

## Access to family violence services in Melbourne's Eastern Metropolitan Region is changing

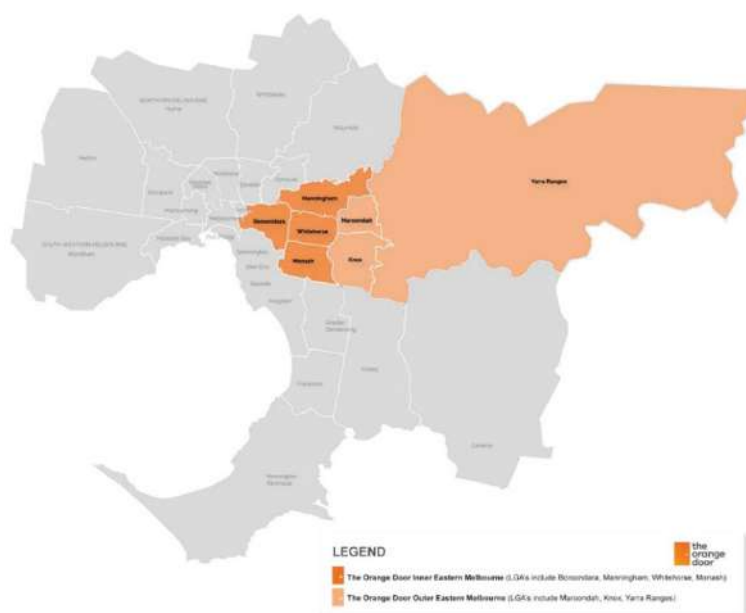
As of 10th May 2022, The Orange Door Outer Eastern Melbourne in Croydon is now the main entry point for people seeking family violence support living in the local government areas (LGA's) of Maroondah, Knox and Yarra Ranges.

The Orange Door Inner Eastern Melbourne in Box Hill, opened in September 2021, continues to be the main entry point for people seeking family violence support and living in the LGA's of Boroondara, Manningham, Monash and Whitehorse.

The EDVOS Outer Eastern Assessment and Response team has moved to The Orange Door Outer Eastern Melbourne

Croydon location and continues to provide specialist family violence assessment, response and referrals to people living in Melbourne's LGA's of Maroondah, Knox and Yarra Ranges. In addition to family violence services, The Orange Door Networks (Inner and Outer Eastern Melbourne) will provide entry points for child wellbeing services, aboriginal family violence and services for perpetrators of violence.

EDVOS continues to provide family violence case management support alongside all our other usual family violence programs for women, children and pets, including response, recovery and prevention programs, throughout the Eastern Metropolitan Region (EMR) (LGA's of Boroondara, Manningham, Whitehorse, Monash, Maroondah, Knox and Yarra Ranges).



## How to access family violence services in Melbourne's EMR

### **Find your nearest Orange Door**

People needing family violence support can directly call, email or visit their local Orange Door in person. To learn more and find your local service visit [The Orange Door website](#)

### **For professionals**

To refer clients or seek a secondary consult, contact your client's local Orange Door (see above link). See our Family Violence Referral Pathways Booklet for further information [on our website](#).

### **After Hours/Emergency support**

In an emergency call 000 Police, or for 24/7 family violence support call Safe Steps 1800 015 188 (State-wide support) or 1800RESPECT on 1800 737 732 (National support).

<b>FAST FACTS</b>	
<b>The Orange Door-Outer Eastern Melbourne:</b>	<b>The Orange Door-Inner Eastern Melbourne:</b>
<b>Opening times:</b> 9am -5pm Monday–Friday	<b>Opening times:</b> 9am -5pm Monday–Friday
<b>Service Areas:</b> Maroondah, Knox and Yarra Ranges	<b>Service Areas:</b> Boroondara, Manningham, Whitehorse and Monash
<b>Address:</b> 4 -16 Devon Street, Croydon, 3136 (Corner Pierson Drive and Railway Grove)	<b>Address:</b> 30 – 32 Prospect Street, Box Hill, 3128
<b>Phone number:</b> 1800 271 150	<b>Phone number:</b> 1800 354 322
<b>Email:</b> <a href="mailto:oema@orangedoor.vic.gov.au">oema@orangedoor.vic.gov.au</a>	<b>Email:</b> <a href="mailto:LEMA@orangedoor.vic.gov.au">LEMA@orangedoor.vic.gov.au</a>
<b>Website:</b> <a href="https://orangedoor.vic.gov.au/">https://orangedoor.vic.gov.au/</a>	<b>Website:</b> <a href="https://orangedoor.vic.gov.au/">https://orangedoor.vic.gov.au/</a>

## **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. Who can access the Orange Door Networks in the EMR?**

**A.** The Orange Door Networks in the EMR provide enhanced access for those living in the LGA's of Boroondara, Manningham, Whitehorse, Monash, Maroondah, Knox and Yarra Ranges. The Orange Door is a free service for adults, children and young people who are experiencing/have experienced family violence and families who need extra support with the care of children. 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 Orange Door?**

**A.** Adults, children and families can access a range of family violence and family services through The Orange Door. To learn more visit [The Orange Door Website](#). To make it easier for people to be safer and supported, Orange Doors bring together workers from;

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

Workers at The Orange Door understand that every situation is different and that people who are being supported through appropriate 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. An individual can directly call, email or visit their local Orange Door in person.