

NORTH WEST METROPOLITAN REGION
PRIMARY CARE PARTNERSHIPS

Workplace Family Violence

EXAMPLE POLICY AND PROCEDURE

Acknowledgements

The North West Metropolitan Region (NWMR) Primary Care Partnerships (PCPs) acknowledge the support of the Victorian Government.



North East Healthy Communities led the development of this template.

North East Healthy Communities acknowledges the peoples of the Kulin Nation as the Traditional Custodians of the land on which our work in the community takes place. We pay our respects to their culture and their Elders past, present and emerging.

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April 2019

Workplace Family Violence

Using this Document

This document provides an example of best-practice policy and procedures to guide organisations in how they support employees experiencing family violence. Each organisation will need to tailor this document so that it aligns with their specific needs. After this process, it is recommended that organisations use the *Workplace Family Violence Policy and Procedure Assessment Tool* to ensure their document retains all best practice principles.

Workplace Family Violence - Policy and Procedure

Background

Family violence is a serious issue that significantly affects health and wellbeing. While family violence affects all genders, statistics show that it is overwhelmingly perpetrated by men against women and children. Family violence is a violation of human rights and is the leading contributor to ill health and preventable death in women aged 15–44. One in three Australian women who have an intimate partner will experience violence from a partner or an ex-partner. Victims/survivors of family violence are in our community, workplaces, schools and community groups.

Family violence can affect the wellbeing, productivity and performance of people in the workplace, and can result in higher levels of workplace stress, the use of personal/sick leave and staff turnover. In some cases, employees experience the direct impact of family violence in their workplace in the form of threatening phone calls, emails and confrontation by the perpetrator at a workplace address (McFerran, 2011).

Workplaces have an important role to play in raising awareness about family violence and creating a workplace culture and environment that promotes non-violent, equitable and respectful gender relations (Our Watch, 2015). [Insert name of organisation] will respond to employee disclosures of family violence and ensure that employees experiencing violence are provided with workplace support. In doing so we aim to create an environment that encourages employees experiencing family violence to seek help and support that promotes the disclosure of family violence and reduces the consequences of this violence.

By creating a safe, respectful and equitable workplace, employers can play an important role in promoting positive cultural norms and attitudes in the broader community.

Purpose

The purpose of this policy is to:

- raise awareness among employees about family violence and the impact it has on women and workplaces;
- guide responses to employees who are affected by family violence; and
- identify family violence workplace supports available to staff and volunteers.

Scope

All staff are responsible for identifying and responding appropriately to employees who exhibit indicators of, or disclose, family violence. However, managers, human resource staff and family violence contact officers have also been assigned with additional support responsibilities.

This policy and procedure does not cover:

- Cases of suspected child abuse (refer to Child Safe Policy).
- Guidance for staff responding and/or providing support to employees who disclose their own use of violence. Engaging with a perpetrator regarding their use of violence can be complex and fraught with risk if not approached in an appropriate and skilled way. ¹

Definitions

Family Violence

[Insert name of organisation] recognises that domestic and family violence and sexual assault are predominantly gendered crimes perpetrated by men against women and children they know. The term 'family violence' is used throughout this document. The Family Violence Protection Act 2008 defines family violence as:

- a) Behaviour by a person towards a family member of that person if that behaviour:
 - is physically or sexually abusive; or
 - is emotionally or psychologically abusive; or
 - is economically abusive; or
 - is threatening; or
 - is coercive; or
 - in any other way controls or dominates the family member or another person; or
- b) Behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of, behaviour referred to in paragraph (a).

Family member

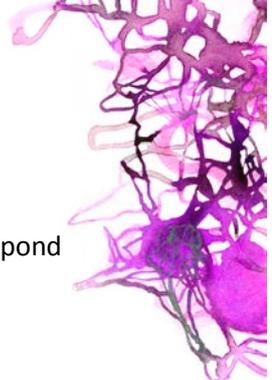
- Spouses/ de facto partners (including same-sex)
- Ex-partners
- Children
- Siblings
- Parents
- Caregivers (paid or unpaid)
- Relatives
- Kinship structures and members of extended kinship networks

Staff member/ employee

Individuals engaged in the organisation on a paid basis, who are volunteering or are students.

Family Violence Contact Officer

¹ Please contact Men's Referral Service on 1300 766 491 for advice on supports for men who use violence, or suggest men call them independently for information, referral and counselling.



A staff member at the organisation who has been appropriately trained and appointed to respond to family violence disclosures from staff.

Policy Statement

[Insert name of organisation] is responsible for providing a safe workplace and recognises family violence as a workplace issue. [Insert name of organisation] is committed to developing a workplace where family violence is not tolerated or excused and to developing supportive and non-judgemental environments in which employees feel safe to discuss family violence. Our organisation does not discriminate toward employees experiencing family violence in regard to hiring, staffing, or their terms, conditions or privileges of employment.

[Insert name of organisation] will ensure staff are competent and sensitive in their identification, response and management of employees experiencing family violence. Employee experiences are treated confidentially and seriously and they are provided with access to information and support. We understand that many women do not freely disclose family violence and are not in a safe position to leave their home. [Insert name of organisation] supports staff regardless of whether they plan to take direct action around their experience of family violence. We will take immediate action if any potentially dangerous or threatening instances of family violence occur within the workplace.

Our response to violence recognises that people have different experiences, barriers to safety and needs due to gender, race, class, age, cultural background, sexuality and/or disability and other individual factors. Our organisation incorporates culturally sensitive practices in our response that are inclusive of Australian and Torres Strait Islander women and culturally and linguistically diverse women and their families.

Responsibilities of Staff

The table below outlines key responsibilities to be undertaken to support employees who experience family violence.

	CEO & Board	Human Resource Manager (or similar)	Human Resources (HR)	Managers	Family Violence Contact Officers	All employees (Inc. volunteers/ students)
Endorse and support an organisational response to family violence						
Provide a safe and supportive environment for employees experiencing family violence						
Appoint and support family violence contact officers						
Respond appropriately to disclosures in line with this policy						
Provide information on workplace supports and referral options						
Contact police if there is serious threat to the employee, children, staff or others						
Maintain confidentiality of family violence disclosures						
Manage/approve access to family violence leave						
Support the development & implementation of a workplace safety plan						
Support employee work performance						
Provide appropriate family violence training opportunities for staff						

Document employee experience of family violence in line with this policy

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Family Violence Workplace Procedure

See Appendix 1: Workplace Family Violence Flowchart, for clarification of procedures outlined below.

1. Identifying family violence

An employee may disclose that they are experiencing family violence to a colleague they feel comfortable with. This may be a co-worker, manager, Human Resources (HR) staff or a Family Violence Contact Officer. If an employee displays indicators of family violence, all staff are encouraged to enquire about this directly with the employee.

1.1 Family violence indicators and risk factors

To identify family violence it is important that staff are familiar with the range of family violence indicators. However, in some situations and combinations, although indicators may raise suspicions of family violence, these do not necessarily indicate family violence (see Appendix 2: Indicators of Family Violence in Adults and Children).

Australian and international research has identified a range of risk factors for women and perpetrators that commonly precede a serious incident of family violence, assault or homicide. Additionally, some people and communities are known to experience additional barriers to safety which often lead to increased risks of family violence that may indicate further risk (see Appendix 3: Risk factors and barriers impacting the likelihood and severity of family violence).

2. Responding to family violence

If an employee, family member, staff or anyone else is in danger, call 000.

Where an employee discloses their experience of family violence or where indicators are present, the staff member who is supporting them should speak to them in a direct, non-judgemental and respectful manner. Discussions should be arranged in a safe and confidential space.

Managers, HR staff and family violence contact officers have primary responsibility for supporting employees experiencing family violence. The HR Manager (or similar) will provide information and guidance to employees in situations where that employee does not want to disclose experiences of family violence to their manager. Employees should be directed to a staff member in one of these roles, where they will be provided with information on workplace supports and referral options.

Workplace supports include:

- access to the Employee Assistance Program (EAP)
- access to Family Violence Leave;
- supported development of workplace safety plans;
- supported Workplace Management; AND
- information about family violence resources and specialist support services (see Appendix 4: Family Violence Services).

Confidentiality

All staff should maintain strict confidentiality regarding knowledge about another employee's family violence situation.

Staff need to inform the employee that information will be shared:

- a) with the express wishes and knowledge of the employee experiencing family violence;
- b) when the safety of clients, staff or any others is believed to be at risk;* and
- c) for HR recording purposes (see *Documentation* below).

* In some circumstances it is mandated by law to report instances of abuse as [insert name of organisation] has a responsibility to ensure the safety of children. This should be done in consultation with the employee who is experiencing family violence.

Documentation

Information relating to employee disclosure of family violence is kept strictly confidential and is not recorded on their personnel file (except information relating to family violence leave). [Insert name of organisation] is required to keep basic information regarding employee disclosures of family violence. A confidential and secure 'miscellaneous' file will be set up for all employees. Necessary items relating to that employee's experience of family violence and any actions taken will be stored in this folder by HR (e.g. conversations/disclosures of family violence, workplace safety plans, conversations, breach of IVO etc.).

Staff will also record a minimum data set regarding disclosures on an organisational template. This data set includes; date and time the discussion occurred, the details of family violence incidents, the details of support the workplace has offered to the employee (including referral options, workplace safety planning and information provided), and whether a referral has been made to justice services.

Documentation will be kept in line with privacy and confidentiality legislation.

3. Workplace Family Violence Supports

3.1 Family violence contact officers

[Our organisation] will appoint family violence contact officers. HR is responsible for advertising and appointing family violence contact officer roles. Appointment is based on expression of interest and response to the role description and capacity and skillset of the applicant. Where possible there is cross-organisational representation in these positions and an officer at each site. Officers will receive appropriate workplace family violence training. They will advise those who have experienced family violence about workplace supports and referrals. At the employee's request, officers are able to attend meetings with the employee and their manager.

[Our organisation] actively promotes those in Family Violence Contact Officer Positions. This is done via posters, emails there is a change in these positions, and the intranet.

3.2 Family Violence Leave

Family violence leave is available to employees who are experiencing family violence to provide them with the opportunity to take action that will support and enhance their safety and wellbeing. Family violence leave can be accessed for medical or legal assistance, court appearances, counselling,

relocation, attending a family violence or other support service, follow-up support for children, or to make other arrangements as a result of experiencing family violence.

Entitlement

20 days of paid family violence leave is available to all paid employees with the exception of casual staff. This leave will be in addition to other leave entitlements and may be taken as consecutive or single days or as a fraction of a day. Family violence leave does not cumulate from year to year. All casual staff and volunteers are entitled to access leave without pay if they are experiencing family violence.

If an employee exhausts their 20 days of family violence leave, and requires further time away from work, it is recommended that they be supported to access other paid leave options, such as annual leave and personal leave before being required to take leave without pay.

Perpetrators are not eligible to access family violence leave. [Our organisation] will support a staff member who is a perpetrator to take leave where required, for example to address behaviour for change or to attend court. Leave needs to be accessed via other options available to that employee, such as annual leave or leave without pay.

Application and Approval

Family violence leave can be taken with or without approval or prior notice. It can be gained via approval from an immediate manager or the HR Manager (where an employee does not want their direct manager to be aware of their experience of family violence). Should an employee not wish to disclose their situation to their direct manager, they will be advised that the employee has taken 'sick leave – other' (unless the employee consents to information being disclosed).

Where possible, employees should have a conversation regarding their experience of family violence prior to applying for leave. If the authorising manager has not had an opportunity to discuss the application for leave prior to receiving it, a discreet and confidential inquiry about the employee by the manager should be initiated to offer further information and support.

Documentation

Timesheet and payroll systems will ensure that the way family violence leave is documented ensures the details of the leave are unable to be identified and confidentiality of the affected employee is maintained. Doing this decreases the possibility of perpetrators knowing that family violence leave has been provided by the workplace. These protocols are compliant with privacy and confidentiality legislation and allow the use of family violence leave to be monitored by HR and the payroll system.

[Insert name of organisation] may require supporting documentation showing evidence of family violence to access family violence leave. If required, documentation will only be needed for the first disclosure of violence, not for each occasion. Supporting documentation can be in the form of:

- a statement of notice from Victoria Police;
- a court notice of proceedings or order;
- a letter or certificate from a registered health practitioner;
- a support letter from a family violence service, counsellor, a family support service, or other case manager;
- a letter from a lawyer; and
- a statutory declaration from the employee.

Documentation will be stored in 'locked' employee files, but not in their personnel file.

Leave to Support a Person Experiencing Family Violence

An employee who is supporting a person experiencing family violence may be provided with leave to accompany that person to court, hospital or to care for children etc. This may be family violence leave or other relevant leave (e.g. carers leave). The evidentiary requirements are as above.

3.3 Safety planning in the workplace

Employees must, where is reasonably practical, provide and maintain a safe working environment. Where an employee discloses family violence, the supporting staff member should enquire about their safety at work. If there is an intervention order requiring the perpetrator to stay away from the employee, or if the employee believes the perpetrator may engage in an act of violence at the workplace, a safety plan is highly recommended. (See Useful resources: Workplace safety plans).

The focus of a workplace safety plan is to keep all employees safer in the workplace. It is developed according to the needs of, and lead by, the employee experiencing family violence, and in consultation with any family violence specialist support services involved (if applicable). It is likely that the development of the plan will also involve a manager who has attended workplace family violence training.

Workplace Safety Plans may consider/include:

- staff safety to and from workplace and office (including location of car parking etc.);
- physical location/office space;
- changes to hours of work;
- changes to phone and email contact details;
- changes to electronic payroll or benefits;
- changes to emergency contact details (noting that next of kin may be the perpetrator);
- notifying reception staff to screen telephone calls;
- notifying security staff and reception staff to be alerted to the person of concern entering premises;
- intervention orders/security documentation;
- potential risk of physical harm to other employees and or clients (where necessary, it is essential to take reasonable measures to provide protection for them as well); and
- any other appropriate safety measure/s.

Where a family violence workplace safety plan is developed, information will be shared with other employees who are likely to be affected by its implementation. Information that gave rise to the development of a safety plan should be kept to a minimum.

A copy of the workplace safety plan will be retained confidentially by HR and will not be placed on the employee's personnel file. The workplace safety plan should consider and refer to the possibility that risks remain imminent for a number of months, and should have an appropriate review date to be agreed by all parties. Employees are encouraged to talk with their manager (or alternative) about any ongoing safety concerns and the workplace safety plan should be updated accordingly.

Go to [1800 RESPECT](#) for safety planning outside the workplace.

3.4 Supporting work performance

[Insert name of organisation] is aware that employees impacted by family violence may experience performance issues such as absenteeism, work interruptions, trouble concentrating, or physical or mental health issues.

We will protect employees against adverse action, discrimination or performance management on the basis of their disclosure of family violence, or if their attendance or performance suffers as a result of experiencing family violence. This is in accordance with our Equal Employment Opportunity (EEO) Policy and Procedure.

If an employee's performance or conduct is below their normal standard, and their manager becomes aware that issues resulting from family violence are contributing, they will work with the employee in an encouraging and supportive manner. Support will be provided to assist the employee to stay connected to employment, address issues of family violence and eventually resume their regular duties at work.

Modified work plans

[Insert name of organisation] will support employees experiencing family violence to develop and implement a Modified Work Plan (MWP), where required. Flexible work arrangements will be developed with, and approved by, an employee's manager (or HR manager). Any reasonable request in relation to the employee's working arrangements will be considered. Requests might include a temporary or ongoing change to the employee's regular hours of work and/or shift patterns, a temporary or ongoing job re-design, or changes to duties. MWP's will be reviewed at agreed periods. When a staff member is no longer in need of MWP, their terms and conditions of employment may revert back to their substantive position.

3.5 Employee Assistance Program (EAP)

[Insert name of organisation's] EAP provider is adequately skilled in the area of family violence and has the ability to provide support to staff experiencing family violence. Our service agreement with our EAP provider includes such a clause. EAP information is advertised widely throughout sites in our organisation.

4. Employees who commit acts or threats of family violence

Employees who use the workplace to harass, threaten or abuse a person will be disciplined for using organisational resources inappropriately in accordance with the Code of Conduct, or performance management policies and procedures. This includes workers who use workplace resources such as a phone, fax, email or other means to carry out abuse.

Engaging with a perpetrator on his use of violence can be complex and fraught with risks if not approached in a skilled and appropriate way. For this reason, organisations are encouraged to contact Men's Referral Service (1300 766 491) for advice and support with matters relating to perpetrators of family violence.

Employees who have perpetrated family violence from, or at, the workplace and employees who disclose that they have perpetrated family violence should be provided with information on services

for perpetrators, as well as encouraged to contact and seek support from an appropriate specialist men's family violence service or men's behaviour change provider.²

In instances where there is a serious threat to the safety of an employee, police should be contacted.

5. Self-Care

Staff who support employees experiencing family violence can also access EAP sessions, as well as debriefing and support from managers.

6. Training and skill development

Managers, family violence contact officers and HR staff are provided with Workplace Family Violence Training in their first year of employment, and thereafter every two years. This training includes:

- family violence and industrial entitlements;
- workplace safety plans;
- family violence leave;
- Modified Work Plans;
- documentation;
- confidentiality;
- perpetrators in the workplace;
- self-care; and
- debriefing.

It is recommended that training is delivered by a provider with expert knowledge in both family violence and industrial rights.

Workplace family violence training is provided annually and is on our organisational training calendar. Should a new staff member begin when training is not available, they will be supported to access training at other locations/organisations and provided with organisational-specific information individually. Staff who have not attended workplace family violence training will be actively encouraged to do so.

Prior to attending workplace family violence training it is necessary for staff to attend family violence training (so that they are aware of the gendered nature of family violence, indicators of family violence etc.). [Insert name of organisation] promotes family violence training that is offered by external organisations.

7. Policy Promotion

The Workplace Family Violence Policy and Procedure (and relevant materials) are promoted on [insert name of organisation's] Intranet (or similar) As part of [Insert name of organisation's] induction and orientation program, our Workplace Family Violence Policy and Procedure is promoted.

² Please use the [Orange Door service search](#) to find the specialist family violence services in your area.

Brochures and posters relating to workplace family violence are visible in a range of locations in [insert name of organisation], and on the computer-based staff platform (for example, posters, brochures and leaflets). The staff platform includes a range of supporting guides/templates for staff supporting employees, and for employees, experiencing family violence.³



8. Policy review

This policy and associated procedures are to be reviewed and updated every three years.

9. Policy evaluation, monitoring, and reporting of compliance

Compliance with, and usability of, the Workplace Family Violence Policy and Procedures will be monitored, evaluated and reported annually through:

- review and evaluation of [our organisations] response/s to disclosures of family violence;
- use of family violence leave;
- effectiveness of implemented workplace safety plans; and
- retention of staff who have disclosed family violence.

10. Legislation, References and Useful Resources

Related Legislation and Policies

- *Child, Youth and Families Act, 2005*
- *Child, Youth and Families Act, 2005*
- *Enterprise Agreement*
- *Equal Opportunity Act, 1995*
- *Family Violence Prevention Act, 2010*
- *Family Violence Protection Act, 2008*
- *Information Privacy Act, 2000*
- *Occupational Health and Safety Act (Vic), 2004*
- *Victorian Equal Opportunities Act, 2010*

References

- Austin Health Family Violence Family Violence Clinical Policy and Procedure.
- Australian Human Rights Commission. [Fact Sheet: Domestic and Family Violence – A Workplace Issue, A Discrimination Issue, Australian Human Rights Commission.](#)
- Inner North West Metropolitan Region Primary Care Partnerships (2016). [Identifying Family Violence and Responding to Women and Children \(Client Policy Template\).](#)
- Inner North West Metropolitan Region Primary Care Partnerships (2016). [Workplace Family Violence Policy Template.](#)

³ Guides/Templates could include: Family Violence support services; Supportive Conversations; Workplace Safety Plans; Frequently Asked Questions for Managers; Identifying Possible Warning Signs; Family Violence Leave and Other Supports.

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- McFerran, L. 2011. Key findings – Safe at Home, Safe at Work? National Domestic Violence and the Workplace Survey 2011, Gendered Violence Research Network, Sydney,
 - Our Watch, Australia’s National Research Organisation for Women’s Safety (ANROWS) and VicHealth, 2015, Change the story: A shared framework for the primary prevention of violence against women and their children in Australia, Our Watch, Melbourne.
 - The Victorian Government, Royal Commission into Family Violence.
 - The Victorian Trades Hall Council, Understanding Family Violence as a Workplace Issue: Your Guide.
 - The Women’s Hospital (2017), Strengthening Hospital Responses to Family Violence: Identifying and Responding to Family Violence Procedure.

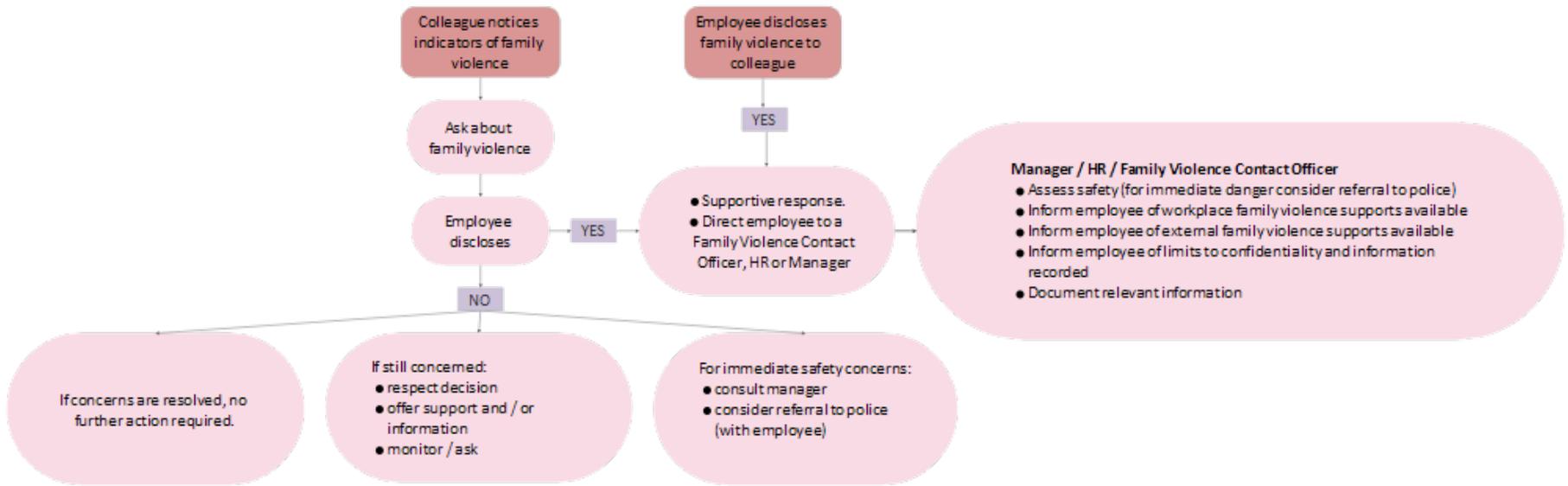
Useful Resources

- *Family Violence Contact Officer Role Description*, The Victorian Trades Hall Council, Understanding Family Violence as a Workplace Issue: Your Guide (Page 56).
- *Workplace safety plan*, The Victorian Trades Hall Council, Understanding Family Violence as a Workplace Issue: Your Guide (Page 57).

11. Related Organisational Policies and Procedures

Identifying Family Violence and Responding to Women and Children Policy and Procedure
Child Protection Policy and Procedure
EEO Policy and Procedure

Appendix 1 – Workplace Family Violence Disclosure Flowchart



Workplace supports for employees experiencing family violence

Modified Work Plan	Family Violence Laws	Workplace Safety Plan
<ul style="list-style-type: none"> ● Employee supported to develop Modified Work Plan ● Copy supplied to HR 	<ul style="list-style-type: none"> ● Leave applied for by employee ● Leave approved by manager 	<ul style="list-style-type: none"> ● Plan led by employee experiencing family violence, developed with specialist family violence services and manager ● Plan provided to other staff on a 'need to know' basis. ● Copy provided to HR

Appendix 2 – Indicators of Family Violence in Adults

The table below outlines some indicators of family violence that you may see, hear or observe. Indicators of family violence are not always obvious. Identifying family violence early can prevent future violence.

Physical
<ul style="list-style-type: none">• Unexplained bruising and other injuries• Head, neck and facial injuries• Accidents occurring during pregnancy• Miscarriages and other pregnancy complications• Injuries to bone or soft tissues• Injuries sustained that do not fit the history given• Bite marks, unusual burns• Chronic conditions including headaches, pain and aches in muscles, joints and back• Dizziness
Psychological/behavioural
<ul style="list-style-type: none">• Emotional distress e.g. anxiety, indecisiveness, confusion, and hostility• Sleeping and eating disorders• Anxiety/depression/perinatal depression• Psychosomatic and emotional complaints• Self-harm or suicide attempts• Evasive or ashamed about injuries• Reluctant to follow advice• Social isolation/no access to transport• Frequent absences from work or studies• Submissive behaviour/low self-esteem• Withdrawn• Not a permanent resident or on an insecure visa• Fearful• Alcohol or drug abuse• Missing belongings• Inability to find the money for basics such as food, clothing, transport and bills

Table adapted from: Australian Medical Association, Law Council of Australia, (2015) *Supporting patients experiencing family violence: A Resource for Medical Practitioners*

Appendix 3 – Family Violence Support Services

If someone is in immediate danger or threat call police: 000

Specialist Family Violence Services

Organisation	Services	Contact details
<u>1800 RESPECT</u>	National sexual assault, domestic and family violence counselling helpline, information and support for people who are at risk of, or experiencing, these issues. Also offer secondary consultation to professionals.	T: 1800 737 732 www.1800respect.org.au <u>24/7</u>
<u>Safe Steps Family Violence Response Centre</u>	A statewide family violence response phone line. Connects women and children with specialist support workers to explore options, develop safe plan and access supports that allow them to live safe from family violence.	T: 1800 015 188 9928 9600 www.safesteps.org.au <u>24/7</u>
<u>Orange Door</u>	The Orange Door, or Support and Safety Hubs, help women, children and young people experiencing family violence and families who need assistance with the care and wellbeing of children. They help connect people directly to services and provide a coordinated response to a range of different needs. It is free to access help and support and you do not need a referral. <u>Orange Door is in the process of being established across Victoria.</u>	M - F: 9 – 5 <u>*Please use the Orange Door service search to find the specialist family violence services in your area.</u> North Eastern Melbourne Orange Door - Banyule, Darebin, Nillumbik, Whittlesea, Yarra T <u>1800 319 355</u> nema@orangedoor.vic.gov.au
<u>Berry Street Northern Family and Domestic Violence Service</u>	Berry Street supports victims of family violence across Northern and Western areas of Victoria. Services are free and are accessible to all women and their children regardless of their financial status.	T: (03) 9450 4700 M – F: 9 - 5 <u>*Berry Street are the providers of Family Violence support in Hume and Moreland (not Orange Door at this time).</u>
<u>Sexual Assault Crisis Line</u>	The Sexual Assault Crisis Line Victoria is a State-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.	T: 1800 806 292 5pm - 9am weeknights, and throughout weekends and public holidays

Child Services

Organisation	Services	Contact details
Child First	Each Child and Family Information, Referral and Support Team (Child FIRST) provides a central referral point to a range of community-based family services and other supports within each of the Child FIRST catchment areas. Child FIRST links vulnerable children (who do not require child protection involvement), young people and their families into the relevant services they need.	Child FIRST, as the access point for family services, is progressively transitioning to The Orange Door. Find your local Child FIRST or The Orange Door referral phone number here .
Child Protection	Child Protection is specifically targeted to those children and young people at risk of harm or where families are unable or unwilling to protect them. You should make a report to Child Protection if you have formed a reasonable belief that a child has suffered or is likely to suffer significant harm as a result of abuse or neglect and their parent has not or is unlikely to protect them from harm of that type.	After hours emergency T: 131 278 5pm – 9am M – F 24 hours weekends 9 – 5: M – F Contact the child protection intake service that covers the area in which the child lives
Kids Helpline	Free, 24 hour private and confidential counselling service for young people aged 5 – 25 years.	T 1800 551 800 Kidshelp.com.au

Elder Services

Organisation	Services	Contact details
Seniors Rights Victoria	Provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.	T: 1300 368 821 www.seniorsrights.org.au

Aboriginal Family Violence Services for Women

Organisation	Services	Contact details
DJirra (Formally Aboriginal Family Violence Prevention and Legal Service)	Advice and assistance for indigenous people experiencing domestic and family violence. Information is also available from the Secretariat of National Aboriginal and Islander Child Care (SNAICC) .	T 1800 105 303 www.fvpls.org T (03) 9419 1921 www.snaicc.org.au
Elizabeth Morgan House Aboriginal Women's Family Violence Services	Crisis accommodation, counselling and support for Aboriginal women and spouses of Aboriginal men experiencing family violence.	T (03) 9482 5744 www.emhaws.org M-F: 9-5

Family Violence Services for men

Organisation	Services	Contact details
<u>MensLine Australia</u>	Professional telephone and online support and information service for men with family and relationship concerns.	T: 1300 789 978 24/7
<u>Men's referral service</u>	A men's family violence telephone counselling, information and referral service operating in Victoria, New South Wales and Tasmania and is the central point of contact for men taking responsibility for their violent behaviour. They also provide support and referrals for women and men seeking information on behalf of their male partners, friends or family members, and workers in a range of agencies seeking assistance for their clients who are men.	T: 1300 766 491 www.mrs.org.au NSW and TAS Open 24/7 ACT NT QLD SA VIC and WA M - F 8am - 9pm Weekends 9 - 5
Men's Behaviour Change	A men's behaviour change program is a program for men wanting to end their use of controlling and abusive behaviours (including violent incidents) and other problematic behaviour in their relationships.	Men's behaviour change programs are facilitated by a range of different providers across the state. For a list of Men's Behaviour Change providers click here .
Victorian Aboriginal Community Services Assoc. Ltd. (VASCAL)	Services for Aboriginal and Torres Strait Islander male perpetrators.	T: (03) 9416 4266 M - F: 9 - 5

Lesbian, gay, bisexual, transgender, intersex services

Organisation	Services	Contact details
<u>Another Closet</u>	Online resources and links to assist people in lesbian, gay, bisexual, transgender, intersex relationships who are, or may be, experiencing domestic and family violence.	www.anothercloset.com.au
<u>Switchboard</u>	Provides free, confidential and anonymous telephone counselling, referral and information service for the Victorian and Tasmanian lesbian, gay, bisexual, transgender, intersex and queer communities and their supporters.	T: 1800 184 527 www.switchboard.org.au
Thorne Harbour Health	Provides counselling services to LGBTI communities and provide Family Violence Flexible Support Packages for those who are considering leaving or have recently left a relationship violence circumstance.	T: (03) 9865 6700 M-F: 9-5

Legal services

Organisation	Services	Contact details
<u>Court Network</u>	Voluntary non-legal court support service operating throughout Victoria and Queensland that provides guidance and information on how the courts work.	T: 1800 681 614 www.courtnetwork.com.au
<u>Victoria Legal Aid</u>	Provides free information about family violence intervention orders and may be able to assist with free legal advice.	T: 1300 792 387 www.legalaid.vic.gov.au M – F: 8.45 - 5.15
<u>Women’s Legal Services Victoria</u>	Free and confidential legal information, advice, referrals and representation to women in Victoria.	T: 1800 133 302 (03) 8622 0600 www.womenslegal.org.au

Other useful websites and resources

Organisation	Services	Contact details
<u>Domestic Violence Victoria</u>	Peak body for domestic violence services for women and children.	T: (03) 9921 0828 www.dvvic.org.au
<u>InTouch Multicultural Centre Against Family Violence</u>	State- wide service, providing services, programs and responses to issues of family violence in Culturally And Linguistically Diverse (CALD) communities.	T: 1800 755 988 www.intouch.asn.au
<u>Northern Centre Against Sexual Assault</u>	The Northern Centre Against Sexual Assault (Northern CASA) is one of 15 centres against sexual assault in Victoria funded by the Department of Human Services. Northern CASA is a Department of Austin Health.	T: 9496 2240
<u>Pets in Peril and Emergency accommodation for pets</u>	Service provided by Animal Aid and Eastern Domestic Violence Outreach Service (EDVOS) and can assist in emergency situations. You must obtain a referral from a caseworker through EDVOS, an emergency housing program or a community health service.	T: (03) 9259 4200 (EDVOS) www.edvos.org.au www.animalaid.org.au
<u>Domestic Violence Resource Centre Victoria (DVRCV)</u>	A state-wide service that provides initial telephone support, information and referral to services to assist people who have experienced family violence. Online information, resources and training is also available.	T: (03) 9486 9866 M - F: 9 - 5 www.dvrcv.org.au
<u>The Lookout</u>	An online resource where you can find information, resources and services aimed at preventing and responding to family violence.	www.thelookout.org.au



Organisation	Services	Contact details
<u>Women's Information and Referral Exchange (WIRE)</u>	Provides Victorian women with free and confidential support, information and referrals on any issues.	T: 1300 134 130 M - F: 9 - 5 www.wire.org.au E: inforequests@wire.org.au