



Domestic & Family Violence Referral Options

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Women's family violence support services

Safe Steps, Family Violence Response Service (Formerly Womens Domestic Violence Crisis Service Victoria-WDVCS)

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, information and support
- Safe Steps is the central contact point for women's refuges in Victoria
- if there are no vacancies in Victorian refuges, Safe Steps will assist a woman to secure safe, alternative, interim accommodation options until a Refuge vacancy is available
- agencies can ring for information about the service
- provides information and referral to the Victorian Disability and Family Violence Crisis Response Initiative
- provide 24-hour access to interpreters as well as support for Indigenous women

Women's Refuges

Refuge accommodation can be arranged through Safe Steps (see above).

While Safe Steps 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 family violence
- refuge locations are not made public to ensure safety and security
- family violence workers in refuges provide assistance and advocacy with Centrelink, liaise with local schools to ensure children can continue to access education facilities while they are in refuge, offer court support, and assist with housing related matters
- 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. They can cater for special dietary and other cultural and/or religious requirements. A number of refuges' have disability access
- refuge workers utilise interpreting and translation services. Some refuges also employ bilingual workers. Refuges will refer to and work collaboratively with other support agencies such as inTouch (formerly Immigrant Women's Family Violence Service) for cultural and linguistic support
- The style and type of available accommodation differs between refuges. Some provide high-security communal living, others have individual units with a communal space or accommodation in which women and children can live independently

- Refuges work with women to develop safety plans to support themselves and their children to maintain a sense of normality and keep their familiar routines.

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.

Outreach workers support victims/survivors of family violence by;

- 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. Support may involve advocacy with Centrelink, court support, referral to other services (Office of Housing or a Front Door), counselling and financial counselling.

Melbourne metropolitan outreach services

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

Rural outreach services

Barwon South West	Geelong (Minerva Community Service)	5224 2903
	Warrnambool (Emma House)	5561 1934
	Hamilton (Emma House)	5571 1778
	Portland (Emma House)	5521 7937
Gippsland	Warragul (Quantum Support Service)	5622 7000
	Morwell (Quantum Support Services)	5120 2000
	Leongatha (SalvoCare)	5662 6400
	Bairnsdale (Gippsland Lakes CH)	5152 0052
	Lakes Entrance (Gippsland Lakes CH)	5155 8300

Grampians	Horsham (Grampians CH)	5362 1200
	Ballarat (WRISC FV Support Services)	5333 3666
	Ballarat (Berry St FV Crisis Support)	5331 3558
	Stawell (Grampians CH)	5358 7400
	Ararat (Grampians CH)	5352 6200
Hume	Wodonga (Gateway Health)	(02) 6022 8888
	Shepparton (VincentCare-Marian Community)	5821 9458
	Broadford (Nexus Primary Health)	1300 773 352
	Wangaratta (The Centre against Violence)	5722 2203
Loddon Mallee	Mildura (Mallee DV Service)	5021 2130 (24hrs on call)
	Bendigo (Centre for Non-Violence)	1800 884 038
	Swan Hill (Mallee DV Service)	5033 1899 (24 Hours on call)

inTouch Multicultural Centre Against Family Violence

(formerly Immigrant Women's Family Violence Service)

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

9.00am - 5.00pm Monday to Friday

<http://www.intouch.asn.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

Elizabeth Morgan House Aboriginal Women's Service

Ph: 03 9482 5744

Mon-Fri 9.00am – 5.00pm

Email Reception: kalimna@emhaws.org.au

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 provide a range of support, from crisis through to recovery, for Aboriginal women and children experiencing family violence. These include:

- Women's Refuge
- Outreach services - crisis and intake service, case management service, intensive Case Management and court support
- Family violence housing crisis worker
- After hours crisis service
- Prisoners program
- Family violence counselling for women
- Children's counselling program

Aboriginal Family Violence Prevention and Legal Service

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

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.

FVPLS is able to provide assistance and advocacy in relation to;

- Reporting family violence and/or sexual assault to police
- Provide court support for criminal cases (within the context of family violence)
- VOCAT applications
- Child protection matters
- Family law matters
- Legal issues associated with a family violence matter, advocacy with the Child Support Agency, or support with the Office of Housing.
- Community education

Victorian Aboriginal Child Care Agency

Ph: (03) 8388 1855

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

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 Regional Integration Coordinators (RICS)

Within each region of Victoria there is a group of services involved in providing an integrated family violence response. Each of these groups is supported by a Regional Integration Coordinator (RIC).

RICs provide a central contact point in their region for:

- 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;
- Family violence data

Each RIC 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)	Connections UnitingCare	9521 5666
Southern (Outer)	WAYSS Dandenong	9791 6111

Regional Victoria

Barwon	Bethany Community Support	5245 2884
Barwon South West	Currently vacant	
Gippsland	Gippsland Women's Health Service	5143 1600
Ballarat	Child & Family Services Ballarat	5337 3333
Grampians	Grampians Community Health Centre	5362 1200
Goulburn Ovens Murray	Women's Health Goulburn North East	5722 3009
Loddon Campaspe	CNV (Bendigo)	5430 3000
Loddon Mallee (Mildura)	Mallee Domestic Violence Service	5021 2130
Loddon Mallee (Ouyen)	Women's Health Loddon Mallee	5092 1686

Sexual Assault Services

Centres Against Sexual Assault (CASAs)

There are a numbers of CASAs across Victoria.

Ph: 1800 806 292

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

*Please note: all callers are automatically transferred to their local CASA.
Outside of business hours all callers are connected to a
Counsellor from the Sexual Assault Crisis Line (SACL).*

- 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 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
Gippsland CASA	Morwell	5134 3922
Goulburn Valley CASA	Shepparton	5831 2343
Loddon Campaspe CASA	Bendigo	5441 0430
Mallee Sexual Assault Unit	Mildura	5025 5400
S/Western CASA	Warrnambool	5564 4144
Barwon CASA (Wimmera Services)	Horsham	5381 1211

ASCA (Adults Surviving Child Abuse)

Ph: 1300 657 380

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

Provide information, support, referral for survivors, supporters & health professionals.

Additional support and advocacy for older Victorians

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.

Learn about Seniors Rights Victoria: <http://www.youtube.com/watch?v=OYgM1W8FFX4>

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

Women's Legal Service Victoria

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

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

Level 10, 277 William Street, Melbourne

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

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

The Women's Legal Service provide 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 Centres Victoria Ph: (03) 9652 1500

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

Community Legal Centres (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)

Fitzroy Legal Service

Ph: 9419 3744

124 Johnston Street, Fitzroy

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

Mon-Fri 6.30pm – 8.00pm and every 2nd Saturday 1.30pm – 3.30pm.

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. Appointments can be made by calling **1800 606 313** (free call).

Court Network

Ph: 1800 681 614

Information and Referral telephone service operates Mon-Fri 1.00pm – 5.00pm. Volunteer based organisation who provide 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.

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
- Human Rights Law Centre Ph: (03) 8636 4450 <http://www.hrlrc.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/>
- LGBTIQ Legal advice clinic (*run from Fitzroy Legal Service Inc.*) Ph : 9419 3744

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

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.

Support groups

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

DVRCV tries to maintain a current list of support groups. This list is available in each edition of the DVRCV Advocate. Please contact DVRCV directly if you wish to add a group to the list or require more information. Alternatively some outreach services and RIC's can provide people with group information that is specific to their local region.

Services for children and young people

DHS Child Protection Crisis Line (Statewide) 24 Hours per day, 7 Days per week

Ph: 131 278

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.

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 10.00 am – 6.00pm, Drop In Centre 11.00am – 6.00pm

Level 1, 94 Elizabeth Street, Melbourne

Provides health care, counselling, 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

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

- the Gatehouse Centre does not have the legal power to investigate concerns about child abuse
- the centre provides 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

Australian Childhood Foundation

Ph: 1800 176 453 or (03) 9874 3922

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

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 five and 18. E-mail and web/ instant messaging counselling is also available

Useful websites for children and young people

DVRCV has developed the following websites in consultation with young people and youth services.

- **'[Bursting the Bubble](http://www.burstingthebubble.com)'** is an award winning site for teenagers. It 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. It includes 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/>

Services for men

No To Violence: Male Family Violence Prevention Association

Ph: (03) 9487 4500

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.

Victoria Police

Family violence incidents

In the event of an emergency contact **000 (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

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, look under Community Health Centres in the Business White Pages or go to the below link:

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

Family Dispute Resolution (FDR)

Ph: 1800 050 321 (Family Relationship Advice Line)

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).

Family Relationship Centres

Ph: 1800 050 321 (Family Relationship Advice Line) for nearest FRC. (Mon-Fri 8.00am-8.00pm)

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

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.

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 or www switchboard.org.au

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

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.

Useful websites and other resources

Domestic Violence Resource Centre Victoria

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:

- [Bursting the Bubble](http://www.burstingthebubble.com) is an award winning site for teenagers. It is about abuse by family members and features 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, respectful relationships resource for young men. <http://www.sexloveandotherstuff.com/>
- [Partners in Prevention](http://www.dvrcv.org.au/prevention/resources) for local and international resources on working with young people to prevent violence against women.
<http://www.dvrcv.org.au/prevention/resources>
- WikiPiP an online guide for DVRCV's Partners in Prevention
<http://wiki.partnersinprevention.org.au/>
- [SmartSafe](http://www.smart-safe.com) was originally a research project investigating the ways that perpetrators of violence use mobile technologies to stalk and harass women. The website includes the findings from the research project, and tip sheets, instructional videos and useful links about using mobile technologies.

The Lookout

www.thelookout.org.au

The Lookout was developed collaboratively by DVRCV & DV Vic. This website is a place where Victorian family violence workers and women experiencing violence can source information, resources and services aimed at preventing and responding to family violence. It is also for families, friends and neighbours of women experiencing violence, as well as other professionals who support them.

Domestic Violence Victoria (DV Vic)

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.

No To Violence: The Male Family Violence Prevention Association

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, behaviours and attitudes that lead to violence against women and children.

WIRE Women's Information

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 affecting women.

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

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

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

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 Australia

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.

The Australian Childhood Foundation

www.childhood.org.au

The Australian Childhood Foundation works to protect the rights and ensure the safety of children. The foundation provides trauma counselling, professional training, advocacy, research and parent support.

Adults Surviving Child Abuse (ASCA)

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

ASCA is an Australian charity dedicated to the health and wellbeing of adult survivors of all forms of child abuse and neglect.

Australian Institute of Family Studies (AIFS)

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

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

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

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

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.

Court Network

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

The Court Network is a voluntary and non-legal court support service, offering information, support and referral for court users.

Please note: The Court Network does not provide legal advice.

Relationships Australia

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

Family violence related Apps for Smart Phones/Tablets

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 Someone is a free App for iPhone, iPad, Android & Blackberry devices. It 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 for more information.

Daisy App-can link you up with a service phone number, be used to search the internet for information. Family and friends can use Daisy to gather information and support someone close to them and their decision making. Go to:

<https://www.1800respect.org.au/daisy/>

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.

Go to: Download the iMatter App on [Google Play](#) or [iTunes](#).

Follow iMatter on [Facebook](#) and [Twitter](#).

SmartSafe+

The Domestic Violence Resource Centre Victoria (DVRCV) has developed *SmartSafe+*, an interactive smartphone 'App' to support women to access the justice system.

SmartSafe+ users will help users to:

- collect quality evidence to support intervention order applications, or to report breaches
- safely save evidence on a 'Cloud' account and not on their phone
- learn more about, and improve, tech safety
- find information about family violence, legal and court services.

To download and/or find out more about SmartSafe+ please email:

SmartSafePlus@dvrcv.org.au.

S.A.R.A Sexual Assault Report Anonymously created by South Eastern Centre Against Sexual Assault (SECASA). This is a free app for iPhone, iPad and Android which allows you to report a sexual assault anonymously to SECASA from within Victoria. You can elect whether you wish to be contacted by a CASA Counsellor. SECASA compile anonymous data and provide this to Victoria Police in order to identify trends and better target problem areas. See more information and download App from www.sara.org.au

National & Interstate family violence contacts

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