

# 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** (Hume Moreland) or **The Orange Door** (NEMA)

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 ChildFIRST. Refer to the children’s pathway for more information.

Berry Street or The Orange Door triages all police referrals, contacts clients and conducts comprehensive risk assessment and safety planning by phone.

Berry Street can provide case management, counselling and group work. Berry Street 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 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** (Hume Moreland) Ph:9450 4700  
**The Orange Door** (NEMA) Ph: 1800 319 355  
 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 can provide case management, counselling and group work. Berry Street and The Orange Door also make 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 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	Berry Street Northern Family and Domestic Violence Service
NEMA	North Eastern Metropolitan Area
Safe Steps	Safe Steps Family Violence Response Centre
NCARS	Northern Crisis Advocacy Response Service

**Notes**

\* Family violence services 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 Uniting Kildonan Family Violence Intervention Program and The Orange Door.

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