

Family Violence Referral Resource: Western Metropolitan Region

(Brimbank, Hobsons Bay, Maribyrnong,
Melbourne, Melton, Moonee Valley,
Wyndham)



Acknowledgements

Women's Health West acknowledge the Traditional Custodians of the land on which we work, the people of the Kulin Nation, and we pay our respects to Elders and community members past and present. We express solidarity with the ongoing struggle for land rights, self-determination, sovereignty and the recognition of past injustices. We express our hope for reconciliation and justice.

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Disclaimer:

*This is not an extensive list of support services in the Western Metropolitan Region of Melbourne. For information on other support services please refer to Women's Health West Website, the Lookout website or the WIFVC website

*This document was up-to-date as of December 2018



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Intake Services

Women

- **Women's Health West**
(Ph: 9689 9588)
Receives the intake referrals for specialist family violence services for individuals living in the western metropolitan region (Brimbank, Hobsons Bay, Maribyrnong, Melbourne, Melton, Moonee Valley, Wyndham).
- **VACCA: Werribee site**
(Ph: 9742 8300)
Helps vulnerable Aboriginal women and children to heal and move forward with their lives, as well as advocate for change. VACCA also work with men.
- **safe steps**
(Ph: 1800 015 188)
A state-wide service that provides 24/7 telephone crisis counselling, referral, information and support.
Central contact point for women's refuge in Victoria.
- **1800 Respect**
(Ph: 1800 737 732)
National specialist 24/7 sexual assault and family violence telephone counselling service

Children

- **West Melbourne Child First - Anglicare**
(Ph: 1300 775 160)
Central intake for family services for families living in Wyndham, Hobsons Bay, Maribyrnong, Moonee Valley and Melbourne.
- **Brimbank/Melton Child First - MacKillop Family Services**
(Ph: 1300 138 180)
Central referral points for family services for families living in Brimbank and Melton.
- **VACCA: Werribee Site**
(Ph: 9742 8300)
Strong Aboriginal families mean strong Aboriginal children. VACCA's family support services helps strengthen connections to Aboriginal community and culture and provides a range of support services for families and children.
- **Child Protection West Metropolitan Intake**
(Ph: 1300 664 977)
(After hours ph: 131 278)

Perpetrators

- **Men's Referral Service**

(Ph:1300 766 491)

State-wide telephone counselling/ information and referral service for men.

- **Aboriginal Centre for Males Referral Service (VACSAL)**

(Ph: 9487 3000)

Provides intake, assessment, referrals, intensive case management, and crisis accommodation.

LGBTIQ

- **w/respect**

(Ph:1800 548 847)

State-wide specialist LGBTIQ family violence service.

- **Thorne Harbour Health**

(Ph:1800 134 840)

State-wide specialist LGBTIQ family violence service.

Women's Support Services

Five services offer family violence case management support in the western metropolitan region of Melbourne. Referrals for family violence case management are received by Women's Health West and then triaged at the weekly allocation meeting between all five services:

- Women's Health West
- cohealth
- McAuley Community Services for Women
- Good Shepherd
- Salvation Army Social Housing and Support Network

- **Women's Health West**

(Ph: 9689 9588)

Women's Health West provides specialist family violence services to women and their children, and runs prevention programs that promote equity and justice for women and girls in Melbourne's west. We provide a range of services for women and children who are experiencing family violence, including case management, court support, children's counselling, family violence brokerage programs, and secondary consultations. Women's Health West has a range of free resources for women and children experiencing family violence.

- **cohealth**

A community health organisation that provides vital local health and support services including family violence case management, specialist family violence counselling, medical, dental, allied health, mental health, aged care and many specialist health services across Melbourne's CBD, northern and western suburbs.

- **McAuley Community Services for Women**

Provides services for women and their children who are escaping family violence, and for women who are homeless. Including a 24/7 safe house, medium-term accommodation, case management, women's employment program and children's programs.

- **Good Shepherd**

The Brimbank Melton Family Violence Program supports women and children experiencing or recovering from family violence and is delivered in partnership with Women's Health West. Good Shepherd provides case management, safety planning, counselling, links to legal support, housing services and support groups for women and children.

- **Salvation Army Social Housing and Support Network (SASHS)**

Assisting people who are homeless, or those at risk of homelessness, in the LGAs of Brimbank, Melton and surrounding areas in the West Division of the Victorian Department of Human Services. Providing family violence case management, safety planning, housing support, financial counselling, private rental brokerage and parenting support.

- **VACCA**

(Ph: 9742 8300)

Helps Aboriginal women, young people and children who have experienced family violence. Offering individual case work and group work, counselling and practical support for women, men, young people and families.

Sexual Assault Services

- **Western Region Centre Against Sexual Assault (WestCASA)**

(Ph: 9216 0444)

A community based not-for-profit sexual assault counselling service facilitating the recovery and healing of victim/survivors of sexual assault and working towards the elimination of sexual violence in society. WestCASA provides a 24-hour crisis care service in conjunction with the Victorian Sexual Assault Crisis Line (SACL), counselling for victims/survivors of sexual assault, their families, partners and friends, advocacy and referrals, group work, secondary consults and education and training for communities and professionals.

- **Gatehouse Centre**

(Ph: 9345 6391 Mon-Fri 9am-5pm)

(After Hours ph: 9345 5522 - Mon-Fri 5pm-9am/Weekends/Public Holidays)

Gatehouse Centre is a Centre Against Sexual Assault for children, young people and their families in the north western regions, who may have experienced sexual abuse.

State-wide Family Violence Support Services

- **safe steps**

(Ph: 1800 015 188)

State-wide service that provides 24/7 telephone crisis counselling, referral, information and support. Central contact point for women's refuges in Victoria.

- **Elizabeth Morgan House Aboriginal Women's Support Service**

(Ph: 9482 5744)

Elizabeth Morgan House is an Aboriginal women's support service that provides family violence support to Aboriginal women and their children experiencing (or who have experienced) family violence. This includes a high-security refuge for Aboriginal women and children, intake referrals, crisis support, counselling, case management, court support, and secondary consultation.

- **Djirra**

(Ph: 9244 3333)

Culturally safe and holistic support to Aboriginal victims/survivors of family violence and sexual assaults, including legal assistance and early intervention/prevention programs.

- **Intouch Multicultural Centre Against Family Violence**

(Ph: 9413 6500)

A specialist family violence service that works with multicultural women, their families and their communities. Intouch provides free and confidential support services to migrant and refugee women living in Victoria, who are experiencing or have experienced family violence. They also provide training, conduct research, and run community-based projects to address the issue of family violence in the community.

National Support Services

- **1800 Respect**

(Ph: 1800 737 732)

Specialist, confidential 24/7 sexual assault and family violence telephone service providing information, counselling and referrals for victim/survivors, family members and professional supporting someone experiencing, or at risk of experiencing sexual assault, domestic or family violence.

Child and Family Support Services

Child and Family Information, Referral and Support Teams, known as Child FIRST, work in partnership with local services and act as the central intake point providing referrals for integrated family services in the western metropolitan region of Melbourne for parenting and family services support.

- **West Melbourne Child FIRST - Anglicare**

(Ph: 1300 775 160)

A Child and Family information referral support team for children, young people and families living in the Hobsons Bay, Maribyrnong, Melbourne, Moonee Valley and Wyndham areas. Child FIRST works with families who require support with managing children's challenging behaviours, family relationships, conflict and breakdown, social isolation and concerns arising from issues such as mental health, drug and alcohol use and family violence.

- **Brimbank/Melton Child First - MacKillop Family Services**

(Ph: 1300 138 180)

Child FIRST offers a central referral point for vulnerable families living in the Brimbank, Melton area and links them to community-based support services. The service is available for families with children aged up to 17 years, including those with unborn children and require support with parenting concerns, family conflict, physical and mental health, substance abuse and community connections for families.

- **VACCA**

(Ph: 9742 8300)

Aboriginal child and family welfare organisation in Victoria. Focusing on positive parenting, family interaction and community connections. VACCA provides a child-focused family violence service that helps children to understand and heal from family violence and increase community awareness of the impact of family violence on children.

- **Women's Health West's children's counselling program**

(Ph: 9689 9588)

Women's Health West provides counselling for children and young people aged 0-17 years in the western metropolitan region who have experienced family violence. Counselling is offered in Footscray, Melton, Hoppers Crossing and Wyndham Vale suburbs. The program has both children's counsellor and a specialist youth counsellor. Counselling sessions can be held with child/parent, siblings, or child-centred single sessions, as appropriate.

- **Caring Dads**

(Ph: 9731 2500)

A free service for fathers living in Wyndham, Hobsons Bay, Maribyrnong, Melbourne or Moonee Valley who have regular contact with their children and have struggled with anger, worry, frustration and/or violence and who want to be the best dad they can be.

- **Keeping Safe Together**

(Ph: 9448 5650)

A partnership between Women's Health West and LifeWorks. Keeping Safe Together provides support to whole families who have been impacted by family violence. The program works closely with families, so they can recover from the impact of family violence, heal and live free from violence and control.

LGBTIQ Support Services

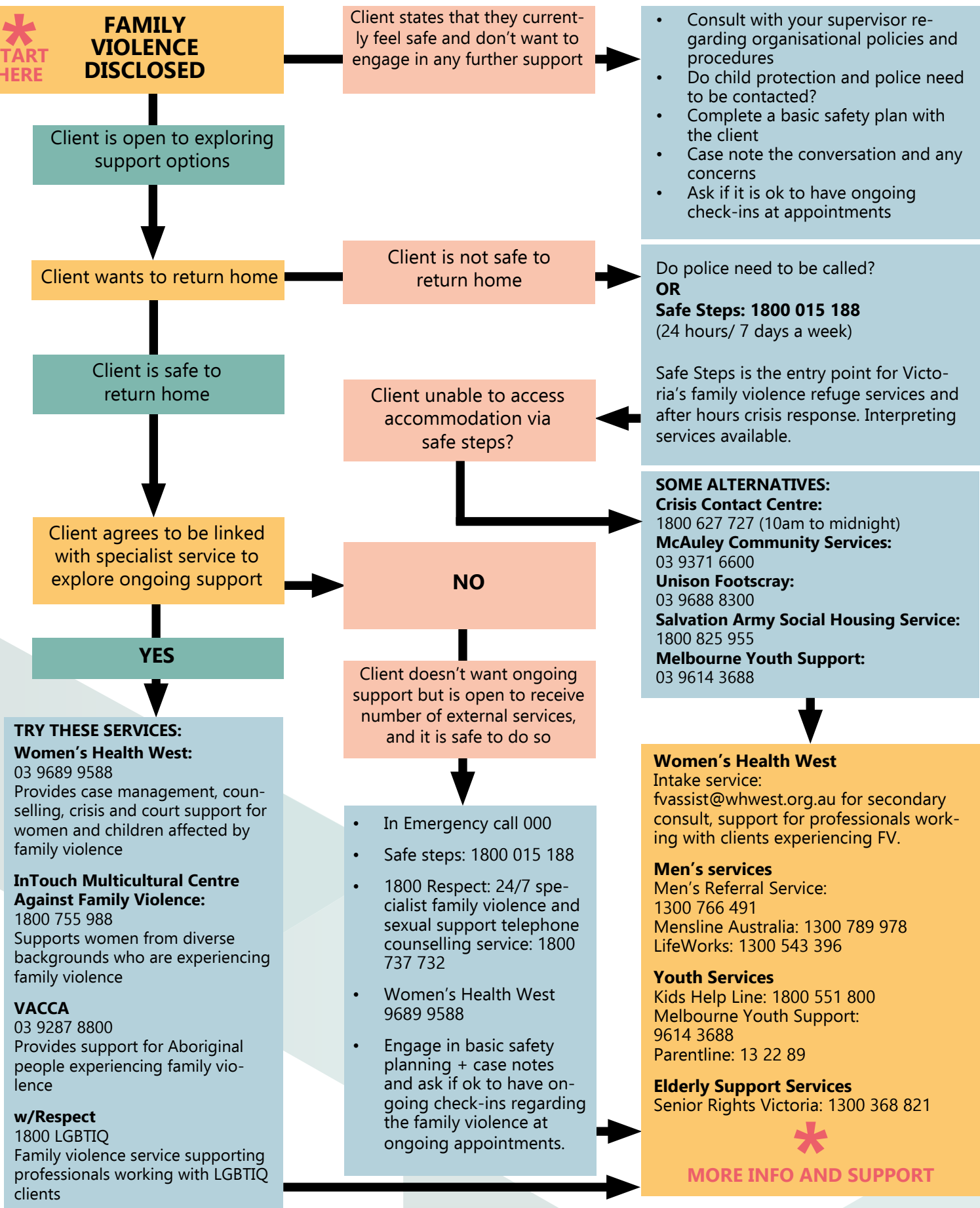
- **w/respect**
(Ph: 1800 548 847)
State-wide specialist LGBTIQ family violence service funded to support people in LGBTIQ communities and their families affected by family violence as well as build the capacity of the integrated family services and specialist family violence system.
- **iHeal (Thorne Harbour Health)**
(Ph: 1800 134 840)
A community-controlled organisation, governed by members, and working for sex, sexuality and gender diverse communities. Thorne Harbour Health have partnered with Drummond Street, Queerspace, and Merri Health to deliver the iHeal service for survivors of family violence. Providing a range of support tailored to suit members of the LGBTIQ community and their families including counselling, case management, advocacy, and community connections.

Men's Behaviour Change Programs

- **LifeWorks**
(Ph: 8650 6200)
Located in Williamstown, Wyndham and Melbourne.
- **Relationships Australia VIC**
(Ph: 9261 8727)
Located in Sunshine.
- **Relationships Australia VIC - Vietnamese Men's Behaviour Change Program**
(Ph: 8311 9222)
Located in Sunshine.
- **Djerriwarrh Health Services**
(Ph: 9361 9371)
Located in Melton.
- **Thorne Harbour Health – ReVisioning**
(Ph: 9865 6700)
A state-wide group for gay, bisexual or queer men (including cisgender and trans men) learning about breaking patterns of violence, abuse or controlling behaviours.

Please note that we do not run an emergency crisis service. To book an appointment please speak with our intake team to arrange support.

IN AN EMERGENCY ALWAYS CALL 000



FAMILY VIOLENCE DISCLOSED

Client states that they currently feel safe and don't want to engage in any further support

Client is open to exploring support options

Client wants to return home

Client is not safe to return home

Client is safe to return home

Client agrees to be linked with specialist service to explore ongoing support

Client unable to access accommodation via safe steps?

YES

NO

Client doesn't want ongoing support but is open to receive number of external services, and it is safe to do so

- TRY THESE SERVICES:**
- Women's Health West:** 03 9689 9588. Provides case management, counselling, crisis and court support for women and children affected by family violence
 - InTouch Multicultural Centre Against Family Violence:** 1800 755 988. Supports women from diverse backgrounds who are experiencing family violence
 - VACCA:** 03 9287 8800. Provides support for Aboriginal people experiencing family violence
 - w/Respect:** 1800 LGBTIQ. Family violence service supporting professionals working with LGBTIQ clients

- Consult with your supervisor regarding organisational policies and procedures
- Do child protection and police need to be contacted?
- Complete a basic safety plan with the client
- Case note the conversation and any concerns
- Ask if it is ok to have ongoing check-ins at appointments

Do police need to be called?
OR
Safe Steps: 1800 015 188
(24 hours/ 7 days a week)

Safe Steps is the entry point for Victoria's family violence refuge services and after hours crisis response. Interpreting services available.

- SOME ALTERNATIVES:**
- Crisis Contact Centre:** 1800 627 727 (10am to midnight)
 - McAuley Community Services:** 03 9371 6600
 - Unison Footscray:** 03 9688 8300
 - Salvation Army Social Housing Service:** 1800 825 955
 - Melbourne Youth Support:** 03 9614 3688

- In Emergency call 000
- Safe steps: 1800 015 188
- 1800 Respect: 24/7 specialist family violence and sexual support telephone counselling service: 1800 737 732
- Women's Health West 9689 9588
- Engage in basic safety planning + case notes and ask if ok to have ongoing check-ins regarding the family violence at ongoing appointments.

Women's Health West
Intake service: fvassist@whwest.org.au for secondary consult, support for professionals working with clients experiencing FV.

Men's services
Men's Referral Service: 1300 766 491
Mensline Australia: 1300 789 978
LifeWorks: 1300 543 396

Youth Services
Kids Help Line: 1800 551 800
Melbourne Youth Support: 9614 3688
Parentline: 13 22 89

Elderly Support Services
Senior Rights Victoria: 1300 368 821

MORE INFO AND SUPPORT



**For more information please visit
www.whwest.org.au**



women's **health** west