

Family Violence Referral Pathways in Melbourne's Eastern Metropolitan Region

Disclaimer:

*“At its core, family violence is a **deeply gendered issue** rooted in the structural inequalities and an imbalance of power between women and men. This recognition underpins our vision and the gendered language used throughout this document” (State of Victoria, 2016, p. v). “Both women and men are more likely to experience violence at the hands of men, with around 95 per cent of all victims of violence in Australia reporting a male perpetrator. The personal impacts of family violence can be crippling for the families involved”. (State of Victoria, 2017, p. 8).*

State of Victoria. (2016). Ending Family Violence: Victoria’s Plan for Change. Melbourne: Victorian Government.

State of Victoria. (2017). Free from Violence: Victoria’s strategy to prevent family violence and all forms of violence against women. Melbourne: Victorian Government.

Family Violence Referral Pathways – Eastern Metropolitan Region Victim-Survivor / Women, Children, Pets & Animals



1. If client is in **immediate danger** please **contact police (000)** then **Safe Steps (1800 015 188)**
2. If children are involved, refer to **Child Protection 1300 360 391 | After Hours: 13 12 78**

Woman identified to be experiencing family violence and **not in immediate danger**

Declines support/referral

Family Violence Service

Provide information on Family Violence Services and options for self-referral:

- **EDVOS-9259-4200**
- **1800 Respect – 1800 737 732**
- **Safe Steps – 1800 015 188**
- **WIRE – 1800 134 130**

EDVOS is the Specialist Family Violence service in this region

Refer by calling **9259 4200** or email intake@edvos.org.au

Consider using **'Family Violence Information Sharing Scheme'** to assist keeping Victim-Survivor safe

Secondary consult is available from EDVOS

Women's Refuge Services in this Region
Referrals to these services are made through Safe Steps on **1800 015 188**

Safe Futures Foundation

Kara House

Women's Liberation Halfway House

EDVOS Services Response – Eastern Metropolitan Region Victim-Survivor / Women, Children, Pets & Animals

EDVOS Assessment and Response Team receive referral and make contact with family violence victim-survivor

Assessment & Response Team completes/provides:

- Risk Assessment
- Needs Assessment
- Safety Planning
- Information and
- Appropriate referral(s) to other services.

Ongoing needs identified by the **Assessment & Response Team**, refer to **Case Management Team**

Victim-survivor allocated a Specialist Family Violence Advocate who will work with victim-survivor towards their goals

Needs met by Assessment & Response Team

No further EDVOS support required at this stage

Potential EDVOS services that a family violence victim/survivor may be eligible for:

Court Support	Pet Safety Program	After Hours Response
Case Management	Safe at Home Program	Personal Safety Initiative Program
Intensive Case Management	Private Rental Assistance	Aboriginal Liaison Officer Support
Family Violence Counselling	Flexible Support Package	Children’s Support Advocate Support
Risk Assessment Management Panel		

Co-located services at EDVOS:

Anglicare Financial Counsellor	Victorian Legal Aid	Eastern Centre Against Sexual Assault
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Family Violence Referral Pathways – Eastern Metropolitan Region Perpetrator / Men

1. When engaging with clients about their use of family violence, **it can increase risk to family members.**
2. **If children are involved, refer to Child Protection 1300 360 391 / After Hours 13 12 78**



Client identified to be using family violence.

- Conduct family violence risk assessment following your organisational process
- Use 'Family Violence Information Sharing Scheme' to seek further information
- Consider sharing information around risks with relevant service provider (E.g. Specialist Family Violence Services)

Immediate danger to others or themselves.

Client accepts support to address their use of family violence

Client declines support

Call 000

Police response (24/7)

Provide 'Men's Referral Service' number and facilitate a phone call to
1300 766 491 8am-9pm Mon-Fri &
9am-5pm Weekends

Consider using 'Family Violence Information Sharing Scheme' to assist keeping Victim-Survivor safe

Services that are accessible via the Men's Referral Service:

LGBTIQ

W/respect: 1800 542 847

Aboriginal and Torres Strait Islander

Boorndawan Willam Aboriginal Healing Service: 9212 0200

Youth (10-23Y)

Anglicare (Meridian Team):
9896 6322

Men's Behaviour Change Programs (EMR)

Box Hill | Anglicare Victoria:

9896 6322

Clayton | Link Community Health Services: 1300 552 509

Kew | Relationships Australia: 9261 8700

Lilydale | Anglicare Victoria: 9735 6100

Bayswater | Anglicare Victoria: 9721 3688

Boronia | Relationships Australia: 9725 9964

Men's Case Management Programs (EMR)

Box Hill | Anglicare Victoria:

9896 6322

Kew | Relationships Australia: 9261 8700

Lilydale | Anglicare Victoria: 9735 6100

Bayswater | Anglicare Victoria: 9721 3688

Boronia | Relationships Australia: 9725 9964

Boorndawan Willam Aboriginal Healing Service: 9212 0200

Specialist Family Violence Services Contact List Eastern Metropolitan Region



1. If client is in **immediate danger** please contact **police (000)** then **Safe Steps (1800 015 188)**
2. If children are involved, refer to **Child Protection 1300 360 391**
After Hours: 13 12 78

EDVOS is the primary Specialist Family Violence Service for women, children, pets and animals in this region.
If **non-urgent**, refer by calling **9259-4200** or email intake@edvos.org.au
(Mon-Fri 9am-8 pm, Sat 9am-5 pm)

When introducing the idea of referring to family violence services, please consult with your client to determine the most appropriate services for them.

IF THE CLIENT HAS EXPERIENCED SEXUAL ASSAULT:

SERVICE	INFORMATION	CONTACT DETAILS
Sexual Assault Crisis Line Victoria (SACL) Statewide	After-hours secondary consultation and confidential telephone crisis counselling service for victim/survivors of both past and recent sexual assault.	1800 806 292 24hrs, 7 days a week www.sacl.com.au
Eastern Centre Against Sexual Assault (ECASA)	Provides both crisis care and counselling for victim/survivors of both past and recent sexual assault.	9870 7330 9870 7310 9am-5pm Mon- Fri easternhealth.org.au
Sexual Offences and Child Abuse Investigation Team (SOCIT) Victorian Police	Sexual Offences and Child Abuse Investigation Teams (SOCITs) are made up of specialist detectives who are trained to investigate the complex crimes of sexual offences and child abuse.	Inner East (Box Hill): 8892 3292 Outer East (Knox): 9881 7939

IF THE CLIENT HAS CHILDREN IN THEIR CARE OR IS A CHILD THEMSELVES:

Child Protection Eastern Division Intake	Child-centered, family-focused services to protect children and young people from significant harm resulting from abuse or neglect within the family.	1300 360 391 <i>9am-5pm Mon-Fri</i> 13 12 78 (Statewide AH crisis line) https://services.dhhs.vic.gov.au/child-protection
Child FIRST	Central referral point to a range of community-based family services and other supports when low to medium risk of abuse or neglect is identified.	Monash, Boroondara, Manningham and Whitehorse: 1300 762 125 Maroondah, Knox and Yarra Ranges: 1300 369 146 dhhs.vic.gov.au/making-referral-child-first

IF THE CLIENT IDENTIFIES AS CULTURALLY AND LINGUISTICALLY DIVERSE:

InTouch Statewide	State-wide service, which provides services, programs and responses to issues of family violence in culturally and linguistically diverse communities.	8413 6800 1800 755 988 intouch.org.au
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IF THE CLIENT IDENTIFIES AS ABORIGINAL AND/OR TORRES STRAIT ISLANDER:

Djirra <i>Statewide</i>	Service provides both telephone and face-to-face legal advice and other supports to all Aboriginal and/or Torres Strait Islander victims/survivors of family violence and sexual assault.	1800 105 303 djirra.org.au
Elizabeth Morgan House <i>Statewide</i>	Provides a range of support to Aboriginal and/or Torres Strait Islander women and children experiencing family violence, including intake and assessment and secondary consults.	9482 5744 www.emhaws.org.au
Boorndawan Willam Aboriginal Healing Service	Provides a culturally safe service that assists Aboriginal and/or Torres Strait Islander in their healing journey to address the impacts of family violence.	9212 0200 www.bwahs.com.au

IF THE CLIENT IDENTIFIES AS LESBIAN, GAY, BISEXUAL, TRANSGENDER, INTERSEX AND/OR QUEER:

W/Respect <i>Statewide</i>	Any Lesbian, Gay, Bisexual, Transgender, Intersex and/or Queer person, their family or friends affected by family violence and staff needing secondary consults can contact directly. Arrange referrals to case management/group programs and housing supports.	1800 LGBTIQ 1800 542 847 9am-5pm Mon-Fri 5pm-11pm (Weds only). Sat & Sun 10am-10pm withrespect.org.au
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IF THE CLIENT IS AN OLDER PERSON:

Seniors Rights Victoria <i>Statewide</i>	Provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people (60yo+ or 45yo+ if indigenous).	1300 368 821 seniorsrights.org.au
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IF THE CLIENT IDENTIFIES AS A MALE VICTIM-SURVIVOR

*** Refer to LGBTI section If appropriate**

MensLine <i>National</i>	Offers anonymous and confidential telephone counselling, information and referrals.	1300 78 99 78 24hrs, 7 days a week mensline.org.au
Men's Referral Service	Provides telephone counselling, information and referrals for men	1300 766 491 8am-9pm M-Fri 9am-5pm Sat & Sun ntv.org.au
Eastern Victims Assistance Program	Flexible case management services tailored to the individual needs of victim-survivors.	1300 884 284 9am-5pm Mon-Fri each.com.au/service
Victims Support Agency	Guides victims through the legal process and helps manage the effects of crime through practical assistance and counselling.	1800 819 817 Text: 0427 767 891 8am-11pm, 7 days a week victimsofcrime.vic.gov.au

Specialist Family Violence Services Contact List State Wide Victoria

MELBOURNE METROPOLITAN SPECIALIST FAMILY VIOLENCE SERVICES		
Region	Location of office	Contact details
Northern region	Eaglemont (Berry Street)	9450 4700
Western region	Footscray (Women's Health West)	9689 9588
Eastern region	Ringwood (EDVOS)	9259 4200
Southern region	Frankston (WAYSS) Dandenong (Drop-in) (WAYSS) Narre Warren-Berwick- Cranbourne (WAYSS) Pakenham (WAYSS)	9781 4658 9791 6111 9703 0044 5945 3200
Inner South/Middle	St Kilda (The Salvation Army)	9536 7797
Mornington Peninsula	Mornington Peninsula (Good Shepherd)	5971 9454

RURAL SPECIALIST FAMILY VIOLENCE SERVICES		
Region	Location of office	Contact Details
Barwon South West	Geelong (The Sexual Assault & FV Centre) Warrnambool (Emma House) Hamilton (Emma House) Portland (Emma House)	5224 2903 5561 1934 5561 1934 5561 1934
Gippsland	Warragul (Quantum Support Service) Morwell (Quantum Support Services) Leongatha (SalvoCare Eastern) Leongatha (Uniting) Bairnsdale (Gippsland Lakes CH) Lakes Entrance (Gippsland Lakes CH)	5622 7000 5120 2000 5662 6400 5662 5150 5152 0052 5155 8300
Grampians	Horsham (Grampians CH) Ballarat (WRISC FV Support Services) Ballarat (Berry St FV Crisis Support 24/7) Stawell (Grampians CH) Ararat (Grampians CH)	5362 1200 5333 3666 5331 3558 5358 7400 5352 6200
Hume	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
Loddon Mallee	Mildura (Mallee DV Service) Bendigo (Centre for Non-Violence) Swan Hill (Mallee DV Service)	5021 2130 (24/7) 1800 884 038 5033 1899 (24/7)