

## Intake Services

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

#### [The Orange Door NEMA](#) Ph: 1800 319 355

The Orange Door incorporates the intake services for specialist family violence and family services (previously Child FIRST) services. The Orange Door has a specialised Aboriginal Practice Leader and Aboriginal Response Team.

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

#### [The Orange Door Hume Moreland](#) Ph: 1800 271 151

The Orange Door incorporates the intake services for specialist family violence and family services (previously Child FIRST) services. The Orange Door has a specialised Aboriginal Practice Leader and Aboriginal Response Team.

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.

### 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.

#### [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.

#### [The Salvation Army Family Violence Crisis and Support Services](#) Ph: 9353 1011 A/H: 0458 729 171

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.

**Juno 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](http://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.

**Rainbow Door Ph: 1800 729 367 TEXT 0480 017 246**

Specialist LGBTIQ+ helpline supporting people of all ages and identities with issues including family and intimate partner violence (including elder abuse).

**[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.

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](http://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 Cobaw 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

[Family Violence Flexible Support 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