

Quick Reference Guide Family Violence Services Northern Metropolitan Region



Services are still responding to family violence across the northern metropolitan region. Most have moved to providing services via telephone and video conferencing and can be contacted on the numbers below. Many of these services also provide secondary consultation to professionals.

For more Family Violence COVID-19 related information visit nifvs.org.au

Intake Services

North Eastern Melbourne Area (Banyule, Darebin, Nillumbik, Whittlesea and Yarra)

The Orange Door NEMA Ph: 1800 319 355

Incorporates the intake services for specialist family violence services (for victim survivors and perpetrators), Child FIRST services, and includes workers from Aboriginal services.

Assists adults, children and young people who are experiencing or have experienced family violence, or families who need extra support with the care and wellbeing of children.

Hume and Moreland Area

Berry Street Northern Specialist Family Violence Service (NSFVS) Ph: 9450 4700

Assists women, LGBTIQ+ people and children who are experiencing or have experienced family violence.

Workers can encourage victim survivors to contact the NSFVS Triage and Response service directly or assist them to make the call. The client will receive a response from a specialist family violence practitioner, who will complete a risk and needs assessment and refer on to other family violence service responses as appropriate.

Men's Active Referral Service (DPV Health) Ph: 9409 8787

Intake point for male perpetrators of family violence. Refers male perpetrators into Men's Behaviour Change Programs. Also refers Aboriginal men to the Aboriginal Centre for Males and the Victorian Aboriginal Health Service.

Statewide

Safe Steps Family Violence Response Centre Ph: 1800 015 188

Central contact point for women's refuges in Victoria. They provide 24-hour telephone crisis counselling, referral, information and support.

Men's Referral Service, No to Violence Ph: 1300 766 491

The statewide male family violence telephone counselling, information and referral service and is the central point of contact for men taking responsibility for their violent behaviour.

Services for Adult Victim Survivors

Case Management and Refuges

[Berry Street Northern Specialist Family Violence Service \(NSFVS\)](#) Ph: 9450 4700

Assists women, LGBTIQ+ people and children who are experiencing or have experienced family violence. Services include short, medium term and intensive case management, and counselling.

Workers can refer victim survivors for a specialist family violence service response including family violence counselling at Berry Street or at one of the Community Health Centres across the northern metropolitan region.

[Elizabeth Morgan House Aboriginal Women's Service](#) Ph: 9403 9400

Elizabeth Morgan House operates a high-security refuge for Aboriginal women and children. They also provide a range of supports including crisis and intake service, referrals, counselling, case management, court support.

[Salvation Army Crossroads Family Violence Service](#) Ph: 9353 1011

Specialist family violence support services for women and children. Services include group work, crisis and high-risk responses, outreach case management as well as specialist family violence refuge accommodation.

[Uniting](#) Ph: 9302 6100

Provide risk assessment and safety planning, case management, and case coordination for women in Hume and Moreland.

[Women's Support and Housing in the North \(WISHIN\)](#) Ph: 8692 2020

Supports women, with or without children, who are homeless or at risk of homelessness, as well as those who have experienced family violence or those trying to escape it. Services include short-term task-focused support and long-term case management, as well as addressing housing needs.

Counselling and Group Work

Counselling and group work for women who have experienced family violence is provided by the NIFVS Counselling and Support Alliance. Nine community health services are part of this funded alliance along with Berry Street, Anglicare, inTouch Multicultural Centre Against Family Violence and Women's Health In the North (WHIN) as the lead agency. More information is available under [NIFVS service directory](#) at www.nifvs.org.au.

[iHeal Recovery Support Program](#) Ph: (03) 9663 6733

Offers counselling, casework, and support groups to women and children, including specialist support for Culturally and Linguistically Diverse women and women living with a disability. iHeal also offers specialist LGBTIQ+ family violence support.

Sexual Assault

Banyule, Darebin, Nillumbik and Whittlesea Area

[Northern Centre Against Sexual Assault \(CASA\)](#) Ph: 9496 2240

Provides a range of services including 24-hour crisis care for victims of sexual assault (12 years and over) and therapeutic intervention for victim survivors, and non-offending family members and friends.

Hume, Moreland and Yarra Area

[CASA House](#) Ph: 9635 3610

Provides a range of services including 24-hour crisis care for recent victims of sexual assault and therapeutic intervention.

Statewide

[inTouch Multicultural Centre Against Family Violence](#) Ph: 9413 6500

Provides culturally appropriate services to women from migrant and refugee backgrounds. Services include information, intake and risk assessment, advice, referral, intensive case management, court support, and limited legal assistance.

[Seniors Rights Victoria](#) Ph: 1300 368 821

Services include a Helpline, specialist legal services, short-term support and advocacy for Victorians aged 60 and above, or any Indigenous Victorian aged 45 and above, on matters relating to elder abuse and ageing.

[WithRespect](#) Ph: 1800 542 847

Provides counselling, case management and recovery programs for LGBTIQ victim survivors of family violence.

Aboriginal Family Violence Services

[Aboriginal Centre for Males Referral Service \(VACSAL\)](#) Ph: 9487 3000

Provides intake, assessment, referrals, intensive case management, group work programs and crisis accommodation for men.

[Dardi Munwurro](#) Ph: 1800 435 799

Offers a Men's Healing and Behaviour Change Program and 24-hour phone support for Aboriginal men.

[Djirra](#) Ph: 9244 3333

Provides a range of legal and paralegal services for Aboriginal victim survivors including in relation to Intervention Orders and Child Protection. Also provides safety planning and follow up support, accompanying women to appointments, financial assistance and counselling.

Elizabeth Morgan House

See above (Case Management and Refuges)

[Victorian Aboriginal Child Care Agency \(VACCA\)](#) Ph: 9287 8800

Offers a range of support services for Aboriginal families and children including case management and a focus on positive parenting, family interaction, and participation in the broader community.

[Victorian Aboriginal Health Service Men's Unit \(VAHS\)](#) Ph: 8459 0995

Provides advice, advocacy, casework, counselling, fathering support, family violence groups, health checks and plans, and men's camps.

Services for Children

VACCA

See above (Aboriginal Family Violence Services)

[Bright Futures Children's Specialist Support Service \(MOSS\)](#) Ph: 9359 5493

Provides assessment, case planning, enhanced case management and/or group work responses to

children. Referrals can be made from homelessness and family violence services, where a case manager is involved.

Northern Healing and Recovery Program (NHARP) Ph: 9450 4700

Provides therapeutic interventions for victim survivors and their children including counselling and groups. Referrals into N-HARP are accepted from Family Violence Programs, The Orange Door, Family Support & Child First Services and Child Protection.

Dolphin (Anglicare), Kids First and the NIFVS Counselling and Support Alliance also offer counselling and group work for children. More information is available under [NIFVS service directory](#) www.nifvs.org.au.

Perpetrator Intervention Programs

Kids First– Caring Dads Ph: 9450 0900

Group work program for fathers who have physically or emotionally abused, or neglected their children, or have exposed their children to family violence.

Men's Behaviour Change Programs

DPV Health Ph: 9409 8787

Runs a Men's Behaviour Change Program, which uses a mix of information and education for men with abusive and violent behaviour.

Sunbury Community Health Ph: 9744 4455

Runs a Men's Behaviour Change Program, which uses counselling and group work to help men control their behaviours, and their lives.

Thorne Harbour Health Ph: 9865 6700

Provides a Men's Behaviour Change program, called ReVisioning, for gay, bisexual and queer men (inclusive or cisgender and transmasculine) who are perpetrators of family violence. Case management and limited brokerage are also available for perpetrators.

Uniting Ph: 9457 0500

Provides Men's Behaviour Change Programs for men who use violence against their families in Heidelberg, Epping, Reservoir and Broadmeadows. Groups include an Arabic speaking and a South Asian program.

Family Violence Flexible Support Packages

Packages are available for victim survivors who have a case management plan or support plan, that identifies family violence and identifies how these support needs can be assisted through access to a package.

Anglicare Victoria (Banyule, Darebin, Nillumbik, Whittlesea and Yarra) Ph: 8470 9999

Uniting (Hume and Moreland) Ph: 9302 6100