

REFERRAL PATHWAYS



**FOR PROFESSIONAL
SERVICES SUPPORTING
FAMILY VIOLENCE
REFERRALS**

FVREE FREE FROM
FAMILY
VIOLENCE

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WHAT IS FAMILY VIOLENCE?

Family violence is a set or pattern of behaviours in which someone seeks power and control over you, causing you to feel threatened, worthless or fearful.

FAMILY VIOLENCE CAN TAKE MANY FORMS.

It can be physical, psychological and emotional, economic, social, sexual or spiritual. It can include behaviour that is violent, threatening, controlling, intimidating and isolating. It can affect people from all ages, social, cultural and religious backgrounds, and people with a disability.

It can occur between family members, parents and children, against elders, against pets, in marriages, de-facto relationships, same sex relationships, couples who are separated or divorced, and even within shared households or carer relationships.

We see a world free from family violence.

FREE FROM FEAR.
FREE FROM HARM.
FREE FROM CONTROL.

An equal world where every person can live safe and free.

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.

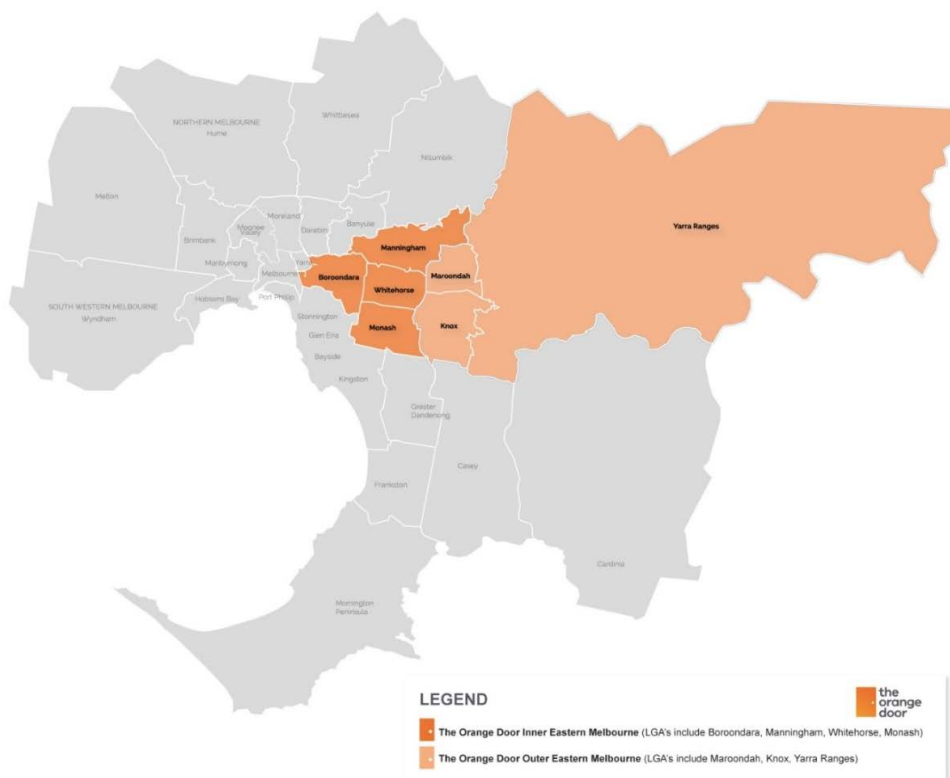
State of Victoria. (2017). Free from Violence: Victoria's strategy to prevent family violence and all forms of violence against women. Melbourne: Victorian Government.

ACCESSING FAMILY VIOLENCE SERVICES IN MELBOURNE'S EASTERN METROPOLITAN AREA (EMA) HAS CHANGED

FVREE is the leading specialist family violence service in Melbourne's Eastern Metropolitan Area (EMA) and in partnership with The Orange Door Networks, together we provide family violence support services across the Local Government Area's (LGA's) of Boroondara, Manningham, Whitehorse, Monash, Maroondah, Knox and Yarra Ranges.

Access to family violence services across Victoria has recently changed as part of key recommendations of the Victorian Royal Commission into Family Violence and the Roadmap for Reform. The Orange Door, Inner and Outer Eastern Network within Melbourne's EMA (see map below), coordinates centralised entry points for adults, children and young people to access family violence supports, as well as provides access to child well-being services, aboriginal services, and services for perpetrators of family violence.

FVREE continues to provide family violence case management support alongside all our other usual family violence programs for victim-survivors, children and pets, including response, recovery and prevention programs, throughout the EMA (LGA's of Boroondara, Manningham, Whitehorse, Monash, Maroondah, Knox and Yarra Ranges). FVREE receives referrals from The Orange Door, both Inner and Outer Eastern Networks.



EASTERN MELBOURNE AREA (EMA)

REFERRAL PATHWAYS

VICTIM-SURVIVORS, CHILDREN, PETS & ANIMALS

Is the person in immediate danger?

YES

1. Contact Police (000)
2. Contact Safe Steps for emergency accommodation (1800 015 188)
3. Contact Child Protection if children are involved (1300 360 391, After Hours 13 12 78).

NO

Victim-survivor identified to be experiencing family violence but NOT in immediate danger. Find a local Orange Door Service. <https://www.orangedoor.vic.gov.au/find-a-service-near-you>

Ask if the person consents to support for referral

Declines support referral

Provide information about family violence supports and options for self referral.

Orange Door Services
1800Respect 1800 737 732
WIRE 1800 134 130
Safe Steps 1800 015 188

Consents to support referral

The Orange Door
Outer East (Knox, Yarra Ranges, Maroondah)
P: 1800 271 150
H: Mon - Fri, 9-5pm
E: oema@orangedoor.vic.gov.au
Inner East (Monash, Booroondah, Manningham, Whitehorse)
P: 1800 354 322
H: Mon-Fri, 9-5pm
E: iema@orangedoor.vic.gov.au

Consider using 'Family Violence Information Sharing Scheme' to assist in keeping victim-survivor safe.

Secondary consultation available from Orange Door
<https://www.orangedoor.vic.gov.au/find-a-service-near-you>

Women's refuge services in this region.
Referrals to these services are made through Safe Steps on 1800 015 188
[Refuge Victoria](#), and [Kara House](#).

ORANGE DOOR > FVFREE SERVICE RESPONSE

VICTIM-SURVIVORS, CHILDREN, PETS & ANIMALS

Orange Door receives the referral and makes contact with the victim-survivor

Orange Door practitioner undertakes/provides:

- > Risk Assessment (Brief/Comprehensive MARAM)
- > Needs Assessment
- > Safety Planning
- > Information and appropriate referral(s) to other services.
- > Internal allocation to partner agencies (as appropriate)

Ongoing family violence support needs identified by Orange Door - referral made to **FVFREE Support and Recovery** team for Case Management.

The victim-survivor is able to work with a Specialist Family Violence Advocate to achieve their goals.

Needs met by **Orange Door**. Referral to FVFREE not required.

Depending what's important to the client, the Support and Recovery team can offer:

- > Ongoing risk assessment & safety planning for victim survivors and children (using MARAM comprehensive tools)
 - > Goal planning for victim-survivors and children
 - > Access to emergency accommodation
 - > Support to hold perpetrators to account for their choice to use violence
 - > Information regarding court process and intervention orders
 - > Advocacy and support linking in with Police
 - > Advocacy and support linking in with Child Protection
 - > Lock changes, home safety audits & security
 - > Financial support for family violence safety and recovery needs
 - > Specialist elder abuse family violence support
 - > Specialist Aboriginal & Torres Strait Islander family violence support (Aboriginal Liaison Officer)
- Referral and support linking in with:**
- > Education and employment services
 - > Health and well-being services
 - > Specialist sexual assault services (ECASA)
 - > Specialist Aboriginal & Torres Strait Islander services
 - > Culturally and Linguistically Diverse (CALD) specific services
 - > LGBTIQ+ specialist services
 - > Specialist family violence counselling
 - > Specialist children's services
 - > Community legal services (VLA, ECLC)
 - > Financial counselling
 - > Housing services
 - > Mental Health /Alcohol and Other Drugs services
 - > Gambling help
 - > Women's support groups

REFERRAL PATHWAYS

PERPETRATOR

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 as 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 themselves or others
call Police 000, 24/7

Client accepts support to address their use of family violence

Client declines support options

Provide referral to nearest Orange Door, <https://www.orangedoor.vic.gov.au/find-a-service-near-you>

Consider using the 'Family Violence Information Sharing Scheme' to assist in keeping the victim-survivor safe.

SERVICES CONTACTS

IF THE CLIENT IS IN IMMEDIATE DANGER

Police, Ambulance, Fire	Call 000
Safe Steps crisis support, 24/7	1800 015 188
Child Protection (after hours 13 12 78)	1300 360 391

Secondary consultation available from Orange Door
<https://www.orangedoor.vic.gov.au/find-a-service-near-you>

IF THE CLIENT HAS BEEN SEXUALLY ASSAULTED

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.	(03) 9870 7330 (03) 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): (03) 8892 3292 Outer East (Knox): (03) 9881 7939

IF THE CLIENT HAS CHILD/REN, 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 9am-5pm Mon-Fri 13 12 78 (Statewide AH crisis line) services.dhhs.vic.gov.au/child-protection
Orange Door (formerly Child FIRST)	Entry point for families seeking support with the care and well-being of children	orangedoor.vic.gov.au/find-a-service-near-you

SERVICES CONTACTS

IF THE CLIENT IDENTIFIES AS CULTURALLY AND/OR LINGUISTICALLY DIVERSE

InTouch Statewide	State-wide service, which provides services, programs and responses to issues of family violence in culturally and linguistically diverse communities.	(03) 8413 6800 1800 755 988 intouch.org.au
Djirra Statewide	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 Statewide	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	(03) 9482 5744 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.	(03) 9212 0200 bwahs.com.au
VACCA	Provides a family violence therapeutic program, including individual case work and group work, counselling and practical support for Aboriginal/and or Torres Strait Islander women, men, young people and families.	(03) 8727 0200 vacca.org.au

IF THE CLIENT IDENTIFIES AS LGBTIQ+

W/Respect Statewide	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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SERVICES CONTACTS

IF THE CLIENT IS AN OLDER PERSON

Seniors Rights Victoria Statewide	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

MensLine National	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-F 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

SERVICES CONTACTS

IF THE CLIENT IS A PERSON USING VIOLENCE

LGBTIQA+	W/Respect	1800 542 847
Aboriginal & Torres Strait Islander	Boorndawan Willam Aboriginal Healing Service	(03) 9212 0200
youth (10-23y)	Anglicare (Meridian Team)	(03) 9896 6322

MEN'S BEHAVIOUR CHANGE PROGRAMS

Box Hill	Anglicare Victoria	(03) 9896 6322
Clayton	Link Community Health Services	1300 552 509
Kew	Relationships Australia	(03) 9261 8700
Lilydale	Anglicare Victoria	(03) 9261 8700
Bayswater	Anglicare Victoria	(03) 9721 3688
Boronia	Relationships Australia	(03) 9725 9964

MEN'S CASE MANAGEMENT PROGRAMS

Box Hill	Anglicare Victoria	(03) 9896 6322
Kew	Relationships Australia	(03) 9261 8700
Lilydale	Anglicare Victoria	(03) 9261 8700
Bayswater	Anglicare Victoria	(03) 9721 3688
Boronia	Relationships Australia	(03) 9725 9964
Eastern Melbourne Area	Boorndawan Willam Aboriginal Healing Service	(03) 9212 0200

SPECIALIST FAMILY VIOLENCE SERVICES - THE ORANGE DOOR

MELBOURNE METROPOLITAN

Western	Werribee	1800 271 045
Northern	Heidelberg & Epping	1800 319 355
Hume Moreland	Broadmeadows, Coburg & Sunbury	1800 271 151
Southern	Dandenong & Pakenham	1800 271 170
Bayside Peninsula	Frankston, Hastings & Prahran	1800 319 353
Inner Eastern	Box Hill	1800 354 322
Outer Eastern	Croydon	1800 271 150

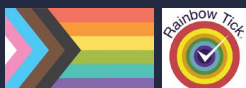
REGIONAL

Barwon	Geelong & Colac	1800 312 820
Brimbank Melton	Cobblebank	1800 271 046
Central Highlands	Bacchus Marsh & Ballarat	1800 219 819
Wimmera	Horsham	1800 271 042
South West	Warrnambool	1800 271 180
Mallee	Mildura & Swan Hill	1800 290 943
Ovens Murray	Wangaratta & Wodonga	1800 634 245
Goulbourn	Shepparton & Wallan	1800 271 157
Loddon	Bendigo, Maryborough & Echuca	1800 512 359
Inner Gippsland	Warragul	1800 319 354
Outer Gippsland	Bairnsdale	1800 512 358



We acknowledge that our work occurs primarily on the lands of the Wurundjeri Woi Wurrung and Boonwurrung peoples. We honour their ongoing connection to land and waters, as the oldest continuous living culture on Earth. We pay respects to Elders past and present and acknowledge Aboriginal and Torres Strait Islander Peoples as the First Peoples. They have never ceded sovereignty.


We acknowledge the sobering reality that Aboriginal women experience family violence at disproportionate rates.



We welcome people from the LGBTIQ+ community. We strive to break down barriers and create a safe and inclusive experience for all people who connect with FVREE.



We are a child focussed and child-safe certified organisation, committed to the well-being and holistic needs of children and families.

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