

27 March 2020



Dear friend of EDVOS,

A reminder that EDVOS service delivery continues during the COVID-19 nation-wide response

As Australia moves rapidly in response to COVID-19, the focus is also on minimising the impacts to our communities. At this time, **EDVOS remains open and operational**. We continue to support the many women, including LGBTI+ communities, children and their pets, who are responding to any form of family violence, whilst also focusing on the safety and well-being of our staff.

We will remain operational as we respond to any new requirements and are ready to continue to provide ongoing services in an innovative manner. We have already put in place a number of measures to ensure safety, service continuity and wellbeing.

We understand that the recently extended restrictions on social distancing in response to COVID-19 means that our community may be experiencing increased isolation and risk around family violence. For those woman who had been planning to leave their violent partner or family, the impact of recent travel bans and restrictions to movement is severe.

EDVOS continues to implement responsible ways to provide service delivery during these unprecedented times as we do our part in complying with government directives. As a result:

EDVOS Specialist Family Violence Services

- **EDVOS continues to be available by phone (03) 9259 4200 or email: edvos@edvos.org.au, opening hours are Monday-Friday 9am-8pm, Saturday 9am-5pm.**
- EDVOS continues to offer services using telephone, text and teleconferencing facilities. In light of the above, we have added screening questions for COVID-19 to support our risk assessment and safety planning. Whilst staff have enacted good social distancing practices, our face-to-face work is only occurring on the rare occasions it is absolutely necessary and can be delivered in line with government recommendations. Ongoing practices are being developed in collaboration with the sector.
- We continue to support the sector with secondary consultations and co-case management using remote technology.

EDVOS Primary Prevention

- Continue to perform all primary prevention activities where possible. All external events and trainings have been postponed, in consultation with our sector partners.



- We're exploring ways to develop innovative tools and resources for the sector and our community. There will be announcements on our [Level Playground website \(levelplayground.org.au\)](http://levelplayground.org.au) in the coming weeks.

EDVOS Education and Training

- In collaboration with our partner organisations, we will postpone all group training sessions and presentations due to be delivered over the next four weeks. This will be reviewed as the national situation unfolds.
- We are exploring ways to bring our capacity building services online and looking to develop innovative virtual training for the sector and community.

To stay updated with EDVOS' response to COVID-19 please visit our [website \(edvos.org.au\)](http://edvos.org.au) and follow us on **Facebook @edvosFV**.

For those people living in immediate need, state-wide support is available by contacting Safe Steps Family Violence Response Centre on 1800 015 188 or Police on 000.

EDVOS remains committed to ensuring that women and children experiencing family violence are supported during this time.

As the COVID-19 situation continues to evolve, the board and executive management team will continue to develop and update our plans in response to emerging scenarios and keep you updated.

Please take care of each other. Let's work together and stay informed for the ongoing safety and well-being of the wider community.

Warm regards,

Liz Billings

Interim CEO