regions of Victoria Police to develop and implement strategies aimed at enhancing the police response to family violence.

www.police.vic.gov.au/content.asp?Document_ID=288

Another Closet

Information about domestic violence in same sex relationships.

<http://www.anothercloset.com.au/information/>

Secretariat of National Aboriginal And Islander Child Care (S.N.A.I.C.C.)

Advocates for the needs of Aboriginal and Torres Strait Islander Children. Available on the SNAICC website is an indigenous children's services directory, newsletters, reports and publications, news, events and links to child abuse prevention websites. www.snaicc.asn.au

Relationships Australia

Phone: 1300 364 277

Support groups, family and individual counselling, education on relationships, and for abusive and abused partners. www.relationships.com.au