



Central Highlands  
Family Violence Services  
for Refugee and Immigrant  
Women  
Directory

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<b><u>Translating and Interpreting Services</u></b>		
<i>Service</i>	<i>What do they provide?</i>	<i>Contact</i>
<p><b>TIS National</b></p> <p>Translating and Interpreting Services</p>	<p>TIS National provides interpreting services on a fee-for-service basis. Interpreters available in 160 different languages and dialects.</p> <p>Ensure the client is comfortable with you engaging an interpreter; if the client is female, request an out-of-state, female interpreter.</p> <p><i>Free services are available to approved organisations and individual service providers when communicating with eligible Australians who do not speak English. Check the TIS website for eligibility, or call.</i></p>	<p>Phone: 131 450</p> <p>24-hour service</p> <p>Web: <a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a></p>
<p><b>VITS - Victorian Interpreting &amp; Translating Service</b></p> <p>Translating and Interpreting Services</p>	<p>VITS provides translating and interpreting services in over 160 languages with remote and onsite services available, as well as 24-hr, PhoneLoop Telephone Interpreting.</p> <p><i>Free services are available to approved organisations and individual service providers when communicating with eligible Australians who do not speak English. Check the VITS website for eligibility, or call.</i></p>	<p>Phone: (03) 9280 1941</p> <p>Email: <a href="mailto:enquiries@vits.com.au">enquiries@vits.com.au</a></p> <p>Web: <a href="https://www.languageloop.com.au/">https://www.languageloop.com.au/</a></p>

<b>Family Violence Services for Women and Children</b>		
<i>Local Services</i>	<i>What do they provide?</i>	<i>Contact</i>
<p><b>Berry Street</b></p> <p>Western Region Family Violence</p>	<p>Family violence crisis response and support services to women and children in Central Highlands and Western Victoria regions.</p> <p>Berry Street receives and provides a response to all police referrals related to women from five LGA's – Ballarat, Golden Plains, Moorabool, Pyrenees and Hepburn.</p> <p>Berry Street provides an intake process (comprehensive risk assessment and safety planning by phone), after-hours crisis support (referrals), counselling referrals, legal advice, referrals for case management support, and referral to refuge accommodation for high-risk cases.</p>	<p>Family Violence support:</p> <p>Phone: (03) 5331 3558</p> <p>Mon to Fri, 9.00am - 5.00pm</p> <p>After Hours (Crisis only):</p> <p>T: (03) 5331 3558</p> <p>Web:  <a href="https://www.berrystreet.org.au/our-work/building-stronger-families/family-violence/western-region">https://www.berrystreet.org.au/our-work/building-stronger-families/family-violence/western-region</a></p>
<p><b>WRISC Family Violence Support</b></p>	<p>Support for people affected by family violence. Includes advocacy, court support, housing support and case management services, legal assistance, and financial counselling as well as access to financial support for eligible women.</p>	<p>Phone: (03) 5333 3666</p> <p>Mon-Fri, 9am to 5pm</p> <p>Web: <a href="http://www.wrisc.org.au/">http://www.wrisc.org.au/</a></p> <p>Email: <a href="mailto:wrisc@wrisc.org.au">wrisc@wrisc.org.au</a></p>
<p><b>Centre Against Sexual Assault (CASA) Ballarat</b></p>	<p>A free, confidential counselling and advocacy for people who have experienced either past or present sexual assault. This includes crisis counselling support and support to access to forensic medical care and legal processes.</p>	<p>Phone: (03) 5320 3933 (9am to 5.30pm) (FREE CALL)</p> <p>Sexual Assault Crisis Line (24 hours) 1800 806 292</p> <p>Web:  <a href="http://www.ballaratcasa.org/">http://www.ballaratcasa.org/</a></p>
<i>National or State-wide Crisis Services</i>	<i>What do they provide?</i>	<i>Contact</i>
<p><b>Safe Steps</b></p>	<p>First response option for crisis assistance for all cultural groups.</p> <p>Provides comprehensive risk assessment and safety planning by phone, telephone crisis counselling,</p>	<p>Phone: 1800 015 188 (general)</p> <p>Or 1300 739 282 (hospital staff and police only; press option 1)</p>

Family Violence Response Centre (formerly Women's Domestic Violence Crisis Service)	referral information and support. Central contact point for women's refuges in Victoria. Can arrange immediate transport to a safe location and make crisis arrangements (e.g. refuge).	24-hour service.  Web: <a href="https://www.safesteps.org.au/">https://www.safesteps.org.au/</a>
<b>inTouch</b> Multicultural Centre Against Family Violence	Support and crisis intervention to immigrant women in over 25 languages. Also provides legal and immigration services, and post-crisis support for men, women and children. Melbourne-based.	Phone: 1800 755 988  Web: <a href="http://www.intouch.org.au">www.intouch.org.au</a>  Mon-Fri, 9am to 5pm
<b>1800 Respect</b> National Help Line	National sexual assault, domestic and family violence counselling and information referral service.	Phone: 1800 737 732  24-hour service.  Web: <a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>
<b>Domestic Violence Resource Centre Victoria</b>	Provides initial telephone support, information and referral to services to assist people who have experienced family violence.	Phone: (03) 9486 9866  Mon-Fri, 9am–5pm  Web: <a href="http://www.dvrcv.org.au">www.dvrcv.org.au</a>
<b>WIRE</b> Women's Information & Referral Exchange	Telephone counselling and information to women, referral to local counsellors and services. Business hours only.	Toll free: 1300 134 130  TTY: 13 36 77  Mon-Fri, 9am–5pm  Web: <a href="http://www.wire.org.au">www.wire.org.au</a>
<b>Financial Assistance</b>		
<i>Service</i>	<i>What do they provide?</i>	<i>Contact</i>
<b>Centrelink Family Assistance Office</b>	Crisis payments available for families who have separated due to family violence.	Phone: 132 850  Mon-Fri, 8am -5pm  Web: <a href="https://www.humanservices.gov.au/individuals/services/centrelink/crisis-payment">https://www.humanservices.gov.au/individuals/services/centrelink/crisis-payment</a>

<b>WRISC Family Violence Support</b>	Family violence No Interest Loans (NILS)	Phone: (03) 5333 3666
<b>Child and Family Services</b>	Financial counselling.	Phone: (03) 5337 3333
<b><u>Crisis Housing Support</u></b>		
<i>Service</i>	<i>What do they provide?</i>	<i>Contact</i>
<b>State-wide Homelessness Service</b>	<p>If someone is homeless or at risk of becoming homeless and needs help to find housing or support, they can seek information or assistance by calling a central number of this state-wide homelessness service, and they will be directed to the access point service that is closest to them.</p> <p>Uniting Ballarat is the access point service for Central Highlands region. Clients can also visit the Uniting Outreach Centre at 105 Dana St, Ballarat.</p>	<p>State-wide hotline</p> <p>Phone: 1800 825 955</p> <p>24-hours a day, 7 days a week.</p> <p>Uniting Ballarat Housing Program:</p> <p>Phone: (03) 5332 1286</p> <p>Mon-Fri, 9am to 5pm</p>
<b><u>Counselling Services</u></b>		
<i>Service</i>	<i>What do they provide?</i>	<i>Contact</i>
<b>Kids Help Line</b>	<p>Telephone counselling for children and young people.</p> <p>This service also provides support for Australians under 18 years old through email and online counselling.</p>	<p>Toll Free: 1800 551 800</p> <p>Web: <a href="http://www.kidshelp.com.au">www.kidshelp.com.au</a></p>
<b>1800 Respect</b>  National Help Line	<p>Telephone counselling delivered by qualified, experienced professionals.</p> <p>Online counselling also delivered by qualified, experienced professionals.</p> <p>General advice and support can also be found of the “Help and Support” page, including advice about planning for your safety, mobile phone or other technology abuse, and looking after your mental health.</p>	<p>Phone: 1800 737 732</p> <p>24-hours a day, 7 days a week</p> <p>Online Counselling:</p> <p><a href="https://www.1800respect.org.au/help-and-support/telephone-and-online-counselling/#online">https://www.1800respect.org.au/help-and-support/telephone-and-online-counselling/#online</a></p> <p>24-hours a day, 7 days a week.</p>

<b>Relationships Australia Victoria (Ballarat)</b>	Offer a Family Safety Model -- a whole-of-family approach to working with and providing services and support to all family members who are affected by the violence, including children.	Phone: (03) 5337 9222 Web: <a href="http://www.relationshipsvictoria.com.au/view-location/location/6">http://www.relationshipsvictoria.com.au/view-location/location/6</a>
<b>Ballarat Community Health</b>	Family violence counselling, and counselling and advocacy for survivors of trauma and torture.	Phone: (03) 5338 4500 Web: <a href="https://bchc.org.au/">https://bchc.org.au/</a>
<b>Centacare</b>	Specialist family violence counselling, general counselling and regional parenting programs.	Family violence counselling: (03) 5051 0000 General counselling: (03) 5327 7960 Regional parenting program: (03) 5327 7900 Web: <a href="https://www.centacareballarat.org.au/">https://www.centacareballarat.org.au/</a>
<b><u>Legal Services</u></b>		
<i>Service</i>	<i>What do they provide?</i>	<i>Contact</i>
<b>Central Highlands Community Legal Centre</b>	A not-for-profit organisation that provides <b>free</b> legal advice, information and community legal education to people who live, work or study in the Central Highlands and Wimmera regions of Victoria. Offers use of the National Relay Service and TIS for clients requiring assistance with telephone appointments.	Free call: 1800 466 488. Mon-Fri, 9am–5pm Web: <a href="http://www.chclc.org.au/">http://www.chclc.org.au/</a>
<b>Victoria Legal Aid, Ballarat</b>	Phone for <b>free</b> legal advice and publications on what to expect in court, and factsheets about Intervention Orders and family violence laws.	Phone: (03) 9269 0120 Toll Free: 1800 677 402 Mon-Fri, 9am–5pm Web: <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>
<b>Refugee Legal (National)</b>	Provides substantial legal advice and casework service for asylum seekers, refugees and disadvantaged migrants in the community and in	Telephone Advice Line: (03) 9413 0100 Advice and Casework Services

	<p>immigration detention in Victoria and across Australia.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>- Telephone Advice Line</li> <li>- Evening Advice Service</li> <li>- Day time casework, including full legal representation</li> <li>- Temporary Protection Visa (TPV) Clinics</li> <li>- Strategic 'test case' litigation</li> <li>- Client and community information sessions</li> </ul>	<p>Wed 10am – 2pm Fri 10am – 2pm</p> <p>Web: <a href="https://refugeelegal.org.au/about-us-2/what-we-do/">https://refugeelegal.org.au/about-us-2/what-we-do/</a></p>
<b>Court Network (Ballarat)</b>	<p>Community volunteers provide information and support before, during and after court.</p>	<p>Phone: (03) 8306 6915 Toll Free: 1800 681 614 Mon-Fri, 9am–5pm Email: ballarat@courtnetwork.com.au</p>
<b>Victims of Crime Helpline</b>	<p>Offers counselling, advice and referrals to assist all victims of violence, including information on court procedures, the Victims Register and details of financial assistance.</p>	<p>Phone: 1800 819 817 7 days a week, 8.00am–11pm. Web: <a href="http://www.victimsofcrime.vic.gov.au">www.victimsofcrime.vic.gov.au</a></p>
<b>Victims Assistance and Counselling Program</b>	<p>Operated by Centacare Ballarat and Horsham. Service may include practical support, outreach, referral and crisis support. To find out about eligibility, phone the Victims of Crime Helpline.</p>	<p>Phone: 1800 033 818 Mon-Fri, 9am–5pm.</p>
<b>Women and Family Law</b>	<p>A plain-English guide to family law covering a range of topics such as divorce, children, property settlements and AVOs.</p>	<p>Web: <a href="http://www.wlsnsw.org.au/resources/women-and-family-law/">http://www.wlsnsw.org.au/resources/women-and-family-law/</a></p>



<b>Family Violence Services for Men</b>		
<i>Service</i>	<i>What do they provide?</i>	<i>Contact</i>
<b>Men's Referral Service</b>	Free, anonymous and confidential information about services to help men change their abusive behaviour.  Provides telephone counselling, information and referral advice to men, and can give contact details for your local Men's Behaviour Change Program.	Phone: (03) 9428 2899  Toll Free: 1800 065 973  Mon-Fri, 9am–9pm  Web: <a href="http://www.mrs.org.au">www.mrs.org.au</a>
<b>Child and Family Services (CAFS) Ballarat</b>	Provides a range of programs for men and their families, including Men's Behaviour Change program.	Phone: (03) 5337 3333  Mon – Fri, 9am to 5 pm
<b>Relationships Australia Victoria (Ballarat)</b>	Offer a Family Safety Model -- a whole-of-family approach to working with and providing services and support to all family members who are affected by the violence, including children.	Phone: (03) 5337 9222  Web: <a href="http://www.relationshipsvictoria.com.au/view-location/location/6">http://www.relationshipsvictoria.com.au/view-location/location/6</a>
<b>MensLine Australia</b>	Free telephone and online counselling service.	Phone: 1300 789 978  24-hours a day, 7 days a week.  Web: <a href="http://www.mensline.org.au">www.mensline.org.au</a>
<b>Local Services Specific to Culturally and Linguistically Diverse Populations</b>		
<i>Service</i>	<i>What do they provide?</i>	<i>Contact</i>
<b>Ballarat Regional Multicultural Council</b>	<i>Ballarat Migration Advice and Referral Service</i> through BRMC provides basic migration advice and referrals for asylum seekers, refugees and other people on low incomes.	Phone: (03) 5383 0613  Mon – Fri, 9am to 5 pm  Web: <a href="http://www.brmc.org.au/">http://www.brmc.org.au/</a>

<p><b>Centre for Multicultural Youth (CMY)</b></p>	<p>Provide programs and projects that support young people in engaging with work, school, family and community life, and promote their sense of wellbeing and belonging.</p> <p>Use a combination of outreach, one-to-one specialist case management and group work to support and empower young people to overcome issues they are having, including family issues.</p>	<p>Phone: (03) 5317 7172</p> <p>Mon – Fri, 9am to 5 pm</p> <p>Web: <a href="http://www.cmy.net.au/">http://www.cmy.net.au/</a></p> <p>Email: <a href="mailto:info@cmy.net.au">info@cmy.net.au</a></p>
<p><b>Ballarat Community Health</b></p>	<p>Family, refugee and other health services, including settlement services, refugee health nurse, and assistance for newly arrived refugees.</p>	<p>Phone: (03) 5338 4500</p> <p>Mon-Fri, 8.30am to 5pm</p> <p>Web: <a href="https://bchc.org.au/">https://bchc.org.au/</a></p>

### Online Resources for Families

#### Family Relationships Resources and Publications

Online information for all families – whether together or separated – about family relationship issues. Find out about a range of services to assist families manage relationship issues, including helping families agree on arrangements for children after parents separate. Available in **English only**.

#### Family Safety Pack

The Australian Government's Family Safety Pack, available in **22 community languages**, has information on Australia's laws regarding domestic and family violence, sexual assault, forced marriage and Partner Visas.

#### DV Work Aware

Program of the National Working Women's Centres that has been developed to raise awareness and promote best practice responses to issues of domestic and family violence (DFV) in the workplace. Click on this link below for information about support at work for women affected by domestic and family violence, available in **several languages**.

#### SmartSafe: Technology Abuse and Your Safety

The SmartSafe website aims to support education and awareness around the positive use of technology for those experiencing violence. Legal guides which look at three primary areas of law relevant to people experiencing technology-facilitated stalking and abuse are available in **English only**.

## **Practice Resources for Service Providers**

### **Sector Capacity Building resources for frontline workers and other professionals**

Developed in collaboration with 1800 Respect, the *inTouch* website offers concise information on working with CALD communities, risk assessment, cross-cultural engagement, cultural understanding and the impact of the migration experience on women seeking help for family violence.

*inTouch* also offer “The Empty Jar Therapeutic Resource Training” for practitioners working therapeutically with families who have experienced family violence. Suitable for Social Workers, Psychologists, Psychotherapists, Counsellors, School wellbeing workers, Family Violence children's workers, and any other profession with relevant qualifications and therapeutic experience in supporting young people with complex needs.

### **Overcoming Barriers (CALD Resource)**

*Overcoming Barriers* provides practitioners with advice and resources to support their response to culturally and linguistically diverse (CALD) women and children who have experienced family violence. This toolkit was developed by a working group of the Northern Integrated Family Violence Services Regional Integration Committee.

The toolkit is suitable for use by specialist family violence, settlement, community health or other services who respond to this cohort. It is based on the premise that practitioners will have undertaken training in *Identifying and Responding to Family Violence* and have an understanding of the *Common Risk Assessment Framework* (CRAF).

### **Cultural Competence Tips Sheets**

The Centre for Culture, Ethnicity and Health (Victoria) published eight tip sheets as part of their [comprehensive framework](#) for assessing and improving cultural competence.

The tip sheets are intended for health service providers, from hospitals to community health and mental health. They can be used by staff at all levels: board, management, client services, human resources, communications and administration.

### **Promoting Refugee Health (2012 edition)**

Foundation House Victoria have developed an extensive online guide to healthcare for people of refugee background in Australia. This guide to caring for refugees can be read as a general background resource or used as a practical guide for specific issues in consultation and management. A must-read for any health professional or health promotion officer.

### **Domestic Violence Resource Centre Victoria**

If you are a professional working with people experiencing violence, you may find a lot of the content on this website useful, including:

- A guide for GPs
- Help and advice for those supporting survivors of violence
- Knowledge Centre, which includes our publications and resources
- Information about DVRCV training programs

- Links to primary prevention community of practice, *Partners in Prevention*
- Information about DVRCV's other websites

DVRCV have also published a [Domestic and Family Violence Referral Options booklet](#) (current as of January 2018).

### **[Family Violence Risk Assessment and Risk Management Framework](#)**

The Family Violence Risk Assessment and Risk Management Framework, also known as the Common Risk Assessment Framework (CRAF), helps practitioners from a wide range of fields understand and identify risk factors associated with family violence and respond consistently. The framework manual, fact sheets and reference guide have been designed to help practitioners to understand and identify risk factors associated with family violence. The second edition of the CRAF manual, including practice guides 1-3 and fact sheets, are available in Related resources on the DHHS website (see link above).

### **[Toolkit for GPs](#)**

Developed by Women's Legal Services NSW (WLSNSW) and backed by the NSW branch of the Australian Medical Association (AMA), the *When she talks to you about the violence* toolkit includes advice on how to ask the patient about abuse, how to respond, support of victims, mandatory reporting and continuing care, is available for download.

### **[RACGP 'Abuse and violence: working with our patients'](#)**

'Abuse and violence: working with our patients in general practice, 4th edition, (White Book)' is a practical online resource that was based on the best available evidence in February 2014. It contains a chapter on working with Migrants and Refugees.

### **[Health Translations Directory](#)**

Health practitioners and organisations who work with culturally and linguistically diverse communities can use this site to find reliable translated health information, including a [unique tool to help identify what language your client speaks](#). Produced by Centre for Ethnicity and Health.

### **[Refugee Health Assessment Tool](#)**

Victorian Refugee Health Network has published this tool to assist GPs in performing the MBS Refugee Health Assessment. The network has also produced a national resource on refugee health: [Promoting Refugee Health: A Guide for doctors, nurses and other health care providers caring for people of refugee backgrounds](#)

A related resource developed by ASID/RHeANA is [Recommendations for comprehensive post arrival health assessment for people of refugee-like backgrounds 2nd ed \(2016\)](#).

### **[Our Watch](#)**

Our Watch has been established to drive nationwide change in the culture, behaviours and power imbalances that lead to violence against women and their children. Our Watch is committed to an evidence-informed and evidence-building approach to prevention of violence against women and their children.

[\*Change the story: A shared framework for the primary prevention of violence against women and their children in Australia\*](#) presents a shared understanding of the evidence and principles of effective prevention as a guide to assist governments and other stakeholders to develop their own appropriate policies, strategies and programs.

#### **[CASA FORUM](#)**

The Victorian CASA Forum is the peak body of the 15 Centres Against Sexual Assault, and the Victorian Sexual Assault Crisis Line (after hours). The website contains information for professionals, survivors and families.