

Emergency Services

Police	Emergency response 000 (24/7).	Call: 000 Link: www.police.vic.gov.au/content.asp?Document_ID=43360
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Family violence services

Safe Steps	A family violence response service for women and children that provides information on family violence support services, legal rights and accommodation options (24/7).	Call: 1800 015 188 (03) 9928 9600 Link: www.safesteps.org.au
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No to Violence / Men's Referral Service	An anonymous and confidential telephone counselling, information and referrals service to help men involved in family violence matters.	Call: 1300 766 491 Link: ntv.org.au
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National 1800RESPECT Line	Provides national 24/7 free advice and counselling for both people experiencing family violence and professionals responding to family violence.	Call: 1800 737 732 Link: www.1800respect.org.au
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Sexual Assault Crisis Line	The Sexual Assault Crisis Line Victoria is a statewide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.	Call: 1800 806 292 Link: www.sacl.com.au
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The Orange Door	Support and Safety Hubs, known as The Orange Door, help women, children and young people experiencing family violence and families who need support with the wellbeing and development of their children. It is free to access help and support through The Orange Door and you do not need a referral.	Link: www.vic.gov.au/familyviolence/the-orange-door.html
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InTouch Multicultural Centre Against Family Violence	A statewide service, which provides services, programs and responses to issues of family violence in CALD (culturally and linguistically diverse) communities.	Call: 1800 755 988 Link: www.intouch.org.au
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Family services

Maternal and Child Health Line	Qualified maternal and child health nurses provide information, support and advice to Victorian families with children from birth to school age (five years old) 24/7.	Call: 13 22 29
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Parentline	Phone counselling service available to parents and carers of children aged from birth to 18 years throughout Victoria.	Call: 13 22 89
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Relationships Australia	Provides relationship support services for individuals, families and	Call: 1300 364 277 Link: www.relationships.org.au
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communities, including counselling, mediation and family dispute resolution.

Children and young people

Headspace

The National Youth Mental Health Foundation's eheadspace service supports young people and their families going through a tough time.

Call: 1800 650 890
Link: www.eheadspace.org.au

Kids Helpline

Support and information for children (24/7).

Call: 1800 551 800
Link: kidshelpline.com.au

Legal services

Djirra (formerly Aboriginal Family Violence Prevention and Legal Service)

Supports Aboriginal people who are experiencing or have experienced family violence.

Call: 1800 105 303
Link: djirra.org.au

Victims of Crime Assistance Tribunal

Provides financial assistance to victims of violent crime committed in Victoria.

Call: 1800 882 752
Link: www.vocat.vic.gov.au

Victims Support Agency

Operates the Victims of Crime Helpline, which provides support and information to help adult male victims of family violence and victims of violent crime. The service guides victims through the legal process and helps manage the effects of crime through practical assistance and counselling.

Call: 1800 819 817
Text: 0427 767 891
Link: www.victimsofcrime.vic.gov.au

Victoria Legal Aid

Free legal information and education to all Victorians in English and 14 other languages.

Call: 1300 792 387
Link: www.legalaid.vic.gov.au

Women's Legal Service Victoria

Phone advice and appointments available to women in Victoria who are in need of legal advice, information or referral, irrespective of income or assets.

Call: 1800 133 302
(03) 8622 0600
Link: www.womenslegal.org.au

Other helpful services

Beyond Blue

Provider of information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live (24/7).

Call: 1300 224 636
Link: www.beyondblue.org.au

Court Network

A voluntary, non-legal court support service operating throughout Victoria and Queensland. They can tell you about how the court works and can also make referrals to other community agencies for support after the hearing.

Call: 1800 681 614
Link: www.courtnetwork.com.au

Department of Health and Human Services (DHHS)

DHHS provides information on services and supports available to both employees and employers regarding family violence.

Link: providers.dhhs.vic.gov.au/family-violence

Domestic Violence Resource Centre Victoria (DVRCV)

DVRCV provides training, publications, research and other resources to those experiencing (or who have experienced) family violence, and practitioners and service organisations who work with family violence survivors. Services

Link: www.dvrcv.org.au

include telephone support, online information, training courses and research.

Lifeline

Provide crisis support and suicide prevention services (24/7).

Call: 13 11 14
Link: www.lifeline.org.au

MensLine

A national phone and online support service for men with family and relationship concerns, including video counselling.

Call: 1300 78 99 78
Link: mensline.org.au

QLife

National counselling and referral service for people who are lesbian, gay, bisexual, transgender and/or intersex (LGBTI).

Call: 1800 184 527
Link: qlife.org.au

SmartSafe

Provides advice and resources on technology-facilitated abuse.

Link: www.smartsafe.org.au

Switchboard

LGBTI people in Victoria and Tasmania can access advice, information, counselling and referrals.

Call: 1800 184 527
Link: www.switchboard.org.au

Women's Information and Referral Exchange

Provides Victorian women with free and confidential support, information and referrals on any issues. Services include telephone, online chat and email support, and the Women's Information Centre in West Melbourne.

Call: 1300 134 130
Link: www.wire.org.au

Further information

Australian Human Rights Commission

The role of the Australian Human Rights Commission includes education and public awareness; discrimination and human rights complaints; human rights compliance; policy and legislative development.

Link: www.humanrights.gov.au

Family Safety Victoria

Family Safety Victoria was established to drive key elements of Victoria's family violence strategy and coordinate support for families to help them care for children and young people.

Link: www.vic.gov.au/familyviolence/family-safety-victoria.html

The Lookout

An online resource where you can find information, resources and services aimed at preventing and responding to family violence.

Link: www.thelookout.org.au

Our Watch

Our Watch was established to drive nationwide change in the culture, behaviours and attitudes that lead to violence against women and children.

Link: www.ourwatch.org.au

Domestic Violence Vic

DVvic is the peak body for specialist family violence services for women and children. It plays a key advisory role throughout the implementation of the reforms. It advocates to government as well as works towards strengthening practice and building the capacity.

Link: <http://dvvic.org.au/>