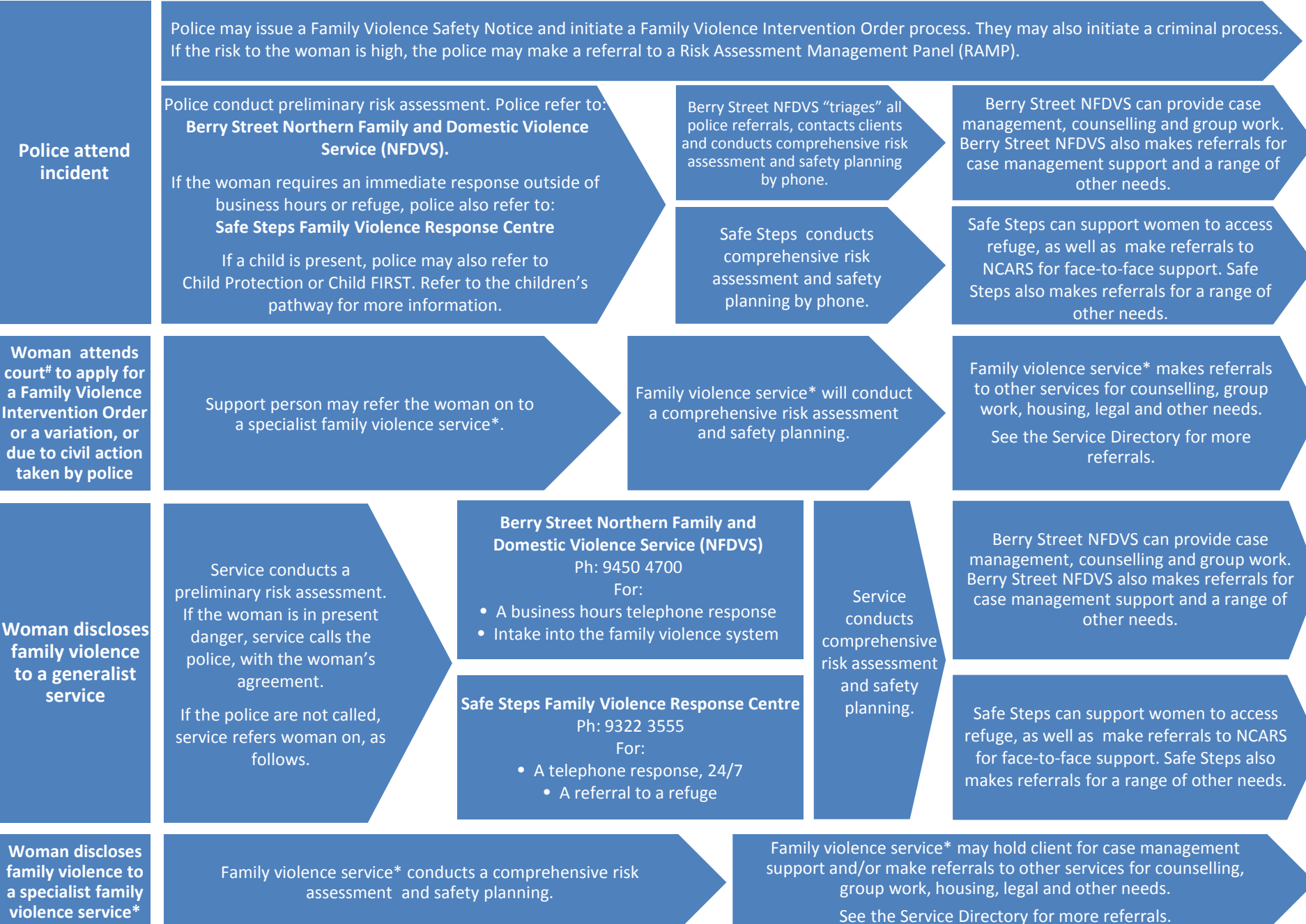


# Northern Metropolitan Region family violence intake pathway: women experiencing family violence



**Police attend incident**

Police may issue a Family Violence Safety Notice and initiate a Family Violence Intervention Order process. They may also initiate a criminal process. If the risk to the woman is high, the police may make a referral to a Risk Assessment Management Panel (RAMP).

Police conduct preliminary risk assessment. Police refer to:  
**Berry Street Northern Family and Domestic Violence Service (NFDVS).**  
 If the woman requires an immediate response outside of business hours or refuge, police also refer to:  
**Safe Steps Family Violence Response Centre**  
 If a child is present, police may also refer to Child Protection or Child FIRST. Refer to the children's pathway for more information.

Berry Street NFDVS "triages" all police referrals, contacts clients and conducts comprehensive risk assessment and safety planning by phone.

Berry Street NFDVS can provide case management, counselling and group work. Berry Street NFDVS also makes referrals for case management support and a range of other needs.

Safe Steps conducts comprehensive risk assessment and safety planning by phone.

Safe Steps can support women to access refuge, as well as make referrals to NCARS for face-to-face support. Safe Steps also makes referrals for a range of other needs.

**Woman attends court# to apply for a Family Violence Intervention Order or a variation, or due to civil action taken by police**

Support person may refer the woman on to a specialist family violence service\*.

Family violence service\* will conduct a comprehensive risk assessment and safety planning.

Family violence service\* makes referrals to other services for counselling, group work, housing, legal and other needs. See the Service Directory for more referrals.

**Woman discloses family violence to a generalist service**

Service conducts a preliminary risk assessment. If the woman is in present danger, service calls the police, with the woman's agreement. If the police are not called, service refers woman on, as follows.

**Berry Street Northern Family and Domestic Violence Service (NFDVS)**  
 Ph: 9450 4700  
 For:  
 • A business hours telephone response  
 • Intake into the family violence system

**Safe Steps Family Violence Response Centre**  
 Ph: 9322 3555  
 For:  
 • A telephone response, 24/7  
 • A referral to a refuge

Service conducts comprehensive risk assessment and safety planning.

Berry Street NFDVS can provide case management, counselling and group work. Berry Street NFDVS also makes referrals for case management support and a range of other needs.

Safe Steps can support women to access refuge, as well as make referrals to NCARS for face-to-face support. Safe Steps also makes referrals for a range of other needs.

**Woman discloses family violence to a specialist family violence service\***

Family violence service\* conducts a comprehensive risk assessment and safety planning.

Family violence service\* may hold client for case management support and/or make referrals to other services for counselling, group work, housing, legal and other needs. See the Service Directory for more referrals.

## **Glossary**

Berry Street NFDVS

Berry Street Northern Family and Domestic Violence Service

Safe Steps  
Service)

Safe Steps Family Violence Response Centre (formerly Women's Domestic Violence Crisis

NCARS

Northern Crisis Advocacy Response Service

## **Notes**

\* Family violence services that provide case management support to women in the Northern Metropolitan Region include: Berry Street NFDVS, Crossroads Family Violence Service, Elizabeth Morgan House Aboriginal Women's Service, Georgina Martina Inc., InTouch Multicultural Centre Against Family Violence and the Kildonan UnitingCare Family Violence Intervention Program

# Heidelberg Magistrate's Court, Broadmeadows Magistrate's Court, Melbourne Magistrate's Court or Neighbourhood Justice Centre