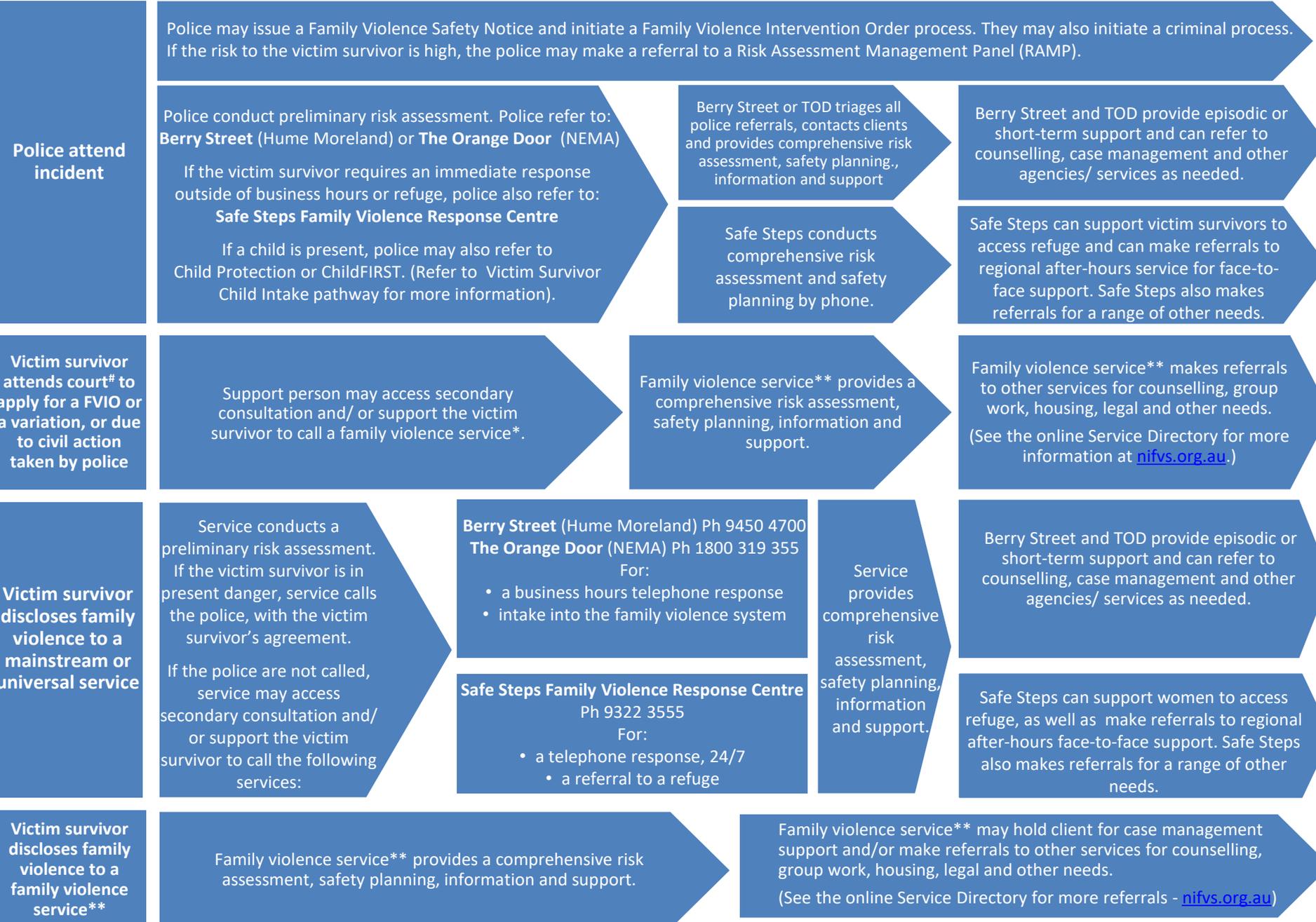


Family Violence Intake Pathways: Victim Survivor (Adult*)



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 victim survivor is high, the police may make a referral to a Risk Assessment Management Panel (RAMP).

Police attend incident

Police conduct preliminary risk assessment. Police refer to **Berry Street** (Hume Moreland) or **The Orange Door** (NEMA)

If the victim survivor 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 Victim Survivor Child Intake pathway for more information).

Berry Street or TOD triages all police referrals, contacts clients and provides comprehensive risk assessment, safety planning, information and support

Berry Street and TOD provide episodic or short-term support and can refer to counselling, case management and other agencies/ services as needed.

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

Safe Steps can support victim survivors to access refuge and can make referrals to regional after-hours service for face-to-face support. Safe Steps also makes referrals for a range of other needs.

Victim survivor attends court# to apply for a FVIO or a variation, or due to civil action taken by police

Support person may access secondary consultation and/ or support the victim survivor to call a family violence service*.

Family violence service** provides a comprehensive risk assessment, safety planning, information and support.

Family violence service** makes referrals to other services for counselling, group work, housing, legal and other needs. (See the online Service Directory for more information at nifvs.org.au.)

Victim survivor discloses family violence to a mainstream or universal service

Service conducts a preliminary risk assessment. If the victim survivor is in present danger, service calls the police, with the victim survivor's agreement.

If the police are not called, service may access secondary consultation and/ or support the victim survivor to call the following services:

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 provides comprehensive risk assessment, safety planning, information and support.

Berry Street and TOD provide episodic or short-term support and can refer to counselling, case management and other agencies/ services as needed.

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

Victim survivor discloses family violence to a family violence service**

Family violence service** provides a comprehensive risk assessment, safety planning, information and support.

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 online Service Directory for more referrals - nifvs.org.au)

Glossary

| | |
|--------------|--|
| Berry Street | Berry Street Northern Specialist Family Violence Service |
| FVIO | Family Violence Intervention Order |
| NEMA | North Eastern Metropolitan Area |
| Safe Steps | Safe Steps Family Violence Response Centre |
| TOD | The Orange Door |

Notes

* These pathways are not appropriate for male victims of family violence. The following services support male victims:

- Victims of Crime Helpline: Information, advice, support, and access to the Victims Assistance Program. (Ph 1800 819 817)
- Men's Referral Service: Anonymous and confidential telephone counselling, information, and referrals (Ph 1300 766 491)
- WithRespect: Counselling, case management and recovery programs for LGBTIQ victim survivors. (Ph 1800 542 847)

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

** Family violence services include: Berry Street, The Orange Door, The Salvation Army, Elizabeth Morgan House, Georgina Martina Inc., WithRespect, InTouch Multicultural Centre Against Family Violence and Uniting.