

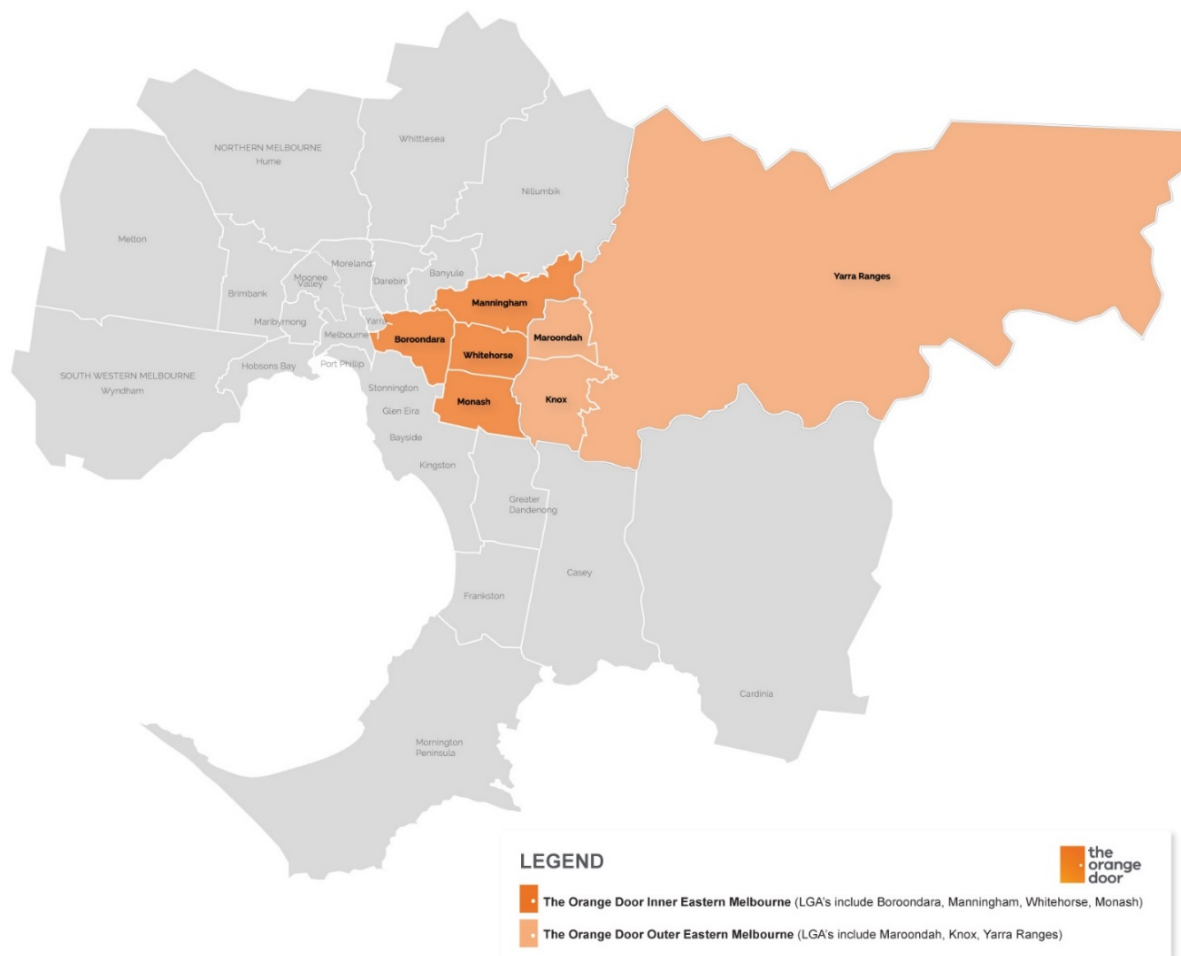
# Family Violence Referral Pathways in Melbourne's Eastern Metropolitan Region

# Access to family violence services in Melbourne's EMR has changed

EDVOS is the leading specialist family violence service in Melbourne's Eastern Metropolitan Region (EMR) and in partnership with The Orange Door Networks, together we provide family violence support services across the 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 EMR (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 wellbeing services, aboriginal services, and services for perpetrators of family 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 EMR (LGA's of Boroondara, Manningham, Whitehorse, Monash, Maroondah, Knox and Yarra Ranges). EDVOS receives referrals from The Orange Door, both Inner and Outer Eastern Networks.



## 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.

# Family Violence Referral Pathways - Eastern Metropolitan Region

## Victim survivors, Children, Pets & Animals



1. If client is in **immediate danger** please **contact police (000)** then **Safe Steps (1800 015 188)**
2. If children are involved, refer to **Child Protection 1300 360 391** | After Hours: 13 12 78

Victim-survivor identified to be experiencing family violence and **not in immediate danger**.  
**Find local Orange Door**  
<https://orangedoor.vic.gov.au/find-a-service-near-you> and see below

**Declines** support/referral

**Consents** to referral to Family Violence Support

Provide information on Family Violence Services and options for self-referral:

- Orange Door 1800 271 150 (Outer East)
- Orange Door 1800 354 322 (Inner East)
- 1800 Respect 1800 737 732
- Safe Steps 1800 015 188
- WIRE 1800 134 130

**Outer East (Knox, Yarra Ranges, Maroondah)**

Orange Door : 1800 271 150 9am-5pm Mon – Fri  
 Email: [oema@orangedoor.vic.gov.au](mailto:oema@orangedoor.vic.gov.au)

**Inner East**

**(Monash, Boroondara, Manningham, Whitehorse)**

Orange Door: 1800 354 322 9am-5pm Mon – Fri  
 Email: [IEMA@orangedoor.vic.gov.au](mailto:IEMA@orangedoor.vic.gov.au)

Consider using 'Family Violence Information Sharing Scheme' to assist keeping Victim-survivor safe

**Secondary consultation** available from nearest Orange Door  
<https://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**

**Kara House**

**Women's Liberation Halfway House**

# Orange Door Service Response – Victim Survivors, Children, Pets & Animals

**Orange Door** receives referral and make contact with family violence victim survivor

- Orange Door practitioner** undertakes /provides:
- Risk Assessment
  - 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 EDVOS Support and Recovery Team.

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

**Needs met by Orange Door.**

Referral to EDVOS Support and Recovery Team not required.

**EDVOS services that a family violence victim survivor may be eligible for:**

<ul style="list-style-type: none"> <li>• <b>Case Management</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>EDVOS Brokerage Funding Support for family violence and recovery needs, including FSP, PRA, SAH and FVCB</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>After Hours Response</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Court Support and IVO Applications</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Specialist elder abuse family violence support</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Aboriginal Liaison Officer Support</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Family Violence Counselling</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Specialist young person’s family violence support (15-17yo)</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Risk Assessment Management Panel (RAMP)</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Pet Safety Program</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Personal Safety Initiative Program</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Referral and support linking in with other services</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Ongoing Risk Assessment &amp; Safety Planning</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Support to Hold Perpetrators to Account</b></li> </ul>	

# Family Violence Referral Pathways – Eastern Metropolitan Region Perpetrator / Men

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 to be 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 others or themselves.

Client accepts support to address their use of family violence

Client declines support

**Call 000**

Police response (24/7)

Provide **Men's Referral Service** number **1300 766 491** or nearest **Orange Door**  
<https://orangedoor.vic.gov.au/find-a-service-near-you>

Consider using 'Family Violence Information Sharing Scheme' to assist keeping Victim-Survivor safe

## Services that are accessible via Men's Referral Service and Orange Doors:

### LGBTIQ

W/respect: 1800 542 847

### Aboriginal and Torres Strait Islander

Boorndawan Willam Aboriginal  
Healing Service: 9212 0200

### Youth (10-23Y)

Anglicare (Meridian Team):  
9896 6322

### Men's Behaviour Change Programs (EMR)

Box Hill | Anglicare Victoria:  
9896 6322

Clayton | Link Community  
Health Services: 1300 552 509

Kew | Relationships Australia: 9261  
8700

Lilydale | Anglicare Victoria: 9735  
6100

Bayswater | Anglicare Victoria:  
9721 3688

Boronia | Relationships Australia:  
9725 9964

### Men's Case Management Programs (EMR)

Box Hill | Anglicare Victoria:  
9896 6322

Kew | Relationships Australia:  
9261 8700

Lilydale | Anglicare Victoria:  
9735 6100

Bayswater | Anglicare Victoria:  
9721 3688

Boronia | Relationships Australia:  
9725 9964

Boorndawan Willam Aboriginal  
Healing Service: 9212 0200

## Specialist Family Violence Services Contact List Eastern Metropolitan Region



1. If client is in **immediate danger** please contact police (000) then **Safe Steps (1800 015 188)**
2. If children are involved, refer to **Child Protection 1300 360 391**  
After Hours: 13 12 78

For secondary consultation and to refer a client for family violence support, contact the appropriate Orange Door  
<https://orangedoor.vic.gov.au/find-a-service-near-you>

When introducing the idea of referring to family violence services, please consult with your client to determine the most appropriate services for them.

### IF THE CLIENT HAS EXPERIENCED **SEXUAL ASSAULT**:

SERVICE	INFORMATION	CONTACT DETAILS
<b>Sexual Assault Crisis Line Victoria (SACL)</b> <i>Statewide</i>	After-hours secondary consultation and confidential telephone crisis counselling service for victim/survivors of both past and recent sexual assault.	<b>1800 806 292</b> 24hrs, 7 days a week <a href="http://www.sacl.com.au">www.sacl.com.au</a>
<b>Eastern Centre Against Sexual Assault (ECASA)</b>	Provides both crisis care and counselling for victim/survivors of both past and recent sexual assault.	<b>9870 7330</b> <b>9870 7310</b> 9am-5pm Mon- Fri <a href="http://easternhealth.org.au">easternhealth.org.au</a>
<b>Sexual Offences and Child Abuse Investigation Team (SOCIT) Victorian Police</b>	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): <b>8892 3292</b> Outer East (Knox): <b>9881 7939</b>

### IF THE CLIENT **HAS CHILDREN IN THEIR CARE** OR IS **A CHILD THEMSELVES**:

<b>Child Protection</b> 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.	<b>1300 360 391</b> <i>9am-5pm Mon-Fri</i> <b>13 12 78</b> (Statewide AH crisis line) <a href="https://services.dhhs.vic.gov.au/child-protection">https://services.dhhs.vic.gov.au/child-protection</a>
<b>Orange Door (formerly Child FIRST)</b>	Entry point for families seeking support with the care and wellbeing of children	<a href="https://orangedoor.vic.gov.au/find-a-service-near-you">https://orangedoor.vic.gov.au/find-a-service-near-you</a>

### IF THE CLIENT IDENTIFIES AS **CULTURALLY AND LINGUISTICALLY DIVERSE**:

<b>InTouch</b> <i>Statewide</i>	State-wide service, which provides services, programs and responses to issues of family violence in culturally and linguistically diverse communities.	<b>8413 6800</b> <b>1800 755 988</b> <a href="http://intouch.org.au">intouch.org.au</a>
------------------------------------	--	---

**IF THE CLIENT IDENTIFIES AS ABORIGINAL AND/OR TORRES STRAIT ISLANDER:**

<b>Djirra</b> <i>Statewide</i>	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.	<b>1800 105 303</b> <a href="http://djirra.org.au">djirra.org.au</a>
<b>Elizabeth Morgan House</b> <i>Statewide</i>	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	<b>9482 5744</b> <a href="http://www.emhaws.org.au">www.emhaws.org.au</a>
<b>Boorndawan Willam Aboriginal Healing Service</b>	Provides a culturally safe service that assists Aboriginal and/or Torres Strait Islander in their healing journey to address the impacts of family violence.	<b>9212 0200</b> <a href="http://www.bwahs.com.au">www.bwahs.com.au</a>
<b>VACCA</b>	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.	<b>8727 0200</b> <a href="http://www.vacca.org.au">www.vacca.org.au</a>

**IF THE CLIENT IDENTIFIES AS LESBIAN, GAY, BISEXUAL, TRANSGENDER, INTERSEX AND/OR QUEER:**

<b>W/Respect</b> <i>Statewide</i>	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.	<b>1800 LGBTIQ</b> <b>1800 542 847</b> 9am-5pm Mon-Fri 5pm -11pm (Weds only). Sat & Sun 10am-10pm <a href="http://withrespect.org.au">withrespect.org.au</a>
--------------------------------------	---	---

**IF THE CLIENT IS AN OLDER PERSON:**

<b>Seniors Rights Victoria</b> <i>Statewide</i>	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).	<b>1300 368 821</b> <a href="http://seniorsrights.org.au">seniorsrights.org.au</a>
--	--	---



## IF THE CLIENT IDENTIFIES AS A MALE VICTIM SURVIVOR

\* Refer to LGBTI section if appropriate

<b>MensLine</b> <i>National</i>	Offers anonymous and confidential telephone counselling, information and referrals.	<b>1300 78 99 78</b> 24hrs, 7 days a week <a href="http://mensline.org.au">mensline.org.au</a>
<b>Men's Referral Service</b>	Provides telephone counselling, information and referrals for men	<b>1300 766 491</b> 8am-9pm M-Fri 9am-5pm Sat & Sun <a href="http://ntv.org.au">ntv.org.au</a>
<b>Eastern Victims Assistance Program</b>	Flexible case management services tailored to the individual needs of victim-survivors.	<b>1300 884 284</b> 9am-5pm Mon-Fri <a href="http://each.com.au/service">each.com.au/service</a>
<b>Victims Support Agency</b>	Guides victims through the legal process and helps manage the effects of crime through practical assistance and counselling.	<b>1800 819 817</b> Text: 0427 767 891 8am-11pm, 7 days a week <a href="http://victimsofcrime.vic.gov.au">victimsofcrime.vic.gov.au</a>

## Specialist Family Violence Services Across Victoria

Orange Door website service finder

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