



**WOMEN'S HEALTH  
IN THE NORTH**  
voice • choice • power



## Family Violence Help Cards Factsheet for phase out of current format

Women's Health In the North (WHIN) will be phasing out the current Family Violence Help Cards over the next 12 months.

The northern metropolitan region help cards were developed a decade ago to provide an accessible resource for community members to access the integrated family violence system.

The help cards have information to help women experiencing family violence (women's help card) or men who are perpetrating violence (men's help card). The help cards have been translated into 15 community languages. Aboriginal women's and men's cards have also been produced.

Whilst the Aboriginal women's and men's cards were reviewed in 2015 and remain up-to-date, the other cards have become outdated.

### **Why are the cards being phased out?**

A number of organisations have changed their phone numbers, since the help cards were designed, translated and printed in 2013 (women's) and 2014 (men's). This means that 20 percent of numbers on the women's cards and 15 percent of numbers on the men's help cards are incorrect.

In normal circumstances WHIN would review and reprint the cards, however as intake into the family violence service system will change significantly with the introduction of a Support and Safety Hub in North East Melbourne Area (Yarra, Darebin, Nillumbik, Banyule and Whittlesea) in late 2017/ early 2018 and in Hume Moreland in the following years, it is not viable to take this approach.

Once the first Support and Safety Hub is established, WHIN will work with providers to ensure a new resource is developed that will best respond to the needs of service users.

### **What other options do I have?**

An alternative to the help cards is the [multi-language poster](#) for women, which contains the main numbers for women to contact and is translated into six community languages: Arabic, Farsi, Mandarin, Punjabi, Turkish and Vietnamese. A multi-language men's poster will also be available for order in late April 2017.

You can order the posters by completing [this form](#) the NIFVS website. [www.nifvs.org.au](http://www.nifvs.org.au)

**What happens if I order help cards?**

WHIN will continue to distribute the 35,000 cards still in stock **free of charge**.

As cards run out over the next 12 months, some languages will no longer be available.

**What can I do with my existing help cards?**

You can still use your existing help cards or any help cards you order. You may want to consider crossing out the major phone numbers that are no longer correct.

This is especially important if service users can access cards without support from a worker (e.g. in reception areas). In these circumstances, it is recommended that you cross out the major numbers that are no longer correct.

**What are the up-to-date numbers?**

Please use [this document](#) outlining the correct phone numbers for services, where the numbers are out-of-date on the help cards.

**How can I get more information?**

If you have any further questions please contact [info@whin.org.au](mailto:info@whin.org.au) or 9484 1666.