

Resources

State and Territory Family Violence Services

AVERT
FAMILY VIOLENCE



**Collaborative Responses in
the Family Law System**



Australian Government
Attorney-General's Department

Australian
INSTITUTE
of SOCIAL
RELATIONS™

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NB: All web links are current at time of going to press. However, please note that web sites do change often and we cannot guarantee any link.

State and Territory Family Violence Services and Supports

Each state and territory has its own system of services for victims of domestic and family violence. Some provide services meeting a wide range of legal and non-legal needs of victims and their children. In other jurisdictions, service provision is more ad hoc, and professionals are advised to contact local services such as police or Family Support Services to establish whether there are suitable agencies in the region with appropriate training and domestic violence experience. National support services are listed in a separate document under *Resources* on DVD 1.

Details of domestic violence training providers are also included in this resource. These may assist with the upskilling of professionals working with victims of domestic violence, such as family law system professionals, accommodation service providers and counsellors.

The services below focus on the needs of victims and their children. Services for perpetrators, such as defence lawyers, can be found by contacting the state and territory Law Societies or Legal Aid Commissions, listed below.

Emergencies and Risk of Crime or Assault

In an emergency and if you fear for the safety of yourself or your children: ask for the police. Available 24 hours

Telephone: 000 (Triple 0)



Agency Contact Details by State or Territory

Australian Capital Territory

Crisis Support, Outreach and Counselling (ACT)

Doctors4U – Canberra Emergency Services Section

The Canberra Emergency Services Section includes contact telephone numbers as well as direct links to e-mail and Web sites where available.

Website: <http://www.doctors-4u.com/Canberra/emergency.htm>

Domestic Violence Crisis Service ACT

The Domestic Violence Crisis Service provides crisis intervention, advocacy, referral, information, support and practical assistance for people subjected to, or using, violence and abuse in relationships, giving priority to those subjected to violence.

Website: <http://www.dvcs.org.au>

Telephone: 02 6280 0900

Victim Support ACT

Victim Support ACT has two main services. The Victims Services Scheme (VSS) provides support, counselling and other services. The Justice Advocacy Unit (JAU) will help with information, advocacy and assistance with the criminal justice system, your rights and entitlements.

Website: www.victimsupport.act.gov.au

Telephone: 1800 822 272

Police (ACT)

Telephone: Emergencies – 000; 131 444

Victim Liaison Officer – 02 6245 7441



Refuge/Crisis Housing Contact Services (ACT)

Domestic Violence Crisis Service ACT

The Domestic Violence Crisis Service provides lists of safe accommodation for women, men, young people and families.

Website: <http://www.dvcs.org.au/contacts.php>

Telephone: 02 6280 0900

Sexual Assault (ACT)

Australian Federal Police Sexual Assault & Child Abuse Team – SACAT

ACT Policing's Sexual Assault and Child Abuse Team (SACAT) is staffed by qualified police trained to assist with responding to allegations of child abuse.

Telephone: 131 444

Canberra Rape Crisis Centre

Sexual assault counselling for women & children: Community education & training:
24 hour crisis support and advocacy

Telephone: 02 6247 2525

Children's Counselling, Therapy and Healing Services (ACT)

Victim Support

Telephone: 1800 822 272

Mary Mead Centre (Infants to school age)

Telephone: 02 6162 5800

CatholicCare (over 9 years)

Telephone: 02 6162 6100

Richmond (12-18)

Telephone: 02 6248 6118



Parenting Help (ACT)

ParentLink

ParentLink uses a community education approach that targets parents, aiming to provide easily accessible and up-to-date information about parenting issues and family support systems in the community. The program works in partnership with the community, other government departments and the business sector, using a community education approach through a range of multimedia initiatives.

Website: http://www.parentlink.act.gov.au/functions/about_us

Parent Line ACT

Parentline ACT is a free confidential telephone service for parents and families in the ACT and surrounding area. Calls are answered by workers who are professionally trained to help you with information and support.

Telephone: 02 6287 3833

Legal Services (ACT)

Women's Legal Centre

The Women's Legal Centre is a community legal centre for women in Canberra and the surrounding area. The Centre is run by women and aims to improve women's access to justice.

Website: www.womenslegalact.org

Telephone: 02 6257 4499 or 1800 634 669 (9.30am – 12noon)

Aboriginal Legal Service

The purpose of the Aboriginal Legal Service (NSW/ACT) is to achieve culturally appropriate justice for Aboriginal people and communities.

Website: www.alsnswact.org.au

Telephone: 02 6249 8488



Domestic Violence Crisis Service ACT

The Domestic Violence Crisis Service provides crisis intervention, advocacy, referral, information, support and practical assistance for people subjected to, or using, violence and abuse in relationships, giving priority to those subjected to violence.

Website: <http://www.dvcs.org.au/domesticviolencce.html>

Telephone: 02 6280 0900

ACT Magistrates Court

The ACT Magistrates Court provides practical and procedural information about the work of the courts and matters before them.

Website: <http://www.courts.act.gov.au/magistrates/index.html>

Telephone: 02 6205 2570

ACT Law Society

The Law Society exists to:

- Represent, advance, and defend the interests of an independent legal profession in the ACT.
- Protect the public interest in the ACT system of justice through the efficient regulation of the profession in accordance with the Legal Profession Act and the Society's Rules for Solicitors.

Website: <http://lawsocact.asn.au/content/home2/index.asp>

Telephone: 02 6247 5700

Legal Aid ACT

Legal Aid ACT helps people in the ACT with their legal problems, especially people who are socially or economically disadvantaged. We can help in criminal law, family law and some civil law matters.

Website: <http://www.legalaidact.org.au/>

Telephone: 1300 654 314



Interagency Committees (ACT)

Family Violence Intervention Project

The Family Violence Intervention Program (FVIP) is a coordinated criminal justice and community response to criminal family violence matters.

The FVIP includes ACT Policing, the Domestic Violence Crisis Service (DVCS), the Office of the Director of Public Prosecutions, ACT Corrective Services with Relationships Australia (Canberra & Region), the Victims of Crime Coordinator, and Legal Aid Office (ACT).

Telephone: 02 6280 5112

Domestic and Family Violence Training Provider (ACT)

Domestic Violence Crisis Service – Education

The DVCS Education Officer works with young people in high schools and colleges and with youth in the community. DVCS also provides community education, training and information for government and community agencies and a broad range of community groups.

Website: <http://www.dvcs.org.au/>

Telephone: 02 6280 5114



New South Wales

Crisis Support, Outreach and Counselling (NSW)

There is no state-wide program for domestic violence outreach and support. Some regions have women's or community health centres with domestic violence support workers, others have workers located in NGOs. Contact the local Family Service or police Regional Coordinator for details.

Family Services NSW

FamS (NSW Family Services Inc) support non-government organisations in New South Wales that are providing services to families experiencing stress. FamS encourages and helps these organisations to provide quality support services.

Website: www.nswfamilyservices.asn.au

Telephone: 02 9692 9999

Child Protection Helpline

Child Protection Helpline operates 24 hours a day, seven days a week.

Telephone: 132 111 (24hrs)

Regional Domestic Violence Coordinators (NSW Police)

Website:

http://www.women.nsw.gov.au/violence_prevention/nsw_police_force_region_dv_coordinators

Police (NSW)

For local Police contacts

Website: www.police.nsw.gov.au/about_us/structure/operations_command/local_area_commands

Telephone: 000 (emergencies)



Refuge/Crisis Housing Contact Services (NSW)

Homeless Persons Information

The Homeless Persons Information Centre (HPIC) is the telephone information and referral service that refers those in the community who are homeless, or at risk of homelessness, to the services that may assist them. It provides professional assessments and referrals for clients seeking accommodation and support services within NSW.

Website: <http://www.homelessnessnsw.org.au>

Telephone: 1800 234 566.

Child Protection (NSW)

Community Services (formerly DoCS)

Community Services (formerly DoCS) promotes the safety and wellbeing of children and young people and works to build stronger families and communities. We provide child protection services, parenting support and early intervention, foster care, adoption services and help for communities affected by disaster.

Website: www.community.nsw.gov.au/welcome_to_docs_website.html

Child Protection Helpline

Child Protection Helpline operates 24 hours a day, seven days a week.

Telephone: 132 111 (24hrs)

Sexual Assault (NSW)

NSW Rape Crisis Centre

NSW Rape Crisis Centre provides a state-wide 24/7 telephone and online crisis counselling service to anyone who has been impacted by sexual violence, and trauma counselling for women who were sexually assaulted when they were children.

Website: www.nswrapecrisis.com.au

Telephone: 1800 424 017



Parenting Help (NSW)

Brighter Futures (Community Services)

Brighter Futures supports families with children aged 0-8 years who are dealing with specific difficulties including domestic violence.

Website: www.community.nsw.gov.au/parents_carers_and_families/support_for_your_family.html

Parent Line

Tollfree 24 hour advice and information for parents of children aged 0-18

Telephone: 1300 1300 52

Legal Services (NSW)

Domestic Violence Advocacy Service

The Domestic Violence Advocacy Service (DVAS) is a specialised legal service for women experiencing domestic violence. Our main objective is to inform women of their legal rights and their right to access the services that are available.

Website: <http://www.womenslegalnsw.asn.au/domestic-violence-advocacy-service-dvas.htm>

Telephone: Sydney - 02 8745 6999; Country - 1800 810 784

Women's Legal Resource Centre

The Resource Centre's solicitors give legal advice and referrals to all women in NSW free of charge each weekday. The Resource Centre also provides legal education sessions for women and community workers throughout NSW on issues relating to women and the law.

Website: <http://www.womenslegalnsw.asn.au/womens-legal-resource-centre.htm>

Telephone: Sydney - 02 9749 7700; country – 1800 801 501



Wurringa Baiya

Wurringa Baiya is a community legal centre for Aboriginal women, children and youth living in New South Wales. Wurringa Baiya focusses on issues relating to violence against Aboriginal women, children and youth.

Website: www.wurringabaiya.org.au

Telephone: 1800 686 587 or 02 9569 3847

Women's Domestic Violence Court Advocacy Services (Legal Aid NSW)

The aim of the WDVCA is to assist women and children who are experiencing domestic violence to obtain legal protection through Apprehended Domestic Violence Orders (ADVOs) and access support services that can assist them with their other legal and social needs (for example financial assistance and advice, housing, counselling and family law issues).

Website: www.legalaid.nsw.gov.au/asp/index.asp?pgid=597

Telephone: 1300 888 529 (LawAccess)

Law Society

The Law Society plays a diverse role promoting and regulating the fair practise of law throughout NSW.

Website: www.lawsociety.com.au

Telephone: 02 9926 0333

Legal Aid NSW

On this site you will find information about our services and other useful information to help you solve your legal problems.

Website: www.legalaid.nsw.gov.au

Telephone: 1300 888 529 (LawAccess)



Domestic and Family Violence Training Provider (NSW)

Education Centre Against Violence (ECAV)

ECAV provides state-wide specialised training, consultancy and resource development for NSW Health and interagency workers who provide services to children and adults who have experienced sexual assault, domestic or Aboriginal family violence and/or physical and emotional abuse and neglect.

Website: www.ecav.health.nsw.gov.au

Telephone: 02 9840 3737

Northern Territory

Crisis Support, Outreach and Counselling (NT)

Crisis Line

Provides confidential counselling 24 hours a day.

Telephone: 1800 019 116

Domestic and Personal Violence Protection Unit (NT Police)

Lists names and telephone numbers of a number of available counselling and crisis services.

Telephone: Darwin (08) 8999 0865, Alice Springs (08) 8951 8859

NPY Women's Council Domestic Violence Service

NPYWC represents women in the region, which has an over-all population of around 6,000. The members' determination to improve the quality of life for families in the region drives the organisation. Its existence gives members an avenue for participation in the decision-making processes that affect them and their families. It is a permanent forum where they are able to raise issues and make their opinions and decisions known. It also provides opportunities for Anangu to learn, share knowledge and keep informed about relevant issues.

Website: <http://www.npywc.org.au/>

Telephone: 1800 180 840; 08 8958 2374



NT Women's Info Net

Telephone: 1800 813 631

Tangentyere Council: Safe Families

Safe Families provides services to all Indigenous people in Alice Springs. The three components of service provision are: Family Support and Outreach; Children's Safe House; Families Safe Houses.

Website: http://www.tangentyere.org.au/services/family_youth/safe_families/

Telephone: 08 8952 5855

Police (NT)

Website: www.pfes.nt.gov.au/index.cfm?fuseaction=page&p=135

Telephone: 000 Emergencies

Refuge/Crisis Housing Contact Services (NT)

Dawn House Inc Darwin

Dawn House Inc provides services to women and children escaping domestic and family violence. Services include women's shelter, counselling and community education.

Website: www.dawnhouse.org.au

Telephone: 08 8945 1388

Darwin Aboriginal and Islander Women's Shelter

The Darwin Aboriginal and Islander Women's Shelter provides a safe and culturally appropriate for Aboriginal and Torres Strait Islander women who are homeless or escaping family violence. The service provided includes support, referral, outreach and Domestic violence crisis accommodation. The service is available 24/7

Telephone: 08 8945 2284



Child Protection (NT)

Northern Territory Child Protection Branch

Telephone: 1800 700 250

Sexual Assault (NT)

Darwin Sexual Assault Referral Centre (SARC)

The Darwin Sexual Assault Referral Centre (SARC) provides a counselling service to both adults and children who may have experienced (recently or many years ago) any form of sexual assault.

Telephone: 08 8922 6472

Children's Counselling, Therapy and Healing Services NT)

CatholicCare Family Support Services

Individuals and families are helped to achieve independence and improve their own well being. Families are supported through crisis and learn skills to protect their children from harm.

Telephone: 08 8944 2033

Parenting Help (NT)

Parentline

Provides support, counselling and parent education.

Telephone: 1300 301 300

Legal Services (NT)

Central Australian Aboriginal Family Legal Unit

CAAFLU is a justice, advisory and referral centre for Indigenous victims of family violence located in Alice Springs. Its primary focus is to provide Indigenous woman, children, and men who are victims of family violence, including sexual abuse, legal advice, casework assistance, related services including initial counseling, support and referrals.

Telephone: Alice Springs: (08) 8953 635, Tennant Creek: (08) 8962 2100



Top End Women's Legal Service

TEWLS provides free legal advice, community legal education and advocacy on issues of importance to the women of Darwin and the surrounding areas.

Telephone: 08 8982 3000; 1800 941 998

Katherine Women's Information & Legal Service

Katherine Women's Information and Legal Service (KWILS) is a community legal centre providing women with a range of free community legal services including legal advice and information, education, training and resources across the Katherine region covering an area in excess of 300,000 square kilometers.

Website: www.kwils.com.au

Telephone: 08 8972 1712; 1800 620108

Central Australian Women's Legal Service

Generalist legal advice and referrals for women.

Telephone: 08 8952 4055; 1800 684 055

Domestic Violence Legal Service

Telephone: Darwin: (08) 8952 1391, Alice Springs: (08) 8952 1391

Law Society

The Law Society offers a range of services to solicitors. The Law Society Northern Territory also offers services to the community. The Law Society cannot give legal advice, however it can provide a list of firms who have identified that they specialise in particular areas of law.

Website: <http://lawsocietynt.asn.au>

Telephone: 08 8981 5104

Legal Aid

The NT Legal Aid Commission is an independent statutory Commission and provides access to the law and legal assistance to people who are unable to afford the services of a private lawyer.

Website: www.ntlac.nt.gov.au

Telephone: 1800 019 343



Queensland

Crisis Support, Outreach and Counselling (Qld)

DVConnect

dvconnect provides free help for women, men, children and pets affected by domestic and family violence across Queensland.

Website: www.dvconnect.org

Telephone: Womensline: 1800 811 811, Mensline: 1800 600 636

Regional Outreach and Support Services

Regional domestic and family violence services provide information, referral, advice, counselling and support to women experiencing domestic and family violence. Many of these services also have information on counselling services available for people who use domestic and family violence in relationships.

Website:

www.communityservices.qld.gov.au/violenceprevention/contacts/regional.html

Police (Qld)

Telephone: 000 (Emergencies)

Domestic Violence Liaison Officer (DVLO)

In Queensland, police officers may work as a regional, district or station Domestic Violence Liaison Officer, (DVLO). Each of these roles has separate functions. However, all DVLOs work together in order to improve the Queensland Police Service's approach to domestic and family violence.

Website: www.police.qld.gov.au/programs/crimePrevention/dv/DVLO.htm

Telephone: 000 (Emergencies)

Refuge/Crisis Housing Contact Services (Qld)

In order to maintain security and safety, the location and details of refuges are confidential and not available to the public. Placement in a refuge can only occur by contacting the *dvconnect womensline*.

Telephone: 1800 811 811.



Child Protection

Child Safety, Department of Communities

Our department is dedicated to protecting children and young people who have been harmed, or are at risk of harm.

Telephone: 1800 177 135

Sexual Assault (Qld)

Sexual Assault Hotline

The Queensland State Wide Sexual Assault Helpline is a free confidential service open 7.30am to midnight, 7 days a week. This service is currently hosted by DVConnect.

Website: www.dvconnect.org

Telephone: 1800 010 120

Parenting Help (Qld)

Parentline Queensland

Provides support, counselling and parent education

Website: <http://www.parentline.com.au/>

Telephone: 1300 30 1300

Legal Services (Qld)

Women's Legal Services, Queensland

WLS is involved in the provision of legal advice and assistance, liaising with community groups, law reform and community legal education.

Website: www.wlsq.org.au

Telephone: 1800 457 117

Aboriginal and Torres Strait Islander Women's Legal Advocacy Service (ATSIWLAS)

This organisation provides legal advice, information and referrals for Aboriginal and Torres Strait Islander women, focusing on the areas of domestic violence, family violence and family law. Court support, family support and advocacy are also offered for women experiencing family violence, domestic violence and family law issues.

Telephone: 07 33923177; 1800 442 450



Court Support Services

Court support services provide information, support and assistance to people affected by domestic and family violence in relation to a domestic violence order and who come before the Magistrates Court. Some services only assist women. Others also provide information to men on domestic and family violence matters and court processes.

Website: www.communityservices.qld.gov.au/violenceprevention/contacts/court.html

Queensland Law Society

QLS represents legal professionals, increases community understanding of the law, helps protect the rights of individuals and advises the community about the many benefits solicitors can provide.

Website: <http://www.qls.com.au/content/lwp/wcm/connect/QLS/Home/>

Telephone: 07 3842 5842

Legal Aid

Legal Aid Queensland works with its partners to provide access to justice for disadvantaged Queenslanders by providing legal information, advice and representation.

Website: www.legalaid.qld.gov.au

Telephone: 1300 651 188

Domestic and Family Violence Training Provider (Qld)

Queensland Centre for Domestic and Family Violence Research

QCDFVR contributes to the prevention of domestic and family violence by informing, promoting and supporting the actions of individuals, communities, services and governments through state-wide leadership in research, evaluation, sector development and community engagement on domestic and family violence prevention.

Website: www.noviolence.com.au

Telephone: 07 4940 7834



South Australia

Crisis Support, Outreach and Counselling (SA)

Crisis Care

After hours crisis support (violence and abuse, suicide, child protection etc)

Telephone. 131 611

Domestic Violence Services SA

DVSSA aims to achieve improved options and outcomes for women and children affected by domestic or family violence, and to promote community awareness of violence against women and its personal and social consequences.

Website: www.dvsa.asn.au

Domestic Violence Crisis Service

Telephone: 1800 800 098; 1300 782 200, After Hours: 131 611

Nunga Mi:Minars (Aboriginal Support Service)

Nunga Mi:Minar Incorporated provides a range of high quality supported accommodation and outreach support services which respond to the diverse needs of Aboriginal women and their children who are experiencing domestic and family violence.

Telephone: 1300 782 200

Relationships Australia SA (RASA)

RASA helps people to develop their own ability to strengthen relationships and enhance wellbeing. They do this through a holistic range of services that provide support across a diverse range of areas.

Website: <http://www.rasa.org.au/>

Telephone: 08 8216 5200 (Head Office)



Police (SA)

Each metropolitan police area operates a Child and Family Investigations Unit (CFIU) where police specifically investigate reports of child abuse and domestic violence.

Website:

www.sapolice.sa.gov.au/sapol/safety_security/domestic_violence/help_support_for_domestic_violence.jsp

Telephone: 000 (Emergencies)

Refuge/Crisis Housing Contact Services (SA)

Domestic Violence Crisis Service

Telephone and face to face counselling, referral to safe accommodation

Telephone: 1300 782 200

Migrant Women's Support and Accommodation Service

(MWSAS) provides confidential crisis and support service responses in a culturally appropriate manner and safe emergency accommodation.

Website: <http://www.migrantwomensservices.com.au/services.wt1>

Telephone: (08) 8346 9417

Child Protection (SA)

Child Abuse Report Line

Child Abuse Report Line aims to help with the challenging task of reporting child abuse and neglect.

Website: <http://www.dfc.sa.gov.au/pub/default.aspx?tabid=485>

Telephone: 131 478



Parenting (SA)

Parent Helpline

The Parent Helpline is a telephone information service for parents in South Australia.

Website: <http://www.cyh.com/subcontent.aspx?p=102>

Telephone: 1300 364 100

Sexual Assault (SA)

Yarrow Place

Yarrow Place is the lead public health agency responding to adult rape and sexual assault in South Australia. Yarrow Place is a part of the Children, Youth & Women's Health Service.

Website: <http://www.yarrowplace.sa.gov.au/>

Telephone: (08) 8226-8777 or 1800 817 421 or (08) 8226-8787 24hr service for recent sexual assault

Legal Services (SA)

Women's Legal Service SA

The Women's Legal Service provides a free and confidential legal service to women in South Australia.

Website: www.wlssa.org.au

Telephone: Adelaide - 08 8221 5553; Country - 1800 816 349

Warndu Wathilli - Carri Ngura Aboriginal Family Violence Legal Service (Port Augusta)

Provides free legal advice and support to the prevention of family and domestic violence, rape and sexual assault. Legal assistance for restraining orders, family court applications, criminal injuries compensation and some court attendances. Services: information, referral, advocacy. Sexual Assault Unit "Mura Wittila" is auspiced by Warndu AFVLS.

Law Society

The Law Society of South Australia provides professional services, resources, support and benefits to its members and the legal profession in general. It undertakes community education concerning the law and the legal profession and engages in activities designed to improve access to justice.

Website: <http://www.lawsocietysa.asn.au/>

Telephone: 08 8229 0222



Legal Services Commission

We are responsible for helping people access justice by providing legal advice, legal representation and community legal education and information. We can help in areas of criminal law, family law and some civil law matters.

Website: www.lsc.sa.gov.au

Telephone: 1300 366 424

Interagency (SA)

Family Safety Framework

The Framework involves an agreement across Departments and Agencies for a consistent understanding and approach to Domestic and Family Violence that has a focus on women's and children's safety and the accountability of offenders.

Telephone: 08 8303 0961

Violence Intervention Program

The program offers specialist services to men who use violence and women and children subjected to domestic violence within a family context. The program aim is to establish and maintain an integrated and coordinated interagency and criminal justice response that promotes the safety of women and children and challenges men's use of violence against their partners, former partners and children.

Website: www.courts.sa.gov.au/courts/magistrates/violence_intervention.html

Telephone: Northern: 08 83961345; Central: (08) 83210655

Domestic and Family Violence Training Provider (SA)

Australian Institute of Social Relations (RASA)

The Australian Institute of Social Relations is a division of Relationships Australia (SA). The Institute offers a unique array of services including: nationally recognised qualifications and competencies, non-accredited learning programs, one off workshops, consultancy services, workforce development activities aligned to induction or appraisal programs and adult and community education.

Website: www.socialrelations.edu.au www.rasa.org.au ,

Telephone: 08 8245 8100



Tasmania

Crisis Support, Outreach and Counselling (Tas)

Family Violence Counselling and Support Services

DHHS Family Violence Counselling and Support Service offer professional and specialised services to assist children, young people and adults affected by family violence.

Website:

www.dhhs.tas.gov.au/service_information/services_files/family_violence_counselling_and_support_service

Telephone: 1800 608 122

Support, Help and Empowerment (SHE)

Support Help and Empowerment (S.H.E. Inc) is a non-profit organisation that provides free and confidential counselling and support for women who are currently experiencing or have experienced domestic abuse in an intimate relationship.

Website: www.she.org.au

Telephone: 03 6278 9090

Police (Tas)

Telephone: 000 (Emergency)

Family Violence Response and Referral Line

Family violence incidents can be reported to the Family Violence Response and Referral Line.

Telephone: 1800 633 937

Safe at Home

Police officers throughout the State have received specialist family violence training to provide an enhanced service to victims of family violence.

Website: <http://www.police.tas.gov.au/programs/safe-at-home/>



Refuge/Crisis Housing Contact Services (Tas)

Emergency Accommodation Helpline

Emergency accommodation assistance is provided through Anglicare in partnership with Colony 47.

Website:

http://www.dhhs.tas.gov.au/service_information/services_files/emergency_accommodation_helpline

Telephone: 1800 800 588

Child Protection (Tas)

Child Protection Unit

A unit of the DHHS, Child Protection Services has responsibility for intervening where children are at risk of abuse and neglect.

Website:

http://www.dhhs.tas.gov.au/about_the_department/structure/operational_units/dcyfs/unit_structure/area_teams/child_protection_services

Telephone: 03 6230 7833

Sexual Assault (Tas)

Sexual Assault Support Services

SASS provides counselling, support and information for those who have experienced sexual assault at any time during their lives, whether the offender was an acquaintance, stranger or family member.

SASS also provides a 24 hour telephone crisis line

Telephone: (03) 6231 1817

Melaleuca House

Melaleuca House provides individual counselling and group programs for female and male survivors of sexual assault 18 years and older, also family members and support people.

Website: http://www.sass.org.au/html/contact_us.htm

Telephone: (03) 6231 1811



Children's Counselling, Therapy and Healing Services (Tas)

CHYPP (Family Violence Counselling and Support Service, Children and Young People)

The specialised workers within the DHHS Family Violence Counselling and Support Service are available to assist victims of family violence and affected children.

Website:

www.dhhs.tas.gov.au/service_information/services_files/family_violence_counselling_and_support_service

Telephone: 1800 608 122

Parenting Help (Tas)

Parenting Line

Information about topics or available services and how to choose the most appropriate service for your needs. Telephone service that provides parenting information and support for the carers of children up to the age of 18. Family Relationship Advice Line parent line referral service.

Telephone: 1300 808 178

Legal Services (Tas)

Women's Legal Service Tasmania

Women's Legal Service are available to give information on legal problems or to inform about legal rights.

Website: www.womenslegaltas.org.au

Telephone: 1800 682 468

Court Support and Liaison Services

Court Support Officers are available in Hobart, Launceston, Burnie, Devonport and other regional areas (on request) to provide support to adult and child victims of family violence (including referral to appropriate counselling and other services) and guide them through the justice system during and after court appearances. Support is available for male and female victims regardless of age or cultural background.

Website: http://www.justice.tas.gov.au/victims/court_support

Telephone: 1300 633 773



Law Society of Tasmania

The Law Society of Tasmania has two major functions. The first is that of regulator of the legal profession of the State of Tasmania. The second is to provide services to its members to assist in maintaining high standards of practice in the Tasmanian legal profession.

The main service to the public is to regulate the many activities of lawyers, by providing prudential supervision and services to investigate and prosecute complaints against lawyers.

Website: <http://www.taslawsociety.asn.au/web/en/lawsociety.html>

Telephone: 03 6234 4133

Legal Aid

Free legal advice is available to everyone through our Telephone Advice Service. The Legal Aid Commission conducts Primary Dispute Resolution (PDR) Conferences for people involved in family law disputes.

Website: <http://www.legalaid.tas.gov.au/Our%20Services/index.html>

Telephone: 1300 366 611

Interagency (Tas)

Safe At Home

Safe at Home is a whole-of-government strategy for responding to family violence in Tasmania. *Safe at Home* provides for an integrated response and intervention system designed to bring about a reduction in the incidence of family violence in the medium to long term.

Website: <http://www.police.tas.gov.au/programs/safe-at-home/>



Victoria

Crisis Support, Outreach and Counselling (Vic)

Women's Domestic Violence Crisis Service

The Women's Domestic Violence Crisis Service is a Victorian state-wide service for women experiencing violence or abuse from a partner or ex-partner.

Website: <http://www.wdvcs.org.au/?p=CR&id=1>

Telephone: 03 9322 3555; 1800 015 188

Domestic Violence Resource Centre Victoria

DVRCV (formerly DVIRC) is a state-wide service in Victoria, Australia. DVRCV aims to reduce and prevent family violence by providing education to improve service and policy responses, and by assisting people who have experienced abuse.

DVRCV provides information and referral to specialist support services; helpful pamphlets and websites; professional training courses; a comprehensive library; a quarterly newsletter; Discussion papers, books and other publications; and commentary on policy initiatives and law reform.

Website: www.dvirc.org.au

Telephone: 03 9486 9866

Elizabeth Hoffman House Aboriginal Crisis Service

Elizabeth Hoffman House provides a range of support to Aboriginal women and children experiencing family violence from crisis to recovery programs.

Website: <http://www.ehhaws.org.au/>

Telephone: 1800 015 188

Police (Vic)

Telephone: 000 (Emergencies)

Family Violence Unit Victoria

The role of the Family Violence Unit (FVU) is to work with central departments and geographical regions of Victoria Police to develop and implement strategies aimed at enhancing the police response to family violence.

Website: www.police.vic.gov.au/content.asp?Document_ID=288

Telephone: 9865 5100



Refuge/Crisis Housing Contact Services (Vic)

Women's Domestic Violence Crisis Service of Victoria

WDVCS provides information on family violence, support services, legal rights and accommodation options.

Telephone: Melbourne - 03 9322 3555; Country - 1800 015 188

Child Protection (Vic)

ChildFIRST

The Child and Family Information Referral and Support Teams (ChildFIRST) initiative provides access to integrated family services has ensured that vulnerable families and children receive early intervention and support services before statutory involvement.

There are 24 Child FIRST sites established in sub regional catchments across Victoria. These 'hubs' provide a central, community-based referral point to a range of community based Family Services and other supports.

Website: <http://www.cyf.vic.gov.au/family-services/how-to-make-a-referral-to-child-first/first-child-and-family-information-referral-and-support-teams>

Child Protection Crisis Line

Child protection services provide support to help protect children and young people from harm caused by abuse or neglect within the family. Anyone can make a report to the Victorian Child Protection Service if they believe a child is in need of protection.

Telephone: 131 278

Sexual Assault (Vic)

Centres Against Sexual Assault (CASA)

The Victorian CASA Forum Inc is the peak body of the 15 Centres Against Sexual Assault, and the Victorian Sexual Assault Crisis Line (after hours). Together we work to ensure that women, children and men who are victim/survivors of sexual assault have access to comprehensive and timely support and intervention to address their needs.

Website: <http://www.casa.org.au/>

Telephone: 1800 806 292



Children's Counselling, Therapy and Healing Services (Vic)

Berry Street

Berry Street looks after thousands of Victorian children and young people who have been denied the most vital ingredient for human development - a good childhood; cannot live safely at home because of traumatic family violence, serious abuse and neglect; and will not recover from what has been done to them, unless they urgently receive the help they need and deserve.

Website: <http://www.berrystreet.org.au/>

Telephone: 03 9429 9266

Royal Children's Hospital, Mental Health

Services include telephone advice and triage, prevention and early intervention, assessment, consultation and liaison, and treatment. Treatment is individualized and family-centred, and may include individual, group or family therapy, and case management.

Website: http://www.rch.org.au/mhs/index.cfm?doc_id=991

Telephone: 1800 445 511

Parenting Help (Vic)

Parentline

Parentline provides a statewide telephone counselling service to parents and carers of children aged from birth to eighteen years.

Website: <http://www.education.vic.gov.au/earlychildhood/parentline/>

Telephone: 132289

Family Services (Family Support)

Family Services has a critical role in promoting outcomes for vulnerable children and families, and provides a range of service interventions with a whole-of-family focus.

Website: www.cyf.vic.gov.au/family-services/library/contacts



Legal Services (Vic)

Women's Legal Service

Women's Legal Service Victoria (WLSV) is a statewide legal service for women, specialising in relationship breakdown and violence against women. WLSV provides face to face legal services, including court representation, telephone legal advice and referral, legal education, and law reform activities on issues affecting women and their legal rights.

Website: http://www.communitylaw.org.au/clc_women/cb_pages/about_us.php

Telephone: 03 9642 0877; 1800 133302

Aboriginal Family Violence Prevention Legal Service

The Aboriginal Family Violence Prevention and Legal Service Victoria (FVPLS Victoria) was established in October 2002 to provide assistance to victims of family violence and sexual assault and to work with families and communities affected by violence.

Website: <http://www.fvpls.org/>

Telephone: 1800 105 303

Family Violence Prevention and Support (Court Support)

Assistance is available for women seeking intervention orders through the provision of court support advocacy and referral.

Website: <http://www.cyf.vic.gov.au/family-violence-sexual-assault/family-violence>

Telephone: 1800 015 188

Family Violence Court Division Victorian Magistrates' Court

The aims of the division are to: make access to the court easier; promote the safety of persons affected by violence; increase accountability of persons who have used violence against family members and encourage them to change their behaviour; and increase the protection of children exposed to family violence.

Website:

www.magistratescourt.vic.gov.au/wps/wcm/connect/Magistrates+Court/Home/Specialist+Jurisdictions/Family+Violence+Programs



Law Institute Victoria

The LIV enjoys strong membership and support from business, government and the broader community, making it an effective force of legal opinion and expertise.

Website: <http://www.liv.asn.au/Home>

Telephone: 03 9607 9311

Victoria Legal Aid

Victoria Legal Aid helps people with their legal problems. We focus on helping and protecting the rights of socially and economically disadvantaged Victorians. We can help in areas of criminal law, family law and some civil law matters.

Website: www.legalaid.vic.gov.au

Telephone: (03) 9269 0120; Country :1800 677 402

Interagency Committees (Vic)

Domestic Violence Victoria Inc. (DV Vic)

DV Vic is a value driven peak advocacy organisation committed to the rights of women and children to live free of violence. It comprises a membership of Women's family/domestic violence services operating across the state of Victoria.

Website: www.dvvic.org.au

Telephone: 9921 082

Domestic and Family Violence Training Providers (Vic)

Domestic Violence Resource Centre Victoria

DVRCV provides a range of training courses for individual professionals and for organisations.

Website: <http://www.dvirc.org.au/TrainingHub/TrainingIndex.htm>

Telephone: 03 9486 9866

No To Violence

We are the only specialist provider of training for male family violence prevention in Australia. We provide resources and professional development for service providers who want to improve their responses to men who use violence.

Website: www.ntv.org.au

Telephone: 03 9428 3536



Western Australia

Crisis Support, Outreach and Counselling (WA)

Family and Domestic Violence Unit Online Information Service (Regional Numbers)

This guide contains information on the services available to assist people living with family and domestic violence in Western Australia. You can find services in the areas of crisis and emergency, safe accommodation, counselling and support, legal services and services for children.

Website: www.community.wa.gov.au/onlineresourceguide

Police (WA)

Telephone: (000 Emergencies)

Family Helpline

The Family Helpline is a free confidential telephone counselling and information service for families with relationship difficulties.

Website:

<http://www.community.wa.gov.au/DFC/Resources/Helplines/Family+Helpline.htm>

Telephone: 08 9221 2000; freecall -1800 643 000

Refuge/Crisis Housing Contact Services (WA)

Family and Domestic Violence Unit Online Information Service (Regional Numbers)

This guide contains information on the services available to assist people living with family and domestic violence in Western Australia. You can find services in the areas of crisis and emergency, safe accommodation, counselling and support, legal services and services for children.

Website: www.community.wa.gov.au/onlineresourceguide

Child Protection (WA)

Police (Immediate Risk of Harm)

Telephone: 131444



Department for Child Protection

The Department's major focus is on meeting the needs of vulnerable children and families. It is responsible for protecting and caring for children, and supporting people at risk of crisis.

Website: <http://www.community.wa.gov.au/DCP>

Telephone: (08) 9222 2555

Country free call: 1800 622 258

Child Protection Offices

Website: www.community.wa.gov.au/DCP/ContactUs

Sexual Assault (WA)

Sexual Assault Resource Centre

SARC is a free 24 hour 7 days a week emergency service that offers assistance and support to any person, female or male, aged 13 years and over who has experienced any form of unwanted sexual contact or behaviour in the last 2 weeks. A free counselling service is also available (during business hours) to people who have experienced sexual assault or sexual abuse in the past (more than 2 weeks ago).

Website: <http://www.kemh.health.wa.gov.au/services/sarc/>

Telephone: 08 9340 1828; freecall – 1800 199 888

Parenting Help (WA)

ParentLink

ParentLink is designed to increase parents' confidence and skills by supporting and linking them with a network of information, ideas and community services.

Website: <http://www.parentlink.act.gov.au/links/servicesnationally/wa>

Telephone: 08 9221 2000; freecall -1800 643 000

Parenting Line

The Parenting Line is a telephone information service for parents and carers with children from birth to 18 years. All calls are confidential. The qualified staff are there to provide information about health, behaviour and relationships.

Telephone: (08) 6279 1200; 1800 654 432



Legal Services (WA)

Women's Law Centre

The Women's Law Centre is a community legal centre funded to provide free legal services for women of Western Australia. We provide information about legal issues and referral to support services, legal advice, casework, community legal education and law reform advocacy.

Website: <http://www.wlcwa.org.au/>

Telephone: 08 9272 8800; 1800 625 122

Family Violence Service – Courts and Tribunals WA

The Family Violence Service provides information and support on dealing with violence in intimate or family relationships.

Website: www.courts.dotag.wa.gov.au/F/family_violence_service.aspx

Family Violence Courts

Family Violence Courts focus on the safety of victims and seek to address the causal factors of an offender's violent behaviour. Family Violence Courts aim to break the cycle of family violence by providing the option of programs to address the offender's violent behaviour before sentencing.

Website: www.courts.dotag.wa.gov.au/f/family_violence_court.aspx

Law Society

The Law Society of Western Australia is the professional association for Western Australian barristers and solicitors. The Society offers services both to its members and also to the public and government.

Website: <http://www.lawsocietywa.asn.au/>

Telephone: 08 9322 7877

Legal Aid

Legal Aid provides information, advice and other legal help.

Website: www.legalaid.wa.gov.au

Telephone: 1300 650 579



Starick Services Support Prevention Education Advocacy Referral Service

The service provides court support and advocacy for victims of domestic and family violence. We also provide sensitive informed counselling for children, young people and women that have or still are experiencing domestic and family violence.

Website:

http://www.community.wa.gov.au/DFC/Communities/Indigenous/PSIC/Starick_Services_Support_Prevention_Education_Advocacy_Referral_Service.htm

Telephone: (08) 9399 0232

Interagency Committees (WA)

Domestic Violence Agencies Network

The Regional Family and Domestic Violence Case Management and Coordination Service, known as CMCS, is a WA State Government initiative funded by the Department for Child Protection and overseen by the Family and Domestic Violence Unit (FDVU).

Website: <http://www.dvan.org.au/>

Telephone: (08) 9374 0433