

## Service Changes During COVID-19 (30.11.20)



WOMEN'S HEALTH  
IN THE NORTH



Services are still responding to family violence across the northern metropolitan region. This update provides point-in-time information about service changes during COVID-19.

Intake (Victim Survivors)		
Agency	Service Changes	Updated
<a href="#">The Orange Door</a> (NEMA)	Not open to walk-ins. Professionals and clients can either phone or email.	20.10.20
<a href="#">Berry Street</a> (Hume Moreland)	Providing the usual suite of services remotely, with a range of systems in place to facilitate a response to victim survivors. No face-to-face contact being provided. Workers can refer via usual channels.	21.9.20
<a href="#">Safe Steps</a> (Statewide)	Telephone service operating as usual. New live <a href="#">web chat service</a> . Find more information about <a href="#">Safe Steps</a> response during COVID-19.	18.11.20
<a href="#">CASA House</a>	After-hours sexual assault crisis line operating as usual.	15.4.20
<a href="#">Northern CASA</a>	Limited face-to-face sessions now available. Most support and counselling continuing to be provided via phone and video sessions. Forensic medical examinations for northern region clients now being done at the Royal Women's Hospital. Groups being provided online.	30.11.20

Case Management (Victim Survivors)		
Agency	Service Changes	Updated
<a href="#">Berry Street</a>	Providing the usual suite of services remotely, with a range of systems in place to facilitate a response to victim survivors who contact the service. Workers can access secondary consultation via telephone.	21.9.20
<a href="#">Elizabeth Morgan House (EMH)</a>	Providing case management via phone or video support. Assisting families experiencing greater needs with delivery of essential items. Find out <a href="#">more about EMH's</a> response during COVID-19.	18.11.20
<a href="#">inTouch</a>	Providing case management via phone only, no face to-face support. No court outreach, but still accepting referrals from applicant workers, via phone, to support migrant and refugee women at court. Find out more about <a href="#">inTouch's</a> response during COVID-19.	18.11.20
<a href="#">Queerspace/</a> Drummond Street	No face-to-face services. Futures Free from Violence on hold. Providing support to participants via phone.	1.4.20
<a href="#">Uniting</a>	Providing telephone-based service or via online visual platforms. Any face-to-face contact is assessed on a case-by-case basis.	27.11.20
<a href="#">WISHIN</a>	Primarily providing phone support and face-to-face support only if necessary.	22.10.20

Victoria Police		
<a href="#">Victoria Police</a>	Police still attending incidents even if there is a confirmed case of COVID-19. If needed, officers will wear PPE and keep 1.5m distance if possible. If presenting at police station, community members may need to wait outside due to others being inside at that time.	20.8.20

Refuges (Victim Survivors)		
Agency	Service Changes	Updated
<a href="#">Elizabeth Morgan House</a>	The refuge remains open. Find out more about <a href="#">Elizabeth Morgan House's</a> response during COVID-19.	18.11.20
<a href="#">Georgina Martina</a>	Refuge providing usual service 24/7 with social distancing measures in place. Taking referrals as vacancies become available.	19.11.20
<a href="#">Good Samaritan Inn</a>	Service has reopened after renovations and are now taking referrals. Only half of rooms are open to comply with COVID guidelines.	18.11.20

Therapeutic Intervention (Victim Survivors)		
Agency	Service Changes	Updated
<a href="#">Anglicare</a>	<p>Family violence counselling is being provided by phone or video.</p> <p>Some agencies can provide face-to-face support if deemed necessary.</p> <p>See the <a href="#">NIFVS Family Violence Group Work Calendar</a> for information about groups for Term 4, 2020</p>	24.9.20
<a href="#">Banyule Community Health</a>		
<a href="#">Berry Street</a>		
<a href="#">cohealth</a>		
<a href="#">DPV Health</a>		
<a href="#">Health Ability</a>		
<a href="#">inTouch</a>		
<a href="#">Merri Health</a>		
<a href="#">North Richmond Community Health</a>		
<a href="#">Sunbury Community Health</a>		
<a href="#">Your Community Health</a>		

Aboriginal Family Violence Services (Thanks to the Dhelk Dja North Metropolitan Regional Action Group)		
Agency	Service Changes	Updated
<a href="#">VACCA</a>	Providing remote or face-to-face support in line with health and risk assessments.	23.9.20
<a href="#">VACSAL</a> (Aboriginal Centre for Males)	Continuation of current services via phone or remote-based. Can deliver basic needs and supplies. More counselling availability.	12.5.20
<a href="#">VAHS</a>	Fitzroy and Epping sites remain open. Contact mainly by phone.	12.5.20
<a href="#">Dardi Munwurro</a>	Now providing Men's Healing and Behaviour Change groups online and offering 24-hour phone support 'Brother to Brother' for Aboriginal men.	24.11.20
<a href="#">Djirra</a>	See below (Legal Services & Courts)	
<a href="#">Elizabeth Morgan House</a>	See above (Case Management and Refuges - Victim Survivors)	

Perpetrator Intervention Programs		
Agency	Service Changes	Updated
<a href="#">DPV Health</a> – Men’s Behaviour Change Programs (MBCPs) and Case Management	Using telehealth and providing intensive engagement with perpetrators and increased screening support for victim survivors.	28.8.20
<a href="#">Kids First/Caring Dads</a>	Providing groups online.	7.10.20
<a href="#">Sunbury Community Health</a> – MBCPs	Assessments being conducted online. Postponed face-to-face groups at present and instead following an active holding model.	22.9.20
<a href="#">Uniting</a> – MBCPs	Unable to take referrals for MBCPs at this point.	10.9.20
<a href="#">Men’s Referral Service</a> (Statewide)	Telephone service operating as usual. Find out more about <a href="#">Men’s Referral Service</a> response during COVID-19.	18.11.20
<a href="#">Thorne Harbour Health</a> (Statewide)	Group is being facilitated via Zoom.	25.9.20

Family Services & Child Protection		
Agency	Service Changes	Updated
<a href="#">Uniting</a>	Services being delivered by phone and video. Only providing face-to-face if required to meet statutory requirements.	17.7.20
<a href="#">Child Protection</a>	Face-to-face client contact only if child at immediate, significant risk of harm.	6.4.20
<a href="#">Anglicare</a>	Providing face-to-face if required to meet statutory requirements or where the risk assessment indicates a face-to-face outreach contact is warranted. Increased phone contact and/or video contact depending on client capacity. Online group work being increasingly provided.	12.8.20

Legal Services & Courts		
Agency	Service Changes	Updated
<a href="#">Djirra</a>	No face-to-face services. Koori Women's Place will maintain contact with women by phone, email and text message. Phone counselling now available. Koori Women's Place delivering its workshop online. Find more information about <a href="#">Djirra's response</a> during COVID-19.	18.11.20
<a href="#">Fitzroy Legal Service</a>	Conducting most services remotely, via telephone or video conference. Established new telephone advice line during COVID-19. Duty Lawyer Service continues operating remotely for Heidelberg Magistrates' Court. No face-to-face appointments or clinics running. Find more information about <a href="#">Fitzroy Legal Service's</a> response during COVID-19.	18.11.20
<a href="#">inTouch</a>	Accepting internal referrals via case managers. Providing information and advice, as well as representation at court via remote access. Find out more about <a href="#">inTouch's</a> response during COVID-19.	18.11.20
<a href="#">Northern Community Legal Service</a>	All services now by phone. Remote duty lawyer service from the Broadmeadows Magistrates' Court for victim survivors available. Women's groups now operating remotely via social media.	13.5.20
<a href="#">Victorian Aboriginal Legal Service</a>	All advice now by phone.	9.4.20
<a href="#">West Heidelberg Community Legal Centre</a>	Contact will be made by phone or email unless face-to-face is essential.	20.7.20
<a href="#">Whittlesea Community Connections Legal Service</a>	Services being provided over the phone or via email.	19.8.20
<a href="#">Magistrates' Courts</a>	All Magistrates' Court venues remain open. <a href="#">Online Family Violence Intervention Order</a> applications are now available at Broadmeadows, Heidelberg and Melbourne Magistrates' Courts and the Neighbourhood Justice Centre. Audio visual and telephone appearances will be conducted where appropriate. The court has recommenced hearing and finalising all family violence matters that had been adjourned earlier in the year due to COVID-19 operational limitations. Find more information about <a href="#">Magistrates' Courts</a> response during COVID-19.	24.11.20

Family Violence Flexible Support Packages		
Agency	Service Changes	Updated
<a href="#">Anglicare</a>	Applications are being processed as quickly as possible. See <a href="#">updated application form and guidelines</a> . Operating as usual.	18.11.20
<a href="#">Uniting</a>	Operating as usual.	24.9.20

Homelessness Access Points		
Agency	Service Changes	Updated
<a href="#">Haven Home, Safe</a>	Clients will only be seen at Preston office by appointment. Find out more about <a href="#">Haven: Home, Safe's</a> response during COVID-19.	18.11.20
<a href="#">Launch Housing</a>	Services still operating. Find out more about <a href="#">Launch Housing's</a> response during COVID-19.	18.11.20
<a href="#">Vincent Care</a>	Services still operating. Find out more about <a href="#">Vincent Care's</a> response during COVID-19.	18.11.20

Alcohol and Other Drugs		
Agency	Service Changes	Updated
<a href="#">Uniting Care Regen and Odyssey House</a>	If phone intake is difficult or not possible, a combined intake and assessment (face-to-face) appointment can be arranged, though only in exceptional circumstances.  Most face-to-face services have moved to telephone and telehealth support.	19.8.20