



Access to family violence services in Melbourne's Inner East has changed

From the 7th September 2021, The Inner East Melbourne Area (IEMA) Orange Door (located in Box Hill) will be the main entry point for people seeking family violence support and who are living in the LGA's of Boroondara, Manningham, Whitehorse and Monash.

The EDVOS Inner East Assessment and Response team is moving to The IEMA Orange Door and will continue to provide specialist family violence assessment, response and referrals to people living in the LGA's of Boroondara, Manningham, Whitehorse and Monash.

In addition to family violence services, The IEMA Orange Door will be the entry point for children and family services, aboriginal services and services for men who use violence.

EDVOS will continue to provide family violence case management support throughout Melbourne's Eastern Metropolitan Region (LGA's include Boroondara, Manningham, Whitehorse, Monash, Maroondah, Knox and Yarra Ranges) and all our other usual programs.

EDVOS will also continue to be the main entry point for women and children needing family violence support, who are living in Melbourne's Outer East (LGA's include Maroondah, Knox and Yarra Ranges).

If you or someone you know requires family violence support, find your nearest service via [The Orange Door website](#) or contact EDVOS on 9259 4200 mon-fri 9am-8pm, sat 9am-5pm or email: edvos@edvos.org.au or visit [our website](#).

The IEMA Orange Door Fast Facts

Commencement date: 7th September 2021

Opening times: 9am -5pm Monday–Friday

IEMA Orange Door LGA Service Areas: Boroondara, Manningham, Whitehorse and Monash

Find your nearest service: <https://orangedoor.vic.gov.au/find-a-service-near-you>

Address: 30 – 32 Prospect Street, BOX HILL, VIC, 3128

Mail: PO Box 321, Box Hill, VIC, 3128

Phone number: 1800 354 322, Mon-Fri 9am-5pm

Email: IEMA@orangedoor.vic.gov.au

After Hours/Emergency support: In an emergency call 000 Police or for after-hours family violence support call Safe Steps 1800 015 188 or 1800RESPECT on 1800 737 732.

FAQ's

Q. Is there any information in my language?

A. Yes. The Orange Door website has information in many languages:

<https://orangedoor.vic.gov.au/other-languages>

Q. Where can I get further information?

A. The Orange Door website contains further information about what services you can access: <https://orangedoor.vic.gov.au/>

Q. Who can access the IEMA Orange Door?

A. The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children and who are living in Melbourne's Inner East (i.e. LGA's of Boroondara, Manningham, Whitehorse and Monash).

The Orange Door welcomes people of any age, gender, sex, sexuality, culture, religion and ability. The Orange Door welcomes everyone, regardless of migration status.

You can seek help or support if you are a migrant or a refugee or do not have permanent residency.

Q. What services are available at The IEMA Orange Door?

A. You can access a range of family violence and family services through The IEMA Orange Door. To make it easier for people to be safer and supported, The IEMA Orange Door brings together workers from;

- Specialist family violence services
- Family services
- Aboriginal services
- Services for men who use violence

Workers at The IEMA Orange Door understand that every situation is different and that people who need their services may also be dealing with other issues, such as:

- Financial, legal, health, substance misuse, housing, employment, education and workers can connect you with services that can help and support you with these issues too.

Q. Do I need a referral?

A. No. You can call, email or visit The IEMA Orange Door in person.

If you're a professional working with people who are experiencing family violence in Melbourne's Inner East (LGA's of Boroondara, Manningham, Whitehorse and Monash), contact The IEMA Orange Door for a referral form to refer your client to The IEMA Orange Door.

Q. Will EDVOS be open after The IEMA Orange Door opens?

A. Yes. EDVOS will continue to be the main entry point for those women and children who are experiencing family violence and living in Melbourne's Outer East (LGA's include Maroondah, Knox and Yarra Ranges).

EDVOS will continue to support women and children who are experiencing family violence by providing all our other usual services including our Case Management and counselling programs throughout Melbourne's Eastern Metropolitan Region (LGA's include Boroondara, Whitehorse, Manningham, Monash, Maroondah, Knox and Yarra Ranges).

If you have any queries please contact EDVOS on 9259 4200, Mon-Fri 9am-8pm, Sat 9am-5pm or email: edvos@edvos.org.au