

About this brochure

People caring for a child who has experienced violence are often very worried about how that experience will affect the child. Children – regardless of their age – do respond to what's going on around them. However, **the effect** on children and their recovery **can depend on many things**. You can do a lot to help.

This is one of a **set of brochures** to help you understand and respond to some of the effects of violence on a child.

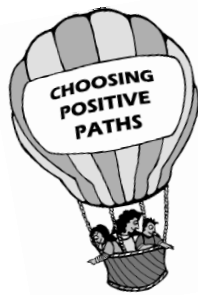
The main focus of the brochures is domestic violence – that is, intimate partner violence – and its effects on children. We also touch on issues of child abuse and other violence experienced by children, usually included in the term family violence.

The brochures talk about children who have experienced violence. This means knowing about, seeing or hearing violence against someone else. It also means being assaulted or abused by family members. All forms of violence in the family affect children.

Mostly the language in the brochures is directed at mothers. However it will also be helpful for other people who are taking on the role of primary carer – fathers, grandparents, aunts, family friends and even foster parents. In this brochure, the phrase 'your child' means 'a child in your care'.

This brochure contains tips and information about:

- questions to ask a service
- domestic violence services
- other services that can help



Parenting, violence & who can help



It can be a good idea to think about things you need to know when you first contact a support service. This can ensure that the support they provide will meet your needs, and that you can afford it. Many, but not all of the agencies listed in this brochure offer free or low-cost services.

This is a list of questions that can be useful when you first contact a service:

- What services are provided in my area?
- How does the service work?
- How do I get into the service?
- Could you send me information about the service?
- Do I need an appointment, and how long will it take to get one?
- Can you provide outreach? (outreach services go out into the community or sometimes into people's homes)
- Are there any costs, and if there are, can anyone help me out with them?
- Can you get me an interpreter if I need one?
- Do you have an after-hours service?
- What is your policy on confidentiality? (Many services are required by law to inform Child Protection Services if they believe your child is being hurt or is in danger of being hurt, and that you are not able to protect them)

Family and Domestic Violence services

The workers at these services have lots of experience and knowledge about family and domestic violence. They can give you support with **emotional, practical and legal issues**, regardless of what you decide to do. They can also help with parenting issues.

Statewide contacts

Women's Domestic Violence Crisis Service **1800 015 188** or **9373 0123**

Domestic Violence and Incest Resource Centre **9486 9866**

Immigrant Women's Domestic Violence Service **9898 3145**

Western Suburbs

Women's Health West
Family and Domestic
Violence Program **9689 9588**

Western Women's
Domestic Violence
Support Network **9312 0960**

Northern Suburbs

Family and Domestic
Violence Outreach
Service **9458 5788**

Who can help?

Telephone Crisis Services



Lifeline	13 11 14
Kids Help line	1800 55 1800
Parentline	13 22 89
Men's Referral Service Freecall	9428 2899 or 1800 065 973

Family Violence and Sexual Assault Services



Family Violence Outreach Services

Western Suburbs	9689 9588
Northern Suburbs	9458 5788

Domestic Violence and Incest Resource Centre (DVIRC)	9486 9866
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Victorian Women's Domestic Violence Crisis Service	1800 015 188
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This is a 24 hour service for women and children who need to leave home and also a referral service to other family violence services

Immigrant Women's Domestic Violence Service	9898 3145
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Centres Against Sexual Assault (CASAs)

Support for adults and children 16 and over.

West CASA	9687 5811
Northern CASA	9496 2240
CASA House	1800 806 292 or 9344 2210

After Hours sexual assault service	9349 1766 or freecall
5.30pm to 9.00am Mon–Fri	1800 806 292
24 hours weekends/public holidays	

Child and Youth Specific Services



GateHouse Centre,
Royal Children's Hospital
(a service for children under 16 who have been sexually assaulted) 9345 6391

After Hours
(Royal Children's Hospital) 9345 5522

Royal Children's Hospital Mental Health Service 1800 445 511
(services for children 0-15 years)

ORYGEN Youth Mental Health Programs (15-25 years) 1800 888 320
or VIA PAGER 9483 4556
(ask about services in your area)

Child Protection Crisis Line (24 hrs) 131 278

Western Suburbs

Child Protection Footscray 9275 7000

Northern Suburbs

Child Protection Preston 1300 664 977

Child and Adolescent Mental Health Service (Austin Hospital)

(0-18 years) 9496 3620
(15 years plus) 1800 888 320

Culturally Appropriate Services



Victorian Interpreting and Translating Service (VITS) 9280 1955
On-site and telephone interpreting

Aboriginal Family Support Unit Royal Children's Hospital 9345 6111

Victorian Aboriginal Community Services Association Ltd (VACSAL) 9416 4266
Accommodation, women's shelter, police/legal support, youth services
VACSAL youth accommodation/ support service 9484 5310

Migrant Resource Centres

Western Suburbs

St Albans 9367 6044
Altona North 9391 3355
Werribee 9742 3900

Northern Suburbs

Preston 9484 7944
Coburg 9383 6233
Thomastown 9466 4933

Counselling Services



Relationships Australia
Freecall 1800 364 277
Sunshine 8311 9222

Lifeworks
Melbourne (city office) 9654 7360
Wyndham outpost 9974 3200
Moonee Ponds 9654 7360

The Bouverie Centre Family Institute 9376 9844

Financial Services



Centrelink

- Appointments Line 13 10 21
- Family Assistance 13 61 50
- Multilingual Service 13 12 02
- Parent Liaison Service 13 61 50
 - Parenting payment
 - Maternity Allowance
 - Maternity Immunisation Allowance

Crisis Payment: Ask about your eligibility for this one-off non-refundable payment for customers who have left or cannot return to, their home because of an extreme circumstance involving domestic and family violence.

Child Support Legal Service

Child maintenance 9269 0408 or
Freecall (rural) 1800 677 402

Council for Single Mothers and their Children

No interest loan scheme, 9654 0622
help line, support groups or 1800 077 737
and referral to services

Housing and Accommodation

The following services may be able to help to pay for removalists, bond and rent

Statewide

Women's Housing Limited 9412 6868

Western Suburbs

Metro West 9689 2777
Salvation Army Social Housing Service (SASHS) 9312 5424

Northern Suburbs

North East Housing 9479 0700
Women's Information Support and Housing in the North (WISHIN) 9355 8850



Reporting a crime

Many forms of domestic and family violence are criminal. **You have the right to report your experiences to the police.**



What is an Intervention Order?

An intervention order is a court order made by a magistrate to protect you from violence or the threat of violence.

Intervention orders say the person who has been violent or who threatens violence towards you cannot come within 200 meters of where you live or work.

Young people aged between 14 and 17 years can make their own application if the court agrees

You can include children in your intervention order or you can make a separate application for them at the Children's Court

If you are ever in immediate danger call the Police on 000

Family and domestic violence Who can help?

Legal Services

This is a list of specialist legal services who can help with domestic and family violence issues. The workers at these services have lots of experience and knowledge about your rights. They also may have a good understanding of the emotional issues you might be experiencing.

Statewide contact

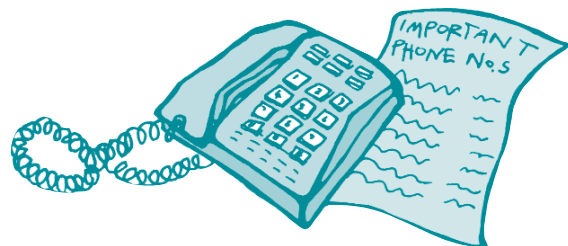
Women's Legal Service 9642 0343 or Free call 1800 133302

Community Legal Centres in the Western Suburbs

Deer Park	9363 1811
Essendon	9376 7929
Footscray	9689 8444
Flemington & Kensington	9376 4355
North Melbourne	9328 1885
Newport	9391 2244
Werribee	9741 0198
Melton	9971 1800

Community Legal Centres in the Northern Suburbs

Broadmeadows	9302 3911
Coburg/Brunswick	9350 4555
Darebin	9489 6321
Fitzroy	94193744
West Heidelberg	9450 2000



**For other support on women's issues call
WIRE - Women's Information Referral Exchange 1300 134 130**

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