

Family violence

RISK ASSESSMENT

Referral information

The following is a list of referral agencies and other relevant services. The list is not exhaustive and local agencies may exist that provide a similar service.

For agencies listed in this section, please send any amendments to the Family Violence Coordination Unit, DVC at Level 5, 1 Spring Street Melbourne, or familyviolence@dvc.vic.gov.au

STATEWIDE SERVICES

Child Protection Crisis Line

To report concerns of child physical and/or sexual abuse.

☎ 131 278 (24 hrs toll free)

Child FIRST

Contact details for services are available on the website:
http://www.office-for-children.vic.gov.au/fs/child_first

Immigrant Women's Domestic Violence Service (IWDVS)

For immigrant women who are victims of family violence.

☎ 9898 3145 (9am-5pm, Mon-Fri)

☎ 8415 1712 (administration)

9898 1049 (fax)

iwdvs@infoxchange.net.au

Men's Referral Service

Telephone counselling and referral for men who use violence towards family members. Provides initial counselling and referral for partners and advice to agencies requiring assistance.

☎ 9428 2899 (12noon-9pm, Mon-Fri)

☎ 1800 065 973 (toll free)

☎ 13 6169

(after-hours, facilitated through Care Ring)

Elizabeth Hoffman House Aboriginal Women's Family Violence Services

Crisis accommodation and support for Aboriginal women and spouses of Aboriginal men.

☎ 1800 015 188 (24-hrs)

☎ 0438 528 525 (9am-5pm, Mon-Fri)

☎ 9482 5744 (10am-4pm, Mon-Fri)

9482 4414 (fax)

ehh@infoxchange.net.au

Magistrates Courts

For Magistrates Court locations and contacts please go to: www.magistratescourt.vic.gov.au

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

Crisis support, information, referral to safe accommodation (refuge) for women.

☎ 9373 0123 (24-hrs)

☎ 1800 015 188 (toll free for country callers only)

☎ 9377 9600 (administration)

9377 9601 (fax)

FAMILY VIOLENCE OUTREACH SERVICES

Melbourne Metropolitan Outreach Services

Offer women and children who are enduring or escaping from a violent partner practical support and information about safe accommodation options, obtaining legal advice, accessing financial entitlements, referrals to counselling and other services.

EASTERN METROPOLITAN

Ringwood

☎ 9870 5939

NORTHERN METROPOLITAN

Heidelberg

☎ 9458 5788

SOUTHERN METROPOLITAN

Mornington Peninsula

Mornington Peninsula DV Service

☎ 5971 9454

Inner South

☎ 9536 7777 or 1800 627 727
(24 hours)

Outer South

(9am-5pm)

Dandenong

☎ 9791 6111 or 1800 357 397
(includes FV Crisis service)

Narre Warren, Cranbourne, Pakenham

☎ 9703 0044

Frankston

☎ 9781 4658 (5pm-10pm)

☎ 0400 503 338 (All areas as above)

WESTERN METROPOLITAN

Footscray

☎ 9689 9588

Rural Outreach Services

BARWON SOUTH WEST

Barwon

☎ 5224 2903 ☎ 5278 8122

Camperdown

☎ 5593 1892 (Wed)

Colac

☎ 5232 5140

Geelong

☎ 5224 2903

Hamilton

☎ 5571 1778 (Tues & Thurs)

Portland

☎ 5521 7937 (Mon & Wed)

South West

☎ 5561 1934

Warrnambool

☎ 5561 1934 (Mon-Fri)

GIPPSLAND

East Gippsland

☎ 5152 0052

Latrobe, Baw Baw & Wellington

☎ 5120 2000

Leongatha

☎ 5662 4502

Morwell

☎ 5134 1588

South Gippsland/Bass Coast

☎ 1800 221 200

Warragul

☎ 5623 4168

GRAMPIANS

Ararat/Stawell

☎ 5358 7400

Ballarat

☎ 5333 3666

Horsham

☎ 5362 1200

HUME

Broadford

☎ 5784 5500

Wodonga

☎ (02) 6022 8888

Wangaratta

☎ 5722 1100

LODDON MALLEE

Bendigo

☎ 5430 3000

☎ 1800 884 038 (freecall)

Mildura

☎ 5021 2130

OTHER SERVICES

Aboriginal Family Violence Prevention and Legal Service

☎ 1800 105 303 (toll free, 9am-5pm, Mon-Fri)

☎ 9654 3111 (Administration)

9654 1076 (fax)

www.fvpls.org

information@fvpls.org

Domestic Violence and Incest Resource Centre (DVIRC)

Publications, training, resources and referral to local and national services, and to Victorian Family Violence Networks. Information covers violence and women with disabilities, and older women and domestic violence.

☎ 9486 9866 (9am-5pm, Mon-Fri)

9486 9744 (fax)

www.dvirc.org.au (central information point)

www.dvirc.org.au/whenlove ('When Love Hurts' for young people in abusive relationships)

www.burstingthebubble.com ('Bursting the Bubble' for teenagers living with family violence or abuse)

dvirc@dvirc.org.au

Federation of Community Legal Centres

Will refer to local Community Legal Centres who can provide legal assistance on family violence, family law and support in applying for intervention orders.

☎ 9652 1500 (9am-5pm, Mon-Fri)

www.communitylaw.org.au

fedclc@vicnet.net.au

Women's Legal Service Victoria

Legal phone advice line concerning family violence and family law.

☎ 9642 0877 (legal advice)

☎ 1800 133 302 (toll free)

9642 0232 (fax)

justice@vicnet.net.au

Hours of operation: Mon-Fri 9am-5pm.

Telephone advice: Monday, Friday 10am-1pm;

Tuesday, Thursday 6.30-8.30pm; Wednesday 2-5pm;

Drop In: Thursday 9.30am-12pm

OTHER SERVICES

Gay and Lesbian Switchboard

Telephone counselling for lesbians and gay men, referral to face-to-face counselling and other services.

☎ 9827 8544 (6-10pm each day, 2-10pm Wed)

☎ 1800 184 527 (toll free for country callers)

Kids Help Line

Telephone counselling for children and young people.

☎ 1800 551 800 (toll free)

www.kidshelp.com.au

LifeLine

Telephone counselling (general).

☎ 131 114

www.lifeline.org.au

Telephone Interpreter Service

☎ 131 450

Victims Support Agency (VSA)

☎ 03 8684 6700 (10am-4pm, Mon-Fri)

☎ 1800 133 302

Victims of Crime Helpline

☎ 1800 819 817

Women's Information and Referral Exchange (WIRE)

Telephone information, support and referral for women.

☎ 1300 134 130 (toll free)

☎ 9921 0870 (administration)

☎ 133 677 (hearing impaired)

www.wire.org.au

Women's Information Centre (WIC)

Walk In Centre, 10.30am to 5pm

Queen Victoria Women's Centre,

Ground Floor, 210 Lonsdale Street, Melbourne

CENTRES AGAINST SEXUAL ASSAULT (CASAs)

Metropolitan CASA crisis line numbers

Crisis support, counselling, information for people who have been sexually assaulted.

After hours Sexual Assault Crisis Line (SACL)

☎ 1800 806 292

ahcasa@rwh.org.au

CASA House – Melbourne

☎ 9635 3610

Gatehouse Centre – Flemington

(Royal Children's Hospital)

☎ 9345 6391

Western CASA – Footscray

☎ 9687 5811

Northern CASA – Heidelberg

☎ 9496 5770

Eastern CASA – East Ringwood

☎ 9870 7330

South East CASA – Moorabbin

☎ 9594 2289

RURAL CASA CRISIS LINE NUMBERS

Ballarat CASA

☎ 5320 3933

Geelong CASA

☎ 5222 4802

Gippsland CASA – Morwell

☎ 5134 3922

Goulburn Valley CASA – Shepparton

☎ 5831 2343

Loddon Campaspe CASA

☎ 5441 0430

Mallee CASA – Mildura

☎ 5025 5400

South Western CASA – Warrnambool

☎ 5564 4144

Upper Murray CASA – Wangaratta

☎ 5722 2203

Wimmera CASA – Horsham

☎ 5381 9272

