

# **FAMILY VIOLENCE:** **What you can do** **for yourself** **and your family**

wire



Helping women  
make the right  
connections

**Women's  
Information**

**“Family violence happens to anybody, no matter how nice your house is, no matter how intelligent you are.”**

**Rosie Batty, 2015 Australian of the Year**

**Under Victorian law\*, family violence is defined as harmful behaviour that occurs when someone threatens or controls a person they are in a relationship with, or another family member through fear. Abuse of any kind within a relationship is family violence. Victims of family violence are entitled to the same rights, irrespective of a person’s age, religion, ethnicity, socioeconomic status, sexuality, gender expression or intersex status or occupation.**

**\*Family Violence Protection Act 2008**

Many Australian women have experienced a relationship with someone who is or has been violent, controlling and/or abusive towards them. One in three women will be affected by family violence at some time during their life. Every week a woman is killed by her male partner or ex-partner.

Family violence happens when one person exerts power and control over another. It can occur after you have been in a relationship with someone for a long time or when it is just beginning. Family violence can occur between parents and children, as well as between relatives and in any family-like relationship such as with carers and housemates. Whilst anyone can be affected by it, women are far more likely to experience family violence. Family violence can occur no matter your age, where you live, your occupation, your abilities or disabilities, your sexuality, your gender, your religion, your ethnicity, your skin colour, your residential status, your education, your social class, whether you live with your partner, whether you have children or whether you are in a monogamous relationship or have more than one partner.

**Women from all kinds of circumstances and backgrounds experience violence and abuse at home. They don’t ask for it; they don’t deserve it. Family violence is not your fault. You are not responsible for the violent behaviour of others – not ever.**

**Regardless of the type of relationship you are in, you have a right to feel safe and respected. Nobody has the right to abuse or control you.**

# WHAT IS FAMILY VIOLENCE

Family violence can take many forms. Family violence can be more than physical abuse. It includes behaviour that is threatening and controlling that can cause you to fear for your own safety. Living with family violence can be emotionally and physically isolating, and affect your relationships with other family members, friends and colleagues.

Family violence may include:

- **Emotional abuse** e.g. manipulation, isolation, put-downs, mind games
- **Financial abuse** e.g. forcing you to hand over control of income or assets, coercing you to take on debt or sign a contract. Not allowing you to earn an income
- **Sexual abuse** e.g. any unwanted sexual activity
- **Social abuse** e.g. insulting you in public
- **Threats** of physical violence and revenge
- **Property damage** e.g. smashing belongings
- **Harming or threatening to harm your pets**

Family violence can be subtle and take place over a long period of time. It may not be obvious to others. Common methods used to coerce, control and dominate people living with family violence include:

- Telling you what to wear and where you can or cannot go
- Forcing you into sexual behaviours that are unwelcome, painful, humiliating or not your choice
- Putting you down, criticising you, insulting you in public
- Not letting you see your friends and family
- Saying you are crazy, causing you to feel like you are crazy, claiming you are imagining the abuse
- Threatening to tell your friends, family or workplace of your sexuality or gender transition or affirmation
- Misleading people about your mental health and/or your capacity to parent
- Preventing you from accessing medications: eg: treatments for anxiety/depression, HIV and hormone therapy
- Stalking
- Using technology to harass, stalk and perpetuate violence
- Not letting you be included in family finance decision-making

Family violence impacts on your health and wellbeing. Often women are left feeling stressed, anxious and depressed. Many women experience a worsening of a chronic illness, as a result of the stress they are living under.

Often people experiencing family violence have been isolated from their friends and family. It can be hard for them to take steps to reconnect.

How you respond to a family member affected by family violence is important. When a woman feels she will be judged, criticised, blamed or ashamed she will be less likely to seek your help and will remain isolated. When a woman feels listened to and encouraged, she will be more likely to feel empowered and supported to make her own decisions to protect herself and her family. See DVRCC: [www.dvrcv.org.au/help-advice/guide-for-families-friends-and-neighbours](http://www.dvrcv.org.au/help-advice/guide-for-families-friends-and-neighbours)

### What about the kids?

Children often feel responsible for family violence and they can respond in various ways. For example, a child may try to make things easier for their mother by withholding how they feel or they may side with the abuser because they believe this may be the safest option for themselves, their mother or even their pets.

Children living with family violence are often in a permanent state of fear. This can make them nervous, withdrawn, depressed and/or aggressive. They may have difficulty relating to their peers and performing at school. In the long term children are at risk in their later relationships — sons are more likely to be abusive; daughters are more likely to be abused.

Talk to your children. Explain that the violence is not their fault, and seek support.

#### Useful links

**Safe at Home: Is this affecting my kids?**

[www.safeathome.org.au/what-is-family-violence/is-this-affecting-my-kids/](http://www.safeathome.org.au/what-is-family-violence/is-this-affecting-my-kids/)

**Safe Steps Family Violence Response Centre: Children witnessing violence** [www.safesteps.org.au/children-and-youth/#ChildrenWitnessViolence](http://www.safesteps.org.au/children-and-youth/#ChildrenWitnessViolence)

**Domestic Violence Resource Centre Victoria: For mothers**

[www.dvrcv.org.au/help-advice/mothers](http://www.dvrcv.org.au/help-advice/mothers)

## WILL THE VIOLENCE AND ABUSE STOP?

It can be difficult – even frightening – to take action to protect yourself. There are many reasons women stay in violent and abusive relationships,

not least because they love their partner or other family member. A woman may want to stay—she just needs the violence to stop. Women often leave their relationship and return a number of times. It is common for the abusive family member to tell them they love them and need them, and to promise 'this time' they really will change. We all want to believe the people we love. Unfortunately, this 'honeymoon' period is usually followed by a return to abusive behaviours. Sometimes a woman may stay because she feels it is safer than leaving.

Once violence or other forms of abuse take root in a relationship, statistics show the situation will get worse, not better. Violence and abuse stop only when the abuser takes responsibility for their behaviour and seeks help. If you know a man who may want to change his violent behaviour, he can call the Men's Referral Service **1300 766 491**.

## SHOULD I STAY OR LEAVE?

Leaving a violent or abusive relationship can be an incredibly difficult decision. You may not want to leave your home or you may fear for your future wellbeing if you move your family to a new life. You may also fear for your physical safety or your children's safety. There are many resources available to help you make the best possible decision to protect yourself and your family.

**For help to identify your options and the way forward that is best for you—call WIRE Women's Information 1300 134 130 or Safe Steps Family Violence Response Centre 1800 015 188.**

**If you leave...** The most dangerous time in a violent relationship is when a woman decides to leave the person who believes they own her and is entitled to control her. **It is critical that you plan for your safety should you decide to leave.**

If you have time to plan your exit, make sure you take your personal documents with you—particularly, three forms of identification. Have them ready in a safe place, along with a spare set of keys, money, medication and a change of clothes, plus anything your children will need, including a favourite toy if possible. For a comprehensive list of important documents, see the WIRE information sheet *'Leaving a relationship'*.

**If you stay...** For a whole range of reasons, you may decide that staying is the best or safest option for you. **This does not mean you have to remain silent and alone.** It is important that you seek support from family violence services to increase your safety at home. Be aware there is risk of family violence increasing in severity for women when they are pregnant. See pages 14-15 for a contact list of services 'Where can I go for help?'

**You have the right to stay in your own home** Laws in Victoria now make it easier for your abusive partner or family member to be removed from the family home, so you can stay in your home safely. See page 11 on 'Getting a family violence intervention order'.

Whether you decide to stay or leave, it is a good idea to speak to a family violence support worker to discuss a comprehensive safety plan and a way forward for your life—call Safe Steps Family Violence Response Centre **1800 015 188** for support or visit their website for safety plans [www.safesteps.org.au/your-safety/#SafetyPlanning](http://www.safesteps.org.au/your-safety/#SafetyPlanning). You can also see next page 'Make a safety plan'.

## WHAT CAN I DO TO PROTECT MYSELF?

Women who have had their self-confidence shattered by family violence often underestimate their resourcefulness and resilience. The reality is you are already taking action to keep yourself and others safe, and you have been highly successful so far.

Now it's time to reach out to others for help.

A good first step is contacting a family violence service to get assistance and support to keep you and other members of your family safe. With experienced guidance, you will be able to make a plan for your future that includes general legal advice, so you are informed about the range of options available to you.

Call the Safe Steps Family Violence Response Centre anytime on **1800 015 188**. The Women's Legal Service **8022 0600, 1800 133 302** is also available to you for specific legal advice on your situation.

It is important to let trusted friends, family and others in your community know what's happening. Even though it may be difficult, and even embarrassing, it is important for your safety and your children's safety that others know your situation.

## Make a safety plan

- Identify the actions you already take to protect yourself
- Plan to avoid your partner at those times when you are more at risk, for example when they have been drinking
- Prepare an excuse for leaving quickly if your partner becomes threatening
- Ensure you always have petrol in your car and a spare set of keys handy, or a public transport plan, if you need to leave quickly
- Plan where you can go that will be safe in an emergency and know who you can call: friends, family, neighbours, police (000). Keep a mobile phone and/or a list of emergency phone numbers handy
- Speak to a service such as WIRE Women's Information or a family violence service about your options
- Make sure your children know what to do in an emergency
- Have cash ready if you need to leave at short notice; ensure you have access to money after you leave, e.g. a separate credit card or bank account
- Find out whether an intervention order is right for you—contact a family violence service or speak to the Women's Legal Service, your lawyer, Magistrates' Court or police.
- Keep a record of the violence you experience—consider using a code language known only to you. Take photos of bruises or injuries and give them to a trusted friend or doctor to keep
- Talk to people and gather information about your options and the support available
- Keep yourself technologically safe, so that you can't be tracked or monitored through online, mobile and location devices.  
See below 'Technology and safety'.

Visit [www.safeathome.org.au/steps-to-safety/how-can-i-make-my-home-safer/](http://www.safeathome.org.au/steps-to-safety/how-can-i-make-my-home-safer/) or [www.1800Respect.org.au](http://www.1800Respect.org.au) to download a safety plan.

## Technology and safety

Internet, email and location features on your computer and mobile devices help connect you to support services—however, this technology can be also be used by your partner or ex-partner to monitor you, control you and threaten your safety. If you do not feel safe on your personal phone and computer, you can:

- Use public access computers. These can be found at libraries, WIRE's Women's Information Centre, community centres and internet cafés
- Create new email, Facebook and messaging accounts, using an anonymous username and new passwords
- Turn off the location feature on your mobile phone and your Facebook page
- Avoid using cordless phones or baby monitors to prevent eavesdropping
- Make sure that your private contact details are not available online — you can do this by Googling your full name
- Check settings on children's phones/computers and electronic games

### Useful links

**Domestic Violence Resource Centre Victoria: Technology safety**

[www.dvrcv.org.au/knowledge-centre/technology-safety](http://www.dvrcv.org.au/knowledge-centre/technology-safety)

**Safe At Home: How I can protect myself online**

[www.safeathome.org.au/steps-to-safety/how-can-i-protect-myself-online/](http://www.safeathome.org.au/steps-to-safety/how-can-i-protect-myself-online/)

**Facebook: Safety** [www.facebook.com/safety/tools/](http://www.facebook.com/safety/tools/)

**SmartSafe** [www.smartsafe.org.au](http://www.smartsafe.org.au)

[www.esafety.gov.au/women](http://www.esafety.gov.au/women)

## WHO CAN HELP ME?

A good place to start exploring options for creating a safe environment for you and your family are phone support services, such as **WIRE** (Victoria-wide) or **1800 RESPECT** (Australia-wide 24/7). These services offer an anonymous, safe place to talk things through, develop a safety plan, explore possibilities and put you in touch with further support.

**Safe Steps Family Violence Response Centre** is a 24/7 family violence crisis line that women can call for immediate support and assistance. The Centre provides crisis accommodation (about 1-2 weeks' stay) for women leaving violent relationships, and can help you access a woman's refuge (about 6 weeks' stay). It also connects you to your local family violence outreach service for longer term and ongoing support.

Family violence workers from your local **Family Violence Outreach Service** are available to speak to you on the phone or meet you in a safe place. They provide ongoing support and assistance with your safety planning, legal information, finding accommodation, court support, counselling for you and your children and links to support groups.

**Support groups** enable you to meet with others who have experienced family violence and connect with their strength, knowledge and experiences. Call Domestic Violence Resource Centre Victoria **(03) 9486 9866** for a list of family violence support groups in your local area. For more information on support groups visit [www.dvrcv.org.au/talk-someone/support-groups](http://www.dvrcv.org.au/talk-someone/support-groups)

**Counselling** can offer a supportive space to explore what's happening at home. Check that your counsellor has a sound understanding of family violence (relationship and anger management counsellors are not appropriate for family violence support). Before you engage a counsellor, make sure you're comfortable with them. A referral service such as WIRE will help you find a suitable counsellor in your area. For more information on how to choose a counsellor, see WIRE's '*Counselling*' information sheet.

**In an emergency call the police 000.**

Contact details for all available family violence, legal and other supporting services are listed under 'Where can I go for help?' page 14.

## WHERE CAN I GO?

**It is important to find a safe place to live when leaving an abusive relationship.** If the abuser has been removed from the home, many women are able to remain living there with some extra security such as changed locks. For other women finding a safe place to live might be with the family and friends, even if it is only for a short period of time. For others, the only safe option might be a women's refuge. Talk to a family violence service to work out what your accommodation needs are and how you might be able to maximize your safety.

**Crisis accommodation** can be accessed 24-hours a day through Safe Steps Family Violence Response Centre for women leaving abusive relationships. You can stay for a week or two in crisis accommodation, depending on service availability, and your needs.

After you leave crisis accommodation, Safe Steps can support you to access **women's refuges**. Women's refuges are safe places in secret locations that offer short-term accommodation (approximately 6 weeks) for women and children in urgent need of somewhere to stay after they have fled family violence. As demand exceeds supply, refuges often have long waiting lists.

For more information on crisis and short-term housing, see the WIRE information booklet '*Dealing with a housing crisis—needing help right now*'.

Your regional Family Violence Outreach Service can provide information about **transitional and long-term accommodation** options. For long-term housing you can apply for priority public housing; however the wait is likely to be many years. Private rental is another option and rental support is available by requesting assistance through your regional family violence outreach service. To find your local family violence service visit [www.thelookout.org.au/sector-info/victorian-services](http://www.thelookout.org.au/sector-info/victorian-services)

For more information about longer-term housing, see the WIRE information booklet *'Finding your next home—looking past a housing crisis'*.

It is an unfortunate reality that crisis housing services are overwhelmed by demand. If you are planning to leave, it might be worth identifying someone you know who might be willing to help you out. Trusted friends and family are often the best option for temporary accommodation. While it's common for women enduring family violence to feel embarrassed, or even deeply ashamed, it is important you share these feelings with your friends and family when you seek their support.

### What about my pet(s)?

It can be hard to move on from an abusive relationship if you have to leave your pets behind—unfortunately very few crisis accommodation services take pets.

**Pets in Peril** is a program that gives shelter to animals of women and children who are escaping family abuse. Visit [www.animalaid.org.au/pets-in-peril.html](http://www.animalaid.org.au/pets-in-peril.html)

Some animal refuges and hospitals also offer shelter for pets of women and children who are fleeing family violence. Contact your local Family Violence Outreach Service for further information.

## WHERE CAN I GET HELP WITH MONEY?

If you are planning to leave a violent or abusive relationship, or the perpetrator of the abuse leaves, you may be eligible for a crisis payment from **Centrelink**—*you must contact the department within seven days of separation*. A family violence worker can inform you in greater detail about Centrelink eligibility criteria and crisis payments.

You can also call a Centrelink social worker to discuss the payments you are entitled to in a crisis:

- If you are on a Newstart Allowance, call **132 850** Mondays to Fridays 8am to 5pm
- If you are on a parenting payment or Family Tax Benefit payment, call **136 150** Mondays to Fridays 8am to 5pm

Note: Centrelink may put you on hold for a long period of time. Use the speaker mode on your phone so you can attend to other matters while waiting for your turn. If you have reported family violence to the police, the **Victims Support Agency** may be able to provide financial assistance to help with your immediate safety and medical expenses, as well as support and counselling. A person who has been a victim of a crime in Victoria within the past two years, has suffered either a physical injury and/or a psychological injury and has reported the incident to the police may be eligible for compensation.

**Financial abuse** is often a hidden aspect of family violence and can affect you long after you have left the abusive relationship. See WIRE's information booklet *'Money problems with your partner? Dealing with financial abuse'* on ways you can keep your money safe from your abusive partner or family member. You can also access free financial counselling to help you untangle your finances from your partner and to manage your own finances in the longer term.

## HOW CAN THE LEGAL SYSTEM HELP ME?

**Not all lawyers understand family violence.** Before engaging a lawyer or law firm, check that they are familiar with family violence and the impact it has on your life and those of your children. It is important you feel your lawyer has your best interests at heart.

The best way to get legal advice and use the law to protect yourself is to contact a **community legal service** such as the Women's Legal Service, or a lawyer who has a good understanding of family violence. You can also visit free online Victorian legal resources and websites. See 'Legal assistance and court services' page 14.

## The Police can help

Victoria Police now have a family violence Code of Practice. This means officers are obliged to take reports of family violence seriously and to act to ensure your safety. All victim/survivors of family violence are entitled to the same protection under the law, irrespective of their age, religion, ethnicity, sexuality, gender or occupation. The police have the power to search for and remove weapons, arrest and charge an offender, issue a **Family Violence Safety Notice**, and apply for an intervention order on your behalf.

A Family Violence Safety Notice can be issued by Victoria Police to protect you anytime. This temporary notice protects you from being contacted by the perpetrator. The FVSN lasts 5 business days from the time it is issued. This means that if a FVSN is served on a perpetrator, any victim/s of family violence may be protected under this legislation while waiting for the first mention date to be heard in court for an Intervention Order. Importantly, the Family Violence Protection Act states that a FVSN starts when the notice or a safety notice form is served on a respondent. With Family Violence Safety Notices (FVSN), the Police have the power to add children as Affected Family Members (AFM), if they suspect the child has been at risk of being subjected to family violence by the perpetrator.

**There are LGBTI liaison Police officers you can ask to speak to you by contacting the GLO program on (03) 9247 6944 during business hours or [www.police.vic.gov.au/content.asp?Document\\_ID=30300](http://www.police.vic.gov.au/content.asp?Document_ID=30300)**

**If you are Aboriginal, you can request the support of a Police Aboriginal Liaison Officer (PALO)**

## Getting a Family Violence Intervention Order

A Family Violence Intervention Order is a Magistrate's Court order designed to protect you and your children from another person's threatening behaviour.

You can apply to take out a Family Violence Intervention Order any time you feel threatened or unsafe. Children or other family members are not automatically included in an Intervention Order. To include a child as an affected family member (AFM) in an Intervention Order (IO) the applicant needs to specifically apply for this to happen. If your child is protected by an Intervention Order, their school is enabled to call the police if they are aware of a breach of the order. You can apply for an order even if you are still living with your partner. It's a good idea to get support as you move through this process by inviting a friend, family violence worker or someone from the Court Network to accompany you to the Magistrates' Court.

The Magistrates' Court has a specialised Family Violence Court Division established to improve court responses to family violence. This service offers specialist support workers, as well as additional security and outreach services.

The law now makes it easier for an applicant to give evidence against the abuser. For example, perpetrators are restricted from cross-examining the people they are/were abusing. A protected witness can only be cross examined by a legal practitioner. If the perpetrator is self-represented, arrangements will be made for Victoria Legal Aid to represent the accused for the purpose of cross/examining the victim/survivor. These laws also assist victims/survivors to stay in their own home if they wish, by requiring the violent partner to leave the home in appropriate circumstances, and making it easier for you to change tenancy arrangements. By remaining safely in the family home, victims/survivors can avoid the disruption, dislocation and uncertainty of trying to find new accommodation. See below 'Your tenancy rights'.

### **Useful links**

**Safe at Home: How the law can protect me**

[www.safeathome.org.au/your-rights/how-can-the-law-protect-me](http://www.safeathome.org.au/your-rights/how-can-the-law-protect-me)

**Victoria Legal Aid: Family violence intervention orders**

[www.legalaid.vic.gov.au/find-legal-answers/family-violence-intervention-orders](http://www.legalaid.vic.gov.au/find-legal-answers/family-violence-intervention-orders)

## **Your tenancy rights**

If you are a protected person listed on a Family Violence Safety Notice or Intervention Order and the person who committed the family violence is ordered to leave your home, you have the right to change the locks at your rental property – you do not need to be named on the lease, but you do need to live at the property. You can also stay in your current rental property on a new tenancy agreement and you are entitled to reduce the term of your fixed term tenancy agreement.

The Victorian Civil and Administrative Tribunal (VCAT) has a family violence support worker entrusted with giving you non-legal information and support with residential tenancy matters, especially if you are experiencing family violence and you believe that your safety is at risk. For legal assistance or advice contact Tenants Union of Victoria. You can also download the factsheet '*Family violence: your tenancy rights if you are a protected person living in a rented house or flat*' on the Tenants Union of Victoria website [www.tuv.org.au](http://www.tuv.org.au)

# WHERE CAN I GO FOR HELP?

There are many factors that contribute to a woman's experience of family violence and her capacity to seek help. These factors include, but are not limited to, cultural and ethnic practices and expectations, mental and physical health, sexuality, gender identification and age. You may have physical, cultural, language, geographical and social barriers to seeking support and assistance. Past experience may also significantly impact on a woman being able to seek help. For these reasons, specialist services are available for women. **If you are unsure whether a mainstream family violence service will be able to support you, you can always contact a service specific to your circumstance for support and advocacy.**

- **Victoria Police** phone **000** for immediate attendance
- **WIRE 1300 134 130** support@wire.org.au www.wire.org.au
- **Safe Steps Family Violence Response Centre** (formerly Women's Domestic Violence Crisis Service of Victoria) 1800 015 188 www.safesteps.org.au
- **1800 RESPECT** 1800 737 732 www.1800respect.org.au
- **Victims of Crime Helpline** 1800 819 817/ 0427 767 891 (for text messages) vsa@justice.vic.gov.au www.victimsofcrime.vic.gov.au
- **Victoria Sexual Assault Crisis Line** 1800 806 292 ahcasa@thewomens.org.au www.casa.org.au

## Family violence support services, resources and support groups

- **Domestic Violence Outreach Services** (Call WIRE for contact details in your area)
- **Domestic Violence Resource Centre Victoria** www.dvrcv.org.au (for support services in your local area and publications); call (03) 9489 9866 to find your local family violence support group
- **The Lookout** lists local family violence and support services www.thelookout.org.au/sector-info/victorian-services
- **Transitional Housing Services** (Call WIRE for contact details in your area)
- **Men's Referral Service** 1300 766 491 mrs.org.au

## Legal assistance and court services

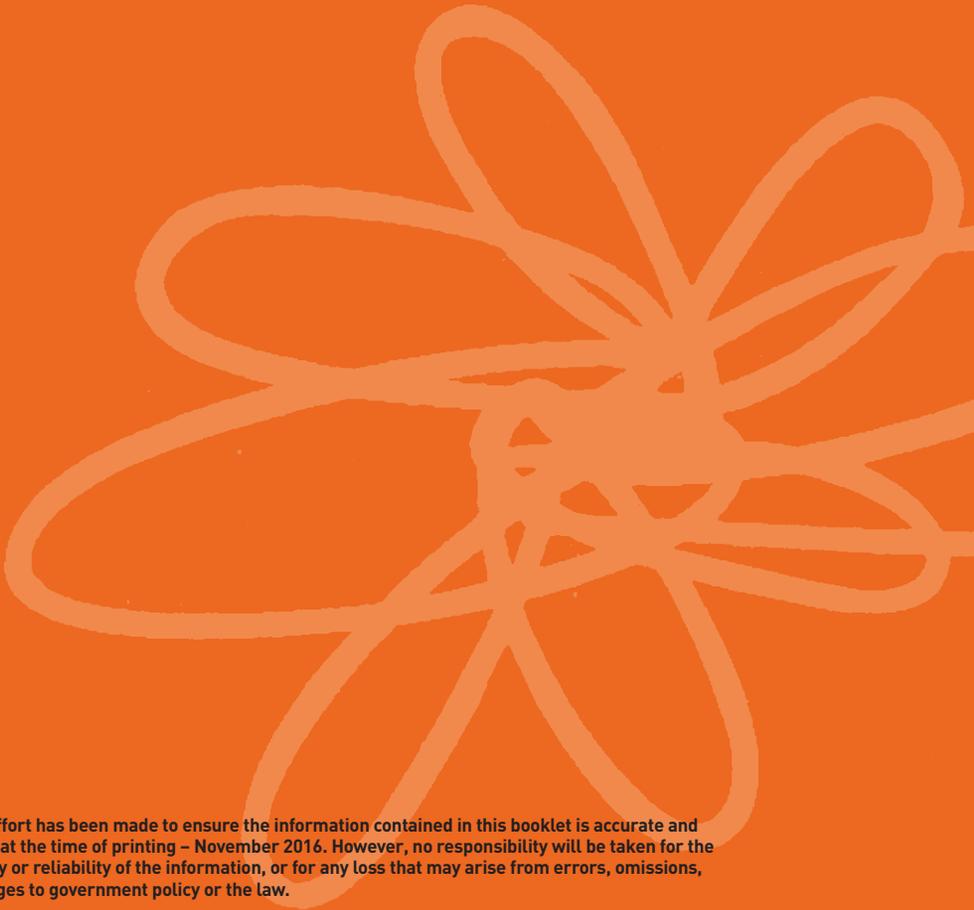
- **Women's Legal Service Victoria** 1800 133 302/ (03) 8622 0600 www.womenslegal.org.au **Helpline 6.30–8.30pm Tues & Thurs evenings**
- **Court Network** 1800 681 614 www.courtnetwork.com.au admin@courtnetwork.com.au
- **Everyday-Law** www.everyday-law.org.au
- **Federation of Community Legal Centres** To find a community legal service in your local area (Victoria) (03) 9652 1500 www.communitylaw.org.au
- **Tenants Union of Victoria** (03) 9416 2577 www.tuv.org.au
- **The Law Handbook** www.lawhandbook.org.au
- **Victoria Legal Aid** 1300 792 387/ (03) 9269 0120 www.legalaid.vic.gov.au

## Government services

- **Centrelink Crisis Payment** [www.humanservices.gov.au/customer/services/centrelink/crisis-payment](http://www.humanservices.gov.au/customer/services/centrelink/crisis-payment) 132 850 Newstart Allowances | 136 150 Family & Parenting Payments
- **Department of Health and Human Services (DHHS)** – Disability Family Violence Liaison Officer (03) 9843 6304/ 0437 741 920 [disabilityfv@dhhs.vic.gov.au](mailto:disabilityfv@dhhs.vic.gov.au) [www.dhhs.vic.gov.au/for-service-providers/children,-youth-and-families/family-violence2/disability-and-family-violence-crisis-response](http://www.dhhs.vic.gov.au/for-service-providers/children,-youth-and-families/family-violence2/disability-and-family-violence-crisis-response)
- **Child Support Info Service** 131 107 [www.humanservices.gov.au/customer/themes/child-support-and-separated-parents](http://www.humanservices.gov.au/customer/themes/child-support-and-separated-parents)
- **Victorian Civil and Administrative Tribunal (VCAT)** Residential Tenancies (03) 9628 9800/ 1800 133 055 (country callers only) [vcat@vcat.vic.gov.au](mailto:vcat@vcat.vic.gov.au) [www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)
- **Victorian Government** family violence website [www.dhs.vic.gov.au/for-individuals/crisis-and-emergency/domestic-family-violence](http://www.dhs.vic.gov.au/for-individuals/crisis-and-emergency/domestic-family-violence)

## Specialist support services

- **Aboriginal Family Violence Prevention & Legal Service** 1800 105 303 [www.fvpls.org](http://www.fvpls.org)
- **Gay and Lesbian Health Victoria** for online resources [www.glhv.org.au/category/topic/domestic-violence](http://www.glhv.org.au/category/topic/domestic-violence)
- **LGBTIQ Switchboard** (03) 9663 2939/1800 184 527 (regional callers) [www.switchboard.org.au](http://www.switchboard.org.au)
- **inTouch Multicultural Centre Against Family Violence** [www.intouch.asn.au](http://www.intouch.asn.au) 1800 755 988 / (03) 9413 6500 [admin@intouch.asn.au](mailto:admin@intouch.asn.au)
- **Telephone Translating and Interpreting Service (TIS National)** 131 450 if you need an interpreter to help you contact family violence services [www.tisnational.gov.au](http://www.tisnational.gov.au)
- **Pets in Peril** Coldstream (03) 9739 0300 | Sale (03) 5144 5940 | Bairnsdale (03) 5152 1389 [enquiries@animalaid.org.au](mailto:enquiries@animalaid.org.au) [www.animalaid.org.au/pets-in-peril.html](http://www.animalaid.org.au/pets-in-peril.html)
- **Seniors Rights Victoria** 1300 368 821 [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au) [www.seniorsrights.org.au](http://www.seniorsrights.org.au)
- **Seniors Law Program at Justice Conect** (03) 8636 4400 [www.justiceconnect.org.au/our-programs/seniors-law](http://www.justiceconnect.org.au/our-programs/seniors-law)
- **Disability Family Violence Liaison Officer at Department of Health and Human Services** (03) 9843 6304, mobile: 0437 741 920 email: [disailityfv@dhhs.vic.gov.au](mailto:disailityfv@dhhs.vic.gov.au)
- **Family violence services for LGBTQI people** [www.anothercloset.com.au](http://www.anothercloset.com.au)



Every effort has been made to ensure the information contained in this booklet is accurate and current at the time of printing – November 2016. However, no responsibility will be taken for the accuracy or reliability of the information, or for any loss that may arise from errors, omissions, or changes to government policy or the law.

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## Contact

# WIRE 1300 134 130

**For an up-to-date contact list of support services available, Call 1300 134 130 for the cost of a local call.**

Mobile charges may vary according to your phone plan.

You can call WIRE using your mobile, leave your number and we will call you back. (Interpreter Service available).

Hearing-impaired women can use LiveChat Support [www.wire.org.au](http://www.wire.org.au)

**Women's Information Centre**

**372 Spencer Street, West Melbourne**

**Email: [support@wire.org.au](mailto:support@wire.org.au)**

**Website: [www.wire.org.au](http://www.wire.org.au)**



Helping women  
make the right  
connections

**Women's  
Information**

WIRE Women's Information  
and Referral Exchange Inc.  
Reg. No. A122  
ABN 98 957 157 895.

Printed on 150gsm Maine recycled silk. Certified Carbon Neutral